



Welcome to Warringah Crane and Transport.

As an employee, there are some things we would like you to know about our company and it's policies. We have put together this manual to provide information on the most important aspects of your employment with Warringah Crane and Transport.

Our company has a proud history of providing service to customers primarily based on the North Shore and Northern Beaches, since 1956.

Our facilities at Terrey Hills, have become the lifeline of many businesses and a vital link in their operations.

Our excellent reputation has been built over many years by the hard work and dedication of our people, and this separates us from the many competitors that come and go. We must always make sure that we offer a superior level of service to our customers, as only that will ensure our continued success.

We wish you every success in your career with WCTS and look forward to having you assist us in delivering a high level of service to all our customers.

Yours sincerely



Philip Johnston

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OUR AIMS

Our Mission

We are in the business of transport, crane hire, machinery handling, warehousing, distribution and factory removals supplying a diverse range of logistics services to a client base of prominent Australian and International companies.

We strive to achieve a standard of customer service well above that expected in the industry and, as such, all business decisions are made with service as our first priority.

We aim for a position of leadership in our industry and we constantly seek to develop and improve our people and our business.

Our Values

At Warringah Crane and Transport each and every person cares about:

- Providing superior service to our customers through -
 - *Understanding our customers needs*
 - *Being flexible and responsive*
 - *Ensuring consistent quality of workmanship*
- Supporting our people, enabling them to contribute to our business through -
 - *Leadership*
 - *Teamwork*
 - *Open Communication*
 - *Training and Development*
 - *Respect and Recognition*
- Continually improving everything we do through -
 - *Planning*
 - *Commitment*
 - *Innovation*
 - *Quality Management*

Warringah Crane and Transport Services Pty Ltd

Employee Manual

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Section 1 - Conditions of Employment

Applicable Award

All employees at Warringah Crane and Transport are employed under the Transport Workers (State) Award. This award provides for a number of classifications, depending on the work being undertaken. As different employees are expected to do different roles, they may be on different base rates. When an employee is expected to do the work of a higher grade, they will be paid an additional allowance for that period. It is important to make sure this is clear on your time-sheets, otherwise it may not be paid.

This manual also forms part of your employment contract, and as such it should be read and understood by all employees. From time to time, it will be necessary to update this manual, and at that time, it will be re-issued to staff.

If you have any queries as to the correct classification for your position, please contact the Controller.

Ordinary Hours of Duty

The ordinary hours of work for all employees shall not exceed 8 hours per day, exclusive of meal breaks, and shall be worked between the hours of 5.00 am and 6.00 p.m. Normal day shift are usually scheduled to starting between 6.30 am or 7.30 am, unless an alternate shift start-time has been agreed with the Controller.

Overtime

Controllers are conscious of a fair approach to the allocation of overtime, however, it must be stated that skills, qualifications and being in the right place at the right time, are a major consideration. Also, employees who are prepared to work anytime, make it easier for Controllers to meet customer requirements.

Meal Breaks

An unpaid meal break of 30 minutes duration should be taken by employees between 11.00 am and 2.00 pm. The break is to be taken to fit in with the daily work schedule and customer requirements. When on waterfront work the lunch break should be taken when waiting in truck ranks, or when waiting in the wharf. If you expect to be delayed in a rank, you should plan in advance to have your break at that time.

While employees should take the break as part of fatigue management, sometimes this is impossible. If this is the case, you should agree it with the Controller, who should authorise additional payment of 30 minutes, but this must be signed on the timesheet before submitting it.

Attendance at Work

If for some reason you are unable to attend, please advise the Controller before the scheduled starting time. If you need to finish early, or will be unavailable for overtime, please make sure you give as much notice to the Controller as possible.

All employees are required to check with the Controller at the end of the day to ascertain the next day's requirements and starting times.

Pay

The normal pay week is calculated from Wednesday to the following Tuesday. Pays are calculated on the Tuesday, and as such, will include normal day's pay for each day up to and including Tuesday, but overtime for the week is paid up to the Monday night. Overtime on the Tuesday will be paid in the following week's pay. 'Payday' is Wednesday by Electronic Funds Transfer to any bank, building society or credit union. Employees should be aware that due to delays in the banking system, the actual availability of funds vary from institution to institution and it may take up to Thursday 4.00 pm. As we bank with the Westpac, employees with Westpac accounts invariably get their funds credited faster. Credit unions are often the slowest, and may take several days.

Allowances and Rate Adjustments

Any allowances or rate adjustments will be paid as part of your normal weekly pay and shall be listed on your pay advice slip available from the Controller's office on Wednesday.

Expenses, should you have any - will be reimbursed upon providing receipts or relevant paperwork. Receipts should be approved by the Controller and attached to your Daily Worksheet.

Staff Uniforms and Grooming

The company provides company uniforms on a regular basis, and provides Personal Protective Equipment (PPE) where needed. These items will be replaced on a fair wear and tear basis, however any losses of these items, may be deducted from wages at the discretion of the management.

As employees represent the company, it is important that you present yourself in a clean, neat and professional manner at all times.

Change of Address or Phone Number

In the event of you changing your address or telephone number, you are required to notify your Manager within seven days, and the new information should be written on a piece of paper pinned to your worksheet and clearly marked "New Address" or "New Telephone Number".

Unlisted numbers, if requested, will be kept in confidence.

Job Classifications

There is no single job classification in our organisation. All employees should be prepared to do anything and everything. Where there is a job to do, somebody has to do it.

VERSATILITY IS IMPORTANT AND IS ENCOURAGED

Notwithstanding this however, no unqualified, unauthorised or unlicensed person is permitted to operate company vehicles or equipment except under adequate supervisions from qualified supervisors or trainers.

Remember - customer service is our first priority. If you have a problem with a customer it should be directed back to the office via the Controller.

It is in the interests of everybody that we maintain a friendly workplace.

Rostered Days off (RDO)

Some employees are eligible for RDOs under their award (typically permanent employees). The RDO system is where employees work an 8 hour day (i.e. a 40 hour week), but only get paid at that time for 7.6 hours (i.e. a 38 hour week). The balance of 0.4 hours is 'saved up' until there are 7.6 hours available to 'pay' for a day off.

You should note that time does not get saved when on Public Holidays, Worker's Compensation, sick leave or annual leave, as you are not physically working on those days.

RDO are scheduled in conjunction with the Controller to make sure we can still operate while giving everyone a fair share of long weekends. RDOs can

generally only be taken once sufficient time has been 'saved', although for convenience, we do sometimes allow them to be taken slightly in advance.

Application for Annual or Special Leave

All employees are required to give adequate advance notice of application for Annual or Special leave. For annual leave, we require 4 weeks notice.

While we will attempt to satisfy all requests, this is not always possible, so your flexibility is required.

Section 2 - General Operations

Company Clothing

In order to create a good image and to provide you with safety and protection, company uniforms are provided on a regular basis and you are expected to wear and look after them.

Neat appearance is a matter of personal pride. You are expected to be clean-shaven, or with beard neatly trimmed, and neatly dressed. It is also recommended that jewellery should not be worn, for safety reasons.

Work Allocation and Start of Day Procedures

Our company depends on your best performance in order to keep our customers. Customers depend on us to carry out set tasks in order to satisfy their needs. Each day's work is unique and needs to be completed as the customer requests.

ALWAYS REMEMBER: CUSTOMER SERVICE IS OUR FIRST PRIORITY

Your co-operation will ensure good customer relations as we strive for excellence and your assistance with the following will help:-

Employees are asked to present themselves at the control office on arrival at the depot during the day and at the start of each day to receive instructions and job details. On each return to the depot Drivers are to report directly to the control office.

Punctuality is paramount and late arrival at work could be seen as showing lack of interest in one's job.

Vehicle Maintenance and Repair

The company aims to meet the requirements of the National Heavy Vehicle Accreditation Scheme and as such must meet particularly high standards of maintenance and repair. All operational personnel play an active role in ensuring prompt reporting of faults that achieve timely repairs. Preventative Maintenance is vital to the safety of the vehicle and to reduce the risk of breakdowns.

WCTS retains mechanics who work as required to maintain our fleet as required. In addition to this, we also send vehicles back to the supplier for services and larger repairs and maintenance.

To minimise downtime and cost however, drivers and operators are required to perform minor maintenance to their vehicles. This includes replacement of globes and lenses, as well as connecting air hoses and suzi coils for trailers.

Daily Pre-Trip Procedures

Checking of oil, water, batteries and fuel is the responsibility of the driver, and a pre-trip vehicle inspection carried out prior to leaving the depot. Make note of this inspection on your Daily Worksheet.

Drivers should adequately warm the engine of their vehicles prior to use.

Drivers starting outside normal working hours or at customer's premises should carry out these checks and inspections prior to commencing normal work duties and complete and sign off the appropriate section on your daily worksheet.

Drivers of Cranes and Forklifts should complete the daily checks as specified in the Crane Industry Council of Australia (CICA) Log Book kept with the vehicle and produce the Log Book upon request by the employer, or customer, or government official. Copies of completed Weekly Sheets should be handed to the Controller, at the end of each week.

Pre-Trip Assessment

The following assessment requirements apply to each vehicle prior to the commencement of travel each day.

1. **Wheels and Tyres**
Tyres for pressure (visual check at minimum) and tread integrity
Wheel security
2. **Fluid Levels**
Engine, Transmission, Brake and all other Hydraulic Fluid levels
3. **Lights and Reflectors**
All lights, including clearance lights
All reflectors and lenses
4. **Windscreen, Mirrors and Wipers**
Windows and mirrors for security, damage and grime
Wipers and windscreen washers ensuring clear forward vision
5. **Structure and Bodywork**
All panels and readily visible structural members secure

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Air leaks and leaks of any fluid (oil, fuel, water, coolant, hydraulic brake or other)

6. **Brakes**
Brake failure indicators
Pressure / vacuum gauges
Drain air tanks (full air and air-over-hydraulic systems only)
7. **Trailer Coupling**
Trailer couplings must be visually inspected
Trailer and prime mover must be tug tested
8. **Daily/Weekly Maintenance**
For vehicles such as Container Forks, Self and Side Loaders and Cranes which have daily or weekly greasing schedule, drivers must ensure that this is carried out either at the beginning or end of the day shift.
9. **Equipment and Vehicle Fault Report**
Any **non-urgent** faults found during the Pre-Trip Inspection and Assessment are to be recorded within the Equipment Fault Report Book in the Controller's office

Any **urgent** faults (that would make the vehicle un-roadworthy or dangerous) found during the Pre-Trip Inspection and Assessment are to be recorded within the Equipment Fault Report Book in the Controller's office and immediately brought to the attention of the Controller for repair prior to use of the equipment

These additional checks should be completed prior to moving your vehicle:

-

- Start the engine and check all instruments.
- All prime mover and trailer couplings should be tug tested and visually checked to ensure the turntable is securely locked on the Kingpin.
- Check vehicle to ensure that you have all the equipment likely to be needed during the day - such as ropes, dogs, chains, winch straps, dunnage, rubber strips, tarpaulins, and Wide Load Kit. Refer to "Vehicle Equipment List" in the vehicle.
- Vehicles pre-loaded or loaded over night should be checked for load security and ensure that all load securing devices are tight and tarps and tautliner curtains are correctly fastened and secure.
- Should any fault be discovered an equipment fault report is to be completed, the vehicle to be taken to the workshop and your Controller informed.

- Container twist-lock pins are closed
- Turntable locking pins are removed after trailer is engaged.
- Over-dimension load kits, dangerous goods kit and fire extinguishers.

If you are short of any equipment then your Controller should be contacted.

Equipment Fault Reporting

All vehicle and equipment faults must be reported by writing the problem in the register kept in the controller's office.

Urgent - Major failures or safety related faults, are to be reported immediately to the Operations Controller for advice/action.

Non-Urgent - Minor repairs not safety related, if immediate action is not required, enter the details in the register for rectification at a later date by one of the mechanics servicing our equipment.

Crane and Self Loader Equipment

All lifting gear is required to be inspected prior to use. WCTS have external testers inspect and certify equipment on a regular basis. Faulty or suspect equipment should not be used, and be returned to the Controller's office for replacement.

Missing gear should also be reported to the Controller's office as soon as possible.

Two Way Radio

The company's two-way radio system is a vital link and the following practises should be followed:-

Say Unit No. _ _ _ calling Terrey Hills, at the start of all calls to base.

Do not be abusive or aggressive or use bad language when using the two-way. **Always be aware that customers may overhear conversations on other truck's radios !**

Keep calls strictly for business and keep communication between vehicles to a minimum. Normal transmission between the Controller's office and vehicles is on channel 1. For longer discussions truck to truck, please change to channel 2.

Call the control office when arriving and leaving all destinations, informing of traffic delays (so other vehicles can take alternative routes), taking lunch breaks, breakdowns and any other information that will assist the scheduling of deliveries.

Daily Worksheets

There are different worksheets for Cranes and Trucks. Please make sure you use the correct one for your tasks that day.

Daily Worksheets are a very important document and should be treated as such. It is the basis for the company's revenue (payment for work done) and for your pay so must be accurate. Please ensure that:-

All sections are completed, i.e. name, day, date, registration numbers of all vehicles driven, and trailer I.D., speedo reading, litres of fuel or nil taken.

Fill Worksheets in progressively during the day to ensure accurate times.

Leave space between separate trips as it makes it easier to read.

Pin all delivery dockets and paperwork to the top right hand corner of the worksheet in the order that jobs were completed.

Hand in at the completion of every day, without fail.

Delivery Dockets

It is very important that all information is correct and all dockets must be checked for accuracy particularly the quantity of packages or cartons etc.

IF IN DOUBT - ASK!

When a customer signs a delivery docket, he is acknowledging receipt of the goods in good order and conditions. They also acknowledge receipt of pallets, so these details should be noted on any docket.

A SIGNATURE MUST BE OBTAINED FOR ALL DELIVERIES - No exceptions

Indemnities and Contract Notes

WCTS often performs work which places customer property at risk. This might be driving on driveways, lawns and paths where we may damage the surface or crack pipes underneath, or moving machines into confined spaces.

Under no circumstances are employees to carry out work that is fundamentally risky or likely to fail. If you have any questions, please contact the Controller or your supervisor.

The work may be supervised by senior WCTS staff, or may be under the instruction of the customer. While there is a risk to customer's property, the customer needs to weigh up the risk with the overall benefit they get from us doing the task.

In all cases where there is any risk to customer property, it is mandatory that the driver or operator get a signed indemnity from the customer, prior to starting the job.

Where there is a significant amount of work, this is best done with a contract, which stipulates the actual tasks to be performed, the estimated costs, and that the customer accepts the responsibility for the risk.

Insurance

We are not common carriers, and operate under terms and condition like most carriers and Crane companies. Where the customer would like to insure against any risk or potential damage, we are able to refer them to a local broker for Insurance coverage.

This is not part of the normal service, but is an extra cost option, which must be arranged prior to starting to job. If the customer requires insurance, please contact the Controllers office prior to starting work.

Delays (over 30 min)

It is IMPERATIVE that any delays are communicated directly to your Controller as soon as possible and recorded in the appropriate section of the delivery docket and signed for by the client when receiving the load.

Vehicle Carrying Capacity

It is the driver's responsibility to be aware of the carrying capacity of the vehicle they are driving on any particular day and to ensure that the load is placed in such a way that the load is safely distributed and the axles are legally loaded. In most cases this is clearly marked on the equipment.

The following extract from the National Vehicle Code can be used as a guide only for gross weight of axles.

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	MAXIMUM
SINGLE AXLE 2 TYRES	6.0 Tonnes
SINGLE AXLE 4 TYRES	9.0 Tonnes
DUAL AXLE 8 TYRES	16.5 Tonnes
TRI AXLE 12 TYRES	20.0 Tonnes

From time to time, the control staff may ask in error that loads be carried on vehicles which are not suitable. This happens from time to time as customers do not always correctly identify their loads, or pallets or boxes are heavier than expected. In these cases it is the responsibility of both the staff loading the vehicle and the driver to advise the Controller that the load is unsuitable, and why, so they can arrange alternate or additional vehicles.

**AT NO TIME IS IT AUTHORISED FOR STAFF TO
OVERLOAD VEHICLES.**

Load Restraint

It is the responsibility of the driver to see that the vehicle is loaded and secured in the correct manner and conforms to all regulations; it is against the law to operate a vehicle when the load is not secured.

If in any doubt about the correct method of load security seek advice from the Controller - **NEVER TAKE RISKS WITH LOAD SECURITY.**

Gates should be used where appropriate on both flat tops and tautliners and loads must always be secured inside a tautliner and not rely on the curtains.

Load security should always be adequate to ensure that no material can be ejected from the load and cause damage to people or other road users.

Customers' goods should be protected at all times therefore loads should be covered by tarpaulin if there is any risk of rain, also to ensure adequate security of the goods

Twist Locks Pins and Container Support Blocks should always be checked for security and correct positioning, with or without containers, loading and unloading.

Excess gear should be stowed in the equipment boxes and locked to prevent theft when leaving the trailer off-site or at Price and Speed.

A copy of the Load Restraint Guide is available in the office.

IF IN DOUBT - ASK!

Refuelling vehicles

Fuel costs represent a significant expense for the company, and as such it is important that they are properly monitored. Company vehicles must be refuelled at our bowzers.

Vehicles are best refuelled on return to the depot at the end of the day in normal working hours. Please consult with control if there is less than half a tank full.

When vehicles are refuelled, all details must be entered in the register kept near the bowser.

Road Regulations

The company expects that all regulations pertaining to the operation of heavy vehicles on public roads will be adhered to. For reference, copies of the Heavy Vehicle Drivers' Handbook are available in the Controller's office. You should also be aware of restrictions in place for over-weight and over-dimension vehicles, and it is the driver's responsibility to ensure all regulations are adhered to.

Speeding and other fines associated with the non-adherence to road rules are the responsibility of the driver.

Street Directories

WCTS generally use UBD Street Directories. Whilst WCTS does provide a limited number of directories, Drivers are encouraged to source their own copies.

Tyres and Tyre Care

Drivers are required to check tyre pressure on a regular basis at least once per week. Pressure should be checked only when the tyres are cold. Under or over inflation causes abnormal tyre wear.

For economic reasons spare tyres are not carried on all vehicles as a matter of course and only used for long distance work.

Truck Parking

Drivers are asked to be mindful of:

- Observing yard speed limit,
- Using low range in the depot
- Parking in the correct place,
- Leaving space for other vehicles.
- Being prepared to move vehicles and shorten up if necessary,
- When parking at the rear of the site, please reverse in,
- Vehicle should be left in a clean and tidy manner,
- Park only on level pavement.

Yard Container Handling

Position your vehicle as directed and park vehicle in a safe manner. Assist the forklift driver by positioning all twist locks in the unlocked position. Place yourself so that you are visible to the forklift driver. Give directions when necessary to make it easier for the forklift driver to remove or load the container.

Remember, " Doors Always To The Rear", unless instructed otherwise.

Position the twist locks to the locked position before driving away.

Chep Pallet Control

It is very important that Chep Pallets are accounted for; otherwise charges are applicable for lost or damaged pallets. Therefore, when delivering or picking up freight, make a note of the number of Chep Pallets you have delivered, loaded or exchanged on your Daily Worksheet and Delivery Docket (i.e. 12 pallets delivered, 6 Chep Pallets exchanged) and make sure the customer signs the document.

Report any exchange shortage to office before leaving customer.

Finish of Day Procedure

When entering the depot, as on any occasion, drivers are to:

Check with the controller for instructions and confirm start times for the following day.

Hang up wet tarpaulins, remove any extra equipment, i.e. dunnage, packing, handling gear, empty cases returned from a job and advise the controller of same.

Make sure that all debris is removed from the truck and cabin and placed in the bins provided.

Any oil spill or contamination on the vehicle should be noted on the delivery docket, the timesheet, and reported to the Controller's office for appropriate action (e.g. steam cleaning).

Ensure timesheet is completed and handed into the Controller's office, along with any paperwork, such as container hand-over documents.

Driver's Responsibilities

Drivers of company vehicles are the representatives of the company and as such make considerable contact with the general public and customers. The company expects drivers to carry out their duties in a professional manner, in keeping with the skilled nature of their work.

Drivers should extend courtesy to all road users at all times. Your reputation, the company's, and the crane and transport industry as a whole, will be enhanced by the safe and courteous operation of your vehicle.

Drivers must have a knowledge of "Dangerous Goods" and copies of The Australian Dangerous Goods Code are available from the office library.

Drivers must display a professional attitude at all times.

Driver's Licences and WorkCover Certificates

A current driving licence and any WorkCover qualifications should be carried at all times. Details of these will be maintained in the office, and the Company reserves the right to inspect the original at any time.

Crane Offsider

WCTS employs people in the capacity of a Crane Offsider. Their role is to work with cranes and forklifts, to sling loads for lifting and to provide labour to move materials and equipment at clients' premises.

The qualification required for this task is Dogging or Rigger (Class OG, RB, RI, RA.).

Levels of responsibility associated with each class of WorkCover Certificate vary, therefore employees must not perform duties that are outside the scope of their certificate (i.e. if a person holding a Crane Chaser's ticket feels that the task is beyond their competence, e.g. lifting out of view of the crane driver, then their concern must be referred to the Operations Controller immediately and the lift should not proceed).

Under your obligation to Occupational Health and Safety (OH&S) all care must be taken to ensure your safety and the safety of others in the work area. A Crane Offsider does have the authority to request the work area be closed off to ensure the safety to all persons within the vicinity of the site.

In some cases, the offsider does not have the required qualification to act independently, and in these cases, act as a trainee, assistant or general labourer. In these cases, they may assist the crane driver or another offsider provided they are in view, and in situations where specific licences are not required.

Self-loading trucks by nature of the work performed are not supplied with Crane Offsiders, however, some jobs may need assistance (i.e. lifting out of sight or over the cabin) and this will be determined by a Supervisor. You should not do either of these without a Crane Offsider.

Store Person / Forklift Driver

WCTS employs people in the capacity of Store Person/Forklift Driver.

Their role is to load and unload containers in the yard, manually pack and unpack containers, receive and deliver palletised freight on and off vehicles at warehousing facilities, and pick orders from stored products etc. and perform other duties as required, including general yard cleaning and maintenance.

New employee's who join the company with a forklift licence will be assessed by WCTS for suitability to perform these tasks.

Under your obligation to OH&S all care must be taken to ensure your safety and the safety of others in the work area. Because of the nature of the work in these areas, there is pedestrian traffic. Both pedestrians and forklifts must observe marked areas. Speeding will not be tolerated and all forklifts will be driven strictly within the guidelines set out in the WorkCover publication "A Guide to Forklift Drivers". Copies of this are available in the office.

Passengers in Vehicles

Under no circumstances are unauthorised passengers permitted in company vehicles other than company employees, or customer employees if approved by the Controller.

Non-Business Use of Company Vehicles

Non-business use of company vehicles exposes the company to legal claims for misuse and accidents, and also can expose us to liability for Fringe Benefits Tax. Non-business use of company vehicles is therefore expressly prohibited without prior agreement of senior management in writing.

Vehicle Cleanliness

It is the company's policy to ensure its vehicles are well presented.

Drivers are expected to keep the exterior and interior of the vehicles in a clean and tidy condition. NO EXCUSES. It is important for your own safety.

As part of general vehicle cleanliness, you may also be asked to wash and clean company vehicles allocated to you, and WCTS provides proper washing bays and facilities to do this.

Amenities

The company depot has amenities provided for your convenience. Please assist with keeping them clean.

Private Car Parking

Employee cars are to be parked in designated parking areas only. Under no circumstances are private cars permitted in truck operating or truck parking areas.

Employees parking in front of containers should ensure that customers have adequate space for access, or leave their keys with the Controller. If employees leave their vehicle blocking another vehicle, they should leave their keys with the Controller.

Notice Boards

All employees are requested to inspect notice boards to acquaint themselves with displayed information.

Training

Staff training is considered an important part of progression through the company.

All Drivers as part of their induction are required to become completely familiar with the operation of the company's procedures, RTA Regulations, OH&S Guidelines, Awareness and Vehicle Controls.

Keep an open mind about driver training as any improvement to driving techniques, familiarisation with new vehicles and the latest advances in technology, can only be of benefit to everyone.

Company Safety Rules

Always wear eye protection, ear protection, safety footwear and other personal protective equipment where a risk exists.

Report all incidents, injuries, hazards or any unsafe condition immediately to the Supervisor.

Keep passageways, walkways, emergency exits and access to fire fighting equipment clear. Keep your workplace, lunchroom and amenities clean and tidy.

Do not indulge in horseplay or practical jokes.

Do not use compressed air to clean down yourself or others.

Always comply with warning signs, safe operating procedures and safety instructions issued from time to time.

Do not come onto company worksites/vehicles under the influence of intoxicating liquor or drugs.

Do not remove danger tags, machine guards or operate equipment with danger tags attached or guards missing.

All lifting, load binding, machinery handling and other plant shall only be operated by licensed and authorised personnel, and used within the safe working tolerance pertaining to that particular equipment.

Co-operate with the company and your fellow workers in maintaining a healthy and safe workplace.

Do not carry out any unsafe act that may affect the health and safety or

your fellow employees or general public.

Comply with all safety laws, relevant guidelines and Code of Practice in accordance with the Roads and Traffic Authority of NSW and/or WorkCover Authority of NSW and/or Environment Protection Authority of NSW.

Persons shall not use mobile phones when driving vehicles, operating plant, controlling loads, or are in any situation where the use of the phone places or is likely to place that person or any other person at risk of injury or cause possible damage to plant or property. We recommend the use of hands-free type mobile phones.

Amenities and facilities have been provided for you. It is your responsibility to ensure that you follow the basic rules for health and hygiene, as failure to do this can cause sickness and ill health to you and your fellow work mates. Keep all facilities clean. Place all rubbish, particularly food scraps in the bins provided. Always use the sanitary facilities provided.

Contravention of these safety requirements may result in disciplinary action being taken.

Forklifts

No person is to operate a forklift without the appropriate WorkCover Certificate (Class LF).

Due to the nature of the company's work, jibs are sometimes fitted to forklifts for machinery handling. Even if certified to operate a forklift, a jib forklift is not to be operated without appropriate training and supervision.

If making a delivery to a customer who may ask you to drive their forklift to unload, you are not to do so unless you or the customer contact the Controller first.

Care must be exercised at all times when working around forklifts either at the depot or customers' premises. Under our OH&S obligations, all care must be taken when operating in areas where people may enter.

Cranes

No person is to operate a crane without the appropriate WorkCover Certificates (Class CN, C1, C2, and C6).

Even if certified, no employee is to operate a crane without the appropriate training in the individual crane that is to be used.

As it is our obligation to OH&S, all care must be taken when operating in areas where people may enter. Taping off the work area may be required. Barrier tape is available from the office.

Self-Loading Trucks

No person is to operate a self-loading truck without the appropriate qualification and induction. A WorkCover Certificate (Class CV) is required only for a crane exceeding 10 tonne/metre capacity.

No employee is to operate a self-loading truck at any capacity without the appropriate training.

As it is our obligation to OH&S all care must be taken when operating the crane where people may enter the work area. Taping off of the work area may be required. Barrier tape is available from or can be organised through the office.

In some instances, the self-loader operator may be alone in an area such as residential premises. Discretion must be used and in the case of an unsafe work environment to work alone, the driver must contact the office for further instructions.

Keys and locking up

Warringah Crane and Transport use a master key system which allows keys to be issued to different parts of our operation. Drivers issued with keys typically get access to the front gate, the gate to the warehouse, and drivers amenities rooms.

If you are last to leave the facilities, such as on the night shift, early morning or weekends, please ensure that chains and padlocks have been locked.

Dangerous Goods

Licences

A special WorkCover licence is only required to carry bulk dangerous goods, such as flammable or corrosive shipments. Bulk transport occurs if the container of dangerous goods has a capacity of more than 450 litres for liquids or solids or 500 litres for gases, or the container of dangerous goods has a net mass of more than 400kg.

A dangerous goods bulk driver licence is not required for the transport of up to 3000 litres of dangerous goods in IBCs (eg. 3 x 1000 L standard IBC containers) if the IBCs are not filled or emptied while on the vehicle.

A licence is not required if all the dangerous goods are carried in packages. Packages are any container with a capacity of not more than 450 litres and a net mass of not more than 400 kg or for gases not more than 500 litres. For example, 200 litre (44 gallon) drums do not need a licensed dangerous goods driver or a dangerous goods licensed vehicle, no matter how many drums are carried.

Placards

Emergency Information Panels (EIP - commonly known as Hazchem signs or Hazchem placards) are used to placard vehicles transporting bulk dangerous goods. All Trucks at Warringah Crane and Transport Server Pty Ltd are fitted with signs front and rear, which show the relevant class label.

In an emergency situation, EIPs provide useful information about the dangerous goods being carried on a vehicle and contact details for emergency services and for specialist advice on handling the dangerous goods on the vehicle

A placard is required for any of the following:

- any load of bulk dangerous goods
- a load containing at least 250kg or 250 litres of dangerous goods, any of which are Class 2.1 (flammable gas), Class 2.3 (toxic gas) or Packing Group I products
- a load containing any quantity of Class 6.2 (infectious substances)
- any other load of dangerous goods of at least 1000kg or 1000 litres.

For placard loads, the driver must also ensure that the shipping documents are carried in the Emergency Information Holder, which is attached to the driver side door of the cabin.

Emergency information provides initial information to people at the scene

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of an incident on "what to do in an emergency situation involving a vehicle transporting a load of dangerous goods". This information is either:

- the relevant Emergency Procedures Guides (EPG) for the dangerous goods and the EPG for a vehicle fire; or
- the Dangerous Goods Initial Emergency Response Guide Book (HB76).
- A Material Safety Data Sheet (MSDS) is not acceptable emergency information for transport purposes.

If in doubt, contact the Controller's office

Section 3 - Safety Policy and Procedures

Incidents Procedure (General)

From 1st September 2003, there are now simpler ways in which to notify work related incidents.

Notify the Controller or Manager immediately and also notify the person in charge of the worksite. If required, the Controller or Manager will arrange for appropriate medical treatment. They will also record the incident in a register.

For serious incidents your Controller or Manager and the person in charge of the worksite must immediately notify WorkCover NSW as an urgent investigation may need to be undertaken. Use the on-line form at www.WorkCover.nsw.gov.au or phone 131050. Your workers compensation insurer must be notified within 48 hours.

A serious incident includes:

- An incident where there has been a fatality.
- An incident where there has been a serious injury or illness such as where a person:
 - is placed on a life support system,
 - loses consciousness,
 - is trapped in machinery or confined space,
 - has serious burns.
- An incident where there is an immediate threat to life such as a major damage to machinery or buildings.

These are only some examples of serious incidents.

Up to 36 hours after the serious incident has been reported the immediate area around the incident must not be disturbed, except to assist any injured persons and to avoid further injuries and problems.

Workers' Compensation documents and an accident/incident report should be completed and handed to the Controller within 24 hours.

Near miss incident reporting is paramount to the prevention of future accidents and injuries to fellow employees. All incidents of this nature are to be reported to the Controller and the appropriate incident report completed.

Accident Procedure (Motor Vehicle)

Notify the Controller immediately, stating the location and nature of the accident, the extent of any personal injury, whether an ambulance is required, and the extent of the damage to vehicles.

If towing is required the Controller will contact the company's preferred operator and advise of an estimated time of arrival.

Police must attend accidents where there is an injury. You must obtain the name and home station of any attending Police Officer.

You must obtain the following details, the make, model, year of manufacture, registration number, driver and/or owner's name and address, driver's licence number and insurance company from the other party.

If possible, obtain the names and addresses of any eyewitnesses.

Make a sketch of the location of the accident including the position of vehicles and any other important features.

Take photographs of the accident scene and relevant damage to all vehicles, using the disposable camera in the WCTS kit.

DO NOT UNDER ANY CIRCUMSTANCES make any statement that may acknowledge or accept responsibility of yourself or the company; this is for the Police or insurance companies to decide.

Accident Procedure (Goods Carried or Handled)

Any accident involving goods in our custody reflects badly on our company's reputation.

In the unfortunate event that goods are damaged:-

- Stay calm and try to protect a professional image,
- Notify your Controller as soon as appropriate stating full details and seek advice as to the course of action to be taken,
- On return to your depot the appropriate accident/incident reports should be completed with your Manager.

Damage to Company Property

If in the event you are involved in an accident of any kind, whether it be motor vehicle, on company premises, or if company equipment is damaged whilst being used, it is requested that you report this in the same manner as any other accident so that the damage may be repaired as soon as possible and any equipment made good, so that it is ready for use when next required.

Personal Protective Equipment (PPE)

Company uniforms, safety vests, gloves, hats, sunscreen and wet weather gear are issued at regular intervals for your safety, this equipment should be worn where appropriate on the job at all times.

Drivers, Crane Operators and Dogmen, and Store personnel are required to wear steel toe cap safety boots.

Any other employees or visitor entering the warehouse is required to wear suitable footwear such as rubber soled, leather enclosed footwear.

It is now mandatory to wear safety vests or high visibility clothing in warehouse areas on all company premises as well as most other industrial sites and container facilities. Please ensure that you maintain them as part of your carried personal equipment.

A range of specialised PPE is available to meet specific requirements. The Controller will make available such equipment as and when necessary.

Consultation and Communication

Consultation and communication are important elements of Warringah Crane and Transport's approach to health and safety.

They are important because we recognise that if we expect you to follow our rules and procedures we must ensure we communicate them to you.

You must:

TAKE INSTRUCTIONS SERIOUSLY

We also recognise that enormous knowledge about doing work safely resides with those who do the work. We cannot achieve zero injury workplaces without hands-on involvement from the workforce.

Warringah Crane and Transport, our subcontractors and suppliers and all of the workers, supervisors and managers on the workplace must participate in or contribute to the consultation processes.

First Aid, Care of Injured Persons and Emergency Response

General

These instructions are of a general nature, and do not replace the requirement for a first aid officer to be in attendance in the case of a problem. Employees are encouraged to gain first aid training. A First Aid Officer should always be called at the earliest opportunity.

Under no circumstances should an injured person or machinery be moved unless there is danger of further injury before medical aid arrives.

The following treatment should be given priority:

CPR Procedure

D R A B C (Danger - Response - Airway - Breathing - Circulation)

- D Danger: Before rendering any aid, ensure that you are not placing yourself at risk of injury.
- R Response: Speak loud and clear to the patient, if possible try to get a verbal response.
- A Airway: Ensure the patient has a clear airway.
- B Breathing: Ensure the patient is breathing; if not, artificial respiration may be necessary.
- C Circulation: Check pulse; if none, external heart massage may be necessary.

Comfort and reassure the patient until medical aid arrives.

Ensure you are familiar with the accident procedure applicable to your workplace. It will be discussed and explained to you thoroughly at the company induction. Remember to ask questions so that you clearly understand what you need to do in the event of a medical emergency.

Controlling Bleeding

Generally, to stop bleeding, pressure must be applied to the wound. Most injuries tend to ooze dark coloured blood, this is blood from the veins and a pressure pad firmly applied and secured with a bandage will usually control blood loss.

Bright red blood with a frothy appearance is arterial blood and usually indicates a wound under pressure - it is more obvious than venal blood and requires urgent action to prevent serious blood loss. Again pressure pads and bandages must be firmly applied as soon as possible and urgent medical attention sought.

Poisoning

In all cases of poisoning or suspected poisoning, seek medical attention immediately. Material Safety Data Sheets include emergency information and advice to doctors necessary to treat persons for overexposure or poisoning to those materials or substances.

Shock

Almost all injuries cause some level of shock to the injured person. An injured person suffering from shock tends to appear pale and have cooler than normal and clammy skin due to the loss of body heat. More severe cases of shock will cause a rapid and weaker pulse and even loss of consciousness.

Provide continual reassurance to the injured person.

Keep the injured person quiet and warm.

Loosen tight clothing.

See that medical aid is sought urgently.

First Aid Facilities

At the company induction the location of the First Aid Facility will be made known to you including who the First Aid personnel are and how they may be contacted. First Aid facilities are typically identified with a white cross on a green background or a green cross on a white background sign.

Fire Fighting Equipment

Employees are expected to acquaint themselves with the location of fire fighting equipment and alarms in the area where they are working. You are expected to know what type of equipment is used for what type of fire (e.g. gas fire, oil fire, electrical fire etc.) and the equipment available for that fire and how to operate such equipment.

When a fire breaks out, sound the alarm and if possible to do so safely, attack the fire with the appropriate equipment.

Types of Fires & How to Extinguish Them

TYPE OF FIRE	WATER ALL RED	FOAM RED WITH BLUE BAND	CO ₂ RED WITH BLACK BAND	DRY POW- DER RED WITH WHIT E BAND
A Combustible Solids e.g. wood, paper, clothing	✓	✓	✓	✓
B Flammable Liquids e.g. oil, paint, petrol	✗	✓	✓	✓
C Gases e.g. natural gas, acetylene	✗	✗	✗	✗
Fires involving ELECTRICAL HAZARD	✗	✗	✓	✓

Evacuation Procedure

Familiarise yourself with emergency assembly areas and systems to be used when an evacuation is initiated - you will be advised as to how it works and what you are to do during Induction training and at fire and evacuation training/drills.

Safe Work Methods and Environment

JSAs and Safe Work Methods

It is Warringah Crane and Transport's policy that Job Safety Analyses (JSAs) are undertaken for all hazardous activities. As a result of the JSA, a method of doing the work safely is determined, documented and communicated to those involved in doing the work.

Each person working in the workplace has the following responsibilities in respect of JSAs/Safe Work Method Statements:

- Contribute to the identification of hazards and safe work planning
- Ensure own understanding of agreed safe work methods
- Ensure own compliance to the agreed safe work methods
- Take action when others do not follow agreed safe work methods
- Look out for and respond to hazards, unsafe behaviour and unsafe conditions at all stages of the work
- Speak up immediately if conditions arise that require changes to the safe work method

Crane Safe Work Method Statements and Worksheet

There is a Company specific Safe Work Method Statement (WCTS SWMS) and accompanying worksheet to be used for all crane work.

Crane crews must follow practices outlined in that document and prepare a site specific Work Method Statement (WCTS SWMS Worksheet) prior to commencement of any new job. Work continuing over a number of days which is effectively the same work may re-use the completed form.

Getting Around the Workplace Safely

Use recognised walkways wherever possible.

Do not leave the workplace without first advising your Supervisor.

Beware of mobile equipment, cranes and vehicles.

Be particularly cautious when moving around reversing vehicles and when driver visibility is poor and/or obstructed. Make eye contact with the operator.

Observe any "local" safety requirements such as speed limit signs.

Obey any instructions given by persons who are controlling work in your area such as persons directing crane operations.

Unsafe Conditions

Where any unsafe condition is found relating to the workplace, plant or equipment being used, if safe to do so, the unsafe conditions is to be rectified immediately by the person who discovered it.

If unable to do so, the unsafe condition is to be isolated, effective measures implemented to prevent it from use where the unsafe condition relates to plant or equipment and signposted to warn personnel of danger.

The Controller is to be immediately advised so the unsafe condition can be promptly rectified.

Personnel must not work in areas that have been identified as unsafe, except for the purposes of rectification of such hazardous conditions, and there is adequate supervision.

Where agreement or resolution can not be achieved over a safety matter, the matter is to be referred to each next level of Warringah Crane and Transport's management until the matter is resolved.

Warning Signs

Warning signs are placed for your protection. Read them and heed their warning.

Removal, shifting or destruction of any warning sign is forbidden without authorisation.

Should any sign be removed or destroyed accidentally, notify your Supervisor immediately and ensure the hazard relating to the sign is not left unprotected in the meantime.

All containers shall be clearly marked with their contents.

Burning Off

Under no circumstances are open fires permitted or the burning off of rubbish or waste material.

Visitors

All visitors must report to Warringah Crane and Transport's office to obtain authorisation to go onto the workplace. Visitors who have not been provided an induction must be escorted at all times.

Manual Handling

Never attempt to lift beyond your capacity. If in doubt test the objects' weight before handling it. If it appears too heavy or bulky, obtain a mechanical lifting aid and/or get someone to help you.

- Ensure clear access is available.
- Get a good stable footing.
- Place your feet about shoulder width apart in a comfortable, balanced position, close to the load.
- Bend at the knees and grasp the load.
- Keep back straight - not vertical but straight. It should not be arched or bent.
- Take a firm hold on the load with the palms of the hands NOT just the fingers. N.B. Use gloves to protect against any sharp protruding objects.
- Lift gradually, by straightening your legs - let your strong thigh muscles do the work - NOT your lower back muscles.
- Do not twist the body or turn one of your feet when lifting.
- If you have to change direction, turn with both of your feet, not your body.
- Carry the object close to your body and watch where you're going.
- When lowering, maintain a good grip and keep the back straight. Be careful not to jam your fingers.

Section 4 - Company Policies

General Discipline

Committing serious acts of misconduct, including any of the following, constitutes justifiable reason for dismissal of the person concerned:-

Reporting to work, or working under the influence, or taking intoxicating liquor or drugs at work during the working day.

Offensive behaviour which adversely affects the interests or reputation of the company or its employees.

Any act of violence, fighting, brawling or any other disorderly or undesirable conduct on company time or property.

Conduct endangering the life, safety, or health of others.

Theft of, or wilful damage to, the property of the company or the customer.

Falsifying personal or company records, including employment applications, Worksheets or forging a signature thereon.

Refusal to follow reasonable instructions of company officers or refusal to accept assigned work.

Any act of misconduct, such as the following, constitute justifiable reason for serious disciplinary action of the person concerned and may lead to dismissal.

- Cause problem with a customer resulting in a complaint.
- Failure to report an accident.
- Unauthorised deviation from normal routes.
- Failure to advise of delays on a job, or failure to advise completion of a job.
- Excessive absenteeism or continued late attendance.

No Smoking Policy

In line with current Occupational Health and Safety guidelines, WCTS has adopted a Smoke-Free Workplace Policy.

Smoking is not permitted anywhere on the premises, or in company vehicles, enclosed work areas, in amenities or where respective signage is displayed at any time. **WCTS IS A SMOKE FREE ENVIRONMENT!**

Drugs and Alcohol Policy

It is expressly forbidden to be under the influence of alcohol or drugs in the workplace. Doing so exposes the user, their fellow employees, the general public and the customer's goods, to unreasonable risk of serious injury or damage. To be under the influence of such substances in the workplace is a breach of company rules and WorkCover regulations that carry severe penalties and fines.

REMEMBER the limit for heavy vehicle drivers is .02

Testing

Where there is reasonable suspicion that an employee is under the influence of alcohol or is using illegal drugs during working hours the employee will cease work immediately. In consultation with the employee and their nominated representative the company reserves the right to require the employee to participate in a drug or alcohol test. The company may also require the employee to undertake counselling or rehabilitation before a return to work is scheduled. The presence of any detectable or observable amount of alcohol or drugs in an employee is prohibited and any infraction of these rules will result in disciplinary action. Reasonable suspicion must be based on a reasonable and clearly definable belief that the employee is under the influence of alcohol or is using an illegal drug on the basis of specified, contemporary physical, behavioural, or performance indications of probable alcohol or drug use.

Employee Assistance

The company recognises that drug and alcohol abuse can be successfully treated and is committed to helping employees who suffer from these problems, while holding them responsible for their own recovery. The intent of this policy is to offer a helping hand to those who need it; the company will provide any necessary information to the employee and re-

ferral to an appropriate treatment provider in the event that treatment is required. Sick or other leave may be made available for any incidental time required off work. Arrangements to take appropriate leave will be made with the employee and their representative for any extended periods of time off work, based on the advice of a treatment provider and accompanied by a medical certificate. Any information regarding an employee's condition will be treated in the strictest of confidence and in accordance with the Privacy and Personal Information Protection Act 1998. No referrals will be made or information provided to other parties without the permission of the employee involved.

Occupational Health and Safety Policy

The health and safety of all employees is of the utmost importance to the company.

The company is committed to maintaining an effective OCCUPATIONAL HEALTH & SAFETY program involving all personnel in the promotion of workplace safety. All employees shall take reasonable care for their own health and safety and that of their fellow workers, and co-operate with all concerned in OH&S matters.

In the performance of any task, safety should be the prime consideration. Always be alert for apparent risks or dangers to yourself or others both on the road and on the jobsite.

Where possible any known risks on jobs or jobsite will be provided to drivers and operators along with any specific work instructions relevant to the job.

If you are absent from work due to a Workers Compensation injury please ensure that Doctor's certificates are forwarded promptly to the office and that the depot manager is kept up to date with your recovery progress.

Affirmative Action Policy Statement

Warringah Crane and Transport Pty Ltd are committed to the equal opportunity of employment and promotion to men and women. We also encourage all individuals to improve their skills and qualifications, in every area of the workplace.

Acceptable use policy for employee use of email and Internet

This policy sets out guidelines for acceptable use of the Internet by employees and has been created to limit exposure of the companies to inappropriate activity, misuse of company resources and potential exposure to computer viruses.

Subject to the balance of this policy, selected employees may use the Internet access provided by Warringah Crane and Transport Service Pty Ltd and its providers for work-related purposes only.

Except in the course of an employee's duties email and Internet access provided by the company may not be used for:

- personal commercial purposes;
- Accessing the World Wide Web for personal purposes;
- disseminating confidential information of Warringah Crane and Transport Service Pty Ltd;
- any illegal purpose;
- knowingly causing any other person to view content which could render the company liable pursuant to equal opportunity or sex discrimination legislation at the suit of that person; or
- Sending and receiving personal email messages;
- Visit Internet sites that contain obscene, hateful or other objectionable materials;
- Make or post indecent remarks, proposals or materials on the Internet including racist or sexist jokes and defamatory comments;

Warringah Crane and Transport Service Pty Ltd and its providers keeps and may monitor logs of email and Internet usage which may reveal information such as which Internet servers (including World Wide Web sites) have been accessed by employees, and the email addresses and content of messages being communicated.

Responsibility for use of the Internet that does not comply with this policy lies with the employee so using it, and such employee must indemnify Warringah Crane and Transport Service Pty Ltd and its providers for any direct loss and reasonably foreseeable consequential losses suffered by the company by reason of the breach of policy.

Breach of this policy may constitute justifiable reason for serious disciplinary action of the person concerned and may lead to dismissal.

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Notes

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