

# Safety, Health & Environment Contractor Induction

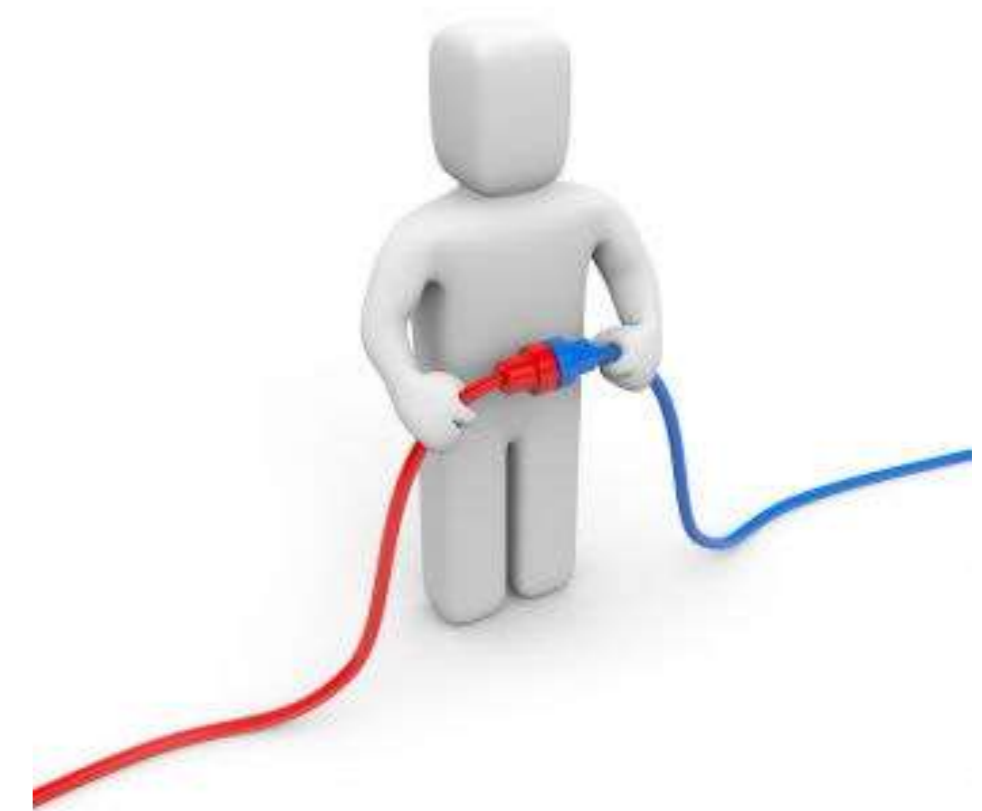
IT Contractor

WOOLWORTHS GROUP



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# Welcome to Woolworths Group Limited

**Woolworths Group Limited is committed to putting safety, health and wellbeing at the centre of what we do.**

Woolworths has identified and documented this induction with the view of providing consistent safety and health information to contractors, including merchandisers and demonstrators, consultants, entertainers, trainers, assessors and other non toolbox contractors.

Prior to commencing work on Woolworths Group Limited sites, it is a requirement that this online induction is completed and you comply with Health & Safety Acts, Regulations, Codes of Practice, and industry standards.

Woolworths Group Limited will monitor contractor compliance and performance through ongoing reviews.

Failure to adhere to the requirements detailed in this Induction may result in you and your company being removed from site and the prospect of not undertaking any further work for Woolworths Group Limited.



# Welcome to Woolworths Group Limited

**Woolworths Group Limited is committed to putting safety, health and wellbeing at the centre of what we do.**

In the interests of partnering with you on our journey to Destination Zero (zero harm to our people, environment and community), Woolworths Group Limited invites contractors to provide comment or feedback in relation to this induction to your Woolworths Group Limited representative.

At the end of this induction, once you have passed, you will be given the option to print an induction card in either a hard-plastic card, paper version of the card or email an electronic version of the card to your mobile phone. This card **must** be presented when signing in at Woolworths Group Limited Sites.

**This induction applies to Woolworths Group Limited and its subsidiaries.**





# Safety & Health Policy

## Safety and Health Policy

We care about and are committed to the safety, health and wellbeing of our customers, team members, contractors, business partners and visitors. Our vision is to become one of the safest places to work and shop. Our aspiration is 'Destination ZERO' where people go home from work or shopping free from injuries or illness.

Our guiding principles are:

- Actively caring for each other
- Striving to prevent injuries and illnesses
- No service or task is so urgent and important that we cannot do it safely
- We are responsible for our own decisions and actions; the standard you walk past is the standard you accept
- We will promote and celebrate our success.

We demonstrate this by:

- Applying risk management to prevent injuries and illness
- Complying with laws, external requirements and our processes
- Setting measurable objectives and targets to continuously improve our performance
- Providing information, training, instruction or supervision so that team members can carry out their work safely
- Engaging and consulting to receive feedback on safety and health within the workplace
- Making safety and health information available.

We all want to go home safely every day, our family and friends depend on it. Please join me in making this commitment a reality.



Brad Banducci  
CEO Woolworths Group  
28 June 2016

WOOLWORTHS GROUP



## Our Policy

Woolworths Group Limited is committed to putting safety, health and wellbeing at the centre of what we do. Individually and collectively we play an important role in meeting this commitment.

Our aim is to provide the highest level of protection against harm arising from safety, health and wellbeing hazards and risks as is reasonably practicable.

To read the Woolworths Group Limited Safety and Health Policy – [Click Here](#)

WOOLWORTHS GROUP



# Arrival at Site/Store

When arriving at Woolworths Group Limited sites contractors and service providers are to report to the sites service desk, reception or security.

You will be required to sign in the visitors book or register with reception and display the visitors sticker or tag while onsite.

“Visitor” stickers must be removed when signing out or tag returned to reception.



Date	Name	Company	Contractor	Visitor	Management or Customer	Repair or Installation	Other	Time In	Time Out	Signature

Examples of a Supermarket  
“Visitors Sticker”



# Hazards & Incidents

## **Hazards**

A hazard is "anything that has the potential to cause injury, illness or damage to people, plant or the environment". Any Hazards that are identified prior to or during the works must be eliminated or controlled prior to commencement of works.

Any site specific safety hazards should be brought to the attention of the Site/Duty Manager and any high risk hazards escalated to your Woolworths Group Limited representative.

## **Incidents and Injuries**

Incidents, injuries, near misses, involving contractors or service providers, undertaking works are to be reported to the Site/Duty Manager or your Woolworths Group Limited Representative immediately.

You are to assist in the completion of the Woolworths Group Limited Incident/Injury report form and participate in any incident investigation.

Following a serious incident, external reporting to a regulatory authority may be required. You will be required to cooperate with Woolworths in completing this, if required.

# Hazards & Incidents *Cont.*

## **First Aid**

The Site/Duty Manager will assist you with first aid needs, if required.

Woolworths Group Limited sites have access to first aid equipment, trained first aiders or access to offsite Medical Treatment.

If you are injured onsite or if a customer is injured as a result of the work being undertaken, report it immediately to a member of staff, Site/Duty Manager or your Woolworths Group Limited representative who will contact a First Aider and if necessary attendance at a local Medical Centre will be arranged.





# Emergency Preparedness & PPE

## Emergency Preparedness

Each site has emergency information that you need to be familiar with. This information is displayed or located at each site on noticeboards and in Evacuation Diagrams.

Each site has nominated wardens specifically trained to assist you in the event of an emergency and any evacuation requirements. Wardens can be identified by white, green or red hats.

**During an emergency and/or evacuation you are to follow reasonable instructions given.**

## **Personal Protective Equipment (PPE), is to:**

- Be used when indicated by signage or requested by the site controller
- Meet relevant Australian Standards and be maintained in good condition.
- Be provided by the contractor with training on its use in accordance with manufacturer's instructions.



# Emergency Preparedness & PPE

The following items of PPE may be required, but not limited to, based on the tasks being completed:

- High visibility vest/clothing
- Gloves
- Protective Clothing
- Safety glasses
- Hearing protection
- Safety footwear
- Hard Hat
- Masks
- Sun Protection (e.g. hats, long sleeved shirts, long shorts, sunblock)



**If you are required to enter a Construction Zone you will be required to comply with PPE requirements of the Principal Contractor or the Site Controller.**

# Safety Signage

## Restricted Access Areas

Restricted Access areas are sign posted and are not to be entered without permission from the Site/Duty Manager or Woolworths Group Limited Representative.



If you are required to enter a restricted access area or your work is in a geographically remote location or in an isolated area of the site then you are to include the risk controls in your SWMS.

## Construction Zones

Construction Zones will be clearly indicated with hoarding, barricading and signage and are not to be entered without making prior suitable arrangements with the Principal Contractor or Site Controller.

**Please speak with the Site/Duty Manager or Woolworths Group Limited Representative if you are not sure what any particular signage means to you.**



# Safety Signage *Cont.*

You will see a variety of signs on Woolworths Group Limited sites. Signage is provided for your safety and is to be observed at all times.

## Signage is colour coded as follows:

- **Red** signs indicate fire equipment (fire extinguishers, hose reels, etc.)
- **Blue** signs indicate that mandatory Personal Protective Equipment is required when entering the area
- **Green** signs are for emergency equipment (eyewash stations, first aid kits and emergency exits, etc.)
- **Yellow** signs are cautionary signs, which may indicate a spill, a wet floor or "sound horn" areas



# Falls

## **Slip, trip and fall injuries can be prevented by:**

- Good housekeeping (e.g. keep walkways clear at all times).
- Reporting hazards.
- Wearing appropriate clothing for the task to be completed.
- Good manual task practices.
- Holding the handrail while travelling on stairs.



**Housekeeping is everybody's responsibility and together we can all make a difference.**

**If you see something which could potentially cause a slip, trip or fall, don't walk past it, do something about it, such as:**

- Fix or isolate the problem, and;
- Reporting the Hazard to the Site/Duty Manager or your Woolworths Group Limited Site Representative.

Where there is a risk of you falling from one level to another or where there is risk of an object falling and injuring another person you are to seek assistance from the Site/Duty Manager.





# Manual Tasks

Manual tasks are to be identified and controlled.

You need to consider whether you will need help, i.e. extra people or lifting equipment, with any particular tasks before arriving onsite.



# Hazardous Chemicals

**Hazardous Chemicals must not be introduced onto Woolworths sites without prior approval.**

If you are not sure whether a Hazardous Chemical needs approval speak with your Woolworths Group Limited representative prior to arrival onsite.

If you do need to use Hazardous Chemicals onsite they are to:

- Be assessed to determine if an alternate “non” or “less” hazardous chemical can be used to perform the task.
- Have the relevant and current (not older than 5 years) “Safety Data Sheets” (SDS) available at the work site.



# Hazardous Chemicals *Cont.*

## **Hazardous Chemicals are to be:**

- Used without risk to workers, visitors and customers.
- Stored securely and where unauthorised people cannot access them.
- Used and stored away from food.
- Free from risk of falling or being knocked over.
- Appropriately labelled.
- When decanted into containers, have the correct labelling and safety information for the product identified on the container.
- Used in accordance with the manufacturer's instructions and SDS.
- Removed from store/site following use each day, unless prior agreement with the Site/Duty Manager and securely labelled and stored.

## **Spills**

- If you cause or come across a spill, prevent its spread, warn any person who may be at risk and contact the Site/Duty Manager or Woolworths Group Limited representative.

# Plant & Equipment

When servicing or working on Woolworths Group Limited equipment, the equipment is to be left in a safe manner in preparation for normal operational use. Woolworths Group Limited plant and equipment is not to be used. If you require assistance contact the Site/Duty Manager or Woolworths Group Limited Representative.

Any equipment that may cause excessive noise levels is to be used outside of trading hours. If this is not practical discuss the matter with the Site/Duty Manager or Woolworths Group Limited Representative.

**Trainees or apprentices are not to be left unsupervised.**

**Most sites generally provide Residual Current Devices (RCD) and protected General Purpose Outlets (GPO).**

**Always consider personal safety** by plugging in before switching the GPO on, and always switch off the GPO prior to removing the plug.



# Plant & Equipment *Cont.*

## Danger & Out of Service Tags

Equipment labelled with a “**Danger**” tag or “**Out of Service**” tag must **not** be used or have the label removed, except by the repairing contractor once the equipment has been repaired and returned to normal operation.





# Electrical Safety

## General Electrical Safety

- Only authorised people are permitted to open electrical enclosures.
- Portable leads must not be run across walkways or be exposed to wet areas.
- All ladders used for electrical work are to be constructed of non-conductive material.
- Double adapters are not to be used on Woolworths Group Limited sites.

## Working on Live Electrical Equipment

- Warning Signage is to be erected surrounding the work site when undertaking 'Live' electrical works.
- Work on a switchboard where mechanical segregation exists between the compartment being worked on and any other 'live' compartment, providing the compartment can be completely isolated.
- Barricades are to be used to establish an "exclusion zone" when undertaking switchboard works, where electricians control the area and any flow of traffic through the exclusion zone.
- Switchboards will not be left open without qualified personnel supervising the area at any time. This includes times when barricades have been erected.

# Facilities & Other Site Rules

## Asbestos

Asbestos registers are available onsite and are to be checked by the contractor prior to commencing any work.

Specific areas within a store/site that contain asbestos are labelled.

Only suitably licensed contractors can perform work on asbestos containing materials.



# Facilities & Other Site Rules *Cont.*

**Traffic Management requirements are to be observed at all times, including:**

- All speed limits, traffic flows and other specific traffic management rules and signage.
- Vehicles are to be immobilised prior to loading or unloading.
- Vehicle parking is permissible only in designated parking areas, parking in other areas will not be tolerated.



# Facilities & Other Site Rules *Cont.*

## **Pedestrian Movement**

When moving around Woolworths Group Limited sites pedestrian zones are to be used, where indicated.

When working in or moving equipment in the vicinity of pedestrians, barricading is to be considered to prevent unauthorised or accidental contact.



# Facilities & Other Site Rules *Cont.*

## **Housekeeping and Storage**

Work areas are to be kept clean and orderly. Waste and scrap is to be removed from site daily or more frequently if required. Dangerous goods and Hazardous chemicals must **not** be disposed of in general use waste bins, these wastes are to be removed from site and disposed of in accordance with regulatory requirements. Depending on the type of waste, proof of disposal methods and/or certificates may be requested.

Contractor work areas will be subject to the regular housekeeping safety inspections. Results may be used to determine the future allocation of contracts.





# Facilities & Other Site Rules *Cont.*

## **Food Safety**

When working in and around food, care is to be taken to prevent damage or contamination. This may include, but not be limited to breakages and extremes in temperature. If you think you may have contaminated food speak with the Store/Duty Manager or Woolworths Group Limited Representative.

**General hygiene and cleanliness is to be observed at all times when working in "food for sale" areas, that may include:**

- Footwear
- Hair nets/caps
- Washing your hands
- Removing/covering any exposed jewellery



# Facilities & Other Site Rules *Cont.*

## **Kitchens and Lunchrooms**

Facilities are available at Woolworths Group Limited sites. Your Site/Duty Manager or Woolworths Group Limited Representative can give you further information.

## **Toilets**

Toilet facilities are available at most stores/sites. All provided facilities are to be kept clean and tidy and any issues reported to the Site/Duty Manager or your or Woolworths Group Limited Representative.

## **Contractor's Visitors and Children**

When engaged as a contractor, your children and pets are not permitted onsite with the contractor whilst you are carrying out works.

# Facilities & Other Site Rules *Cont.*

## **Security**

Under no circumstances are contractors to interfere with any Woolworths Group Limited plant, equipment, facility or amenities, unless authorised to undertake repairs or maintenance.

Company uniform or identification is to be worn if agreed between your company and Woolworths Group Limited.

Please be aware that Woolworths Group Limited Sites use Closed Circuit Television (CCTV) video surveillance equipment. This equipment is required to protect workers and customers and to ensure their safety and security as well as the security of the site.



# Facilities & Other Site Rules *Cont.*

## **Centre Management**

The requirements for working on Woolworths Group Limited sites are set out throughout this document. Where works are to be conducted outside the Woolworths Group Limited tenancy, or will impact areas outside of the control of Woolworths Group Limited then Centre Management is to be consulted prior to the commencement of works.

Work that may impact a centre's infrastructure (e.g. air conditioning, fire and sprinkler, smoke detection systems, roof, plumbing etc.) is only to be undertaken with the prior permission of Centre Management.

Contractors may also be required to undertake Centre Management's induction process and adhere to their specific Health and Safety requirements.



# Maintaining a Respectful Workplace

Woolworths Group Limited is committed to providing a workplace free from:

- Bullying
- Harassment
- Sexual harassment
- Unlawful discrimination
- Victimization
- Violence

You have a responsibility to behave in a manner that treats others with dignity and respect.

**Any Contractor that commits or threatens to commit an act that is in violation of our Respectful Workplace Policy towards another person or property at work, or a work related event, **will be removed from site** and the future of the contract reviewed, exclusive of any other civil remedy or criminal penalty that may be pursued if appropriate.**



# Maintaining a Respectful Workplace

Act	What is it	Examples
Bullying	Workplace bullying is repeated, unreasonable behaviour directed towards a person, or group of people, which could pose a risk to their health and safety. Bullying may be intentional or unintentional.	<ul style="list-style-type: none"> <li>• Abusive, insulting, or offensive language or comments</li> <li>• Spreading misinformation or rumours</li> <li>• Behaviour which belittles or humiliates</li> </ul>
Harassment	Harassment is any uninvited, unwelcome or unreciprocated behaviour that a reasonable person would anticipate may humiliate, offend, embarrass or intimidate another person.	<ul style="list-style-type: none"> <li>• Offensive or demeaning comments or jokes</li> <li>• Sending or showing offensive pictures or messages (including by phone or on social media)</li> </ul>
Sexual Harassment	Sexual harassment is any unwanted, unwelcome or unreciprocated conduct or behaviour of a sexual nature which offends, humiliates or intimidates.	<ul style="list-style-type: none"> <li>• Sending, showing or requesting sexual pictures or messages (including by phone or on social media)</li> <li>• Unwelcome comments or questions about a person's appearance, sexual activities or private life</li> </ul>



# Maintaining a Respectful Workplace

<b>Act</b>	<b>What is it</b>	<b>Examples</b>
Unlawful discrimination	Unlawful discrimination is where someone is treated less favourably because of a legally protected attribute.	<ul style="list-style-type: none"><li>• Gender, marital or relationship status, pregnancy, breastfeeding, parental status or carers' or family responsibilities</li><li>• Sexual orientation, gender identity, intersex status or gender expression</li><li>• Race, colour, descent, nationality, national origin, ethnicity or religion</li></ul>
Victimisation	Victimisation means treating someone negatively because they have made or have been involved in a complaint.	<ul style="list-style-type: none"><li>• Making derogatory comments</li><li>• Ignoring a team member, or otherwise creating a hostile work environment</li></ul>
Violence		<ul style="list-style-type: none"><li>• Punching, pushing, fighting or other physical violence</li><li>• Threats of violence</li></ul>



# Drugs & Alcohol

## Drugs, Alcohol & Smoking

No person is permitted to be under the influence of alcohol or drugs on a Woolworths Group Limited site. Any person suspected to be under the influence of alcohol or drugs will not be permitted to commence work. Some Woolworths Group Limited sites provide a designated smoking area.

Some medications can affect individual judgement and usually carry warnings on the packaging, e.g. do not operate equipment for 12 hours after taking this medication. Caution must be exercised and any concerns reported to the Site/Duty Manager.

Woolworths Group Limited will review the ongoing contractual relationship where any contractor is suspected to be under the influence of drugs or alcohol.



# Consequences for Violation

The following points outline consequences that will apply to a Contractor for non-compliance, and will be applied upon assessment of the severity and frequency of the non-compliance amongst other considerations.

## **The consequences are listed in order of severity:**

1. The issuing of a Warning Notice for a violation to individual(s) and/or the contracting company(s).
  - Warnings are verbal or written notices placing an individual(s) and/or the contracting company(s) on notice for a violation. Two warnings given in a three month period may result in the automatic escalation of consequences to a suspension or breach.
2. Suspended from attending a nominated Woolworths Group Limited site(s) for a defined period of time.
  - Suspension is the temporary measure of not allowing an individual(s) and/or contracting company(s) the right to conduct work at a Woolworths Group Limited site, or the non-issuing of future jobs to an individual(s) and/or contracting company(s) for a defined period of time.



# Consequences for Violation *Cont.*

3. Excluded from attending a nominated Woolworths Group Limited site(s) indefinitely.
  - Exclusion is the permanent measure of not allowing an individual(s) and/or contracting company(s) the right to conduct work at a Woolworths Group Limited site(s), or the non-issuing of future jobs to an individual and/or contracting company(s) for the life of the contract.
4. Contract termination with the possibility of future restrictions on tendering work for Woolworths Group Limited.





# Supplier Speak Up Policy - If you would like to tell us about an issue....

At Woolworths we are committed to open and positive relationships with all of our suppliers.

We recognise, that situations may arise where you feel that an important issue can't be dealt with directly with us, and where you would prefer to use an independent and confidential avenue for raising your issue. We have created the Supplier Speak Up Service for this purpose, hosted by a company external and independent of Woolworths.

Issues for which Supplier Speak Up should be used include:

- Fraud, bribery, corruption, behaviour that threatens others,
- Risk to people or product safety,
- Breach of law, including theft, unconscionable, or anti-competitive trade practices,
- Improper use of confidential information, and
- Violation of human rights, underpayment, modern slavery.



# Supplier Speak Up Policy - If you would like to tell us about an issue....

There are processes in place and people ready to listen. First talk to your line manager, or if you can't talk to your line manager, talk to their manager, or at any time, talk to your HR representative or appropriate specialist e.g. Loss Prevention or Risk and Safety.

If you are unable to escalate a serious issue through the normal processes, or you have strong reason to believe that a reported issue has not been investigated, you may access "Supplier Speak Up".

You can choose whether to remain anonymous or reveal your identity when you contact the Speak Up service. We are committed to protecting users of the Speak Up service against adverse consequences resulting from raising a matter.

Speak Up can be contacted on [WoolworthsSpeakUp.Ethicspoint.com](https://www.woolworths.com.au/supplier-speak-up) or through the phone numbers listed on that site (Australia 1800 772 173).

# Completed

**Thank you.**

You have now completed the **IT Contractor** Woolworths Group Limited Safety, Health & Environment Contractor Induction.

**Please proceed to the competency assessment.**

