



# Contractor Safety Handbook

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Document Control	
Document Number:	WHS.G.17
Version Number:	2.0
Issue Date:	25/10/2019
Review Date:	25/10/2021
Authorisation:	Group Work Health and Safety Manager

# 1. INTRODUCTION

## 1.1 Purpose

The health and wellbeing of SAI Global workers, including Contractors, is of paramount importance to the organisation and its leadership team.

To ensure the safety and wellbeing of workers, SAI Global has established a comprehensive Work Health and Safety Management System (WHSMS). The WHSMS, when implemented, helps to ensure that risks to health and safety are eliminated, or minimised, so far as is reasonably practicable.

The purpose of this handbook is to communicate SAI Global's approach to the management of health and safety risks. This handbook outlines key responsibilities and aims to provide SAI Global Contractors with guidance on how to manage risks to health. The overall goal being to minimise the risk of injury, harm or ill health.

By signing your contract, you acknowledge that you have read, understood, and will adhere to the requirements set out in this handbook. If you do not agree with this statement, please contact your SAI Global Nominated Supervisor immediately.

### 1.1.1 Scope

This handbook is relevant to Contractors utilised by SAI Global across all business groups globally.

This Handbook is provided to Contractors who do not have access to SAI Global IT systems, in particular, the SAI Global intranet.

### 1.1.2 Definitions

The following key terminology is used throughout this handbook:

Term	Definition
Contractor	An organisation or individual who has been engaged by SAI Global to provide a service. This includes sole traders and contractors employed directly by a recruitment agency or labour hire company.
SAI Global Nominated Supervisor	The SAI Global contact person who will be responsible for overseeing work conducted by the contractor.
Worker	A person who carries out work for the organisation in any capacity including employees, contractors, trainees/interns, volunteers. It also includes visitors to SAI Global controlled workplaces.
Workplace	A place where work is carried out for an organisation and includes any place where a worker goes, or is likely to be, while at work. This includes SAI Global controlled workplaces.

## 1.2 Health and Safety Policy

SAI Global outlines its commitment to health and safety in the Health and Safety Policy. The Policy is endorsed by the Chief Executive Officer, the Board of Directors and the Executive Committee.

The Health and Safety Policy also outlines key responsibilities, in addition to organisational objectives related to health and safety.

### 1.2.1 Policy wording

SAI Global is committed to the health, safety and welfare of all workers and the prevention of injury and ill health.

#### COMMITMENT

SAI Global is committed to the management of risks to health and safety through safe systems of work and the implementation of a robust safety management system in all areas of the organisation.

We strive to achieve continuous improvement in health and safety management and improved health and safety performance through leadership support and the participation of workers in health and safety matters.

#### OBJECTIVES

To achieve a safe workplace, **SAI Global** will:

- Comply with health and safety legislation, applicable standards and all relevant policies and procedures;
- Ensure that all workers understand their responsibilities relating to health and safety;
- Implement risk and hazard management systems which are relevant to the organisation, its activities and services, to ensure that risks to health and safety are identified and eliminated, so far as is reasonably practicable;
- Establish, monitor and review measurable objectives and targets relating to health and safety;
- Encourage participation, consultation and communication with all workers to improve health and safety at work;
- Ensure that workers have the appropriate skills, knowledge and competencies to safely perform their duties through the provision of health and safety induction and training;
- Actively respond to, and investigate incidents, and ensure that actions are taken to minimise the risk of reoccurrence;
- Assist injured and ill employees through the provision of proactive return to work assistance;
- Provide appropriate resources, including internal and/or external expertise, to achieve a safe workplace; and
- Ensure that all Managers remain directly responsible and accountable for the health and safety of workers within the areas under their control.

#### RESPONSIBILITIES

SAI Global Directors, Executives, and Managers are responsible for the implementation of the safety management system and the achievement of the objectives set by this Policy. All **workers** have a responsibility to:

- Take reasonable care for their safety as well as that of others;
- Adhere to workplace safety policies, procedures and safe work instructions;
- Report any unsafe conditions and hazards as they become apparent;
- Ensure that all incidents and injuries are reported as they occur;
- Actively participate in consultation and communication processes relating to health and safety; and
- Seek advice if unsure how to do a job or task in a safe manner.

Health and safety is a shared responsibility between SAI Global, its workers and other parties such as customers and suppliers. Adherence to the SAI Global Health and Safety Policy will help to improve safety and prevent work related injuries and illnesses.

Peter Granat  
Chief Executive Officer  
SAI Global Pty Limited

Issue Date: 15/09/2017  
Version 3.0

Review Date: 15/09/2020

### 1.3 SAI Global work health and safety management system

To meet the objectives of the SAI Global Health and Safety Policy, SAI Global has established a comprehensive Work Health and Safety Management System (WHSMS).

If you do not have access to the SAI Global intranet and would like to view the WHSMS, please contact your SAI Global Nominated Supervisor or contact the Group Work Health and Safety Manager - ([ohshelpdesk@saiglobal.com](mailto:ohshelpdesk@saiglobal.com)).

## 2. RESPONSIBILITIES

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### 2.1 SAI Global

The commitment and responsibilities of SAI Global related to health and safety are outlined in the SAI Global Health and Safety Policy. These responsibilities include:

- Comply with health and safety legislation, applicable standards and all relevant policies and procedures;
- Ensure that all workers understand their responsibilities relating to health and safety;
- Implement risk and hazard management systems which are relevant to the organisation, its activities and services, to ensure that risks to health and safety are identified and eliminated, so far as is reasonably practicable;
- Establish, monitor and review measurable objectives and targets relating to health and safety;
- Encourage participation, consultation and communication with all workers to improve health and safety at work;
- Ensure that workers have the appropriate skills, knowledge and competencies to safely perform their duties through the provision of health and safety induction and training;
- Actively respond to, and investigate incidents, and ensure that actions are taken to minimise the risk of reoccurrence;
- Assist injured and ill employees through the provision of proactive return to work assistance;
- Provide appropriate resources, including internal and/or external expertise, to achieve a safe workplace; and
- Ensure that all Managers remain directly responsible and accountable for the health and safety of workers within the areas under their control.

### 2.2 Contractors

The commitment and responsibilities of workers, including Contractors, are outlined in the SAI Global Health and Safety Policy. Additional responsibilities of Contractors include:

- Complete prescribed health and safety training and induction modules and activities, where required;
- Adhere to the requirements of contractors as outlined in this handbook;
- Comply with legislative requirements as stated in the relevant Health and Safety legislation;
- Ensure that they have the required licences, competencies and insurances to perform the required work;
- Conduct their activities and services in a way as to ensure, so far as is reasonably practicable, that they do not expose other persons (not being their employees) to risks to their health and safety; and
- Ensure fitness for work prior to, and during, the provision of services.



## 3. GENERAL REQUIREMENTS

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### 3.1 Overview

This section outlines the general requirements of all Contractors. It is a requirement that Contractors adhere to the following at all times:

#### 3.1.1 Licences and certificates

All Contractors are required to hold the required licences and certificates of competency for the work being completed.

The requirements for licences or certificates will be communicated to Contractors prior to the commencement of the contract.

Licences and certificates of competency must remain current for the duration of the contract. If a licence or certificate expires or is cancelled or suspended during the contract, the Contractor is responsible for notifying SAI Global immediately.

Copies, including renewal copies, are to be provided to SAI Global, where requested.

It is the responsibility of the Contractor to ensure that their employees and sub-contractors hold the relevant licences and certificates of competency.

Failure to do so may result in the suspension of the contract until such time that these documents have been provided.

#### 3.1.2 Insurances

All Contractors will be required to maintain current insurance policies as stipulated in their contract. The type of insurance policies required are dependent on the work to be performed as well as relevant local legislative requirements. Examples include professional indemnity, third party legal and workers compensation insurance.

Insurances must remain current for the duration of the contract.

Copies are to be provided to SAI Global prior to the commencement of services. Renewal policies will also need to be provided.

Contractors are responsible for ensuring that their sub-contractors hold current and valid insurances.

Failure to do so may result in the suspension of the contract until such time that these documents are provided.

#### 3.1.3 Drugs and alcohol

The consumption of alcohol or illegal drugs is prohibited by Contractors whilst performing work on behalf of SAI Global. It is the responsibility of the Contractor to ensure that they, along with their employees and sub-contractors, are not affected by alcohol or drugs, both illicit and prescription, whilst performing work on behalf of SAI Global.

#### 3.1.4 Non-conformances

In instances where the Contractor is deemed to breach safety requirements, the SAI Global may direct the Contractor to cease work.

SAI Global will notify the Contractor of the non-compliances. Work cannot commence until the relevant SAI Global Nominated Supervisor is satisfied that adequate actions have been taken to address the hazards, risks and non-conformances.

All other non-conformances observed will be managed in accordance with SAI Global's internal non-conformance and corrective action procedure. Please contact your SAI Global Nominated Supervisor for a copy of this procedure.

### 3.1.5 Contractor performance monitoring

Contractors may be, in some instances, monitored by SAI Global to ensure compliance with the safety requirements stipulated in this handbook. Examples of monitoring activities may include:

- Observation of work to monitor adherence to Safe Work Procedures;
- Regular communication (telephone or face to face);
- Review of injury and incident reports;
- Consultation regarding newly identified hazards and risks; and
- Monitoring completion of corrective actions or identified non-conformances.

## 4. MANAGING HEALTH AND SAFETY RISKS

### 4.1 Overview

SAI Global has a duty to identify hazards that could give rise to reasonably foreseeable risks to health and safety.

SAI Global will take action to eliminate risks to health and safety, so far as is reasonably practicable. Where risks cannot be eliminated, SAI Global will minimise those risks.

A key component of risk management is the utilisation of a risk assessment to identify, assess, control and review risks to health and safety.

Contractors are required to have an understanding of general risk management procedures to ensure their ability to identify, and manage, hazards and risks.

This section outlines the risk assessment approach taken by SAI Global to manage hazards and risks associated with SAI Global activities, workplaces, products and services.

### 4.2 Risk assessment

The SAI Global risk assessment process involves four key steps. These are shown in the diagram below:



Each step will now be further outlined:

#### 4.2.1 Identify hazards

A hazard is anything that could cause or has caused injury or illness in the workplace.

Uncontrolled, or inadequately controlled hazards, have the potential to cause injury or harm to workers. Hazards may arise from the following sources:

- Work environment;
- Work activities;
- Work services;
- Work design and management; and
- Equipment, materials or substances used.

There are various types of hazards which may result to risks to health and safety. Consideration of hazard types is required when completing a risk assessment. Examples of hazards are listed below:

Hazard Type	Examples	
Physical Hazards	<ul style="list-style-type: none"> <li>Poor ergonomics</li> <li>Working at heights</li> <li>Confined space</li> <li>Fire and explosion</li> <li>Thermal environment</li> </ul>	<ul style="list-style-type: none"> <li>Manual handling</li> <li>Repetitive work</li> <li>Work environment</li> <li>Energy sources E.g. electricity, noise, vibration</li> </ul>
Chemical Hazards	<ul style="list-style-type: none"> <li>Inhalation of vapours, gases</li> <li>Ingestion</li> </ul>	<ul style="list-style-type: none"> <li>Contact with the body</li> <li>Storage</li> </ul>
Biological Hazards	<ul style="list-style-type: none"> <li>Allergens</li> <li>Bacteria</li> </ul>	<ul style="list-style-type: none"> <li>Viruses</li> </ul>
Psychological Hazards	<ul style="list-style-type: none"> <li>Workload</li> <li>Physical violence</li> </ul>	<ul style="list-style-type: none"> <li>Bullying</li> <li>Intimidation</li> </ul>

Hazards, and associated risks, are identified through workplace safety activities prescribed by the Work Health and Safety Management System (WHSMS). Examples of hazard identification activities include: housekeeping inspections, incident and hazard reporting, risk assessments and consultation processes.

#### 4.2.2 Assess risk

Following the identification of hazards, it is important to determine and assess the associated risks. SAI Global utilises the WHS Risk Level Matrix to identify the risk level.

The risk level is a numerical value assigned by combining the potential consequence of the hazard and the likelihood of its occurrence. This process is further described below:

##### 1. Determine the potential consequence of the hazard

LEVEL	CONSEQUENCE	CRITERIA
5	Catastrophic	Single fatality or severe permanent disability or impairment from one event. Investigation by a regulatory body resulting prolonged business disruption. Major litigation/prosecution with damages greater than \$25 million and/or potential custodial sentence.
4	Major	Hospitalisation required with long term disability/impairment. Systemic breach of regulation(s) investigated by a regulatory body and likelihood of a punitive fine. Significant litigation with potential for damages greater than \$10 million.
3	Moderate	Medical treatment required. Short term disability or impairment. Breach of regulation with internal investigation and report to Regulator and possible fine. Litigation with potential for moderate damages.
2	Minor	Minor injury with first aid treatment required. No short-term disability or impairment. Minor systemic breach of regulations or policies. Litigation with potential for minor damages.
1	Insignificant	Minor injury with no medical or first aid treatment required. Minor and isolated breach of regulations or policies which can be readily addressed. Minor legal issues.

## 2. Determine the potential likelihood of the consequence

LEVEL	LIKELIHOOD	CRITERIA
5	Almost Certain	>90% chance of occurrence within the next 12 months. Expected to occur, inevitable.
4	Likely	>50% to 90% chance of occurrence within the next 12 months. Balance of probability will occur – not surprised if it happens.
3	Possible	>10% to 50% chance of occurrence within the next 12 months. Might occur in some circumstances.
2	Unlikely	>1% to 10% chance of occurrence within the next 12 months. Could occur in some circumstances, surprised if it happens.
1	Rare	<1% chance of occurrence within the next year. Occurrence requires exceptional circumstances. Only occur as a '100-year event'.

## 3. Determine the Risk Level

The next step involves adding the numerical value or consequence and likelihood. This will determine the risk level. The higher the number, the higher the risk. The WHS Risk Level Matrix table below can also be utilised to calculate the risk level.


WHS RISK LEVEL MATRIX						
		Consequence				
		Insignificant 1	Minor 2	Moderate 3	Major 4	Catastrophic 5
Likelihood	Almost Certain 5	Medium 6	High 7	High 8	Extreme 9	Extreme 10
	Likely 4	Medium 5	Medium 6	High 7	High 8	Extreme 9
	Possible 3	Low 4	Medium 5	Medium 6	High 7	High 8
	Unlikely 2	Low 3	Low 4	Medium 5	Medium 6	High 7
	Rare 1	Low 2	Low 3	Low 4	Medium 5	High 6

### 4.2.3 Identify and implement controls

Once the risk has been assessed, appropriate control measures to manage the risks must be identified.

Where possible the hazard should be eliminated. Where this is not possible, the Hierarchy of Controls is to be utilised to determine the most appropriate and effective control measure.

The Hierarchy of Controls is a ranked list of control measures listed in the order of reliability and effectiveness. These include:

HIERARCHY OF CONTROLS		
Control	Effectiveness	Description
ELIMINATION		Eliminate or remove the hazard
SUBSTITUTION		Substitute (wholly or partly) the hazard with something that gives rise to lesser risk
ISOLATION		Physically separate the hazard from people by distance or using barriers
ENGINEERING		Use of a physical mechanical device or process
ADMINISTRATIVE		Work methods, instructions and procedures
PPE		Personal Protective Equipment

A single control measure or a combination of control measures can be used to effectively manage a hazard.

A timeframe for implementation is to be assigned to all identified controls, or corrective actions. Additionally, the responsibility of implementing the control, within the designated timeframe, is to be allocated to an individual.

#### 4.2.4 Review for effectiveness

Once implemented, controls are to be monitored and reviewed to ensure that they are effective in managing the risk/s. Monitoring of control measures also assists in identifying potential new hazards or risks which have been introduced as a result of the control measure.

To determine the effectiveness of controls in reducing risk, a risk assessment, using the WHS Risk Level Matrix will need to be completed and a residual risk level identified. The residual risk level refers to the level of risk that remains following the implementation of control measures.

### 4.3 Risk management tools

SAI Global has a suite of risk management tools available to assist in the identification, assessment, control and review of hazards and risks. This includes, but is not limited to: a WHS Risk Register as well as risk assessment forms such as Workstation Checklists, Hazardous Chemicals Risk Assessments

#### 4.3.1 Safe Work Method Statements (SWMS)

SAI Global has a number of Safe Work Method Statements (SWMS) related to key activities performed by workers, including Contractors.

SWMS are comprehensive risk assessments related to an activity. They provide an overview of the task performed, associated hazards and risks, as well as control measures to be implemented to manage the identified risks. Examples of SWMS available include: Auditing and Consultancy, International travel and lone worker.

If you would like a copy of a SWMS, please contact your SAI Global Nominated Supervisor or email [ohshelpdesk@saiglobal.com](mailto:ohshelpdesk@saiglobal.com).

SWMS can be created for a specific activity or process as they are utilised as a risk assessment tool.

##### 4.3.1.1 Contractor SWMS

In some instances, SAI Global may request a copy of a SWMS from the Contractor. The purpose being to confirm that a risk assessment, related to the work being undertaken by the Contractor, has been completed and that adequate controls are in place.

#### 4.3.2 Completing a risk assessment

If required, a risk assessment will be completed for a specific activity or process. Risk assessments are completed in instances where concerns exist regarding the safe completion of a particular activity.

Click [here](#) to access a copy of the Risk Assessment Form.

Contact your Nominated Supervisor or the Group Work Health and Safety Manager (contact via [ohshelpdesk@saiglobal.com](mailto:ohshelpdesk@saiglobal.com)) if you require assistance in completing a risk assessment.

## 5. INCIDENT AND HAZARD REPORTING

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### 5.1 Overview

SAI Global has processes in place to ensure that incidents are reported, and where required, investigated.

Effective incident management helps to ensure that incidents are managed in a way to minimise potential impact/s. It also helps to identify hazards, or contributing factors, and ensures that action is taken to manage these to minimise the risk of incident reoccurrence.

Contractors are required to report incidents and hazards that occur, or are identified, whilst attending SAI Global workplaces or when conducting work on behalf of SAI Global.

### 5.2 Incident reporting

All incidents, no matter how minor they are, are to be reported.

All incidents are to be reported using the *Incident and Hazard Report Form*. The form is to be completed and emailed to your SAI Global Nominated Supervisor within 48 hours, where possible. Alternatively, you can email the form to [ohshelpdesk@saiglobal.com](mailto:ohshelpdesk@saiglobal.com)

Click on the link below to access a copy of the *Incident and Hazard Report Form*.

[Link – Incident and Hazard Report Form](#)

Serious incidents, and incidents which result in injury requiring medical treatment, must be reported to your SAI Global Nominated Supervisor immediately.

#### 5.2.1 Incident investigation

Where required, SAI Global will initiate an incident investigation. An incident investigation is a detailed analysis of the incident. The purpose is to identify causal, or contributing factors, which have led to the incident.

An incident investigation will be completed for significant incidents as well as minor incidents which had the potential to result in significant harm or impact.

It is a requirement that Contractors participate in the investigation process where they are an involved person.

Where appropriate, incident learning's will be communicated to relevant contractors via email communication.

### 5.3 Hazard reporting

To effectively manage health and safety in the workplace, it is imperative that hazards are identified, assessed, and adequately controlled.

Contractors are required to report hazards to SAI Global upon identification.

Click on the link below to access a copy of the *Incident and Hazard Report Form*.

[Link – Incident and Hazard Report Form](#)

Completed copies are to be provided to your SAI Global Nominated Supervisor, or alternatively, forms can be emailed to [ohshelpdesk@saiglobal.com](mailto:ohshelpdesk@saiglobal.com).

## 6. CONSULTATION AND COMMUNICATION

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### 6.1 Overview

SAI Global recognises that effective consultation and communication is essential in maintaining a safe workplace and as a result will endeavour to consult with Contractors.

Contractors can also provide feedback by contacting the Health and Safety Helpdesk at [ohshelpdesk@saiglobal.com](mailto:ohshelpdesk@saiglobal.com)

### 6.2 Consultation processes

SAI Global will utilise the following processes to consult and communicate with Contractors:

- Consultation during risk management activities
- Health and safety induction
- Provision of supervision
- Distribution of safety communication such as Safety Alerts

Additionally, each SAI Global workplace will have a nominated WHS Champion or Health and safety Representative. WHS Champions and Representatives provide assistance in relation to health and safety matters.

Please contact the Health and Safety Helpdesk ([ohshelpdesk@saiglobal.com](mailto:ohshelpdesk@saiglobal.com)) to request additional health and safety information or assistance.

### 6.3 Health and safety issue resolution

SAI Global acknowledges that issues related to health and safety may arise and understands that the resolution of these issues is imperative to the health and safety. As a result, SAI Global has established processes to ensure that health and safety issues are resolved in a timely and effective manner.

Where appropriate, SAI Global will ensure that involvement of representatives, management and also consider the views of all interested parties.

SAI Global will make all reasonable efforts to ensure that health and safety related issues are resolved in a timely and effective manner.

#### 6.3.1 What is an issue?

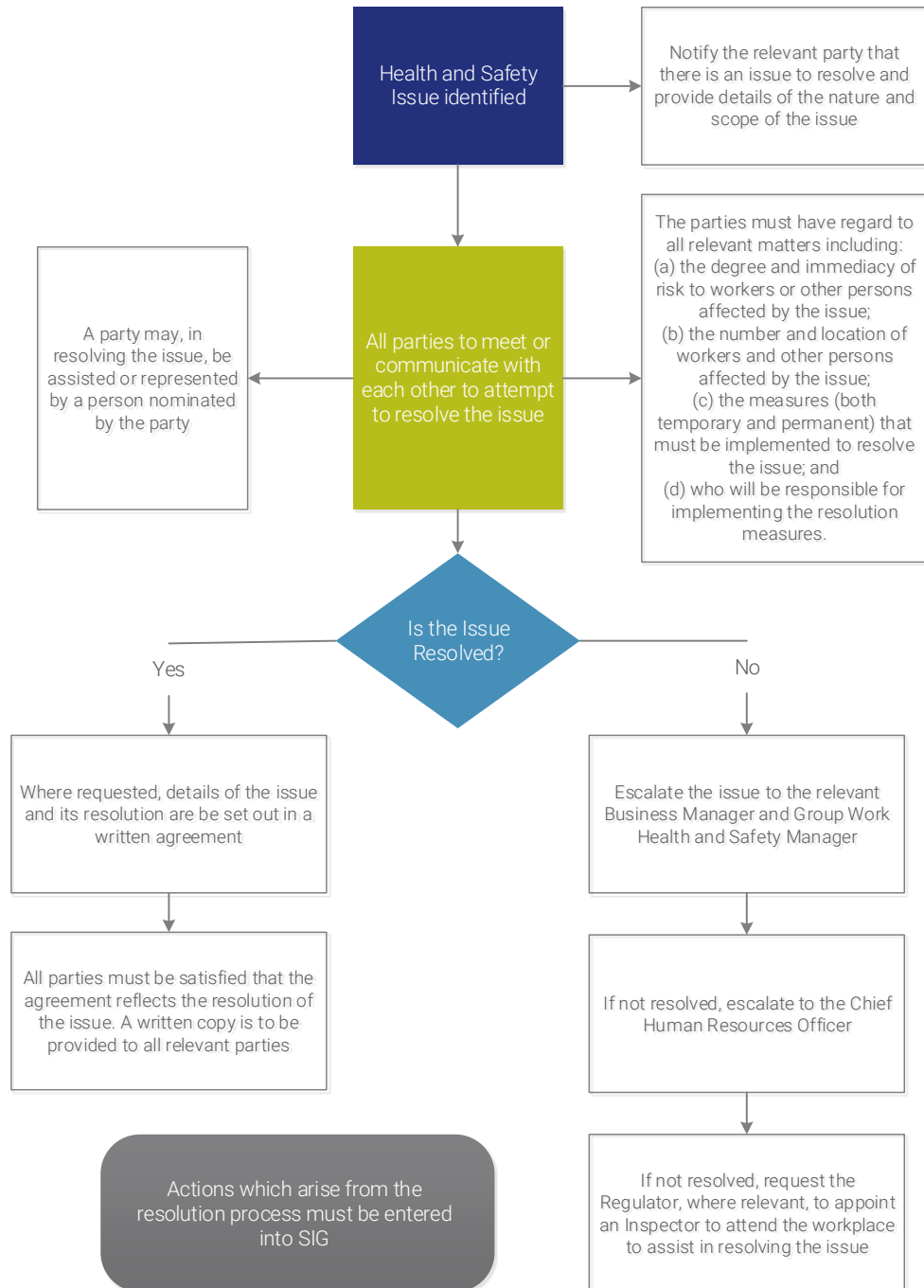
An issue is any concern about health and safety that remains unresolved following consultation with the affected parties. Examples of health and safety issues include:

- Difference in opinion regarding particular control measures.
- Difference in opinion on whether something is a potential risk to health and safety.
- Identification of a health and safety breach.
- The proposed introduction of new plant/equipment or work processes.



### 6.3.2 Issue resolution flowchart

The following process is to be utilised to resolve health and safety issues:



## 7. INDUCTION AND TRAINING

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### 7.1 Overview

To facilitate a safe workplace, SAI Global will implement an appropriate and effective health and safety training and awareness program. The overall goal of this program is to ensure that workers are competent and have the necessary skills and knowledge to safely perform their duties.

SAI Global Contractors may be required to complete training to ensure that they have the required knowledge, skills and competencies required to perform their duties safely.

This process is summarised below.

### 7.2 Induction

SAI Global understands the importance of ensuring that workers have the appropriate skills and knowledge to perform their duties safely. This is largely facilitated through induction and training processes.

Induction ensures that Contractors are provided with information regarding the following:

- SAI Global organisational requirements including responsibilities;
- Overview of key hazards and risks; and an
- Overview of site-specific health and safety requirements e.g. emergency response procedures.

The purpose of this Handbook is to provide SAI Global Contractors with an induction to SAI Global's contractor management program.

All Contractors are required to read this handbook and acknowledge their understanding, and acceptance of, SAI Global health and safety requirements.

In some instances, Contractors will be enrolled into the *Introduction to Health and Safety at SAI Global* online training module. Contractors will be notified via email in instances where completion of the course is required.

#### 7.2.1 Site induction

Where work is performed in SIA Global controlled workplaces, Contractors will be provided with a site specific induction.

The purpose of this induction is to ensure that Contractors are familiar with the facility, site emergency procedures, specific hazards and risks and key SAI Global health and safety related processes.

### 7.3 Training

Contractors may be required to complete additional training dependent on their role and also local legislative requirements.

If required, contractors will be notified of the requirement to complete the course.

## 8. SAFETY IN SAI GLOBAL WORKPLACES

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### 8.1 Overview

Contractors working in SAI Global sites will be required to adhere to site specific safety requirements. This is to ensure their safety, whilst also ensuring compliance with local legislative obligations. Further information on these requirements is noted below:

#### 8.1.1 Identification and sign-in

All Contractors are required to carry identification whilst working on SAI Global premises. Identification must include their name and organisation, if applicable.

If provided with a SAI Global visitor pass, Contractors must ensure that the pass is visible at all times. Visitor passes must be returned following the completion of the contract.

When conducting work on behalf of SAI Global at client premises, Contractors are required to wear identification and sign in.

#### 8.1.2 Housekeeping

Contractors are required to maintain good housekeeping practices. This includes:

- Clear work areas and walkways of trip hazards such as leads and equipment.
- Spills, such as water and oils etc., are to be cleaned up immediately.
- Work areas are to be kept tidy at all times.
- Dispose of waste in appropriate containers.

## 9. EMERGENCY MANAGEMENT

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### 9.1 Overview

SAI Global understands the importance of effective emergency planning and management in maintaining a safe workplace. Effective emergency management helps to ensure the safety of workers in the event of an emergency.

Each SAI Global facility will have appropriate emergency procedures, processes and equipment in place to ensure an appropriate, and safe, response to emergencies.

### 9.2 Emergency management at client sites

It is imperative that all Contractors are provided with key information regarding client site specific emergency procedures.

All Contractors are to be inducted to the client site prior to entering the workplace. The following information should be provided during the induction process:

- Location of emergency exits.
- Meeting or assembly points.
- Key contacts including supervisor and emergency personnel
- Emergency response procedures (i.e. alarm/alert system)
- First aid provisions

As a Contractor you are responsible for requesting an induction in instances where this is not provided upon arrival.

### 9.3 Emergency management at SAI Global sites

Contractors will be inducted to SAI Global offices. This will include an induction to the site's emergency response procedures.

It is important that contractors familiarise themselves with the emergency response procedures and be aware of where to obtain important information such as emergency numbers.

SAI Global will have emergency response procedures, nominated evacuation coordinators, fire fighting equipment and first aid provisions available in each SAI Global controlled workplace.

### 9.4 Other considerations

When planning for emergencies, consideration must be given to workers at risk. That is, workers who have increased vulnerability during emergency situations. The management of persons at risk is described below:

#### 9.4.1.1 Workers with disabilities or medical conditions

It is important to consider individuals with disabilities, or those who have medical conditions which may impact on their ability to respond to emergency situations.

E.g. Wheelchair users unable to evacuate using fire stairs, or individuals with a hearing impairment may not be able to hear an emergency alarm.

Please advise your SAI Global Nominated Supervisor if you have a medical condition or disability which may impact on your ability to respond to, or evacuate, in a safe manner.

## 10. MANUAL HANDLING

### 10.1 Overview

Incorrect manual handling continues to be the leading cause of musculoskeletal injuries in the workplace.

SAI Global will take steps to ensure that manual handling risks are identified and that appropriate actions are taken to manage these risks.


If you are conducting a manual handling task and you have concerns regarding your safety, please contact SAI Global as a risk assessment will be conducted.



If you identify a manual handling risk, please complete the Incident and Hazard Report Form and return to [ohshelpdesk@saiglobal.com](mailto:ohshelpdesk@saiglobal.com).

Note: Contractors should not handle any items on client sites except for their own personal items.

### 10.2 Safe manual handling instructions

Safe manual handling instructions are to be followed at all times. Refer to the instructions below for guidance on safe manual handling.

No.	STEP	PROCESS
1.	Assess the load	<ul style="list-style-type: none"> <li>Assess the size, shape and weight of the load. Identify whether the load can be carried safely by one person or whether a mechanical aid, such as trolley, is required.</li> <li>Consider factors such as: <ul style="list-style-type: none"> <li>Temperature of the load – is it too hot or cold to handle?</li> <li>Location – is it positioned in an area where access is restricted, is it too high to reach?</li> <li>Grip – will you have adequate grip of the item?</li> <li>Contents – what is in the load – can the contents shift?</li> </ul> </li> <li>If you are unsure, do not lift, carry or move the load. Seek assistance.</li> </ul>
2.	Review the work area	<ul style="list-style-type: none"> <li>Have a look at the area of the item, where it is to be placed and the route of travel.</li> <li>Is the work area clear of hazards such as trip hazard? (i.e. cords across the floor), is visibility reduced?</li> <li>Is the flooring even, clear of clutter and have a non-slip surface?</li> <li>Is there adequate lighting to perform the task?</li> </ul>
3.	Lift and carry	<ul style="list-style-type: none"> <li>Stand close to the load with feet apart (approximately shoulder width apart).</li> <li>Bend your knees and remember to keep your back straight.</li> </ul>  <ul style="list-style-type: none"> <li>Grip the item and ensure that you have an appropriate grip prior to moving.</li> </ul>

No.	STEP	PROCESS
		<ul style="list-style-type: none"> <li>Lift slowly – use your leg muscles to slowly straighten your knees. Keep your back straight and avoid jerky movements.</li> </ul>  <ul style="list-style-type: none"> <li>Once standing, keep the item as close as possible to your body. The further away it is, the greater the strain and physical exertion required.</li> </ul>  <ul style="list-style-type: none"> <li>Walk to the required area. Remember to avoid twisting your body. Move your feet in the direction required.</li> <li>Ensure that you have clear sight ahead.</li> <li>Slowly walk to the required destination.</li> </ul>
4.	Place the load on or in the required location.	<ul style="list-style-type: none"> <li>To lower or place the item down, remember to use your knees to lower yourself down to the required level.</li> <li>If you are required to place the item at shoulder height or above, use a ladder or appropriate stool. Do not stand on a chair or other equipment unless it is designed for that purpose.</li> </ul>

#### Tips

- If you are unsure of the weight of the load and your ability to move it safely, do not move the object.
- Ask for assistance if required.
- Always remember to bend with your knees and not with your back.
- Reduce the weight of the load prior to moving if possible. E.g. remove contents from a box to reduce the weight.
- Store items between knee and shoulder height to minimise overreaching or bending.

## 11. ERGONOMICS

### 11.1 Overview

Contractors may be required to spend a significant amount of time performing computer or desk based activities. As a result, it is important that workstations are set up in a manner to minimise the risk of musculoskeletal injuries.

The *Workstation Checklist* is a self-assessment tool which can be used to assess your workstation.

Click [here](#) or a copy of the checklist.

Note: The use of this form is not mandatory. Rather, it may be utilised as a tool to evaluate your workstation if you have concerns regarding your workstation set up.

### 11.2 Instructions on workstation set-up

Below are instructions on how to set up your workstation:

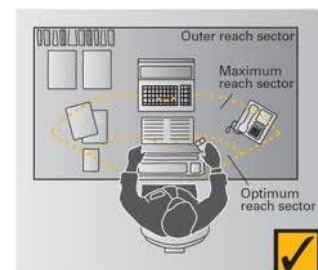
#### Chair and Seating Posture

- Adjust your chair height so that your hips and knees are at a 90 degree angle.
- Your feet should be flat on the floor or supported by a footrest.
- Position your backrest so that the curve of the backrest fits the curve of your back.
- The backrest should support your torso in an upright position. A slight recline is recommended.



#### Desk

- If you have armrests, ensure that they do not impede your elbows and the ability to get close to your desk. If they do, remove the armrests.
- There should be adequate clearance between your forearms and the desk to ensure that your shoulders remain relaxed.
- Keep frequently used items as close as possible.
- Ensure that there is sufficient space underneath the desk.



#### Monitor

- Position your monitor directly in front of you and approximately one arm length away.
- The top of the monitor should be positioned at the user's eye level.
- Position the monitor in a way to minimise glare.
- If using two monitors, ensure that the meeting point is directly in front of you. If one monitor is the primary monitor, place it directly in front of you with the other at a 30-degree angle to the left or right.



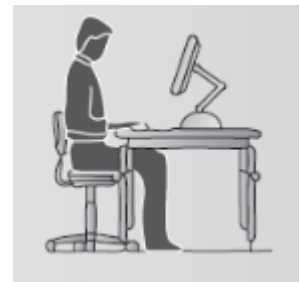
### Keyboard and Mouse

- If using a laptop, use a detachable keyboard and mouse.
- Place the centre of the keyboard directly in front of you and the computer screen. The keyboard should be located as close as possible to the edge of the desk.
- Ensure that the keyboard is positioned flat to maintain your wrists in a neutral position. Wrists should be elevated. Do not rest your wrists on the desk whilst typing.
- Keep the mouse as close as possible to the keyboard to prevent overreaching.



### Other

- If you are a frequent telephone user, position the phone within easy reach.
- Ensure that you change your posture and alternate activities regularly throughout the day.
- Clear the floor of trip hazards i.e. electrical cords
- Use the Workstation Checklist to complete a self-assessment of your workstation.



Reference: Officewise – A Guide to Health and Safety in the Office (2006). WorkSafe Victoria.

The publication quoted above is not an official publication of SAI Global therefore diagrams used in this document are subject to copyright.

## 11.3 Workstation set-up at client sites

As a Contractor you may be required to set up your laptop at a client site.

If you are provided with a work area with appropriate ergonomic equipment, it is important to take the time to adjust the chair and adhere to the ergonomic principles outlined in this section.

In instances where ergonomic equipment is not provided at the client site, it is recommended that you minimise the amount of computer use undertaken. If possible, consider returning to your home or office to complete your report particularly if prolonged amounts of typing are required.

## 11.4 Provision of ergonomic equipment

Is it the responsibility of the Contractor to ensure that they utilise appropriate ergonomic equipment.

In instances where work is performed in SAI Global controlled, workplaces, SAI Global will provide appropriate standard ergonomic equipment such as an ergonomic chair.



## 12. WORKING FROM HOME

### 12.1 Overview

The home environment, and teleworking arrangements, introduces various risks to health and safety particularly due to ergonomics and personal safety. This section provides guidance on working safely in a home environment.

### 12.2 Guidance on working from home

The Working from Home Checklist is utilised to identify, and manage risks, associated with working from home.

Please click [here](#) for a copy of the Working from Home Checklist if you would like to assess your home based workstation.

### 12.3 Guidance on working from home

Refer to the instructions below for tips on working from home safely:

WORKSTATION	
REQUIREMENTS	RECOMMENDATIONS
<ul style="list-style-type: none"> <li>Review your workstation including your chair, desk and computer.</li> <li>It is important that your chair is stable and provides adequate support to your back. The chair should provide support to your lumbar area (i.e. your lower back) and support your trunk so that it maintains an upright position. Stools and chairs without back support are not recommended.</li> <li>Your desk, chair and computer should be positioned in a manner that allows you to maintain your elbows, hips and knees at a 90-degree angle.</li> <li>Your keyboard and mouse should be positioned at an appropriate height to ensure that your shoulders remain relaxed and your wrists are in a neutral position when typing. This means that the wrists should not be flexed.</li> <li>Your monitor should be positioned at an appropriate distance and height. It is recommended that the monitor be positioned at approximately an arm's length from the user. The monitor should be at a height which limits movement (i.e. flexion) of the neck. As a guide, the top of the monitor screen should be at eye level.</li> <li>There should be adequate space on, and below, your desk. Clutter can lead to awkward postures and movements.</li> </ul>	<ul style="list-style-type: none"> <li>The Workstation Checklist can also be used to complete a more detailed assessment of your workstation.</li> <li>If using a laptop, consider using a separate keyboard and mouse if tasks involve repetitive and prolonged typing.</li> <li>Ensure that you rotate your posture and take breaks from typing.</li> </ul>

ENVIRONMENT	
REQUIREMENTS	RECOMMENDATIONS
<ul style="list-style-type: none"> <li>It is important that there is adequate lighting in the work area. Poor lighting can lead to eye strain and headaches.</li> <li>Ensure that there is appropriate ventilation. E.g. open windows.</li> <li>Your work area should be clear of trip hazards. E.g. electrical power cords, toys, rugs.</li> <li>Ensure that noise levels are appropriate as high or sudden noise may lead to loss of concentration and other physiological symptoms.</li> <li>Ensure that temperature levels are appropriate to maintain personal comfort.</li> </ul>	<ul style="list-style-type: none"> <li>Complete an inspection prior to commencing work and ensure that all trip hazards are removed.</li> <li>Ensure that lighting is appropriate. If not, move your work area to an appropriate area or consider additional lighting or higher voltage light bulbs.</li> <li>Ensure that there is adequate ventilation in the work area. I.e. open windows use air conditioners and fans.</li> <li>Minimise noise levels. E.g. close windows if external noise is an issue i.e. road works.</li> <li>Adjust temperature as required to ensure personal comfort.</li> </ul>

EMERGENCY PREPAREDNESS	
REQUIREMENTS	RECOMMENDATIONS
<ul style="list-style-type: none"> <li>It is important to ensure that workers who work from home are able to respond to an emergency.</li> <li>If you have fire-fighting equipment, ensure that it works. E.g. Smoke alarms.</li> <li>Ensure that exit routes are clear so that you are able to escape in the event of a fire or emergency.</li> <li>A list of emergency contact numbers should be readily available.</li> <li>It is also a mandatory requirement that you have access to appropriate communication. This includes a mobile which is charged and easily retrievable in the event of an emergency.</li> <li>If you have a first aid kit, check that it is stocked and that items are within their use by dates. If you do not have a first aid kit, or other supplies, ensure that you are aware of the quickest route to a medical centre or emergency department if required.</li> </ul>	<ul style="list-style-type: none"> <li>Have a fire/emergency escape plan. This is not only important for your own safety, but also that of your family or other residents and visitors. This is particularly important in areas prone to flooding, snow, wind damage other natural disasters.</li> <li>Ensure that you have a mobile phone available and that it is charged. It is recommended that you program key emergency contacts.</li> <li>Ensure that you are aware of the quickest route to a medical centre or emergency department if required.</li> </ul>

EQUIPMENT	
REQUIREMENTS	RECOMMENDATIONS
<ul style="list-style-type: none"> <li>Faulty electrical equipment continues to be the leading cause of house fires. It is important that electrical equipment is maintained in a good condition.</li> <li>If you have a safety switch, or RCD connected, you may want to consider testing it to ensure that it works.</li> </ul>	<ul style="list-style-type: none"> <li>Complete a visual inspection of equipment, plugs, cords and sockets to check whether they are free from damage.</li> <li>Report any faulty equipment to your Manager.</li> </ul>

EQUIPMENT	
REQUIREMENTS	RECOMMENDATIONS
<ul style="list-style-type: none"> <li>Ensure that you use your equipment safely.</li> </ul>	<ul style="list-style-type: none"> <li>If you use heating appliances, ensure that heaters are positioned away from combustible materials such as curtains, paper etc.</li> <li>Do not overload power points.</li> </ul>

OTHER	
REQUIREMENTS	RECOMMENDATIONS
<ul style="list-style-type: none"> <li>Consider your personal safety. Doors and windows should be locked to prevent unauthorised entry.</li> <li>It is important that you maintain regular communication with your supervisor. Identify the communication strategy in consultation with your Manager. E.g. daily phone calls, email communication.</li> <li>Minimise manual handling to prevent injury. Your work equipment and materials should be positioned, and handled, in a manner to minimise the risk of a manual handling injury.</li> <li>Chemicals in the home environment may pose a risk to the health of workers. Follow instructions on the labels if you need to use chemicals.</li> </ul>	<ul style="list-style-type: none"> <li>Keep doors and windows locked.</li> <li>Maintain regular contact with your supervisor. Determine the type and frequency of contact with your supervisor.</li> <li>Follow correct manual handling procedures when lifting, moving or carrying items.</li> <li>Follow instructions on containers when handling chemicals.</li> </ul>

## 13. ELECTRICAL SAFETY

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### 13.1 Overview

Contractors are exposed to electrical risks due to the use of electrical equipment such as office equipment.

Although the risk of serious injury or harm is minimal due to the requirement to install safety switches in most states, action must be taken to ensure that electrical equipment is in good working order to prevent an electrical incident. This includes, for example, fire or electric shock.

### 13.2 Managing electrical risks

The following is some guidance on managing electrical risks:

#### 13.2.1 Inspection of electrical equipment

It is the responsibility of the operator to check equipment prior to use. This includes checking that:

- Cords are intact with no fraying.
- Check for visible damage to the equipment including accessories, connectors, plugs or cord extension sockets.
- Check for discolouration and/or burn marks that may indicate exposure to excessive heat, chemicals or moisture.
- Check that flexible cords are effectively anchored to equipment, plugs, connectors and cord extension sockets.

Where required by legislation, electrical equipment owned by the Contractor and used on SAI Global controlled workplaces or client sites, are to be tested and tagged.

#### 13.2.2 Safety whilst using electrical equipment

The following practices should be adhered to when using electrical equipment:

- Use the appliance only for its intended purpose.
- Do not piggyback power boards.
- Ensure that you report all faulty equipment owned by SAI Global or the client.
- Do not use damaged equipment
- Make sure you have dry hands when operating an electrical appliance and do not use near water
- Conduct a visual inspection on electrical equipment and cords. Check that cords are intact and that there is no fraying or visible damage.
- Arrange electrical cords in a manner to minimise the risk of damage. E.g. avoid running leads across the floor or over sharp edges.
- If using electrical equipment in countries where stringent standards do not apply, consider using a portable Residual Current Device (RCD).

#### 13.2.3 Electrical equipment on client sites

To minimise the risk of injury related to electrical equipment at client sites, it is imperative that Contractors do not use, handle, or operate electrical equipment at client sites (other than their own computer and devices).

### 13.3 Managing faulty equipment

Contractors are responsible for ensuring that their equipment used is fit for purpose and in good workable condition.

In instances where equipment is provided to the contractor by SAI Global, the Contractor is responsible for notifying faults to their Nominated Supervisor. Where required, SAI Global will organise repair or replacement.

If there is a danger to the user, the equipment must not be used until it is repaired and deemed safe to use by a competent repairer.

## 14. CHEMICAL SAFETY

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### 14.1 Overview

Contractors may potentially be exposed to hazardous chemicals in the workplace.

In most instances, clients will have processes and systems in place to minimise the risk of exposure and adverse health effects.

Note: If visiting a client site that produces or supplies hazardous chemicals, it is imperative that you adhere to the client's procedures in relation to the use of Personal Protective Equipment (PPE) such as gloves, protective eye wear, etc.

### 14.2 Safety requirements

The following process is to be followed in relation to hazardous chemicals:

#### 14.2.1 Safety Data Sheets

A Safety Data Sheet (SDS) is a document prepared by the manufacturer or importer of a chemical. The SDS provides information such as the chemical properties and advice on correct storage and use. More importantly, it provides information on the possible health effects and the control measures required to reduce the risk to health and safety.

SAI Global will maintain copies of SDS for hazardous chemicals.

If you believe that you have been exposed to a chemical, please ask the client to provide you with safety information related to the product.

If the client is unable to provide this information, contact your SAI Global Nominated Supervisor. Alternatively, you can email [ohshelpdesk@saiglobal.com](mailto:ohshelpdesk@saiglobal.com).

In instances where a contractor introduces a hazardous chemical to a SAI Global workplace, it is their responsibility to provide SAI Global with a copy of the SDS.

#### 14.2.2 Chemical Register

A Hazardous Chemical Register is to be developed where hazardous chemicals, other than consumer products, are used. The register lists all hazardous chemicals used in the workplace. All hazardous chemicals must be listed in the register unless they are consumer products.

The majority of SAI Global offices will not be required to maintain a Hazardous Chemical Register however will be provided where applicable. For a copy of the chemical register, contact your SAI Global Nominated Supervisor.

In instances where the Contractor introduces a hazardous chemical to a SAI Global workplace, it is the responsibility of the Contractor ensure that a chemical register is provided where required.

#### 14.2.3 Risk assessments

A Hazardous Substances Risk Assessment is to be conducted where there is potential risk for harm or injury due to chemical use, handling or storage.

The risk assessment will determine control measures required to manage the risks associated with the use, handling and storage of chemicals.

To access copies of completed risk assessments, contact your SAI Global Nominated Supervisor.

In instances where the Contractor introduces a hazardous chemical to a SAI Global workplace, it is the responsibility of the Contractor to provide a copy of the risk assessment upon request.

#### 14.2.4 Safe handling

Ensure the following when using chemicals:

- Only use the chemical for the purpose it is intended.
- Use in line with SDS and instructions on label.
- Use correct Personal Protective Equipment (as indicated in SDS or on the label).
- Use in well ventilated areas.
- DO NOT use or touch chemicals which are unlabelled.
- Always wear protective gear such as gloves or an apron when handling chemicals. Some chemicals can get absorbed by your skin and make you very ill.
- Always wash yourself thoroughly after handling chemicals.
- If a chemical spill over you, wash it off at once.
- DO NOT eat, drink or smoke when you're handling chemicals.

#### 14.2.5 Safe storage and disposal

Chemicals are to be stored in accordance with the storage requirements noted in the SDS or on the chemical label.

Chemicals are to be disposed of in accordance with the requirements stipulated in the SDS.

All hazardous chemicals, and their containers, will be disposed of in a manner to minimise the risk of harm to the environment and in line with local government waste management requirements.

#### 14.2.6 Labelling

Chemicals are to be labelled to ensure that workers are aware of the contents. In instances where a label has been removed or the text is not clear, please contact your SAI Global Nominated Supervisor.

## 15. LONE WORKERS

### 15.1 Overview

Given the nature of the organisation and its activities, SAI Global Contractors may be required to work alone or in isolation. For example, when travelling to client sites.

Working alone or in isolation brings about specific risks to the health and safety of Contractors. It is therefore important that actions are taken to minimise risk to the health, safety and security of lone or isolated workers.

This section describes the action to be taken to manage risks associated with working alone.

### 15.2 Managing risks associated with working alone

SAI Global undertakes a risk management approach to the management of employees who work alone. Where required, a risk assessment will be completed.

Should the requirement to work alone or in remote locations be required, the following factors are to be considered:

FACTOR	DESCRIPTION
Location of work	Consideration is to be given to the location of the workplace or area of travel. Consider whether the area is prone to crime, distance to emergency services, whether the area is densely populated and access to telecommunications.
Nature of work	Consider the type of work to be performed and the hazards and risks associated with the activities. For example, consider whether high risk work is to be performed. Is there potential for exposure to violence or aggression?
Work organisation	Consider factors such as hours of work, duration of time to be worked alone, rotation of activities and time of work or travel.
Communication provisions	Review communication processes and access to communication systems. E.g. mobile, satellite phones.
Security provisions	Consider security provisions in place. E.g. Are security personnel available all times, are personal alarms available and is CCTV in place and operational? Review whether access to the workplace is restricted. E.g. swipe card access, barriers.
Access to emergency services	Review emergency management provisions in place. This includes first aid. Is equipment available and it is appropriate? Consider methods for contacting emergency services in the event of an emergency. Review access to medical treatment i.e. distance from medical centres or hospitals.

#### 15.2.1 Strategies to manage your safety when working alone

The following strategies should be considered:

FACTOR	STRATEGIES
Location of work	<ul style="list-style-type: none"> <li>Consider whether the work can be conducted at a safer location. E.g. can work be conducted at home rather than in the office after hours.</li> </ul>



FACTOR	STRATEGIES
Nature of work	<ul style="list-style-type: none"> <li>• Restrict work hours to normal business operating hours.</li> <li>• Schedule the activity so that more than one person is present.</li> <li>• Limit duration of work conducted alone.</li> <li>• Identify and restrict activities which are not to be conducted alone.</li> </ul>
Work organisation	<ul style="list-style-type: none"> <li>• Minimise the amount of cash and valuables carried or kept on the premises.</li> <li>• Eliminate cash handling.</li> <li>• Utilise alternative transport methods. E.g. use of taxis vs. public transport.</li> </ul>
Communication provisions	<ul style="list-style-type: none"> <li>• Utilise appropriate communication equipment e.g. satellite phones.</li> <li>• Ensure that someone is aware of your location.</li> <li>• Have access to a charged mobile phone.</li> <li>• If travelling to remote or isolated area, check mobile coverage before you leave.</li> </ul>
Security provisions	<ul style="list-style-type: none"> <li>• Request to be escorted to your vehicles.</li> <li>• Park your vehicle in a location which will allow a speedy exit.</li> <li>• Select appropriate accommodation.</li> </ul>
Access to emergency services	<ul style="list-style-type: none"> <li>• Have access to first aid and fire-fighting equipment.</li> <li>• Plan for emergencies i.e. who will you call, nearest medical facility to area of travel</li> </ul>
Other	<ul style="list-style-type: none"> <li>• Consider whether there is a requirement to have two persons present.</li> <li>• Select appropriate accommodation. Consider security and location.</li> <li>• Use an appropriate vehicle. I.e. larger vehicles when driving in regional/rural areas.</li> <li>• Ensure that your vehicle is properly maintained and has appropriate equipment for the conditions that you will travel in.</li> <li>• Do not enter a premises which appears disused or unattended, or if you feel unsafe or uncomfortable.</li> </ul>

## 16. DRIVING

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### 16.1 Overview

Motor vehicle accidents continue to be a leading causing of injury. As Contractors used by SAI Global may be required to drive for work related purposes, it is important that action is taken to minimise the risk of injury or harm. This section outlines how risks associated with work related driving are to be managed.

### 16.2 Responsibilities of drivers

Whilst driving for work related purposes Contractors must comply with the following:

- Hold a current and valid driver's licence
- Notify SAI Global immediately if their licence is cancelled, suspended, or if restrictions are imposed.
- Provide a copy of their drivers licence when requested by SAI Global
- Abide by jurisdictional road rules.
- Maintain the vehicle in a roadworthy and safe condition.
- Ensure fitness to drive. Do not drive if affected by a medical condition, fatigue, alcohol or drugs (prescription, legal or illicit).
- Report all incidents involving motor vehicles regardless of whether the incident has resulted in injury or not.

### 16.3 Vehicle management

It is the responsibility of each SAI Global employee who drives as part of their work duties to ensure that their vehicle is road worthy, insured and maintained.

### 16.4 Safe driving instructions

The following are some general safe instructions related to driving:

- Follow road rules and adhere to speed limits at all times.
- Ensure that you plan your trip to minimise the distance travelled and length of time driving.
- Ensure that you are fit to drive and not affected by fatigue, drugs or alcohol.
- Complete a visual check of the vehicle to identify any obvious damage or faults. I.e. are tyres adequately inflated?
- Check that you have a charged mobile phone.
- Ensure that you have a spare tyre and tyre changing kit; or have run flat tyres fitted.
- Make sure your windscreen is clean to improve visibility and that the windscreen wash is topped up.
- Adjust your mirrors and seat to ensure that it is in the appropriate position and that you have appropriate back support.
- Ensure that you store items securely so that they do not become projectiles.
- Wear a seat belt at all times.
- Keep a safe distance between you and the car in front.
- Use a hands-free kit when using your mobile phone (if it is legal to do so). Alternatively, pull over to a safe location prior to phone use.

## 17. TRAVEL

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### 17.1 Overview

Due to the nature of the organisation and its activities, SAI Global Contractors may be required to travel domestically and/or internationally for work. This brings about specific risks to the health and safety of Contractors therefore it is important that actions be taken to minimise risk to the health, safety and security of Contractors.

### 17.2 Procedure

The following process is to be followed in relation to travelling:

#### 17.2.1 Trip preparation

In preparation of travel, SAI Global Contractors are required to:

- Ensure that their work schedule allows for adequate time to reach their destination – this includes taking action to prevent fatigue
- Choose an appropriate, and safe, method of transport
- If driving, ensure that their vehicle is roadworthy
- Select appropriate, and safe, accommodation (if overnight stays are required) – consider location and security arrangements
- If travelling to remote locations, ensuring that you will have mobile reception
- Ensure that your SAI Global Nominated Supervisor has access to your itinerary.

##### 17.2.1.1 Completing a risk assessment

If travelling to destinations where there is greater risk of injury or harm a risk assessment using the [Risk Assessment Form](#), is to be completed prior to departure. This is to ensure that appropriate action is taken to manage these risks.

Examples of high-risk domestic travel include:

- Travelling to remote areas where access to medical services is limited
- Using transport that may increase risk exposure i.e. travelling by helicopter to a client site
- Instances where accommodation and/or transportation is arranged by the client and there are concerns regarding the quality and safety of selected options.

#### 17.2.2 Safe travel instruction

Travelling employees are to adhere to the following requirements when travelling domestically:

- Ensure regular contact with their SAI Global Nominated Supervisor
- Carry a charged mobile phone at all times
- Accommodation – ensure that your doors and windows are locked and that you utilise the hotel's safe to store valuables
- Minimise valuables and cash carried
- Use an appropriate suitcase/bag
- Use correct manual handling procedures to lift baggage, items etc

## 17.3 International travel

SAI Global has a comprehensive international travel safety program in place.

In some instances, a risk assessment may need to be completed. The International Travel Risk Assessment form is to be completed prior to travel and approved by SAI Global prior to travel in some instances.

Click below for a copy of the following documents:

- [International Travel – Managing your Safety – A Guide for Contractors](#)
- [International Travel Risk Assessment Form](#)

This guideline provides guidance on how to complete the risk assessment form.

Additionally, Contractors are able to utilise the services of International SOS whilst travelling on behalf of SAI Global. This service is further described in the guideline.

## 18. PERSONAL PROTECTIVE EQUIPMENT

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### 18.1 Overview

Personal Protective Equipment (PPE) is anything used or worn by a person to minimise a risk to the person's health or safety.

Contractors are required to utilise appropriate PPE where required. It is the responsibility of the Contractor to ensure that they purchase the required PPE. Additionally, Contractors are required to ensure that their employees and sub-contractors utilise PPE correctly.

PPE found not to be in a safe condition must be removed from the workplace and replaced at the Contractor's expense.

#### 18.1.1 What is PPE?

PPE is a control measure as prescribed by the hierarchy of controls. It is anything used or worn by a person to minimise risk to the person's health and safety and includes a wide range of clothing and safety equipment.

PPE Includes:

- Boots
- Face masks
- Hard hats
- Ear plugs
- Respirators
- Gloves
- Safety harnesses
- High visibility clothing
- Sunscreen

PPE is the least effective way of controlling risks to health and safety therefore consideration should be given to all other control measures prior to implementation. In most instances, PPE will be utilised as a control measure in conjunction with other controls.

#### 18.1.2 Client site requirements

It is a requirement that all SAI Global Contractors adhere to client site PPE requirements when visiting a client site.

In the first instance, the Contractor is to liaise with the client and obtain a list of PPE required prior to entering the site.

Alternatively, refer to the relevant Safe Work Method Statements (SWMS) below to identify potential PPE requirement:

- Safe Work Method Statement - Auditing and Consultancy – General
- Safe Work Method Statement - Auditing and Consultancy – Industrial Sites
- Safe Work Method Statement - Auditing and Consultancy – Farms
- Safe Work Method Statement - Auditing and Consultancy – Office Environments
- Safe Work Method Statement - Auditing and Consultancy – Retail Sites

Contact your SAI Global Nominated Supervisor to request a copy of the relevant SWMS.

## 18.2 Provision of PPE

Contractors are required to supply their own PPE.

If you do not have access to PPE, please contact your SAI Global Nominated Supervisor.

### 18.2.1 Specialised PPE

In some instances, workers may be required to use specialised PPE which may be provided by the client. For example, respirators or fall arrest systems.

If you required to use specialised PPE, you will need to:

- Inspect the PPE prior to use for any potential defects or damage
- Ensure that you are provided with adequate training and instruction prior to use
- Ensure, where appropriate, that PPE is fitted.

Contractors are to contact their SAI Global Nominated Supervisor immediately if they feel that they cannot safely utilise PPE or if they feel that they require further training and instruction.

### 18.2.2 Using PPE provided by the client

In instances where PPE is provided by the client, Contractors are to ensure that the PPE:

- Adequately manages the risk;
- Is not faulty or damaged and is in good condition;
- Meets the relevant standard, where applicable;
- Is clean and hygienic; and that the PPE is
- Fitted prior to use, where applicable.

## 18.3 Care, use and storage of PPE

The following must be adhered to when using PPE:

- Always read instructions from the manufacturer when purchasing and using PPE.
- If you are required to wear PPE provided by the client, ensure that you are provided with instruction on its use and fitting. It is important that you wear the PPE correctly to ensure that it provides you with maximum protection.
- Discard damaged or defective PPE.
- Store all PPE in a dry and clean storage area. Clean PPE before storage.
- PPE should be easily accessible when needed.
- Ensure that PPE fits properly.
- PPE must not interfere with any medical conditions of the user.
- Be easy to use.
- Be comfortable.
- Regularly inspect the PPE for signs of damage.

- PPE should be clean.
- Maintain in accordance with the manufacturer's recommendations.
- Dispose of PPE in line the manufacturer's recommendations. In some instances, manufacturers will recommend a period of use and replacement.

Refer to the table below for instruction on correct care, use and storage of PPE:

PPE	Recommendations
Eye Protection	<ul style="list-style-type: none"> <li>• Purchase eye protection which is comfortable</li> <li>• Replace eye protection if it becomes scratched.</li> <li>• Wash eye protection periodically with soap and water.</li> <li>• Goggles must be tight-fitting and completely cover the eyes.</li> </ul>
Safety Footwear	<ul style="list-style-type: none"> <li>• Footwear should completely cover the foot. Boots are recommended in high risk workplaces where there is risk of contact at ankle height.</li> <li>• Footwear with ankle support (i.e. boots) is recommended for auditors who spend extended periods on their feet or who regularly walk on rough or uneven ground.</li> <li>• Footwear should be made of leather upper.</li> <li>• Have non-slip tread.</li> </ul>
Hand Protection	<ul style="list-style-type: none"> <li>• The type of glove required is dependent on the hazard and the activity.</li> <li>• Use non-latex gloves if you have an allergy to latex.</li> <li>• Gloves which are discoloured or stiff may indicate degradation.</li> <li>• Dispose of degraded gloves.</li> <li>• Inspect gloves before use to ensure that they are not damaged. Check for tears or punctures.</li> <li>• Do not re-use disposable gloves.</li> </ul>
Clothing	<ul style="list-style-type: none"> <li>• Consider wearing long sleeve shirts and pants if you are required to audit in high risk workplaces or in workplaces where you may be exposed to particular hazards. E.g. chemicals, biological hazards.</li> <li>• Clothing should be laundered following use. In some instances, clothing should be washed separately (i.e. soiled with blood or hazardous chemicals).</li> </ul>
Helmets	<ul style="list-style-type: none"> <li>• Adjust helmets for correct fit prior to use.</li> <li>• Helmets with signs of damage or impact must be disposed of and replaced.</li> </ul>
Hearing Protection	<ul style="list-style-type: none"> <li>• Where hearing protection signage is displayed, ensure that you use hearing protection.</li> <li>• For single use earplugs (i.e. foam or silicone), roll the plug into a cylinder and then insert it into the ear canal. Hold it in place until it expands. It is recommended that the plug be inserted three-quarters of the length of the plug into the canal.</li> <li>• Ensure that you have a seal around the ear when using earmuffs.</li> <li>• Ensure that you clean your ear protection if they are reusable.</li> </ul>
Skin Protection	<ul style="list-style-type: none"> <li>• If you are required to conduct audits in the outdoors, ensure that you have appropriate skin protection. This includes the use of sunglasses, sunscreen, hats (with brim) and long-sleeved shirts.</li> </ul>

PPE	Recommendations
	<ul style="list-style-type: none"> <li>Sunscreen should be a broad spectrum (SPF 30+) and be water resistant. Re-apply as recommended on the instructions and apply at least 20 minutes before exposure to Ultra Violet Radiation (UVR).</li> </ul>

## 18.4 Notification of PPE requirements

SAI Global will notify workers of PPE requirements through the following mechanism:

- Contact prior to the commencement of work
- Safe Work Instructions
- Provision of Safety Data Sheets (SDS)
- Induction processes
- Signage in the workplace

## 18.5 Inspection and monitoring

SAI Global will ensure that PPE is inspected and monitored for correct use and effectiveness.

PPE will be inspected prior to use to ensure that it is in good condition and free from damage.

## 18.6 PPE standards

All PPE must meet relevant regulatory requirements. In most cases, this means that PPE must be certified as having met a particular standard. For example:

- In Australia – PPE must meet AS or AS/NZS standards
- In the UK – PPE must meet BS or BS EN standards
- In North America – PPE must meet CSA or ANSI standards.

Examples of standards are listed below:

Item	Relevant Standard
Eye Protection	AS1337 - Eye protectors for industrial applications AS1337.0(Int) - Personal eye protection - Eye and face protectors - Vocabulary AS1337.4 - Personal eye-protection - Filters and eye-protectors against laser radiation (laser eye-protectors) AS1337.5 - Personal eye-protection - Eye-protectors for adjustment work on lasers and laser systems (laser adjustment eye-protectors) AS1337.6 - Personal eye protection - Prescription eye protectors against low and medium impact AS1067 - Sunglasses and fashion spectacles AS1338.1 - Filters for eye protectors - Filters for protection against radiation generated in welding and allied operations AS1338.2 - Filters for eye protectors - Filters for protection against ultraviolet radiation AS1338.3 - Filters for eye protectors - Filters for protection against infra-red radiation BS EN 166 – Personal Eye Protection: Specifications BS EN 1836 – Sunglasses and Sun Glare Filters



Item	Relevant Standard
	ANSI Z87.1 – American National Standard for Occupational and Educational Eye and Face Protection CSA Standard Z94.3-07 – Eye and Face Protectors CSA Standard Z943.3.1-09 – Selection, use, and care of protective eyewear
Safety Footwear	AS2210 - Occupational protective footwear – Specification, use and maintenance BS EN ISO 20345 – Personal Protective Equipment – Safety footwear BS EN ISO 20346 – Personal Protective Equipment – Protective footwear BS EN ISO 20347 – Occupational footwear ANSI Z41 – American National Standard for Personal Protection-Protective Footwear CSA Standard Z195.1 – Guideline on Selection, Care, and Use of Protective Footwear CSA Standard Z195-09 – Protective footwear
Gloves	AS2161 - Occupational protective gloves - Selection, use and maintenance AS2225 - Insulating gloves for electrical purposes AS2161 - Occupational protective gloves - Protection against thermal risks (heat and fire) AS2161 - Occupational protective gloves - Protection against cold BS EN 374-1 – Protective gloves – chemicals and micro organisms BS EN 374-2 – Protective gloves –micro organisms BS EN 374-3 – Protective gloves - Chemical permeation BS EN 388 – Protective gloves - Mechanical risks BS EN 407 – Protective gloves – Heat and fire BS EN 420+A1 – Gloves – General requirements BS EN 511 – Protective gloves - cold
Headwear	AS1800 - Occupational protective helmets - Selection, care and use AS1801 - Occupational protective helmets BS EN 14052 – High Performance Industrial Helmets EN 397 – Industrial safety helmets EN 812 – Industrial bump caps ANSI Z89.1 – American National Standard for Personal Protection-Protective Headwear for Industrial Workers CSA Standard Z94.1-05 – Industrial Protective Headwear – Performance, Selection, Care, and Use
Hearing Protection	AS1270 - Acoustics - Hearing protectors U.S – Hearing protection should be selected on the device's Noise Reduction Rating (NRR). The NRR must be displayed on the product packaging. CSA Standard Z94.2.02 – Hearing Protection Devices (Performance Selection, Care and Use)

## 19. AUDITOR AND CLIENT SITE VISITS

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### 19.1 Overview

The following is additional guidance on safe work practices related to auditing and client site visits:

### 19.2 Client safety

Contractors may be required to enter client workplaces and as a result are potentially exposed to unknown hazards and risks. It is imperative that Contractors are aware of the hazards and risks and ways in which these are managed.

#### 19.2.1 SWMS – Auditing and consultancy

A suite of Safe Work Method Statements has been developed to communicate potential hazards and risks associated with particular workplaces and ways in which these can be controlled. These include:

- Safe Work Method Statement - Auditing and Consultancy – General
- Safe Work Method Statement - Auditing and Consultancy – Industrial Sites
- Safe Work Method Statement - Auditing and Consultancy – Farms
- Safe Work Method Statement - Auditing and Consultancy – Office Environments
- Safe Work Method Statement - Auditing and Consultancy – Retail Sites

Contact your SAI Global Nominated Supervisor for a copy.

Additional SWMS can be created in instances where this is required.

#### 19.2.2 Induction and supervision at client sites

It is a requirement that Contractors are inducted to a client's workplace. It is the responsibility of Contractors to request an induction where this is not provided.

Contractors must be supervised whilst on client sites at all times.

Site specific hazards and risks should be communicated by the client during the induction process. This is to ensure that you are aware of what you need to do to remain safe. For example: mobile plant; exposure to hazardous substances; or exposure to hazardous biological agents.

#### 19.2.3 Adherence to client procedures

It is a requirement that all SAI Global Contractors adhere to client procedures whilst attending the client site.

These procedures must be communicated in induction e.g. traffic management plans and use of pedestrian walkways, restricted areas, PPE requirements.

## 20. FATIGUE MANAGEMENT

### 20.1 Overview

Fatigue can significantly impact an individual's health and increases the risk of workplace injuries.

If fatigue is an issue, contact your SAI Global Nominated Supervisor.

In some instances, a risk assessment will be completed. The risk assessment is designed to assist in the fatigue management of employees, who due to their role, may be regularly required to work additional hours due to regular domestic or international travel.

#### 20.1.1 Strategies to manage fatigue

Below are some tips on managing fatigue:

Factors	Tips
Lifestyle	<ul style="list-style-type: none"> <li>• Maintain a basic level of fitness and exercise regularly</li> <li>• Keep your weight in check – Obesity contributes to sleeping disorders</li> <li>• Avoid excessive consumption of alcohol as alcohol affects quality of sleep</li> <li>• Avoid stimulants</li> <li>• Seven to eight hours uninterrupted sleep is adequate</li> <li>• Seek medical advice for excessive snoring, irregular breathing and insomnia</li> <li>• Cool conditions can assist in getting to, and staying asleep</li> <li>• Maintain a healthy diet. Avoid high fat food and eat the recommended intake of fruit and vegetables</li> <li>• Seek assistance with emotional or family problems that may be contributing to fatigue and lack of adequate sleep</li> </ul>
Work practices	<ul style="list-style-type: none"> <li>• Utilise rest periods such as meal breaks.</li> <li>• Rotate your work activities to prevent physical or mental fatigue.</li> <li>• Change your work environment when taking rest breaks.</li> <li>• Minimise excessive physical demands of a job by utilising appropriate equipment. E.g. correct workstation set up, use of lifting equipment, use of wheel system baggage to minimise carrying of heavy loads.</li> <li>• Avoid working late into the night.</li> <li>• Remove the requirement to travel by utilising other means of interaction. E.g. teleconference.</li> <li>• Review transport methods. E.g. Travel by train rather than driving.</li> </ul>
Environmental	<ul style="list-style-type: none"> <li>• Minimise exposure to extreme temperature work activities or areas when attending client sites.</li> <li>• Utilise appropriate cooling and heating devices to control temperature.</li> <li>• Ensure adequate ventilation in the work area.</li> <li>• Ensure that the work area has adequate lighting to prevent eye strain and fatigue.</li> <li>• Wear appropriate Personal Protective Equipment (PPE). I.e. hearing protection in noisy work environments.</li> </ul>

## 21. OTHER REQUIREMENTS

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### 21.1 Health surveillance

SAI Global has established a health surveillance program to ensure that activities, and/or individuals, that require health surveillance are identified and that surveillance activities are implemented, where required.

Health surveillance is the monitoring of the workplace, activities or individuals to identify health effects, or other measures of exposure, to substances or processes that pose a risk to health and wellbeing.

Once the need to conduct health surveillance is identified, Contractors exposed to the potential hazards and risks are to be notified.

Contractors will be advised of the activity, process or substance which generates the hazard as well as strategies to manage the associated risk. Additionally, information is to be provided regarding the health surveillance process as well as any assessment outcomes.

## 22. FURTHER ASSISTANCE

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For further information regarding the SAI Global Work Health and Safety Management System please contact your SAI Global Nominated Supervisor.

You can also contact the Group Work Health and Safety Manager by emailing [ohsehelpdesk@saiglobal.com](mailto:ohsehelpdesk@saiglobal.com)

Additionally, each office will have a nominated WHS Champion or Health and Safety Representative. The role of the WHS Champion or Representative is to assist workers in matters related to health and safety. Contact your SAI Global Nominated Supervisor for details of your nominated WHS Champion or Representative.