



FurBaby  
Groom & Pamper | Dog Daycare  
Health and Safety Handbook

26 December 2014

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# 1 INTRODUCTION

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## 1.1 HEALTH AND SAFETY IN THE WORKPLACE

Management of FurBaby Groom & Pamper & FurBaby Dog Daycare (hereafter referred to as FurBaby) (**the Organisation**) will do everything reasonably practicable to ensure you can undertake your work in a healthy and safe manner.

You also play a crucial role in achieving a safe workplace. You owe it to yourself, those close to you and your colleagues not to expose yourself to unnecessary risks at work. You can do so by protecting yourself and others from hazards and hazardous situations, by following safe work procedures and by adopting safe work practices.

## 1.2 PURPOSE OF HEALTH AND SAFETY HANDBOOK

Through the provision of important procedures and guidelines, this Health and Safety Handbook (**Health and Safety Handbook**) will help you, your colleagues and others to stay healthy and safe in the workplace.

Health and Safety legislation rightly makes health and safety everyone's responsibility. Therefore, this Health and Safety Handbook applies to all workers, including, but not limited to contractors and volunteers. Please read this Handbook carefully and ensure you comply with the guidelines set out below.

Any failure to comply with health and safety requirements is taken very seriously by the Organisation. As an employee, you may be subject to disciplinary action (up to and including the termination of your employment) in the event you:

- breach the policies and/or procedures contained in this Health and Safety Handbook;
- breach any other health and safety policy or procedure made known to you; or
- take any action that could threaten the health or safety of yourself, your colleagues or others.

Appropriate action which may be taken in relation to other workers includes, but is not limited to, termination of their engagement with the Organisation.

## 1.3 GENERAL

Amendments to this Health and Safety Handbook will be issued from time to time.

The Health and Safety Handbook does not form part of your contract of employment or engagement agreement, unless expressly stated otherwise. However, in any event, it may be considered when interpreting your rights and obligations under the terms of your employment or engagement.

You are welcomed and encouraged to provide feedback and suggestions for improving health and safety in the workplace to management at any time.

## 2 HEALTH AND SAFETY POLICY STATEMENT

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FurBaby and its officers recognise that the health and safety of all workers and visitors is of the utmost importance and vital to the success of our business. As such we aim to continuously improve health and safety in the workplace through consultation and increased health and safety awareness of management and workers.

Through the co-operative efforts of management and workers, we are committed to:

- providing a safe environment for all workers and visitors to our workplace
- providing and maintaining buildings, equipment and plant in safe working condition
- supporting the ongoing training and assessment of workers
- developing, implementing and monitoring safe work practices
- continuously improving the standards of health and safety in the workplace
- managing risks in the workplace
- providing information, instruction and supervision.

The focus of FurBaby's health and safety management system is preventing hazards. We will develop a framework for health and safety management and a plan for systematic risk assessment and control of hazards, to progressively improve safe behaviours and safe systems of work across the business.



Shari Lovreta

**Proprietor**

on behalf of **FurBaby Groom & Pamper | FurBaby Dog Daycare**

## **3 HEALTH AND SAFETY RESPONSIBILITIES**

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### **3.1 INTRODUCTION**

The Organisation is committed to ensuring the health, safety and welfare of its workers and any other people who may be affected by its operations.

In order to ensure that health and safety is successfully managed within the Organisation, the following general responsibilities have been allocated. These are to be read in conjunction with the remainder of the Health and Safety policies, which outline further health and safety responsibilities, including responsibilities relating to specific risks and situations.

### **3.2 ORGANISATION RESPONSIBILITIES**

The Organisation has a duty to ensure, so as far as reasonably practicable, the health, safety and welfare at work of all its workers while at work. In particular, it is responsible for:

- providing and maintaining its workplaces in a healthy and safe condition and providing safe systems of work
- identifying, controlling and monitoring hazards in the workplace
- ensuring the safe use, handling, storage and transport of plant, equipment and substances
- providing and maintaining systems of work and a working environment that is healthy and safe
- providing the information, training, instruction and supervision necessary to maintain a healthy and safe workplace
- providing adequate facilities for the welfare of workers
- monitoring the workplace and the health and safety of workers to assist in preventing injury and illness.

### **3.3 MANAGER/SUPERVISOR RESPONSIBILITIES**

Managers/supervisors are responsible for:

- maintaining a working environment that is safe and without risk to health
- implementing safe systems of work by ensuring safe products and systems are used
- maintaining the workplace, plant, machinery and substances
- implementing information, training, instruction and supervision for workers
- identifying and controlling hazards in the workplace
- ensuring all relevant health and safety laws are complied with
- using the resources provided for health and safety
- ensuring workplace rules, procedures and systems are reviewed and maintained

- promoting health and safety in the workplace
- maintaining consultative mechanisms.

### **3.4 WORKER RESPONSIBILITIES**

As a worker, you are responsible for:

- ensuring you are not under the influence of alcohol, drugs or medication of any kind where doing so could adversely affect your ability to perform your duties safely or efficiently or be in breach of the workplace policies
- taking reasonable care for the health and safety of yourself and others who may be affected by your actions or omissions in the workplace
- co-operating with management to ensure all health and safety obligations are complied with
- ensuring all health and safety equipment is used correctly
- using and maintaining the required Personal Protective Equipment (**PPE**)
- reporting any injuries sustained whilst working and seeking appropriate first aid
- advising management, as soon as practicable, of any symptoms that may lead to adverse health issues arising from prolonged and/or repetitive work activities
- reporting any unsafe conditions, equipment or practices to management, as soon as practicable
- rectifying minor health and safety issues where authorised and safe to do so
- co-operating with any health and safety initiative, inspection or investigation
- actively participating in any return to work program.

## 4 HAZARD AND RISK MANAGEMENT PROCEDURE

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### 4.1 INTRODUCTION

Hazard management is the process of identifying what may cause an injury or illness in the workplace and deciding what may happen as a result. Once hazards in the workplace have been identified and assessed, priorities can be set determining what action is to be taken to eliminate or control the hazard.

### 4.2 ORGANISATION RESPONSIBILITIES

The Organisation will:

- identify hazards by conducting regular workplace inspections, reviewing hazard reports and reviewing injury/illness records
- assess each hazard in terms of its potential to do harm
- identify and implement control measures to eliminate or reduce the risks
- monitor and review the effectiveness of the control measures.

Where necessary, the Organisation will implement a safe work procedure to ensure the risk of the hazard causing harm is controlled.

### 4.3 WORKER RESPONSIBILITIES

As you go about your work, you may identify hazards that could present a health and safety risk to you, your colleagues and others. It is every workers responsibility to identify and report any such hazards to management.

Where you identify a hazard, if it is safe to do so, immediately take steps to prevent this hazard from posing a health or safety risk. If you cannot fix the problem, you are required to report it to management immediately and complete the **Hazard Report Form**.

In addition, where an inspection of the workplace is taking place, you should inform the person conducting the inspection of any ongoing health and safety concerns you have.

All workers will be given the opportunity to express their views and contribute in a timely manner to the resolution of health and safety issues that affect them. These views will be valued and taken into account by those making decisions.

## 5 REPORTING OF INCIDENTS AND INJURIES

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### 5.1 INTRODUCTION

Wherever possible, the Organisation aims to prevent any incident or injury from occurring in the workplace.

However, where an incident, injury or near hit/miss does occur, it is essential that proper records of these are kept. This ensures that appropriate records are available should the need arise, for example in support of a workers compensation claim. It will also assist the Organisation to identify and address any ongoing health and safety concerns or unsafe work practices.

### 5.2 ORGANISATION RESPONSIBILITIES

The Organisation will provide and maintain a workplace register of injuries. Management must ensure the details of any workplace injury/illness are recorded on this register.

Where a worker is suffering an injury/illness at work and requires medical attention, management will arrange this. In emergency cases, an ambulance will be called to attend the location. If it is not an emergency, management will organise for the affected worker to be transported to a medical practitioner/centre as soon as possible, or for on-site first aid treatment to be rendered.

Where necessary, management will undertake an investigation into any work related injury/illness within 24 hours. The purpose of any such investigation will be to determine the cause/s of the injury/illness (if possible) and recommend measures (if any) to be implemented to eliminate or reduce the probability of reoccurrence.

### 5.3 WORKER RESPONSIBILITIES

Where any workplace incident, injury/illness or near hit/miss occurs, you must notify management as soon as possible and complete an **Incident Report Form**.

You are also responsible for entering the details of any minor workplace injury/illness that requires First Aid treatment on the **First Aid Treatment Log/Register of Injuries Form**.

For any workplace injury/illness, you are required to undergo medical treatment as necessary. Where the need for treatment is identified whilst at work, management will arrange this treatment. However, where your injury/illness worsens whilst away from the workplace, or over a period of time, you are required to seek medical attention at the earliest opportunity.

If you have suffered any workplace injury/illness that required medical treatment, you must provide a certificate from your treating doctor stating your fitness for duties upon your return to work.



## 6 EMERGENCY PROCEDURES

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### 6.1 INTRODUCTION

The health and safety of the workplace and workers may be impacted in an emergency situation, for example in the event of a fire.

Whilst the organisation will take all necessary precautions to prevent an emergency situation arising, in the unlikely event that an emergency situation does arise, the procedures below are to be followed to ensure the health and safety risks associated with such situations are minimised.

You must ensure that you are aware of our fire and evacuation procedures and the action you should take in the event of such an emergency.

### 6.2 PROCEDURES

#### i) Fire

If you discover a fire:

- alert other people in the immediate vicinity to the fire
- activate any fire alarms and call '000'
- if safe, try to put out or contain the fire, or otherwise evacuate the premises in accordance with the workplace emergency evacuation procedures.

At no time should you risk personal safety in an effort to protect property or others.

#### ii) Emergency evacuation

If an emergency evacuation is required:

- follow instructions given to you by emergency services personnel and any designated evacuation staff (eg fire wardens)
- leave the building via the closest designated exit
- proceed to the designated assembly area.

During an emergency evacuation, you must remain calm and: □

do not run, crowd exits, or take your belongings with you

- do not return to the building until it is safe to do so.

#### iii) Motor vehicle accidents

If you are involved in a motor vehicle accident in the course of your duties:

- do not exit the vehicle unless it is safe to do so
- call the relevant emergency services (if necessary);

- seek first aid if you are injured or render assistance to any injured person if it is safe to do so
- set up a warning system for any approaching vehicles to prevent the risk of further accidents (if possible)
- record the registration details of the vehicles involved, as well as the name and licence details of the driver/s
- record the names and addresses of as many witnesses as possible, and take photos of the accident scene and damage sustained to any property
- give your name and address, the registration number of the vehicle and the name of the insurance company to any person having reasonable grounds for requiring such information. Do not give any further information.

You must notify management of any accidents occurring in the course of your duties as soon as practicable and must complete an **Incident Report Form**. You are responsible for entering the details of any injury on the **First Aid Treatment Log/Register of Injuries Form** in accordance with the Reporting of Incidents and Injuries policy above

The employer must be informed of any and all incidents involving employer vehicles no matter how minor within 24 hours.

In addition in the case of an incident involving injury to another person, you are responsible for notifying the police of the occurrence. For major incidents, this must be reported to the police within 24 hours.

#### **iv) First aid**

You are responsible for:

- knowing the identity of any first aid officers in the workplace and the location of the nearest first aid kit/s
- seeking first aid where necessary, or complying with any management direction to seek first aid in respect of a work related injury/illness
- informing management of any injury and recording any first aid treatment in the **First Aid Treatment Log/Register of Injuries**
- informing management if the first aid equipment is running low or has run out.

## 7 WORKPLACE IN GENERAL

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### 7.1 INTRODUCTION

Along with the specific guidelines and procedures outlined throughout the Health and Safety policies, there are some simple day to day measures that can be adopted by management and workers alike to reduce the risks to health and safety in the workplace.

### 7.2 GENERAL

Management and workers alike must ensure:

- no plant, equipment or safety device (including PPE) is altered or removed from the workplace without express management authority
- all safety signs, policies and procedures are complied with in full
- illegal drugs are not brought into, or used, in the workplace
- persons affected by alcohol or drugs are not permitted to access, or remain at, the workplace.

You must ensure that you wear and use any personal protective equipment and clothing issued for your protection at all appropriate times.

### 7.3 HOUSEKEEPING

Failure to ensure that the workplace is kept neat and tidy may create unnecessary hazards.

Management and workers alike are responsible for maintaining a neat and tidy workplace. This involves:

- ensuring emergency exits, thoroughfares and pedestrian access points are not obstructed
- ensuring aisles and work areas are clear and free from obstruction at all times so as not to cause additional hazards including slip, trip, or fall hazards;
- placing rubbish in the bins provided
- ensuring all work, communal areas and facilities are kept clean and tidy at all times.

### 7.4 HYGIENE

Any exposed cut or burn must be covered with a first-aid dressing.

If you are suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not enter the workplace without clearance from your own doctor.

Contact with any person suffering from an infectious or contagious disease must be reported before commencing work.

## 7.5 FITNESS FOR WORK

Every worker has the responsibility to present to the workplace fit for duty. This means being free of the effects of fatigue and drugs (illicit, prescribed and over-the-counter medications) and alcohol. If any individual is concerned in any way about a perceived safety risk due to their own or any of their colleagues fitness for duty they have a responsibility to inform their manager.

If you arrive for work and, in the Organisation's opinion, you are not fit to work, the Organisation reserves the right to exercise its duty of care, particularly where the Organisation believes that you may not be able to undertake your duties in a safe manner or may pose a safety risk to others. The organisation may remove you from the workplace for the remainder of the day with or without pay, conduct an investigation and, dependent on the circumstances, if you are an employee you may be liable to disciplinary action.

You may be required to provide a certificate from your treating doctor stating your fitness for duties before being permitted to return to work.

**Personal/Carer's Leave** Staff are encouraged to not attend work if they deem themselves unfit for work. As we are an appointment based business, it is appreciated that as much notice as possible is given. Staff must inform management if they are unfit for work by speaking to a manager at soonest possible time. If attempts have been made to speak to a manager, only then can a message be sent to the Organisation to advise of impending personal/carers leave.

Full-time permanent employees are entitled to ten days' paid personal/carers leave for each completed year of service, calculated on a pro-rata basis in accordance with relevant legislation. Part-time permanent employees accrue personal/carers leave on a prorata basis. If you are a casual employee, you are not entitled to personal/carers leave; instead your personal/carers leave entitlement is included as a loading in your hourly rate.

## 7.6 ANNUAL LEAVE FROM WORK

Full-time permanent employees are entitled to four weeks' paid annual leave for each completed year of service, calculated on a pro-rata basis in accordance with relevant legislation. Part-time permanent employees accrue annual leave on a prorata basis. If you are a casual employee, you are not entitled to annual leave; instead your annual leave entitlement is included as a loading in your hourly rate.

Annual leave may be taken at such time as may be agreed between you and the Organisation. As we are an appointment based business, 4 weeks notice is required. Where excessive balances of annual leave have accrued, eg more than 8 weeks, the Organisation may direct an employee to take annual leave.

Annual Leave may be required to be taken by employees during the Christmas/New Year period or other notified "shut down" period.

Accrued annual leave may be taken prior to completing the first year of service, with approval. Annual leave may not be taken in advance of it being accrued, unless agreed with your manager. Annual leave does not accrue during any period of unpaid leave, including parental leave.

**Calculating Annual Leave** An employee's entitlement to annual leave accrues progressively during a year of service according to their ordinary hours of work and accumulates year to year. An employee will be paid annual leave at their base rate of pay for their ordinary hours during the period of leave. This does not include separate entitlements such as incentive-based payments and bonuses, loadings, monetary allowances, overtime or penalty rates.

On termination of employment all accrued untaken annual leave will be paid. Annual leave should be taken at a time mutually convenient to the employee and the Organisation. Application should be made to the manager for annual leave well in advance, a minimum of 4 weeks

## 8 BULLYING AND HARASSMENT

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### 8.1 INTRODUCTION

The Organisation is committed to the provision of a fair, healthy and safe workplace in which everyone is treated with dignity and respect and in which no individual or group feels bullied, threatened or intimidated.

Bullying or harassment in any form is unacceptable behaviour and will not be permitted or condoned.

We recognise that bullying and harassment can exist in the workplace, as well as outside, and that this can seriously affect workers' working lives by detracting from a productive working environment and can impact on the health, confidence, morale and performance of those affected by it, including anyone who witnesses or has knowledge of the unwanted or unacceptable behaviour.

### 8.2 HARASSMENT

The intention of these procedures are to inform workers of the type of behaviour that is unacceptable and to provide procedural guidance.

We recognise that we have a duty to implement this policy and all workers are expected to comply with it.

Harassment is any unwanted physical, verbal or non-verbal conduct based on grounds of age, disability, gender identity, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation which affects the dignity of anyone at work or creates an intimidating, hostile, degrading, humiliating or offensive environment.

A single incident of unwanted or offensive behaviour can amount to harassment.

Harassment can take many forms and individuals may not always realise that their behaviour constitutes harassment. Examples of harassment include:

- insensitive jokes and pranks
- lewd or abusive comments about appearance
- deliberate exclusion from conversations
- displaying abusive or offensive writing or material
- unwelcome touching
- abusive, threatening or insulting words or behaviour.

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against workers committing any form of harassment. Appropriate action in relation to an employee will include disciplinary action in accordance with the Organisation's disciplinary and disciplinary termination procedure. For other workers, appropriate action may include termination of their engagement with the Organisation.

### **8.3 BULLYING**

Bullying is repeated, offensive, abusive, intimidating, insulting or unreasonable behaviour directed towards an individual or a group, which makes the recipient(s) feel threatened, humiliated or vulnerable. Note single incidents of bullying will not be tolerated.

Bullying can occur in the workplace and outside of the workplace at events connected to the workplace, such as social functions or business trips. Bullying can be a form of harassment and can cause an individual to suffer negative physical and mental effects.

Bullying can take the form of physical, verbal and non-verbal conduct. As with harassment, there are many examples of bullying, which can include:

- abusive, insulting or offensive language or comments
- unjustified criticism or complaints
- physical or emotional threats
- deliberate exclusion from workplace activities
- the spreading of misinformation or malicious rumours
- the denial of access to information, supervision or resources such that it has a detrimental impact on the individual or group.

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against employees committing any form of bullying. Appropriate action in relation to an employee will include disciplinary action in accordance with the Organisation's disciplinary and disciplinary termination procedure. For other workers, appropriate action may include termination of their engagement with the Organisation.

### **8.4 REASONABLE MANAGEMENT ACTION TAKEN IN A REASONABLE WAY**

It is reasonable for managers and supervisors to allocate work and to give fair and reasonable feedback on a worker's performance. These actions are not considered to be workplace bullying or harassment if they are carried out lawfully and in a reasonable manner, taking the particular circumstances into account.

Examples of reasonable management action can include but are not limited to:

- setting reasonable performance goals, standards and deadlines
- rostering and allocating working hours where the requirements are reasonable
- transferring a worker for operational reasons
- deciding not to select a worker for promotion where a reasonable process is followed
- informing a worker of their unsatisfactory work performance
- meeting with a worker to discuss performance and/or conduct
- informing a worker of their unreasonable or inappropriate behaviour in an objective and confidential way
- implementing organisational changes or restructuring

- taking disciplinary action including suspension or termination of employment.

## **8.5 BULLYING AND HARASSMENT COMPLAINT PROCEDURES**

### **i) Informal complaint**

We recognise that complaints of bullying, harassment, and particularly of sexual harassment, can sometimes be of a sensitive or intimate nature and that it may not be appropriate for you to raise the issue through our normal grievance procedure. In these circumstances you are encouraged to raise such issues with a senior colleague of your choice (whether or not that person has a direct supervisory responsibility for you) as a confidential helper.

If you are the victim of minor bullying or harassment you should make it clear to the alleged bully or harasser on an informal basis that their behaviour is unwelcome and ask the individual to stop. If you feel unable to do this verbally then you should hand a written request to the individual, and your confidential helper can assist you in this.

### **ii) Formal complaint**

Where the informal approach fails or if the bullying or harassment is more serious, you should bring the matter to the attention of management as a formal written complaint and again your confidential helper can assist you in this. If possible, you should keep notes of the bullying or harassment so that the written complaint can include:

- the name of the alleged bully or harasser
- the nature of the alleged incident of bullying or harassment
- the dates and times when the alleged incident of bullying or harassment occurred
- the names of any witnesses
- any action already taken by you to stop the alleged bullying or harassment.

On receipt of a formal complaint we will take action to separate you from the alleged bully or harasser to enable an uninterrupted investigation to take place. This may involve a temporary transfer of the alleged bully or harasser to another work area or suspension of employees (with contractual pay) until the matter has been resolved.

The person dealing with the complaint will invite you to attend a meeting, at a reasonable time and location, to discuss the matter and carry out a thorough investigation. You have the right to be accompanied at such a meeting by your confidential helper or another work colleague of your choice and you must take all reasonable steps to attend. Those involved in the investigation will be expected to act in confidence and any breach of confidence will be a disciplinary matter.

On conclusion of the investigation which will normally be within ten working days of the meeting with you, a report of the findings and of the investigator's decision will be sent, in writing, to you and to the alleged bully or harasser.

## **8.6 GENERAL NOTES**

If the report concludes that the allegation is well founded, appropriate action will be taken against the bully or harasser.

If you bring a complaint of bullying or harassment you will not be victimised for having brought the complaint. However, if the report concludes that the complaint is both untrue and has been brought with malicious intent, appropriate action will be taken against you. Appropriate action in relation to an employee will include disciplinary action in accordance with the Organisation's disciplinary and disciplinary termination procedure. For other workers, appropriate action may include termination of their engagement with the Organisation.



## 9 HAZARDOUS MANUAL HANDLING – GENERAL PRINCIPLES

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### 9.1 INTRODUCTION

As part of your role, you may be required to undertake manual handling in the workplace.

The general principles below are to be followed in all work procedures to ensure the health and safety risks associated with manual handling are minimised.

Manual handling involves much more than lifting and moving loads. It applies to any activity that causes forces and loads to be exerted on our bodies. Lifting, bending, twisting, throwing and catching, pushing and pulling, static and awkward postures all exert forces on our muscles and skeleton and adding loads increases the amount of the forces we bear.

### 9.2 ORGANISATION'S RESPONSIBILITIES

The Organisation has a duty to ensure, so far as reasonably practicable, the health, safety and welfare at work of all its workers. In particular, it is responsible to ensure:

- that any tasks requiring physical exertion are assessed and as far as practicable manual handling risks are eliminated or minimised
- task assessment includes consideration of the workflow and environment to remove unnecessary/double material handling and any other obstructions that increase risk
- good housekeeping and appropriate storage keeping heavy, bulky and awkward objects as close as possible to waist height
- organising tasks to ensure rotation of duties whenever possible and regular breaks to reduce physical fatigue and stresses, especially repetitive actions and static postures
- mechanical aids are supplied when safe manual handling techniques are inadequate to reduce the risks associated with any task
- adequate time is allowed for workers to warm up before commencing heavy manual work
- information, instruction and training is provided to ensure workers understand safe manual handling techniques whether these are operational or office based staff
- consultation with workers about manual handling tasks and any activity that exerts stresses on our bodies, is provided to ensure the risks are understood and considered in the risk assessment process and
- that hazard reporting identifies any symptoms of muscle and joint fatigue and/or pain associated with work tasks.

### 9.3 WORKER RESPONSIBILITIES

When performing lifting and carrying you are responsible for:

- performing warm up exercises before commencing the task, especially at the commencement of your shift and after breaks

- always assessing a load and the distance to be carried. Ask yourself... do I have to carry this load or can I use a mechanical aid such as a trolley?
- referring to the weight information on product packaging to assess the load and also consider if it is bulky or awkward
- whenever possible breakdown the load, use a mechanical aid or get assistance for a team lift
- when performing a team lift try to get co-workers that are a similar height and strength and communicate how the lift will be done
- always checking your destination point and ensuring a clear path of travel
- placing feet shoulder width apart, as you bend at the knees move your bottom up and out behind as you lower yourself, this acts as a fulcrum to counter balance the weight of the load
- ensuring there are suitable grip points before lifting
- grasping the load securely with both hands, keep it evenly balanced and close to your body while tightening your abdominal muscles
- raising your head in the direction you are moving, lift the load to waist height by lifting your bottom and straightening your knees in one smooth action and
- when putting down a load apply the same principles for lifting in reverse.

When performing any tasks that involves manual handling and exertion you are responsible for:

- turning by moving your feet, do not twist your body and never twist and lift at the same time
- pushing a load rather than pulling, this recruits the stronger muscles in your legs rather than straining the lower back
- when moving goods up or down stairs use a lift or conveyor if you can. If you are carrying anything ensure a clear vision and path and ensure that you are able to grip a hand rail at all times
- varying tasks and postures and taking regular breaks including when seated, so that you do not maintain static postures as this can fatigue muscles and connective tissue, often referred to as repetitive strain or over use injury
- storing heavy, bulky and awkward objects as close as possible to waist height. Vary postures and tasks to ensure work is not performed above shoulder height or below knee height for prolonged periods and
- not lifting heavy, bulky or awkward objects from above shoulder height, use a mechanical aid or appropriate ladder/steps.

# 10 DRUGS AND ALCOHOL

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## 10.1 ILLICIT DRUGS AND ALCOHOL

The use of drugs or alcohol jeopardises a safe workplace. The Organisation recognises alcohol and other drug dependencies as treatable conditions, and encourages those persons who may be subject to such dependency to seek assistance from appropriate organisations or support groups.

The Organisation has a zero tolerance approach towards the presence of illicit drugs within the workplace. This includes the discovery of a worker with possession of an illicit substance, and any testing which results in a non-negative reading of a substance within a worker's system above the detectable limit while at work.

Workers are not permitted to work while under the influence of alcohol and must conduct themselves responsibly at all times. For the purposes of this policy and due to the nature of your work, the blood alcohol content limit is zero (0.00%).

Alcohol may be consumed at some Organisation events. Where this is the case, the Organisation encourages responsible alcohol consumption and at no time should you be drunk or behave in a manner which is inappropriate.

Non-compliance with this policy and any associated procedure by employees may result in disciplinary action up to and including termination.

## 10.2 PRESCRIBED/OVER-THE-COUNTER MEDICATION

Workers who are taking any prescribed/over-the-counter medication or drugs which may affect their ability to perform their work must notify management as soon as possible. You may be required to produce a medical certificate stating that you are fit for work or specifying any restrictions.

## 10.3 SCREENING

The Organisation may require screening for alcohol and drugs. For employees, this may include preemployment testing. Testing may be conducted based on reasonable suspicion or following an incident or accident. The Organisation reserves the right to carry out random testing across all levels of workers.

The following provides examples of activities which may result in disciplinary procedures, up to and including termination of your employment or engagement with the Organisation. If you:

- are removed from the workplace due to impairment or reasonable suspicion of impairment
- return a positive result following testing
- return a blood alcohol level of more than 0.00 or the equivalent in urine or breath samples
- refuse reasonable direction to undertake drug and alcohol screening or
- are in possession of illegal drugs for supply or consumption in the workplace or the Organisation's vehicles.

This list is not exhaustive.

If you perform work on a client site which conducts regular or random drug and alcohol testing, you will be required to participate.

Where you are suspected of being affected by drugs or alcohol, you may be required to participate in appropriate testing. Positive readings at any time will result in disciplinary procedures up to and including termination of your employment or engagement with the Organisation.

If you return a positive result or refuse to participate in testing, you will be required to cease work immediately and leave the workplace. This time will be unpaid until such a time that you are fit to return to work. You will not be able to return to the workplace until you return a negative result. If you are required to leave the workplace, you will be required to report to management on your return or when you are no longer under the influence of drugs or alcohol, to discuss the incident.

#### **10.4 NO SMOKING POLICY**

Smoking on the premises not permitted. You are only permitted to smoke in designated areas and during your breaks.

# 11 HEALTH AND SAFETY ISSUES RESOLUTION

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## 11.1 INTRODUCTION

Issues may arise anywhere within the Organisation in relation to health and safety (HS) matters. Often these can be resolved at the source or where the original issue is raised. However, where an issue cannot be resolved to the satisfaction of any party following consultation and discussion on the matter, an issues resolution process will ensure that the matter is resolved in a fair and equitable manner.

When a health and safety issue arises, the parties must make reasonable efforts to achieve a timely, final and effective resolution of the issue.

Any party to the issue may inform the other party of the issue as it may relate to:

- work carried out at the workplace or
- the conduct of the organisation.

When informing any other party of an issue, there must be a defined issue to resolve and the nature and scope of the issue must be identified. All parties involved in the issue must make reasonable efforts to come to an effective, timely and final solution of the matter.

## 11.2 ORGANISATION'S RESPONSIBILITIES

The Organisation will consult with workers to ensure that there is genuine agreement on the Issues Resolution Procedure and will ensure that:

- all workers have sufficient knowledge and understanding of the issues resolution procedures; and
- all issues raised are addressed in a timely and effective manner.

Where issues are raised by other parties within the Organisation that have not been resolved at the local level, the Organisation will agree to meet or communicate with all parties to the issue in a genuine attempt to resolve the issue, taking into account:

- the overall risk to workers or other parties to the issue
- the number and location of workers and other parties affected by the issue
- the measures or controls required to resolve the risk and
- the person responsible for implementing the resolution measures or controls.

The Organisation will ensure that their representative to any consultation and communication designed to resolve an issue is sufficiently competent to act on its behalf, has sufficient knowledge and understanding of the issues resolution process and has the appropriate level of seniority in the decision making process.

### 11.3 SUPERVISOR'S RESPONSIBILITIES

When presented with a health and safety issue, the supervisor will ensure that the individual reporting the issue has completed a **Hazard Report Form** or an **Incident Report Form**. Where an issue cannot be resolved at the localised level and/or the supervisor is unable to resolve the issue through effective consultation with the worker/s affected, the matter will be escalated to the next level of management.

### 11.4 WORKER'S RESPONSIBILITIES

Workers are encouraged to resolve minor health and safety issues at the source of the issue, where they are authorised and it is safe to do so.

Where the issue cannot be resolved at the initial level, the issue should be raised with the supervisor of the area concerned. Every endeavour should be made to resolve health and safety matters at departmental level before referring them to the next level within the Organisation.

Where an issue raised by workers has been considered by all levels within the Organisation and cannot be effectively resolved following genuine consultation and communication, a worker or their representative may refer the HS issue to their industrial union, representative association or State or Territory health and safety regulator for assistance with resolution.

### 11.5 ISSUES RESOLUTION OUTCOMES

Where an issue is resolved, all identified health and safety issues and their subsequent resolution will be recorded to allow the organisation to identify potential future risks and endeavour to prevent a recurrence.

Where the issue is resolved and any party to the issue requests, details of the issue and the resolution will be set out in a written agreement.

Where a written agreement is prepared:

- all parties to the issue must be satisfied that it accurately reflects the resolution and
- the agreement will be provided to all people involved with the issue and/or their representative if requested.

Where an issue remains unresolved following all reasonable efforts being made to resolve it, any party to the issue can ask the regulator to appoint an inspector to assist at the workplace. Such a request can be made regardless of whether or not there is agreement about what is deemed to be reasonable efforts to resolve the issue.

# 12 HAZARDOUS CHEMICALS

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## 12.1 INTRODUCTION

Hazardous chemicals are chemicals that have the potential to harm the health and safety of any person in the workplace.

This procedure will help to ensure that you are informed about hazardous chemicals and exposures to prevent disease and injury when using any hazardous chemical.

## 12.2 WORKER RESPONSIBILITIES

Where working with hazardous chemicals, you are responsible for:

- ensuring you are familiar with any hazardous chemicals that you may be required to use in the course of your duties, and with the location and contents of the associated Safety Data Sheet
- following any guidance or instruction you receive on how to perform work involving hazardous chemicals
- taking reasonable care to prevent hazardous chemical exposure to other workers, for example by replacing all lids on chemical containers, returning chemicals to the appropriate storage, locking storage areas where possible, etc
- notifying management of any hazardous chemical risk that you become aware of, for example deteriorating containers, incorrect storage, etc
- ensuring that chemicals are appropriately labelled, particularly when they are being decanted to another container, to include as a minimum:
  - the product identifier and
  - a hazard pictogram or hazard statement consistent with the correct classification of the hazardous chemical.
- ensuring you are familiar with the hazardous chemical's label, including the meaning of any pictogram, signal word and/or hazard statement
- immediately reporting any incident involving hazardous chemicals to management and
- ensuring you use any PPE that is provided to you.

# 13 OFFICE SAFETY

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## 13.1 INTRODUCTION

As part of your role, you may be required to work in an office.

The procedures below are to be followed to ensure the health and safety risks associated with working in an office are minimised.

## 13.2 ORGANISATION'S RESPONSIBILITIES

The Organisation has a duty to ensure, so far as reasonably practicable, the health, safety and welfare at work of all its workers whilst working in an office environment. In particular, it is responsible for:

- identifying, assessing and controlling any hazards associated with working in an office in consultation with workers
- ensuring safe access to office environments
- providing a work environment that is kept clean and hygienic and free from hazards, including through the maintenance of good housekeeping practices
- ensuring office equipment provided is fit for purpose and maintained appropriately in accordance with the manufacturer's instructions, in particular any electrical equipment
- providing aids that are necessary for you to safely perform your duties and
- ensuring the office facilities and emergency response procedures are adequate for the type of work performed.

## 13.3 WORKER RESPONSIBILITIES

Where working in an office, you are responsible for:

- maintaining your workstation in a manner that is consistent with ergonomic guidelines
- ensuring and maintaining good office housekeeping, including:
  - keeping work surfaces clean and tidy
  - maintaining clear access and passageways that are free of obstructions,
  - ensuring items and materials are stored appropriately in designated areas and not within a 1 metre vicinity of fire extinguishers, fire appliances, stairways, landings or electrical switchboards
  - closing drawers and filing cabinets promptly after use and removing any protruding keys
  - relocating trip hazards such as power cords, or securing these to the floor
  - disposing of rubbish and waste in the provided waste facilities, and ensuring that these do not overflow
  - cleaning up any spillages or breakages immediately and
  - notifying management of any hazards that cannot be immediately rectified.



# 14 CLIENT AGGRESSION

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## 14.1 INTRODUCTION

As part of your role, you may be required to work with aggressive clients in the workplace.

The procedures below are to be followed to ensure the health and safety risks associated with client aggression are minimised.

## 14.2 ORGANISATION'S RESPONSIBILITIES

The Organisation has a duty to ensure, so far as reasonably practicable, the health, safety and welfare at work of all its workers who may be exposed to client aggression. In particular, it is responsible for:

- developing procedures to assist workers in dealing with aggressive clients
- reviewing work practices to minimise the risk of clients becoming aggressive and
- providing support for workers who experience client aggression.

## 14.3 WORKER RESPONSIBILITIES

Where working with clients you are responsible for:

- ensuring effective communication where possible especially if time frames, schedules and other specifics are not as previously indicated to the client
- removing yourself from violent or aggressive confrontations with clients
- not engaging in aggressive behaviour yourself towards the client
- informing management as soon as practical if a client is becoming aggressive
- calling police if a situation is escalating to the point where you feel your personal safety and security may be jeopardised and
- participating in counselling or debriefing as recommended following exposure to an incident involving client aggression.

# 15 PERSONAL PROTECTIVE EQUIPMENT (PPE)

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## 15.1 INTRODUCTION

Exposure and injury can be prevented with the use of PPE where preventative measures for a hazard require additional control. Use of PPE is only to be considered when more effective control measures have been ruled out.

Hearing protection, eye protection, skin protection, respiratory protection and other personal protection can be achieved by wearing specific items developed to prevent injury.

Risks associated with PPE in the workplace will be addressed via a risk management approach.

## 15.2 ORGANISATION'S RESPONSIBILITIES

The Organisation shall:

- ensure they supply suitable PPE and protective clothing
- that PPE and protective clothing meets relevant legislative, Australian Standard and/or industry requirements or guidelines
- ensure that information and training is provided in the correct use, wear and maintenance of PPE and protective clothing supplied
- ensure tasks are assessed to determine correct level of PPE required
- ensure that PPE and protective clothing being used are in an appropriate condition for the works being performed
- replace damaged or worn PPE and protective clothing and
- ensure their employees wear and use such items supplied to them.

## 15.3 WORKER RESPONSIBILITIES

Workers have a responsibility to:

- wear and use PPE and protective clothing provided as instructed  maintain  
and care for the PPE and protective clothing supplied and
- report damaged or worn PPE to your manager.

## 15.4 DETERMINATION OF PPE AND PROTECTIVE CLOTHING

Determination of whether PPE and/or specific protective clothing are required will be based on a risk assessment of a hazard or task and, where relevant:

- information contained in the SDS for chemicals and dangerous goods
- operating procedures for plant,

- SWMS, and
- safe operating or work procedures.

### **15.5 SELECTION OF PPE AND PROTECTIVE CLOTHING**

All PPE selected shall conform to the appropriate legislative, Australian Standard and/or industry requirements or guidelines.

PPE supplied by the Organisation remains the property of the Organisation.

Before any PPE is used it should be inspected to ensure:

- a good fit on the user
- it is appropriate for the task and will protect the user from the hazards it is intended to control
- it does not introduce any new hazards
- is in good condition and
- the user understands the correct usage of the equipment.

If there are any defects or deficiencies found with the PPE after inspection it must be taken out of service immediately and reported to the manager

New products are continually being developed and made available this may mean an item that has been in use may be superseded and no longer available.

If new equipment requires selection, the most effective PPE should be chosen according to the risk assessment or SDS information.

### **15.6 PROTECTION**

Where defined by signage on plant, entrances to buildings/rooms or work sites all identified PPE must be worn.

# 16 ZONOTIC DISEASES

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## 16.1 INTRODUCTION

There are a variety of hazards that may arise from working in close proximity to animal enclosures. You will perform the task in accordance with safe work practise and with the use of appropriate PPE. This will ensure that exposure to biological agents is controlled and limited when working with animals and in animal enclosures.

## 16.2 ZONOTIC DISEASES

Zoonotic diseases are carried by animals and can be transmitted to humans. There are a number of these diseases which may be transmitted through the handling of animals and may be present in animal enclosures. You must follow safe work practices and use appropriate PPE to prevent exposure.

These diseases include but are not limited to:

- leptospirosis and brucellosis (a bacterial diseases in dogs)
- dermatophytosis (ringworm)
- transmission of disease via fleas and ticks
- Psittacosis (birds).

If you have an open wound on hands or fingers, gloves should be worn when handling animals and hands must be washed afterwards with soap and warm water.

# 17 EVENTS AND FUNCTIONS

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## 17.1 INTRODUCTION

Events and functions may be a part of the organisations activities. As such the organisation may host the event and/or function with workers, customers and affiliated guests. The event/function may consist of, however not be limited to the consumption of alcohol and/or food, exchange of gifts and entertainment. The organisation is aware of the related health and safety hazards and it's responsibilities associated with events and functions.

## 17.2 ORGANISATION'S RESPONSIBILITIES

The Organisation has a duty to ensure, so far as reasonably practicable, the health, safety and welfare at work related events and functions of all its workers, customers and affiliated guests, in particular, it is responsible for:

- enforcing the organisations regular policies, code of conduct on discrimination, workplace bullying and sexual harassment
- if hiring a venue ensuring that the venue has an appropriate level of Public Liability insurance. Undertaking an inspection of the venue for potential hazard areas prior to the event/function
- if alcohol is served ensuring that service staff have the relevant licence and/or training to meet legal requirements. The organisation may consider non-alcoholic and/or low alcohol alternatives
- if there are underage workers, customers and affiliated guests at the event/function the organisation may consider a wrist band system so that bar staff can easily identify them
- if food is served ensuring that the service provider has the relevant licence and/or training to meet legal requirements. The organisation may consider substantial and hearty food, such as hot finger food or full meals. Avoid having too many salty foods that encourage drinking
- when serving food to consider any allergies, the ethnic or religious background and any particular dietary needs of the workers, customers and affiliated guests
- establishing a designated finish time, the organisation may consider an earlier cut off time for service of alcohol
- if having a Kris Kringle or Secret Santa, establish rules for gifts and prices and
- providing suitable travel home/ accommodation after the event if deemed appropriate.

## 17.3 WORKER RESPONSIBILITIES

Where attending work hosted events and functions you are responsible for:

- following the organisation's regular policies including the code of conduct and being aware that the organisation's policies on discrimination, workplace bullying and sexual harassment also apply at events and functions
- understanding that the organisation is not responsible for any festivities that continue after the official event or function. Participating in any unofficial festivities will be at your own risk

- when consuming alcohol ensuring you are legally allowed the service of alcohol. Underage workers, customers and affiliated guests are not permitted the service of alcohol at work hosted events and functions
- the amount of alcohol consumed as you may be required to undertake daily operational work activities the following day
- providing information to the organisers regarding any restrictions on foods being served at the event/ function
- following the established rules for gift exchange such as Kris Kringle or Secret Santa and
- using, if provided appropriate methods of travel home/ accommodation after the event. If you decline the provided methods this will be at your own risk.

## 18 CHECKLIST AND ACKNOWLEDGEMENT FORM

### FurBaby Groom & Pamper | FurBaby Dog Daycare Health and Safety Handbook

Please complete this Checklist for Understanding, along with the acknowledgement form and provide this to the Organisation.

For each statement below please circle whether it is true or false.

	True	False	Office use
<b>Workers must perform all duties in a manner that ensures the health and safety of themselves and others in the workplace.</b>	T	F	
<b>Being affected by illegal drugs whilst at work or smoking on the premises may result in the termination of a worker's engagement.</b>	T	F	
<b>Breaches of the health and safety policies (such as physical or verbal assaults, bullying or harassing) will not be tolerated from any workers, and may result in the termination of a worker's engagement.</b>	T	F	
<b>You must wear PPE including safety footwear and high visibility clothing when at work if directed by management.</b>	T	F	
<b>If you identify a hazard in your workplace, you don't have a responsibility to do anything.</b>	T	F	
<b>ALL accidents/incidents or near hits/misses must be reported to management.</b>	T	F	
<b>You don't have to follow workplace rules if you think they are unnecessary.</b>	T	F	
<b>Poor housekeeping (untidy workplace) does not have an impact on health and safety.</b>	T	F	

I \_\_\_\_\_ (please print name) acknowledge that I received a copy of this FurBaby Groom & Pamper & FurBaby Dog Daycare Health and Safety Handbook and that I have read and understood it.

You can access this handbook online at:

[https://furbaby.com.au/wp-content/uploads/2022/09/FurBaby\\_Handbook\\_Health-and-Safety.pdf](https://furbaby.com.au/wp-content/uploads/2022/09/FurBaby_Handbook_Health-and-Safety.pdf)

or ask for Management to print or send it to you electronically.

I agree to comply with the policies and procedures applicable to me contained within the FurBaby Groom & Pamper & FurBaby Dog Daycare Health and Safety Handbook to the best of my ability and to comply with all policies and procedures when attending other workplaces.

Signed:

Dated: