



OHS MANAGEMENT SYSTEM

**HEAD OFFICE
PRODUCTION OFFICE
POST PRODUCTION FACILITY**

SAFE WORK PROCEDURES

2022

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15. SAFE WORK PROCEDURES

15.1 WORKSTATION OHS

To ensure that all employees understand the risks associated with desk-oriented work and to provide all personnel with information to minimise the risks of injury or illness.

Ergonomics: The design of the working environment, to ensure the best use of human capabilities without exceeding human limitations.

Manual Handling: Tasks requiring a physical force to lift, lower, push, pull, carry or move.

Screen based equipment: Refers to computer-based equipment including laptop computers.

Work station: Primary working area.

Section 10(2) of the Occupational Health & Safety Act 2000 places an obligation on Cordell Jigsaw Productions Pty Ltd to ensure any plant used by employees is safe and without risks to health when properly used. Under the definitions in the Occupational Health & Safety Act 2000, Section 4, office equipment is considered to be plant. In regard to the supply and use of office equipment the following potential hazards are taken into consideration:

- Electrical connections
- The work practices of employees
- The layout and condition of the workplace including lighting and workstation design
- Manual handling which may be associated with the use of the equipment
- Any potential hazardous substance which may be used or produced as a by-product e.g. photocopiers

It is recognised by Cordell Jigsaw Productions Pty Ltd that office equipment and poor ergonomics presents a range of potential hazards which under the law are subject to risk control measures. Cordell Jigsaw Productions Pty Ltd is therefore committed to preventing injuries associated with office and ergonomic hazards. Ergonomic hazards may be found in the design of work tasks, equipment used and the working environment.

15.1.1 Workstation ergonomics

Workstation Ergonomics is essentially about "fitting work to people." It's the process of designing or arranging workplaces, products and systems so that they fit the people who use them. Providing a safe and healthy workplace includes matching the needs of the user to the demands of the task. A well designed workplace or work environment will ensure work efficiency and allow people to work within their physical and psychological capacities. Setting up staff workstations is very much about individual comfort and finding what positions and placement of furniture suits the user.

15.1.2 Correct work posture

It is important to be aware of correct work posture as this allows the user to set their workstation up in the most comfortable position as well as avoid muscular discomfort.

The design of workplace furniture should incorporate adjustability to comfortably accommodate a range of body sizes and shapes.

In a comfortable working posture at the computer:

- The feet are supported on the floor, or a footrest
- The thighs are supported by the chair seat with no pressure caused by the front edge of the seat under the thighs
- The upper body is upright, with the lower back firmly supported by the backrest (it should support the natural curvature of the back)
- The shoulders are relaxed
- The elbows and upper arms are close to the body
- The forearms are approximately horizontal and the wrists are straight when the fingers are on the keyboard
- The head is upright or inclined slightly forward with a minimum of strain on the neck.

15.1.3 Workstation measurements

- The height of the work surface should be b/w 680-720mm
- Work surface should have a minimum or ideal dimension of 1500mm x 900mm
- Thickness of the work surface - between 25-33mm
- Adequate leg space - minimum depth of 550mm and width of 800mm
- A footrest maybe necessary for most people using a fixed height workstation
- No sharp edges, corners, protrusions or rough surfaces
- Cable management facilities
- Total weight of equipment should be placed on the work top (for height adjustable workstations).

15.1.4 Work surface layout

Items used frequently should be within easy reach of the employee from the normal working position. Items used less frequently may be placed at full arm extension from the seated working position, or require a slight stretch. The user should make up a list of your common tasks and the equipment and materials they use to complete them then arrange the desk and work area so that the things you have listed are easy to reach.

Other work layout considerations include:

- Items, such as folders or manuals used regularly need to be placed at a comfortable height
- Filing cabinets, shelves and bookcases should be easy to access.

15.1.5 Workstation equipment

15.1.5.1 Chairs

Important aspects of chair design include:

- Stability (a 5 star base)
- Freely moving castors on carpet (or glides on a hard floor surface - castors move too freely on a hard floor surface; tipping over of the chair and falling may result)
- A height range suited to the workstation, (i.e.) able to be adjusted so that the user's thighs just fit under the work surface
- If the angle of the hip and thigh is greater than 90 degrees then a footrest is required
- Stable backrest
- Woven fabric upholstery
- Remember, the lower region of the back requires the most support.

A well-designed chair should:

- Promote and support the natural curvature of the back
- Be height adjustable
- Be tilt adjustable
- Be easily adjustable from a seated position
- Minimise muscle fatigue and increase circulation (i.e.) legs must not slope downwards)
- Be stable.

The user can check that their chair is correctly positioned by observing the following:

- A minimum 2 finger gap between back of knee and chair
- Feet should be on the ground to support thighs
- Chair should support up-right or slightly leaned back position
- Chair should suit floor surface (i.e.) glides on smooth, and twin wheel castors on carpet.

15.1.5.2 Computer/VDU Placement

It is recommended that:

- The distance from the user to the screen should ideally be more than 600mm (arm's length away, this is also variable dependant on individual and physical characteristics such as sort sightedness)
- The centre of the computer screen be no higher than 400mm above the work surface
- The most comfortable viewing zone is 30-40 degrees below horizontal, therefore screen should be tilted at a right angle to the line of sight
- Swivel, tilt, and height adjustment should be available for positioning of the screen
- If using a computer regularly, it should be placed directly in front to avoid unnecessary twisting
- Screen contrast and brightness needs to be adjusted so as to avoid eyestrain
- Eliminate Glare – reposition screen so light/reflection does not affect your eyes. If this is not practical, purchasing of a screen filter maybe a solution.

15.1.5.3 Printers

The location of printers needs to be considered in workstation design and office layout. It is preferable to place the printer on a small table near the workstation rather than to occupy valuable workspace. The issues that need to be considered include:

- The routing of cabling between the printer and the computer
- Unobstructed access in feeding the printer
- Space occupied by the printer
- Unobstructed access to printouts
- Noise from the printer
- Storage for space printer paper.

15.1.5.4 VDU Screen Filters

These are frequently used to reduce visual discomfort caused by reflections on the screen. Unfortunately they reduce brightness and sharpness of screen characters, which is undesirable. Before resorting to a filter, identify the source of the disturbing reflections and endeavour to provide a solution to control the problem. Common solutions are:

- Changing the angle or position of the screen
- Ensuring appropriate overhead lighting and diffusers
- Installing or adjusting curtains or blinds to control natural light
- Note: micromesh filters need to be regularly cleaned.

15.1.5.5 Keyboard

The keyboard should be detachable from the screen so that operator can move it to the most comfortable position for posture and viewing distance from the screen. The keyboard should be as thin as possible (30mm is recommended). There should be a space in between keyboard and user for breaks in typing so that the user can rest their arms.

Keyboarding Duration & Deadlines: The maintenance of a fixed posture for long periods is tiring and increases the likelihood of muscular aches and pains. In addition, long periods of repetitive movement and sustained visual attention can also give rise to fatigue-related complaints (e.g.) Occupational Overuse Syndrome and visual fatigue. It is recommended that operators avoid spending more than four hours a day on keyboard duties and no longer than 45 minutes per hour without a postural/stretching and breaks.

Jobs should be designed and organised so that either:

- Keyboard tasks can be interspersed with non-keyboard tasks, or
- Keyboard tasks can be rotated amongst several staff (task/job sharing).

It is not the change of task *per se*, but the change to using different movements and postures that is important. The whole purpose of task variety is to give the overloaded structures a necessary break.

Managers ensure that workload controls are exercised using the following strategies:

- Planning ahead to avoid peaks, and rushed jobs
- Delegating fairly to all staff not just the best workers
- Considering the total workload of the individual (often comes from a number of sources)
- Clearly defining each operator's workload
- Implementing systems of prioritisation (e.g.) work request forms, waiting lists
- Using relief staff
- Discouraging 'endless' Draft 2s
- Encouraging authors to have realistic expectations
- Teaching authors keyboard skills
- Teaching operators how to prioritise
- Supporting operators when authors impose unrealistic expectations

15.1.5.6 Mouse Use

The mouse should be placed directly beside the end of the keyboard on the users preferred side. The mouse pad should be placed as close as possible to the keyboard to avoid over reaching. To minimise fatigue when using the mouse:

- Place the mouse on pad (to restrict movement of the hand and arm)
- Ensure the mouse is used with a straight wrist

15.1.6 Other influences on workstation/office set-up

15.1.6.1 Lighting

Good lighting in workplaces is essential to enable people to see clearly and safely perform their work without the need to strain their eyes. When using a computer, there should be no glare or reflection present. This can be done either by:

- Adjusting the artificial lighting
- Controlling the natural lighting
- Repositioning of the screen in relation to light sources, (e.g.) the screen should be at right angles to incoming natural light.

The key factors to consider when determining the adequacy of lighting are:

- The amount of light in an area
- Number, type, and position of light sources
- Tasks or activities performed - how often and for how long.

15.1.6.2 Control of Noise

Generally, the levels of noise in office areas are well below levels known to pose a risk to hearing. In offices, noise can become an issue if it interferes with communication, annoys or distracts people and affects a person's performance of tasks such as reading or writing. Solutions to controlling noise include sound proofing and repositioning.

15.1.6.3 Work Temperatures

A comfortable temperature range for sedentary work is between 18-25 degrees Celsius. General suggestions for improving thermal comfort include:

- Regulate air conditioning for temperature and humidity
- Avoid locating workstations directly in front or below air conditioning outlets
- Control direct sunlight
- Minimise draughts and thermal differences.

15.1.7 Work/job design

It is important to recognise that whilst the correct workstation design and set-up plays an important role in how comfortable users are at work, so does Work/Job Design. **Job Design** is the process of deciding on the task and responsibilities to be included in a particular job. Good job design aims to balance the technical and organisational requirements of the job as well as the social, personal and physical needs of the employee. The three most important aspects of good job design are (1) **variety**, (2) **autonomy** and (3) **feedback** on work performance. Having a variety of tasks to perform adds to feelings of achievement and self worth, whereas repetitive, routine jobs often are associated with employee dissatisfaction.

15.1.8 General tips for users

- Where possible organise work so that there is a variety of screen and non-screen based work
- Vary tasks and try to include some that require physical activity
- Exercise regularly throughout the day, this will help to release tension and reduce fatigue
- Reduce stress by planning ahead and setting realistic expectations for what can be accomplished during the workday.
- Organise workload to help even out busy and slow times, to avoid feeling "swamped".
- Vary tasks to make the day more interesting
- Avoid long periods of repetitive activity e.g.: alternate computer work with other tasks like phone calls, filing, copying and meetings.
- Organise equipment, supplies and furniture in the most efficient arrangement for daily tasks.
- Develop stress reduction and relaxation techniques
- Take mini-breaks that re-energize, invigorate and refresh.

15.1.9 General exercises

Regular exercise by users gives stronger bones, develops fit active muscles, keeps them supple, makes them fit, makes them feel good and releases natural chemicals which reduce pain.

15.1.9.1 Eye Exercises

In order to relieve the symptoms of strained, tired eyes, use simple techniques such as:

- Rub hands together and cup them over each eye. The warmth from hands helps to relieve tension while shielding eyes from the light. Gently massage around eyes using index and middle finger in a circular pattern.
- Look away from screen and focus on something at least 20 feet away. Return focus to screen and repeat three times.

To work the muscles surrounding eyes, look to all four directions, left, right, up and down. Close eyes tightly, and then open them as wide as possible. Repeat three times.

15.1.9.2 Neck Exercises

Sit up straight with shoulders square to desk then: Turn head as far to the right as possible, without moving shoulders. Then turn head to the left. Look straight ahead. Gently drop the ear to one shoulder, then lift head and let it gently fall to the other side. Finish this series with head half-circles. Drop chin to chest, and roll ear to shoulder and roll head forward and then to the other side.

15.1.9.3 Arms, Hands, & Finger Exercises

- Extend arms directly out in front. Fan fingers, palm down, and then make a tight fist with each hand. Repeat this move two or three times.
- Shake hands and fingers vigorously.
- Turn palms toward the ceiling; curl fingers in one at a time to make a fist. With one wrist flexed, grasp one hand with the other, and gently pull back on the hand, holding for three to five seconds. Point fingers toward the floor and gently pull, holding three to five seconds and repeat. Repeat both exercises on the other hand.

15.1.9.4 Shoulders & Upper Back Exercises

- Shrug shoulders by elevating both shoulders towards ears and then drop them. Repeat three or four times
- Place hands on shoulders, and touch elbows in front of chest. Now try to touch elbows behind back. Repeat three times
- Place hands on top of shoulders. Draw a big circle with elbows, three or four times. Repeat in the opposite direction
- Overhead reach: Start with arms dangling outside the armrest of chair. Slowly raise arms by sides until they are directly over head. Reach toward the ceiling for a few seconds then lower arms to the starting position. Repeat two or three times.

15.1.9.5 Lower Back & Lower Leg Exercises

- Push chair away from desk. Lean forward as far as possible toward knees, then dangle fingertips toward the floor and hold that position for eight to ten seconds. Curl up slowly, returning to a seated position
- Pull one knee towards chest and hold three to five seconds. Repeat using other leg. Repeat the full sequence three times.
- Extend one leg. Point your toe, flex your foot and rotate your ankle in one direction and then in the other direction. Repeat the sequence using your other leg.

15.2 MANUAL HANDLING

The purpose of this policy is to provide information to identify, assess, and control risk activities involving Manual Handling and to comply with legislation requiring the control of risks from manual handling and the specific requirement in the Occupational Health & Safety Regulation 2001 for Manual Handling assessment. Cordell Jigsaw Productions Pty Ltd staff have a responsibility and an obligation to support and assist in the reduction of injuries caused by poor Manual Handling techniques. All employees must be aware of the serious and debilitating injuries that can be caused by incorrect manual lifting and movement of loads.

Manual Handling: is defined as any activity that requires the use of force exerted by a person to lift, lower, push pull, carry or otherwise move, hold or restrain any animate or inanimate object' (Occupational Health & Safety Regulation 2001).

15.2.1 Responsibilities

Cordell Jigsaw Productions Pty Ltd seeks to ensure that to the extent it is practical, the workplace hazards from Manual Handling are managed. If it is not possible to eliminate the hazard Cordell Jigsaw Productions Pty Ltd is committed to promoting workplace practices to control the risk from the hazard to the lowest possible level.

15.2.2 Manual handling procedures

Manual handling is required in all operational aspects of Cordell Jigsaw Productions Pty Ltd work. Controlling manual handling risks often requires in depth discussion, consultation and development of specific equipment to ensure the job can be completed effectively and safely. Where or whenever possible the first option for manual handling activities should be to attempt to eliminate the risk completely or develop an engineering technique to minimize the risk, as relying on procedure will not effectively work on its own. The Occupational Health & Safety Act 2000 and Occupational Health & Safety Regulation 2001 require Cordell Jigsaw Productions Pty Ltd to identify, assess, and control risk(s) arising from Manual Handling tasks in the workplace. In order for Cordell Jigsaw Productions Pty Ltd to comply with these requirements Cordell Jigsaw Productions Pty Ltd have sought guidance from the Code of Practice for Manual Handling. The National Code of Practice identifies 13 Factors, which Cordell Jigsaw Productions Pty Ltd considers when assessing manual handling tasks. These factors are:

- Actions & Movements
- Workplace & workstation layout and design
- Working Posture and Position
- Duration and Frequency of Task
- Location of loads and distances moved
- Weights and forces involved
- Skills and experience

15.2.3 Control of manual handling risks

Where elimination of the Manual Handling task is not practicable, Cordell Jigsaw Productions Pty Ltd seeks to develop and implement appropriate measures to adequately control the risk. Risk control measures outlined in the National Code of Practice fall into the following categories:

Job Redesign

- Modify Object / Workplace Layout
- Modify Task – Mechanical Assistance / Team lifting

Training

- Training in correct lifting / Use of aids and equipment

Other Administrative Controls

- Safe Operating Procedures
- Job Rotation

15.2.4 Correct lifting techniques

- **Assess the Load:** Stop and assess the load to determine if it is too heavy or awkward to handle. If it is too heavy or awkward seek help or use mechanical lifter.
- **Plan the Lift:** Estimate the load and know exactly where it is to be placed prior to lifting.
- **Avoid Lifting Heavy Loads:** Where possible use mechanical lifting devices.
- **Placement of Load:** Avoid placing the load on the ground if you have to move it later.
- **Space for Lift:** Ensure that objects to be lifted have sufficient space around to enable safe lifting.
- **Capabilities:** Make sure that you are capable of lifting and your body is warmed up and flexible especially when the weather is cold.
- **Place Your Feet Correctly:** Place your feet apart with one foot placed beside the load with the other slightly behind the load.
- **Bend the Knees:** Use your strong thigh muscles to lift, **not** your back.
- **Grip:** Get a firm grip with your whole hands on the load and make sure that (where possible) your hands are diagonally opposite on the load.
- **Posture:** Keep a good posture with the back reasonably straight (not vertical).
- **Lift Slowly and Smoothly:** No jerky movements.
- **Keep the Load Close to the Body:** Handle all objects close to the body and avoid reaching out with loads away from the body.
- **Do Not Bend or Twist the Trunk:** Avoid twisting by turning your feet, not your hips or shoulders.

15.2.5 Procedure for lifting



Balance: For good balance, keep your legs shoulder width apart and one foot slightly in front of the other.



Close to the Load: Get close to the load and bend at the knees and hips, not at the waist. Keep the natural curves in your back when bending and lifting.



Reduce Load: To reduce the load on your back, tighten your stomach muscles and lift using your legs.



Lift Smoothly & Avoid Twisting: Lift smoothly, don't jerk as you lift and hold the load close to your body at waist level.

To avoid twisting when lifting turn your feet, not your back.

15.3 SLIPS, TRIPS AND FALLS

The purpose of this policy is to provide information to identify, assess, and control risk activities that may result in Slips, Trips and Falls and to comply with legislation requiring the control of slips/trips/falls hazards.

All Cordell Jigsaw Productions Pty Ltd staff have a responsibility and an obligation to support and assist in the reduction of slips/trips/falls injuries. All employees should be aware of the serious and debilitating injuries that can be caused by slips, trips and falls at the workplace.

Slips, trips and falls: can happen in any setting. In the workplace it is essential that we attempt to address any hazards that have the potential to cause slip, trip and fall risks.

15.3.1 Responsibilities

Cordell Jigsaw Productions Pty Ltd seek to ensure that to the extent it is practical, the workplace slips, trips & falls hazards will be managed. If it is not possible to eliminate the hazard Cordell Jigsaw Productions Pty Ltd is committed to promoting workplace practices to control the risk from the hazard to the lowest possible level.

15.3.2 Slips, trips, falls procedure

Slips, trips and falls account for nearly a quarter of workplace injuries. Cordell Jigsaw Productions Pty Ltd ensures that its workplace/s is maintained free of hazards that cause these incidents.

Slips, trips and falls can result from:

- Poor house keeping – cluttered work areas, obstructions to safe access and egress
- Poor floor surfaces – uneven ground, changed surfaces, water, oil or other items
- Inadequate lighting – staff being unable to see hazards
- Steps, bumps and other protrusions can lead to tripping hazards if they are not highlighted or isolated.

15.4 ELECTRICAL SAFETY

The purpose of this policy is to provide information to identify, assess, and control risk activities involving the use of electricity and electrical equipment associated with office workplaces; and to comply with legislation requiring the control of risks electrical safety. All Cordell Jigsaw Productions Pty Ltd staff have a responsibility and an obligation to support and assist in the reduction of injuries caused by electricity. All employees must be aware of Cordell Jigsaw Productions Pty Ltd electrical safety policy.

Electrical Work includes all work involving construction, repair or maintenance on: Electrical installation(s) and/or Electrical appliances.

Electrical Installation is the electricity supply to a building, and includes the main switchboard, distribution boards, and all fixed wiring to isolation switches or socket outlets.

Electrical Appliance is electricity consuming device or apparatus (including the cable) that is connected to the electrical installation.

15.4.1 Responsibilities

Cordell Jigsaw Productions Pty Ltd seek to ensure that to the extent it is practical, workplace electrical hazards will be managed. If it is not possible to eliminate the hazard Cordell Jigsaw Productions Pty Ltd is committed to promoting workplace practices to control the risk from the hazard to the lowest possible level.

15.4.2 Office electrical safety procedure

All electrical equipment used by Cordell Jigsaw Productions Pty Ltd complies with regulations and codes notably the Occupational Health & Safety (Electrical Equipment) Regulation 2006. As Cordell Jigsaw Productions Pty Ltd is not deemed to be a hostile environment, Cordell Jigsaw Productions Pty Ltd electrical equipment does not have to be tested & tagged. However, per the Electrical Equipment Regulation, Cordell Jigsaw Productions Pty Ltd conducts a risk assessment of electrical equipment and implement where required the following control measures to manage the safe operation of electrical equipment used by Cordell Jigsaw Productions Pty Ltd:

- Routine visual checks by the equipment user
- Formal visual inspections through the Risk Assessment & Hazard Checklist form
- Maintenance & repair schedule
- RCDs (safety switches)
- Inspection & testing where required.

15.4.3 Use of Power Boards & Multiple Power Adaptors

Multi-outlet power boards where used comply with AS 3105 Approval and test specification for electrical portable outlet devices including:

- Current overload protection
- A switch controlling the whole board or switches for each outlet
- Must be securely mounted clear of workstations or floor

15.4.4 Extension Leads

Extension leads are used as a last resort. Where possible, a permanent power outlet should be installed. Extension leads are kept as short as possible and have heavy-duty sheathed insulations. In use, extension leads are kept off the ground where possible or covered so not to introduce physical hazards such as tripping. Pin and socket fittings are kept dry and located where they will not be damaged.

15.4.5 Electrical appliances

Electrical appliances are kept in good condition and inspected regularly. Leads are replaced if the insulation becomes frayed or broken. Repair is carried out by a qualified electrician. A lead or appliance is removed from a power outlet by the plug, and not the cord.

15.5 HOUSE KEEPING

Cordell Jigsaw Productions Pty Ltd staff have a responsibility and an obligation to support and assist in the reduction of injuries in the office through good OHS house keeping. All employees must be aware of Cordell Jigsaw Productions Pty Ltd OHS house keeping policy and procedures.

House keeping: is the maintenance, cleaning and organising of workstations and work areas. In general good house keeping will decrease hazards in the workplace and assist in good work practices.

15.5.1 Responsibilities

Cordell Jigsaw Productions Pty Ltd seek to ensure that to the extent it is practical, office workplace hazards will be managed through good OHS house keeping.

15.5.2 Office house keeping procedure

Hazards associated with poor-house keeping include:

- Dust and particle contaminants
- Slip/trip and fall risks
- Manual Handling problems
- Hygiene hazards
- Material and equipment falls
- Contact injuries

All persons are responsible for ensuring housekeeping is appropriately managed in their area. This includes cleaning up spills and debris from floors, packing and storing materials and equipment and other items safely and generally managing all work process associated with a particular job. The following measures are undertaken to improve housekeeping:

- Allocation of personnel and time for cleaning and clearing following work activities
- Clearing clutter and unused materials from workstations and work areas
- Preventative maintenance of office equipment
- Assessing storage and handling requirements
- Scheduling of work activities
- All materials and equipment are placed and stored in a safe and stable manner to stop material from spreading or falling.
- All rubbish generated in the work area is cleaned away daily to bins provided to stop build-up and interference with a safe work area.