



### **Personal Protective Equipment (PPE)**

Management have undertaken the appropriate assessment of its activities and has identified the general and specific Personal Protective Equipment (PPE) that is required. The PPE required for the activities undertaken, will be provided to volunteers and will comply with the appropriate Australian Standards.

Where appropriate the Club will ensure that adequate signs, barricades and covers are used to ensure temporary hazards are identified and controlled.

### **Hazardous Substances and Chemicals**

#### *Safety Data Sheets (SDS)*

A *safety data sheet (SDS)*, previously known as a material safety data sheet (MSDS), is an important information source for eliminating or minimising the risks associated with the use of hazardous chemicals (hazardous substances and/or dangerous goods) in workplaces.

An SDS must:

- be in English
- contain unit measures expressed in Australian legal units of measurement
- state the date it was last reviewed (must be at least once every five years), or if it has not been reviewed, the date it was prepared
- state the name, Australian address and business telephone number of the manufacturer or importer
- state an Australian business telephone number from which information about the chemical can be obtained in an emergency.

An SDS register is maintained used as an information tool to make sure everyone managing hazardous chemical exposure at the workplace. This register lists hazardous chemical products and the current SDS for each of those products. It is readily accessible to a worker and anyone else who is likely to be affected by the hazardous chemical.

#### *Chemical Use*

All volunteers who use chemicals are to be trained in the chemical's use, by the Manager/ Supervisor of that department. It is every volunteer's legal responsibility to follow all safety instructions when using chemicals. It is the responsibility of the Sports Manager to ensure the correct handling and storage of such chemicals is appropriate. You should be aware of the dangers associated with each chemical and any precautions that must be adhered to. This includes safety equipment such as glasses/ goggles, mask or respirators, overalls and

ventilation. If you are supplied with Personal Protective Equipment you MUST wear it – failure to do so will result in counselling / warnings up to and including dismissal. If you have any concerns on how to use your safety equipment, ask the Sports Manager

### **Chemical Storage**

All chemicals must be stored to the manufacturer's instructions and the Australian Dangerous Goods code. Only small quantities (25 litre containers or less) may be stored in the work area, the bulk of substance are to be stored in a separate storeroom (offsite). A record of the substances and the quantities kept is to be maintained in the hazardous chemical register. Disposal of chemicals is as per the manufacturer's instructions and in accordance to the Clubs 'Environmental Policy' (as per the Environmental Act).

### **HACCP Food Safety**

HACCP is a food safety and risk assessment plan that was originally developed in the 1960's by NASA and a group of food safety specialists. HACCP stands for Hazard Analysis and Critical Control Points and outlines seven key principles in food safety:

- Hazard Analysis
- Critical Control Points
- Critical Limits
- Critical Control Monitoring
- Corrective Action
- Procedures
- Record Keeping

HACCP can be applied to all processes throughout each and every stage of the food supply chain. This includes production, preparation, packaging and distribution. As a food safety initiative, HACCP is a preventative system. It focuses on potential physical, chemical and biological hazards that could occur during the food manufacturing process and make the end product unsafe. A fundamental aim of the HACCP principles is to discover any potential hazards so that control measures can be designed. If necessary, these control measures would be put in place and reduce the risk of the hazards occurring.

The HACCP principles are important for businesses involved in all areas of the food industry because they help to maintain the best food safety practices. As each food business is different, each will have different food safety processes and procedures. It is important that you adhere to all food safety processes and procedures.



Food-borne illnesses are caused by contaminated food and often affects the stomach and intestines. When your body detects that you have eaten something harmful, it tries to get rid of the food by the quickest method.

**Contaminated food is caused by:**

- pathogenic bacteria; (food poisoning)
- viruses;
- parasites;
- natural contaminants - poisonous plants or fish;
- chemicals and metals;
- physical contaminants
- moulds

**The effects of food-borne illness:**

- illness and suffering, possible
- death;
- medical costs;
- lost time off work;
- liability and legal costs;
- recall of a product;
- lower reputation of a town/ region;
- loss of business, trade & possible closure.
- bad name for similar products and venues;

**Food Safety and the Law**

*Volunteers have the obligation* to follow the rules and standards set by the Club to enforce food hygiene legislations. Responsible food safety covers every aspect of food handling from the field to the fork.

**Food Act**

The Food Act provides definitions for the word's "food", "sell", "unsafe food" and "unsuitable food". The Act also lists offences relating to food that a business or person can be charged. Some offences include:

- Knowingly selling unsafe food (max penalty = 1350 penalty units or 2 years imprisonment);

- Knowingly handling food in an unsafe way (1350 penalty units of 2 years imprisonment);
- Non-compliance with the Food Standards Code, including food safety standards (700 penalty units)

Under the Food Act, **Environmental Health Officers**, employed by local Councils have authority to ensure the act is complied with. They can enter the premises to inspect, ask questions, take samples and photographs or seize articles. It is an offence for a person to stop an Environmental Health Officer from using their powers (maximum penalty – 100 penalty units).

### **Food Hygiene Regulations**

The Food Hygiene Regulations 1989 specifies that a business that prepares and sells food must be licensed and sets out some provisions for a license.

## **Compressed Air and Gas Safety**

### **Compressed Air**

Compressed air has the potential to be extremely dangerous and can cause serious injuries if misused or misdirected. Compressed air should not be aimed at your skin. This may rupture internal organs, damage the eardrums and could cause air to enter your blood stream.

### **LP Gas Cylinders (i.e. BBQ / kitchen gas)**

Liquid Petroleum gas cylinders are pressure vessels. The propane gas expands rapidly to 270 times when released into the air. It will explode if ignited and mixed with air. The temperature of this gas is -42° Celsius. It will cause frostbite (cold burn) if it contacts your skin. If you do not take care with these cylinders, your life could be at risk.

### **Inert Gases**

An **Inert gas** is a gas that when mixed with beer or post mix does not change or alter the product. **Carbon Dioxide (CO<sub>2</sub>)** and **Nitrogen** are classified as inert gases. Carbon Dioxide is used to make the head on a beer and to put bubbles in post mix soft drinks. Nitrogen and Carbon Dioxide are used to help push beer along the beer lines to the taps. A copy of Carbon Dioxide and Nitrogen SDSs are laminated and located on the wall near the beer line cleaning sink and the gas cylinder storage areas. Inert gases are a life-threatening hazard in enclosed storage areas

There are 4 main hazards associated with working with inert gases:

- 1. Pressure:** gases are stored in vessels with pressure up to 2400 kPa; Pressure vessels like gas bottles and their fittings can rupture, leak or break if they are knocked over causing possible projectile and high pressures of escaping gas. All gas bottles are to be chained to the wall to ensure they do not fall over. When moving gas bottles, always roll them on their base or use a trolley (with gas bottles strapped in) to relocate them.
- 2. Oxygen Depletion/ CO2 poisoning:** too high ratio of CO<sub>2</sub> in a confined space, too low oxygen levels. Due to gas systems being under pressure, it is possible that the system and equipment connections may develop leaks, causing a build-up of inert gases in cellars and low-level areas with the real possibility of asphyxia leading to collapse and death of people working in these areas.

**Asphyxia** – is a condition that arises when the blood is deprived of an adequate supply of oxygen; loss of consciousness and death can result from the brain being starved of oxygen.

#### **Asphyxiant gas**

- Severe frost-bite burns may result from exposure to cold vapour or liquid.
  - Carbon dioxide concentrations of 3-5 % in air causes increased respiration and headache.
  - Concentrations of 8-15% causes headache, nausea and vomiting which may lead to unconsciousness if not moved to open air and given oxygen.
  - Inhalation of a mixture containing no oxygen may result in unconsciousness from the first breath and death will follow in a few minutes.
  - Adverse health effects from long term exposure to carbon dioxide have not been reported. However, in environments such as submarines where exposure to levels of 0.5 - 1.0% may occur, specialist medical opinion should be sought on the effects of long-term exposure
- 3. Cold Burns:** Inert gases can cause cold burns to exposed skin; Many gases when stored under pressure and in liquid form, like in a gas bottle, are often at very cold temperatures. Temperatures of CO<sub>2</sub> gas escaping from a bottle may be as cold as (minus) -78°C. Obviously at such low temperatures, contact with this gas even for a short period of time will cause serious cold burns.
  - 4. Manual Handling:** Storing and moving of gas bottles can pose Workplace Health & Safety (WH&S) issues to staff if done incorrectly. Always ensure when moving larger gas bottles to not lift them, but to roll them on their base or use a forklift with a specialised gas bottle moving pallet to move them. All gas bottles must be chained/strapped to the wall to prevent them falling over and potentially causing harm to staff – this is a requirement of the Work Health and Safety Act.

### **Gas Alarm System**

Located on the outside wall of the keg cold-room is a “Cellarguard” Carbon Dioxide alarm. If you work in the stores and have access to the keg cold-room, you are required to view the following video on the life-threatening dangers of Inert Gases in confined spaces.

<https://www.youtube.com/watch?v=hRgOUOv9Z-I>

If any alarm is activated, you must carry out the following steps:

1. Ensure you inform someone else who can act as an observer outside the cold-room and who can raise the alarm should an emergency arise.
2. If “Alarm 1” only is flashing (and not alarm 2) and slow speed buzzer:
  - a. Enter cellar and isolate CO2 supply.
  - b. Keep cold-room door open and ventilate room by opening all windows and doors.
  - c. Wait outside the cold-room, until unit returns to “Safe Mode” (green light).
  - d. Check and repair CO2 leaks
3. If both “Alarm 1” and “Alarm 2” are flashing and medium speed buzzer:
  - a. Do not enter cold-room.
  - b. If possible, ventilate the room by using the extraction fan or by opening any doors from the outside.
  - c. Never attempt to enter the cold-room by holding your breath.
  - d. Contact BOC Gases for technical support on **131262**.
  - e. Do not enter the cellar until the Cellarguard returns to the “Safe Mode” (green light).
  - f. Do not operate the beer dispensing system until the CO2 reticulation system has been checked and any leaks have been repaired.

### **Manual Handling**

Manual handling is any activity that involves lifting, pushing, pulling, carrying, moving, holding or restraining. It also includes sustained and awkward postures or repetitive movements. Each manual handling job is broken down into individual tasks to assist in identifying the range of potential manual handling hazards. All objects, work practices and the working environment are designed, constructed and maintained to eliminate risks arising from manual handling. Good manual handling techniques can help to prevent injury as individuals, no matter what age or gender have differing physical abilities.



### **Security**

The Club is a large, accessible building and it is every volunteer's responsibility to be aware of the security needs of both customers and fellow volunteers. If you see any suspicious person(s) on, or around the premises, they should be reported immediately to the Duty Manager or Sports Coordinator.

### **Stress and Fatigue**

Our moral and legal responsibility is to provide safe and healthy work environments and conditions for employees, by considering all factors of the work environment. Work activities should be designed and managed to reduce stress & fatigue as far as reasonably practicable.

### **Working Alone**

There may be circumstances in which an volunteer may be required to work alone without other volunteers within visual or hearing distance. If the volunteer is required to work alone, it will be at their discretion, after the situation has been assessed and in consultation with the volunteer who may complete the required work. The Sports Manger or Committee Chair must assess the volunteer's ability to work safely while alone.

### **Extreme Temperatures & UV Exposure**

Volunteers may be subject to extreme temperatures & UV exposure arising from their activities, environment and time schedules. Extreme temperatures include both hot and cold conditions. Activities should be designed and managed to reduce extreme temperatures & UV exposure where reasonably practicable. PPE is always available for employees to wear, to assist them when working in such conditions.

### **Electrical Safety**

A hospitality environment presents all kinds of opportunities for injury from electric shock if you are not careful. A qualified electrician regularly tests and tags all electrical equipment for earth leakage. Safety switches are tested every six (6) months, onsite portable equipment is tested every three (3) months, and other electrical equipment is tested every six (6) months.

General Safety



- report frayed or damaged power cables to the Sports Manager or Duty Manager for repair or replacement
- before using electrical equipment check for visible defects and site the “next test date”
- prior to connecting the power source, check for damage to leads, plugs, connectors, guards, cases, accessories, switches, etc
- do not ‘piggyback’ leads or use double adapters - you may use a power board
- where possible, suspend all leads to prevent a trip hazard and risk breakage of equipment
- unless double insulated, all equipment and appliances plugged or direct wired are to be connected to an approved safety switch

#### Power Tools

- ensure electrical leads are not placed in a position to be cut or damaged when using power tools
- ensure a safety switch at either the mains power supply or with portable power supplies is fitted prior to work
- adequate warning signs to warn of hazards will be displayed at or near the work areas if there is a risk of exposure of personnel to hazards arising from electricity
- report any electrical hazards identified such as exposed wiring, burnt cords, and damaged plugs to your supervisor, and remove the item from use

### **Body Fluids and Needles - Exposure and Cleaning**

To ensure safety, this procedure is to be followed with no exceptions.

#### **Exposure to Body Fluids (urine, blood, faeces, saliva)**

- If blood gets on the skin, irrespective of whether there are cuts or abrasions, wash well with soap and water.
- If eyes or mouth are contaminated, rinse the area thoroughly with water or normal saline for at least 30 seconds.
- Remove clothing if contaminated, and shower if appropriate.
- Report the incident immediately to you’re the Sports Manager or Duty Manger and complete an Accident Incident & Investigation Report Form
- **Ensure you proceed to the Hospital emergency IMMEDIATELY – anti-viral drugs can only be administered within hours of exposure to the risk to be effective.** The Hospital will collect a sample of your blood and test for HBV, HCV and HIV.
- Depending upon the level of exposure to blood, a series of follow-up medical screening may be prescribed.

Level of Risk Associated with Exposure to Blood

Level of Risk	Type of Exposure
Massive	Infection of 'confirmed contaminated' blood/ body fluid more than 1 millilitre
Definite	Intramuscular penetrating injury with 'confirmed contaminated' needle injection of blood/ body fluid less than 1 millilitre Discharging laceration/ wound produced by a 'contaminated' instrument
Possible	Superficial subcutaneous injury with 'contaminated' needle Non-discharging laceration/ wound produced by a 'contaminated' instrument Prior wound or skin abrasion Mucous membrane surface contact with blood
Doubtful	Intradermal injury with a non-contaminated needle Prior wound or skin abrasion contact with body fluid other than blood Mucous membrane surface contact with body fluid other than blood
No exposure	When recipients have not had bodily contact with blood, either by way of a previous or penetrating sharps injury

**Needle Stick Injury**

1. Immediate Care and Treatment

- Immediately after the exposure, the employee should:
- if skin is penetrated encourage bleeding, wash area with soap and water (in areas without running water an alcohol hand wash (minimum 60% is to be used). This hand wash is available in first-aid boxes.
- safely store the needle/ syringe involved (in an empty wide necked bottle – i.e. milk bottle). Take it with you to your doctor.
- report incident to the Sports Coordinator immediately

2. Sports Coordinator

- The Volunteer's Supervisor is to:
- ensure you proceed to the Hospital emergency IMMEDIATELY – anti-viral drugs can only be administered within hours of exposure to risk to be effective. The Hospital will collect a blood sample and test for HBV, HCV and HIV.
- reassure the volunteer
- complete an Accident, Incident & Investigation Report form



## Slippery Floors and Debris

### Ensuring we remove Slip Hazards

All volunteers who identify a slip hazard are to either immediately clean it as per the procedure below or ask for assistance to have the hazard cleaned.

#### **1. Prevent people from danger**

While decisions are being made about how to best deal with the spill, slip or trip hazard, please prevent people from entering the immediate hazard area.

Examples you could use are:

- signs (do not leave signs unattended with a spill)
- cordon off the area;
- erect bunting;
- encircle in furniture;
- other forms of barriers



#### **2. Identify the nature of Spill, Trip or Slip Hazard.**

Establish what the hazard is. What is the substance that needs to be removed?

This will help determine the equipment required. (i.e. chemical spill, water spill, food spill, lead lying on the ground in a walkway, etc) Consider dangers involved in removing the hazard:

For Example:

Nature of Hazard	Potential Risks! Dangers	Consider Personal Protective Equipment and methods of work other equipment to minimise exposure
liquids	slip	non-slip shoes; clean from the edge
bodily fluids	contamination ! disease	consider PPE of gloves, goggles
sharps like broken glass or needle	cuts ! contamination ! disease	consider using tongs, brooms, dustpans, tongs to minimise contact with sharp items
chemical hazard	slip ! skin, lungs or eye irritation ! splash ! illness	consider using goggles, mask, gloves, apron, etc
heavy items	manual handling injury	consider sharing lifting with another person or using a trolley



### **3. Collect Cleaning Equipment**

Cleaning equipment should be identified during the setup process.

### **4. Clean-up or Remove the Hazard**

Use the cleaning methods to suit the spill type, as per above instructions.

## **Risk Matrix and Controlling Risk**

### **Why control risk**

Putting it simply, controlling risk makes a safer workplace / protects the environment.

### **How to Control Risk**

The 'Hierarchy of Risk Controls' details well established preference of actions to take when managing risks. The risks must be minimised to the lowest reasonably practicable level by taking the following measures in the following order. In most cases a combination of elimination, substitution, engineering controls, administrative controls and PPE are chosen to effectively control the risks.

### **Hierarchy of Controlling Risk**

When considering ways to solve identified safety issues. Please refer to the hierarchy of controlling hazards below. Control measures are not mutually exclusive. That is, there may be circumstances where more than one control measure should be used to reduce exposure to hazards.

Always consider 'Elimination' first, then progress through to 'Personal Protective Equipment' as a last resort.

- 1. Elimination** - Removing the hazard or hazardous work practice from the workplace. This is the most effective control measure;
- 2. Substitution** - Substituting or replacing a hazard or hazardous work practice with a less hazardous one;
- 3. Isolation** - Isolating or separating the hazard or hazardous work practice from people involved in the work or people in the general work areas from the hazard. This can be done by installing screens or barriers or marking off hazardous areas;
- 4. Engineering control** - If the hazard cannot be eliminated, substituted or isolated, an engineering control is the next preferred measure. This may include modifications to tools or equipment such as providing guarding to machinery or equipment;
- 5. Administrative control** - Includes introducing work practices (i.e. policies and procedures) that reduce the risk. This could include limiting the amount of time a person is exposed to a hazard;
- 6. Personal protective equipment (PPE)** - Should be considered only when other control measures are not practicable or to increase protection.



The Risk Matrix is a spreadsheet developed to help quickly and easily identify the likelihood of risk and the potential consequences. This model can be used for both Safety and Environmental risks / hazards.

**How the Risk Matrix works:**

- 1) Responsible officer identifying which “likelihood” (y-axis) and which “consequence” (x-axis) applies to the situation and selecting the letter that corresponds.
- 2) Refer the letters below to identify what actions are to be taken to manage the risk/s.
- 3) Follow that action on how to manage the risk.
- 4) Document the actions you take in managing that risk, using the ***Hierarchy of Controlling Risk*** outlined above to guide the best options. Forward your documented report to the Sports Coordinator for record keeping and reporting

Action – How we manage the risk		
E	Extreme Risk	Do not undertake operation – re-evaluate proposed work method and introduce more effective controls
H	High Risk	Significant control measures to be implemented before work commences
M	Moderate Risk	Responsibilities are defined and understood by worker, routine supervision required
L	Low Risk	Manage by <u>routine procedures and work practices</u>



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LEVEL OF RISK – “HOW ‘RISKY’ IS THE TASK / PLANT / EQUIPMENT?” (Consequence x Likelihood)					
Likelihood	Consequences				
	1 Insignificant Minor injury, low financial loss. No environmental impact.	2 Minor First aid treatment, on-site release immediately contained, medium financial loss. The impact is likely to cause minor impact on the environment.	3 Moderate Medical treatment required, on-site release contained with outside assistance, high financial loss. The impact could cause an impact on the environment that requires a moderate amount of time to eliminate.	4 Major Extensive injuries, permanent disability, loss of production capability, off-site release with no detrimental effects, major financial loss. The impact could cause severe damage to the environment that requires a significant amount of time to eliminate.	5 Catastrophic Death, toxic release off-site with detrimental effect, huge financial loss. The impact could cause permanent and irreparable damage to the environment.
<b>E (Rare)</b> The incident may occur only in exceptional circumstances whilst doing this or a similar job/activity.	L	L	M	H	H
<b>D (Unlikely)</b> The incident could occur at some time whilst doing this or a similar job/activity. Exposure of the environment to the impact is not likely to occur.	L	L	M	H	E
<b>C (Moderate)</b> The incident should occur at some time whilst doing this or a similar job/activity. Exposure of the environment to the impact could occur randomly in the course of a year or two.	L	M	H	E	E
<b>B (Likely)</b> The incident will probably occur in most circumstances whilst doing this or a similar job/activity. Exposure of the environment to the impact is likely to occur infrequently over weeks or months.	M	H	H	E	E
<b>A (Almost certain)</b> The incident is expected to occur in most circumstances whilst doing this or a similar job/activity. Exposure of the environment to the impact is likely to occur weekly, every day or most of the year.	H	H	E	E	E



## **Accident, Hazard & Investigation Reporting**

In the unfortunate event that an injury occurs in the workplace, the follow the steps are to be followed:

1. Report all accidents, hazards and dangerous occurrences to the Sports Coordinator or a Duty Manager or Club President immediately. This enables others to assist to control and prevent further injuries and accidents. If an accident, dangerous situation or hazard is not reported, warnings will result and depending upon the seriousness of the situation, termination of volunteer status may occur.
2. Injuries should immediately be referred to a First Aid qualified person in the area.
3. Call an ambulance if necessary.
4. Remove the cause of the accident to avoid further injury – if safe to do so.
5. In conjunction with you're the Sports Coordinator, Duty Manager or Sports President, complete an Accident, Hazard & Investigation Report form.
6. The Sports Coordinator and Sports President are responsible for investigating the contributing factors of the accident / incident and processing the complete form to the Sports Coordinator immediately.

# Accident, Hazard & Investigation Report

This form is to be used to document and investigate the Hazard, Incident or Accident. Once completed, hand to the Sports Coordinator or Sports President to investigate together and complete the supervisor section. As soon as possible, the Business and Sports Development Manager is to be emailed or handed this form then forwarded to the HR/ Admin Officer. Copy this form if multiple employees involved.

Type of Report	<b>Not notifiable incident:</b> Potential Hazard    Near Miss    Injury/ Illness    Property damage				
	<b>Notifiable incident:</b> Dangerous electrical event    Serious electrical incident				
	Serious injury    Serious illness    Dangerous incident    Death { <i>Environmental</i> }				
	The General Manager will need to notify Dept of WH&S and complete "Incident Notification Form". Use this link to see which instances are notifiable: <a href="https://ols.workcoverqld.com.au/ols/public/incident/registration.wc">https://ols.workcoverqld.com.au/ols/public/incident/registration.wc</a>				
Name of Person Involved		Date of Birth	/	/	
Employment Status	Sportsperson – team & sport				
	Member/ Visitor - Member#				
	Employee – Job Title				
	Contractor - Company Name				
	***HR Manager to notify this company's Management***				
<b>Incident Details (what happened) This section to be completed with Sports Coordinator/ Sports President</b>					
Date of Incident	/	/	Time of Incident	am	pm
Arrival / Shift Start Time	am	pm	Shift Finish Time	am	pm
Location of incident (be specific)	(i.e. Stores loading dock / kitchen / ladies' toilet closest to gaming room, 3rd cubicle/ Field#1)				
Description of the Incident (Please provide as much detail as possible so it makes sense to someone who was not there) Additional info attached	What happened? How did it happen? What caused it to happen? Why did it happen?				
<b>Was there an Injury to a Person?</b>			Yes    No (cross through this section and turn to next page)		
Description of injury / illness	(i.e. fracture, laceration, amputation, strain, electrical shock, burn, Q fever)				
Body Location (circle body parts where injured)					
(i.e. left wrist, lower back, right eye)					

What First aid / Medical treatment did they receive after the injury / illness			
No treatment needed                      First aid Ambulance / Medical Treatment / Hospital Outpatient Hospital Inpatient (in hospital overnight or longer)			
First Aider Name			
Detail Treatment Given			
Where taken for treatment			
Names & contacts of any Witnesses Attach extra info if more witnesses.	Name	Email	Phone

Level of Risk of Reoccurring if not addressed (Consequence x Likelihood) – Please Circle					
Likelihood	Consequences				
	Insignificant Minor injury	Minor First aid treatment, on-site release immediately contained	Moderate Medical treatment required, on-site release contained with outside assistance	Major Extensive injuries, permanent disability, off-site release with no detrimental effects	Catastrophic Death, toxic release off-site with detrimental effect
Rare	L	L	M	H	H
Unlikely	L	L	M	H	E
Moderate	L	M	H	E	E
Likely	M	H	H	E	E
Almost certain	H	H	E	E	E
Type of Action to take to control Risk (do the action below to prevent/ minimize re-occurrence)					
<b>E</b>	<b>Extreme risk</b>	Do not undertake operation - re-evaluate proposed work method and introduce more effective controls			
<b>H</b>	<b>High risk</b>	Significant control measures to be implemented before work commences			
<b>M</b>	<b>Moderate risk</b>	Responsibilities are defined and understood by worker, routine supervision required			
<b>L</b>	<b>Low Risk</b>	Manage by routine procedures and work practices			
Control Measures: Prevention of Future Incident Reoccurring					
Prevention of this type of incident reoccurring. Consider these initiatives in the following order of preference		Immediate Actions Taken to Improve safety:			
<ol style="list-style-type: none"> <li>1. Get rid of the harm or prevent risk (elimination)</li> <li>2. Re[place with something less harmful</li> <li>3. Separate people from harm (isolating)</li> <li>4. Change work processes or physical work environment</li> <li>5. Apply administrative arrangements</li> <li>6. Use Personal protective equipment</li> </ol> <p>**the goal is to eliminate hazards or make all hazards low risk.</p>		What additional Long-Term changes would you recommend preventing re-occurrence:			
Risk after Control Measures above are implemented (User Risk x Likelihood matrix above)					
<b>E</b>	<b>Extreme risk</b>	Do not undertake operation - re-evaluate proposed work method and introduce more effective controls			
<b>H</b>	<b>High risk</b>	Significant control measures to be implemented before work commences			
<b>M</b>	<b>Moderate risk</b>	Responsibilities are defined and understood by worker, routine supervision required			
<b>L</b>	<b>Low Risk</b>	Manage by routine procedures and work practices			
Employee Workplace Rehabilitation (if Employee)					
Can the Employee perform any type of work whilst they are recovering		Identify what the employee cannot do and consider duties they can safely perform. Consider part days of work. (i.e. A Tradesperson can do admin duties for the work team, can work part days)			


Incident Investigators and Persons in Control			
All people listed below are to be involved in investigating king recommendations in preventing this type of incident in the the incident, and improving workplace health and safety. add your comments future initial beside comments then sign Please read the entire form, Forward to the next person and and date. listed below.			
Person Reporting Incident			/ /
Supervisor / Manager of the Workplace / Event			/ /
General Manager			/ /
HR/ Administration Actions			
Enter into WH&S database Video Surveillance of incident Recorded and filed file original into Incident & Investigation Reports			
<b>Responsible Department:</b> Admin/ Reception Bars/ Gaming Kitchen/ Food Service Housekeeping Maintenance Sports Other:			



## Fire Safety

### Prevention and Removal of Fire Hazards

The Sports Manager, Sport President and responsible officers are to ensure volunteers prevent and minimize fire hazards by:

- ensuring exits marked with a green **Exit**  light, is kept clear with a 2-metre clearance at all times
- fire extinguishers always have a minimum of a 1 metre clearance
- fire exits and corridors (i.e. routes of exit marked on Evacuation Plans) are always kept clear of obstructions
- no excess of combustibles or rubbish is allowed to accumulate
- chemicals are stored in accordance with their Safety Data Sheets - avoid storage of large quantities of chemicals
- accidental or deliberate discharge of fire extinguishers is reported to the Duty Manager or Sports Manager
- smoking is restricted to the designated outdoor smoking areas (DOSAs)

### Fire Protection Equipment

Under the *Building Fire Safety Regulation 2008*, all fire protection and firefighting equipment is to be maintained by a licensed maintainer at specified intervals. Maintenance service agreements have been made with licensed maintainers. Records of such maintenance are to be maintained by the building owner and supplied during QLD Fire Service audits. These records are to be kept in a folder in the safe. The General Manager will assure maintenance and servicing is conducted on time by a licensed maintainer.

### Fire Alarm

Manual Call Points (i.e. Break glass if fire) are provided in strategic locations throughout the Club premises and must always remain unobstructed. Activation of the alarm will automatically sound an alarm throughout the premises. Once Activated, the Manual Call Point will sound a bell. These alarms are not linked to the Emergency Services. A senior Manager or Duty Manager is required to phone the Fire Service by calling **000**.



### Emergency Exits

Illuminated green '**EXIT**' signs identify the emergency exit locations from all areas within occupied buildings. These doors are to remain unlocked from the inside when the building is occupied.

### **Egress and Fire Exits (access out of the building)**

Obstruction of any designated emergency / fire exit puts lives at risk.

At all times *no one is to leave any item within 2 metres or to obstruct access* in any way of the fire exits.

Emergency exits are clearly identified by the illuminated green 'EXIT' signs.

Emergency exits are never to be used as a temporary storage area for rubbish or any other item.

Breach of these legal requirements is likely to lead to a final warning and re-training. Any further breach will lead to dismissal.

### **Emergency Lighting**

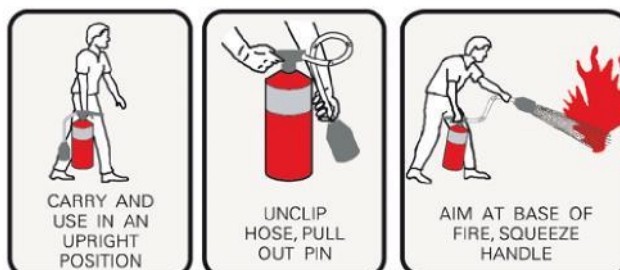
Emergency light fittings are strategically located in areas throughout the premises. In the event of an interruption to the mains supply, the emergency lights will activate almost instantaneously and last for approximately 90 minutes.

### **Use of Fire Fighting Equipment**

Fire hose reels and fire extinguishers are located in easily identifiable locations and cupboards throughout the premises. Volunteers should make themselves familiar with the location of the nearest fire hose and extinguisher and suitability for use on various types of fires e.g. electrical, flammable liquids, ordinary combustibles, etc.

### **How to Use Fire Extinguishers**

- Select appropriate extinguisher for type of fire
- Always keep an emergency exit behind you (away from the fire)
- Pull pin from squeeze handle
- Test extinguisher by squeezing handles briefly
- Stay low avoiding the effects of heat and smoke

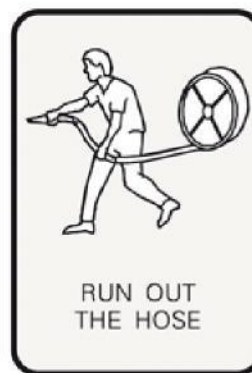
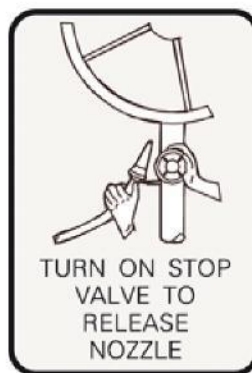


***Classes of Fire and types of extinguishers to use on each type of fire:***

Class A	Blass B	Class C	Class D	Class E	Class F
Water	Foam	Powder	Copper / Salt	Carbon Dioxide	Wet Chemical
Ordinary Combustibles	Flammable and combustible	Flammable gases	Combustible metals	Electrically energised equipment	Cooking fats & oils

***How to use a Fire Hose Reel***

1. Hose reels are used on fires involving wood, paper and textiles only, they are **not to be used on live electrical appliances or flammable liquids.**
2. To release the hose reel, turn the valve on this will charge the hose and release the nozzle (if fitted with a nozzle release lock).
3. The hose can then be pulled out to the fire, the nozzle operates like a garden hose in most cases by twisting the nozzle, and the nozzle can be adjusted to give a spray pattern or a straight jet.
4. Ensure you are positioned with a safe clear evacuation route.
5. Apply the water at the base of the fire in short sweeping bursts, keeping out of the smoke and steam produced.



**Fire Safety Advisor**



In accordance with the *Building Fire Safety Regulation 2008*, a Fire Safety Advisor is required for any building where 30 or more people are normally employed.

The Fire Safety Advisor for the building:

- is to give “General Evacuation” and “First Response” instructions about the method of operation of manually operated fire alarms, firefighting equipment, evacuating the Building or arranges for the instructions to be given.
- must be familiar with the evacuation coordination procedures for the building
- must give the evacuation coordination instructions to all Wardens about carrying out the evacuation coordination procedures for the building or arrange for the instructions to be given
- is appointed by the Club and must be trained by an approved training organisation

It is company policy to conduct General Evacuation and First Response Evacuation Instructions with all new employees prior to commencement of work on site. This training is renewed every year. This training should be done by Fire Safety Advisor or Registered Training Organisation.

***Wardens (Evacuation Coordinators)***

Warden Role	Helmet Colour	Location	Job Title
Chief Wardens		Fire Warden Assembly Area at Reception	Duty Managers
Deputy Chief Wardens		Fire Warden Assembly Area at Reception	Receptionist
Area Wardens		Department Managers	
Wardens	<b>No helmet</b>	Other Employees	

All Employees are Wardens and are responsible for directing and controlling the emergency procedures as directed by the Chief Warden. Employees have the responsibility to evacuate their area of responsibility if they consider there is any danger to occupants. On activation of the fire alarm, ensure one employee from each work area proceeds to the Fire Panel and await instructions from the Chief Warden. Collect the Duty Manager tablet (computer) and present to the Chief Fire Warden in at the Assembly area. This device will be used to access staff rosters, contractor logbooks and patron sign-in logs. The Chief Warden will then conduct a contractor roll call to identify missing or unaccounted for employees, contractors and patrons onsite.

**If a fire is found the Area Warden must:**

- inform the Chief Warden;
- evacuate the Area;
- if safe to do so, ask staff to attempt to extinguish the fire.

**If the fire cannot be extinguished the Area Warden must:**

- inform the Chief Warden;
- evacuate all occupants from that area;
- isolate the fire by closing all possible doors, then;
- proceed to nominated assembly area and conduct staff roll call.

**If no fire is found the Area Warden must:**

- inform the Chief Warden;
- reassure occupants;
- locate broken manual call point, or other cause of the alarm.

**Wardens (Other Employees)**

All Employees are Wardens. Wardens are to assist the Area Wardens (department managers) and to help evacuate building occupants to the Assembly Area.

- Familiarise themselves with the area they work;
- Note all means of escape from the area;
- Know the locations of manual call points, hose reels and extinguishers;
- Be familiar with the operation of installed Fire Fighting Equipment (hose reels & extinguishers).

**Receptionist**

On activation of the fire alarm, the Receptionist will be required to immediately telephone the Fire and Rescue Authority and inform them that the fire alarm has activated. Following this, they will operate under the instructions of the Chief Warden.

## Emergency Procedures

### Medical Emergency

1. Check the immediate area for signs of danger and remove or control it (if safe to do so) to avoid further risk to the casualty and yourself.
2. Do not move a casualty unless they are exposed to a life-threatening situation.
3. If required, contact the ambulance service by dialling 000. If you are unsure if an ambulance is required, call 000 and they will advise you.
4. Notify the Duty Manager and /or Sport President or responsible on site officer
5. Remain with the casualty and administer first aid (if trained to do so) until assistance arrives.
6. Follow the instructions of relevant Emergency Services personnel or First Aid personnel.
7. Remember DRS ABCD of first aid:
  - Danger
  - Response
  - Send for help after response
  - Airway
  - Breathing
  - CPR (Start CPR, 30 chest compressions to 2 rescue breaths)
  - Defibrillation

### Fire and Evacuation

#### If you identify:

1. Activate the Manual Call Point or ask another person to do so (i.e. communicate with others there is a fire).
2. If safe to do so, fight the fire – always leave yourself an escape route

#### **All Employees are to assist with building evacuation.**

When either a Warden or the Chief Warden initiates an evacuation of a section of the building the procedure is as follows:

1. Usher occupants to the nearest emergency exit as quickly and calmly as possible (green exit signs).
2. Direct occupants to the Assembly Areas (under the Frenchville Sports Club sign board, **on the corner of Eldon and Clifton Streets, and the Scoreboard, on Ryan Park**, unless deemed unsafe by Duty Manager)
3. Employees to coordinate and check toilets and other areas for patrons.
4. Proceed in an orderly manner to designated assembly area.

### **Assembly and roll call**

The designated assembly areas are detailed in the Evacuation Diagrams. When ushering occupants to the assembly area, it is important that the access for oncoming emergency vehicles is not impeded.

As far as possible, all occupants should remain in the assembly area until the situation is stabilised.

Employees conducting searches of toilets etc, must report their findings to the Warden at the Assembly Area.

It is imperative that all employees report and remain at the Assembly Area so that the Warden can conduct a roll call. The results of the roll call must be immediately made known to the Chief Warden.

***Under no circumstances should employees or occupants be permitted to go back into the building for any reason.***

### **In an evacuation, the following points should be kept in mind:**

- arrange assistance for mobility Impaired persons;
- secure cash and valuable documents (if safe to do so);
- evacuate with a minimum of personal material;
- where possible close doors on departure;
- prevention of panic is of paramount importance;
- obey directions given by Wardens and Emergency Services personnel.
- an announcement will be made over the PA system if an evacuation is necessary
- **DO NOT PANIC.** Try to display self-confidence. If smoke is present, stay as close to the floor as possible
- when safe to do so, staff should re-enter the building first to secure any cash remaining
- do not use the word FIRE when evacuating patrons. Use the word **EMERGENCY**
- supervisors should be aware of all staff on duty to ensure that they are all accounted for after an evacuation. A copy of the current roster is kept at Reception in the Foyer on the ground level
- fire wardens will designate areas for staff to check and to help assist with the evacuation
- employees are to assist with the evacuation of patrons without endangering themselves or others
- all employees are to familiarise themselves with fire exits and assembly points and are to be trained in the correct procedures in case of emergency

- move wisely and don't run
- don't take refuge in storerooms, toilets etc
- if your clothes catch on fire, DO NOT RUN. Roll yourself on the ground to smother the flame
- feel a closed door before opening it. If hot, do not open
- if cool, shield yourself before slightly opening the door in case of fire on the other side
- if an area becomes smoke filled, crawl on hands and knees
- evacuation plans show locations of all emergency equipment e.g. fire hoses, manual call points

### Armed Hold-Up

It is unlikely that volunteers will be in this situation. The most important thing to do during an armed robbery is to survive. Do not do anything that may place yourself or others in danger.

#### During the Event:

- co-operate fully
- stay calm
- do exactly as you are told
- make slow and deliberate movements
- if you need to get keys or take some action to comply with a demand for the offender, explain what you are about to do
- speak only when spoken to
- avoid eye contact with the offender
- activate alarm only when safe to do so



## **After the Incident**

### The Duty Manager will:

- notify police and other emergency services on 000 and follow instructions by the operator
- where possible be prepared to provide the following:
  - correct address of the club
  - best way to access the premises
  - description of the offenders
  - description of the vehicle used
  - direction of the offenders last observed travelling
  - description of weapon/s used
  - description of offender/s demeanour
- keep the 000-line open
- notify local police
- ensure that the premises are secure by locking all doors (this guards against possible hostage situations in the event of offender/s returning to the premises if their escape route is cut off)
- ensure the names and addresses and contact details of all people present are obtained

### All volunteers will:

- render any assistance possible to persons in need
- preserve the scene; DO NOT TOUCH ANYTHING
- identify and protect all areas and items touched by the offender/s
- independently record in writing their collection of the event, including full descriptions. This must be done at the earliest opportunity – if possible before leaving the premises
- do not discuss the incident with members of the media. No comment is to be made to any person with reference to the amount of money stolen
- co-operate fully with investigation police

## **Bomb Threat**

It is unlikely that volunteers will be in this situation. Remain calm. Do not alarm other employees.

### **If a threat is by phone:**

- 1.) keep the caller on the line for as long as possible. Be polite and show interest;
- 2.) ask: what time is the bomb set to explode; where is the bomb located? what does it look like? what kind of bomb is it? what will make it explode? did you place the bomb in the building? what is your name?;
- 3.) do NOT hang up, even if the caller does - not replacing the handset enables the call to be traced;
- 4.) if possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify authorities yourself;
- 5.) if your phone has a caller ID display, copy the number and/or letters on the window display;
- 6.) note the caller's voice and accent, background sounds, estimated age of caller, tone of threat.

### **If a Suspicious object of package is found:**

- 1.) do not touch
- 2.) keep areas clear
- 3.) contact authorities
- 4.) signs of a suspicious package include: No return address, excessive postage, stains, strange odour, strange sounds, unexpected delivery, poorly handwritten, misspelled words, incorrect titles, foreign postage, or restrictive notes.

### **If a threat is by letter:**

- 1.) do not handle more than necessary (to preserve fingerprints);
- 2.) where possible, the item should be placed into a plastic pocket to preserve any physical evidence.

#### When Contacting Authorities

Do not use mobile phones or other electronic equipment that may trigger a device. Turn off mobile phones.

#### Security Bomb Threat Assessment

Where possible, a threat assessment team shall communicate and consider the information available, assess the legitimacy of the threat and determine the course of action. Where concerns for safety exist, police shall be notified and requested to attend, manage the incident and investigate.

### **Evacuation**

Management may direct the evacuation of any building, area or part thereof and/ or request a search of the

area be conducted by suitably trained security and/or emergency services personnel.

- 1.) Employees and visitors should be prepared to evacuate and await further instruction from security.
- 2.) Evacuate the building as instructed to do so by the emergency personnel.
- 3.) Persons may be asked to remove all personal belongings, such as bags and briefcases when evacuating.

### **Incident Reporting**

As with all Safety Incidents, a report is to be completed by the person who received the threat using the Accident, Incident & Investigation Report.

#### **Physical Violence Emergency**

It is unlikely that volunteers will be in this situation .

All the following instances are to be written on a Patron Incident/Police Report form.

Most arguments can be resolved by early corrective actions. A few words discreetly spoken to the offenders to let them know their behaviour is unwanted, can be all it takes to prevent violence.

#### **Physical Violence**

Very rarely will physical violence erupt without warning - signs to look for:

- argumentative behaviour
- shaking of fists
- pointing of fingers
- other threatening body language

Staff should bring these behaviours to the attention of their immediate Duty Manager / Supervisor or Security Staff. If physical or verbal violence has erupted, the Manager / Supervisor on shift will be responsible for **calling the POLICE on 000**. In this instance, Management will require an unbiased, factual report. *No volunteer is expected to intervene physically. The WH&S and Public Liability Laws insist we do not 'get hit' or 'hit' anyone.*

### **Natural Disaster Emergency**

- Be aware of any severe weather warnings for your area.
- Take care of patron and employee safety first. Help patrons to stay calm. Advise all patrons of the severe weather warning.
- Heed any evacuation recommendations from officials in the area.
- Evacuate the club, if necessary.
- If no evacuation recommendations are provided, direct guests to stay inside the building, and away from windows if a cyclone is pending.

### **After the event:**

- Emergency response personnel can help with damage assessment.
- Cyclones can cause serious flooding – so consider safe routes of access to and from work.