



Health and Safety Guide for Contractors and Temporary Employees

March 2016

EMERGENT

emergent.co.nz

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INTRODUCTION

The purpose of this guide is to provide our valued Contractors and Temporary Employees with all relevant Emergent Health and Safety information on policies, procedures and reporting while on assignment. We have also included handy tips to ensure you are working within the safest possible environment.

This is supplementary to the Health and Safety requirements of your Contracting or Temping Assignment premises / workplace. Please take some time to review and familiarise yourself with their health and safety procedures and processes.

Emergent endeavours to seek feedback on an ongoing basis; this will ensure we can create an environment where Health and Safety issues can be raised at any time.

EMERGENT HEALTH AND SAFETY COMMITMENT



1 April 2016

EMERGENT HEALTH AND SAFETY STATEMENT

Emergent is committed to providing & maintaining a safe and healthy work environment for all employees. As an employer it is our responsibility to ensure all practicable steps have been taken to ensure the safety of our employees, temporary staff and contractors including those in 'on-hire' assignments. As an employee it is your responsibility to keep yourself and others safe.

To achieve this Emergent will:

- Have a no blame culture where health and safety is supported and promoted throughout the business, and welcoming employee participation
- Comply with all legislative requirements under Health and Safety at Work (HSW) Act 2015.
- Establish and maintain relevant processes & procedures for identifying hazards and dealing with accidents and emergencies
- Review of ongoing effectiveness of these systems, procedures & processes and ensure all workplace incidents and injuries are accurately reported and recorded.
- Ensure adequate resources are allocated to health and safety initiatives
- Meet our health & safety responsibilities, support and encourage employee participation in health & safety and support the safe & early return to work of injured employees.
- Conduct site inspections and risk assessments in accordance with our policies and procedures
- Ensure both management and employees understand their individual health & safety responsibilities by receiving a copy of the document entitled "health and safety responsibilities".

All Health & Safety policies, procedures, systems and information will be made readily available to employees.

A blue ink signature of Mike Johnston, consisting of stylized, overlapping loops and a long horizontal stroke at the end.

Mike Johnston
Emergent CEO

A blue ink signature of Dennis Lunken, featuring a large, bold 'D' followed by a series of loops and a horizontal line.

Dennis Lunken
Chairman

EMERGENCIES AND HAZARDS

The aim of this guide is to outline the policies, procedures and information relevant to your health and safety within your assigned work environment. Always follow safe work practices and never take risks.

The Health and Safety at Work Act 2015 requires us to take all practicable steps to maintain a safe working environment and keep everyone safe, at all times. To accomplish this we 'eliminate, isolate or minimise' workplace hazards – in that order!

This means that we must:

1. Eliminate – remove the hazard if possible
2. Isolate – make sure we keep people away from the hazard
3. Minimise – take steps to reduce the chance of someone being hurt and remember that when we minimise a hazard we must then monitor the effectiveness of our solution.

How to identify Hazards

A Hazard is anything unsafe or unhealthy within the workplace. Your assignment supervisor or manager should ensure you are aware of the system they currently use for identifying hazards. If you come across any unsafe hazards or situations report these immediately to your supervisor/manager and your Emergent Consultant.

Potential Hazards may include:

- ☐ Poor Lighting
- ☐ Extreme Temperature
- ☐ Poor ergonomically designed equipment - causing musculoskeletal problems
- ☐ Excessive or irritating noises
- ☐ Potential radiation exposure
- ☐ Dangerous chemical or toxic exposure (sick buildings)
- ☐ Excessive vibration of equipment
- ☐ Heavy workloads and work pressure causing emotional stress
- ☐ Poor flooring, loose stairs, broken handrails and cables lying around which could cause trips or falls
- ☐ Falling items from shelves, cupboards etc.

How to respond to Emergencies that may arise

Contractors and Temporary Employees must also familiarise themselves with policies and instructions for the relevant work environment.

If necessary, contact emergency services by the company's **usual external dial out option then phoning 111**. If you are reporting a hazardous substances emergency, please call the New Zealand Fire Service on 111 and then their Response Team directly on **0800 030 040**.

It is a legal requirement not to disturb an accident scene until clearance is authorised by a health and safety inspector except in certain situations, including when persons or property are at risk, as provided for by section 26 of the Health and Safety in Employment Act 1992. If you require scene clearance or other immediate assistance from a health and safety inspector, please call 0800 030 040.

Any non-urgent reports should be reported directly to your on-site supervisor/manager and your Emergent consultant.

How to eliminate Hazards

The best way eliminate Hazards is to observe your working area & surroundings and think about the “what if?” Use the following points to decide whether there are any potential hazards in your area. :

- ☐ Look around your area with fresh eyes
- ☐ Think back about any injuries or near miss experiences you have had in previous workplaces
- ☐ Ask the “what if?” questions about anything that stands out
- ☐ Ask your new colleagues about hazards they may have come across in their work

Seek to discuss with your supervisor or manager the best way to eliminate these.

Zero Tolerance of Drugs and Alcohol

Being under the influence of drugs or alcohol while on the job poses serious health and safety risks to the user and to co-workers.

Therefore, Emergent has zero tolerance for the use of alcohol, illegal substances, or the misuse of prescription medications during work hours or the presence of these substances in the body during work hours regardless of when consumed. The implication of breaching the zero tolerance usage limit may result in instant dismissal.

Fire and Earthquake Safety Awareness

On all assignments you must:

1. Obey all alarms, signs and labels. They alert you to hazards on your particular job.

2. Understand the reporting system within your place of work. Be aware of the evacuation points and procedures and the location of fire extinguishers in the event of fire.
3. Ensure all fire exits are kept clear of obstructions.
4. Keep flammable liquids in approved containers and follow correct procedures at all times for their use, storage and disposal.
5. DO NOT smoke in any 'non-smoking/smoke free' areas or when in contact with flammable materials

Changes to Workplace and Duties

If there are any changes to your workplace or duties which may affect yourself or others Health and Safety, please contact your Emergent consultant immediately.

KNOW YOUR RESPONSIBILITIES

Safe working practices must be adhered to at all times and are our principal goal. You must make sure you always work in a healthy and safe manner, you observe and practice safe work methods, encourage other employees to work in a healthy & safe manner and always discourage other employees from working in an unsafe manner.

- Be familiar and follow the Emergent Health and Safety Guide for Contractors and Temporary Employees (this document)
- Know and follow the relevant Health and Safety policy and procedures for every client and each workplace
- Attend any health and safety induction and training for each workplace
- Don't take risks
- Follow procedures at all times
- Report any hazards, accidents or incidents, including a "near miss" to Emergent and the client's representative immediately
- Request a site visit and inspection by Emergent should you feel this is necessary to identify issues, raise them appropriately and to generally ensure safety at work

Failure to report an accident or incident within 24 hours may affect the status of any ACC claims.

Failure to follow Health and Safety instructions/procedures is an instantly dismissible offence.

ACCIDENT & INCIDENT REPORTING AND FORMS

One of the legislative health and safety requirements of every business is to document all accidents, incidents and near misses that happen within the workplace. This is so we can manage hazards before accidents or incidents happen. If harm occurs then it's important to systematically record, investigate and respond to the event.

If you witness or experience an incident, accident or hazard, please report it immediately to your supervisor/manager and your Emergent Consultant. Also ensure you complete the Emergent Accident/Incident Report Form. Where practical you will be given an induction on procedures when you arrive on an assignment. If there is anything you are unsure of, you must ask your supervisor or manager.

Use additional sheet if required

Attach any supporting documentation

DATE _____

[illegible]

<input type="checkbox"/> Workstation (including desk, chair, computer layout)	<input type="checkbox"/> General orderliness / clutter	<input type="checkbox"/> Stairs (handrails)
<input type="checkbox"/> Wet areas including kitchen / bathrooms	<input type="checkbox"/> Shelving / items at height	<input type="checkbox"/> Lifting access (stools, ladders etc)
<input type="checkbox"/> Vehicle traffic areas	<input type="checkbox"/> Trip Hazards (including cabling, floor coverings, freestanding items)	
<input type="checkbox"/> Site evacuation signage	<input type="checkbox"/> Other – please list:	

Inspected By	Signature	Date	Manager	Signature	Date
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Emergent
PO Box 2153, Auckland 1015
Level 5, 14 Viaduct Harbour Avenue, Auckland
Telephone: +64 9 359 9033

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ACCIDENT INVESTIGATION REPORT FORM

1. Division: Emergent & Co / EBSL

Particulars of Accident

Date of accident:

2. The Injured Person

Name:

Address:

DOB:

Mobile Number:

Length of Employment:

Type of Injury

- ☐ Bruising ☐ Dislocation ☐ Strain / Sprain
☐ Scratch/abrasion ☐ Internal ☐ Fracture
☐ Amputation ☐ Foreign body ☐ Burn/scald
☐ Laceration / Cut ☐ Chemical reaction

☐ Other (specify):

Injured part of body:

Comments:

Damaged property

Property or material damaged:

Nature of damage:

Object/substance causing damage:

4. The Accident

Describe what happened, add drawing of accident on reverse – particularly if vehicle

What caused the accident?

How serious could it have been?

☐ Minor ☐ Serious ☐ Very serious

How likely is this to happen again?

☐ Not often ☐ Occasionally ☐ Often

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Prevention!

What action has or will be taken to stop another accident like this happening?

Tick items already actioned. Write below if more space required.

Action	Tick	BY WHOM	WHEN
5. Treatment and investigation of Accident			
Type of treatment given			
Name of person giving first aid:			
Doctor / Hospital (name):			
Accident investigated by:		Date:	
WorkSafe NZ advised? <input type="checkbox"/> Yes <input type="checkbox"/> No		Reference: Date:	
Company Reference / Register Number:			

Confirmation Name _____ Signature _____ Date _____

For Emergent Signature _____ Date _____

For Client (if applicable) Signature _____ Date _____

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USEFUL TIPS AND HINTS FOR CONTRACTORS AND TEMPORARY EMPLOYEES

Office Equipment

Only use equipment that you have been trained on

When using filing cabinets, only open one draw at a time

Lifting

- Always lift using your knees, do not bend your back
- Do NOT lift excessively heavy objects, if in doubt, ask for someone to help you
- Be wary of shelves above shoulder height in particular and the loads thereon. Use step tools and ask for assistance whenever necessary

Taking regular breaks

- It's important to take regular break intervals during your work day
- Try to get some fresh air on your lunch break which will refresh your mind and body
- Consume sufficient water at regular intervals throughout the day

Work Station

- Keep posture as straight as possible and keep eyes at screen level
- When typing, keep your wrist position flat. Don't bend your wrists
- Adjust your computer screen to the right height and minimise glare
- Get up and move around the office regularly

Please see **ACC Recommended Stretches and Useful Tips** in Appendix 1

CONTACT DETAILS

Emergent Main Phone: (09) 359 9033

Email:

Company: emergent@emergent.co.nz

Consultant: as per your contract and assignment letter information

Physical Address: Emergent, Level 5, 14 Viaduct Harbour Avenue, Auckland CBD

Postal Address: Emergent, PO Box 2153, Shortland Street Auckland 1140

ACC CONTACT DETAILS

Claims Helpline 0800 101 996

Treatment Injury Centre 0800 735 566

Email:

information@acc.co.nz

returntowork@acc.co.nz

WORKSAFE CONTACT DETAILS

Phone Accident or Serious Harm 0800 030 040

General Enquiry (04) 897 7699

Email: info@worksafe.govt.nz

APPENDIX 1: ACC RECOMMENDED STRETCHES AND USEFUL TIPS



Tips for office

This resource contains important information for your workplace. Keep the information handy.



STRETCH - NECK ROTATIONS



- › Tuck chin in, slowly turn head to look over shoulder
- › Repeat both sides.

STRETCH - CHIN TUCK



- › Sit tall
- › Tuck chin in (keep eyes level and relax shoulders).

STRETCH - SHOULDER SHRUGS



- › Raise shoulders up towards ears
- › Push shoulders down, reaching fingers towards the floor.

STRETCHING INSTRUCTIONS

- › Stretch every hour - move in opposite direction to your work positions
- › Stretch 2-3 times each side
- › Move gently into stretch and hold for 10-15 seconds
- › Breathe out slowly with each stretch, let go gently
- › Make sure you only feel the stretch in the highlighted area
- › After static work any action is good – swing arms, move hips, 'wriggle'
- › Aim to do all stretches at least daily to maintain flexibility.

STRETCH - FRONT OF FOREARM



- › Relax shoulders, and with elbow bent, bend wrist back so palm faces forward
- › Hold hand and gently straighten elbow stretching fingers back and down.

STRETCH - BACK OF FOREARM



- › Relax shoulders, drop arms to sides with wrists bent, palms facing up and fingers pointing back
- › Move straight arms behind you, turn hands so fingers point away from body (think of a penguin).

STRETCH - TRUNK ROTATION



- › Sit tall on the edge of the chair and cross one leg over the other
- › Turn chest towards crossed leg using arms for leverage.

STRETCH - BACK EXTENSION SEATED



- › Sit tall, clasp hands above head
- › Stretch palms up to the ceiling and lean back into chair.

STRETCH - BUTTOCK



- › Stand tall on one leg
- › Pull opposite knee up towards chest keeping an upright position.

STRETCH - FRONT THIGH



- › Using support, stand on one leg
- › Keep knees side-by-side, bring heel towards your buttock
- › Try to keep your back straight.

STRETCH - LONG CALF



- › Lean into a wall with one foot in front of the other (shoulder width apart)
- › Lean onto front leg, heels on the ground, back knee straight.

SUSTAINING A HEALTHY WORK LIFE

- › Try to get 8 hours sleep per night. Sleep-debt stresses your body and mind
- › Healthy foods provide energy to function and nutrients to help you stay well
- › 30 minutes exercise a day helps keep you well
- › Drink water regularly throughout the day, 1.5 to 2 litres is usual, but your needs will vary depending on what work you do
- › Take positive action to address both work and non-work stress: talk issues through, take breaks, eat away from your work area, work well for the required hours, then go and 'play'.

COPE EFFECTIVELY WITH STRESS

- › Find positive ways to deal with stress at work and home
- › Face up to the big issues, e.g. family/relationship, financial and health. Get professional help/counselling if you need it
- › Stay positive. Managing a stressful situation well can make you feel good
- › If your work is stressful, tell your boss
- › Healthy food, plenty of sleep and exercise are vital
- › Alcohol and tobacco reduce your ability to cope with stress
- › Allow yourself time to relax and recover from stress. Schedule fun times!

FIRST AID FOR INJURIES: PART A

FIRST TWO DAYS - USE R.I.C.E.D.

REST: To limit further damage, avoid moving the injured part as much as possible.

ICE: Put ice in a damp towel and place on the injured part for 20 minutes. Do this every two hours for the first 48 hours after injury.

COMPRESSION: Bandage the injured part between ice treatments.

ELEVATION: Keep the injured part raised as much as possible.

DIAGNOSIS: If pain or swelling isn't significantly less after 48 hrs seek professional medical help.

EARLY REPORTING

OF DISCOMFORT, PAIN AND INJURY

- › Report all discomfort, pain or injury (eg aching, tingling, stiffness, twinges) as early as possible to your manager
- › Discomfort and pain is common and does not always signify damage
- › Inactivity often makes the problem worse
- › Let's work together to identify and address all the contributing factors to your problem
- › If concerned, inform your manager and seek medical advice.

WORKSTATION SET-UP (ADJUSTABLE DESK)

SET-UP FOR AN ADJUSTABLE DESK:

1. Adjust chair so feet comfortable on ground
2. Adjust desk height with keyboard placed directly in front so arms are by side (or a little in front) and elbows at 90-120° with wrists flat
3. Adjust screen height (directly in front) so that top edge of screen is at eye level
4. If working from documents, use a holder
5. Use micropauses, breaks and stretches to prevent discomfort
6. Try using your mouse left handed, and/or using a wrist and/or mouse rest.

FIRST AID FOR INJURIES: PART B

FIRST THREE DAYS - AVOID H.A.R.M.

HEAT: Avoid hot baths and showers, saunas, hot water bottles, heat packs and liniments.

ALCOHOL: Alcohol increases bleeding and swelling at the injury site and delays healing.

RUNNING: Don't exercise the injured part for 72 hours unless approved by a medical professional.

MASSAGE: Massaging an injury in the first 72 hours can slow down recovery.

MICROPAUSES AND BREAKS

- › Micropause for computer use - 5-10 seconds every 3-4 minutes, take hands off keyboard, hang arms by side (or exercise as per front of sheet) and focus eyes on distant object
- › Micropause for repetitive tasks - 5-10 second break every 3-4 minutes. Brief pause in activity, and perform exercise (as per front of sheet)
- › Take frequent breaks to prevent fatigue. Don't skip breaks to leave work early.

SELF HELP FOR BACK PAIN: PART A

- › Wear comfortable low heel shoes
- › Use an upright or slightly reclined chair
- › Mix time spent sitting with standing and walking
- › Make sure your work surface is a comfortable height
- › Seek advice and guidance from an appropriately qualified health professional regarding specifics of back-care e.g. a Physiotherapist.

RED FLAGS: PART A

SEEK MEDICAL ADVICE IF YOU HAVE:

- › Severe, unremitting night-time pain
- › Severe burning pain with associated pins and needles
- › Significant loss of weight over a period of weeks to months
- › Significant trauma (e.g. fall from a height, motor vehicle accident, crush, etc.)
- › Feeling systematically unwell – e.g. with fevers, night sweats, flu-like symptoms.

PREVENT FATIGUE

- › Healthy foods provide energy to function and sleep well. Eat 5 servings of fruit and vegetable daily
- › Alcohol negatively influences quality of sleep, wait till days off to drink alcohol
- › Caffeine is a stimulant and only good for short term use
- › If you're tired, only sleep can improve your concentration
- › Avoid caffeine for at least three hours before trying to sleep.

SELF HELP FOR BACK PAIN: PART B

- › For sleeping use a firm mattress or try a pillow underneath your knees
- › Having the correct mattress (ie. firmness) is an individual thing – people with broader shoulders and hips may need a less-than-firm mattress so that spinal contours are well supported, especially in a side lying position.

THINGS TO AVOID: Extended bed rest, limiting movement because it causes pain, worrying about pain, staying off work.

RED FLAGS: PART B

SEEK MEDICAL ADVICE IF YOU HAVE:

- › Obvious swelling or lump/s
- › Redness – especially around joint/s
- › Several different joints being affected at the same time
- › Skin rash associated with joint pains
- › Significant visible bruising in the affected area
- › Paralysis or significant loss of function of the limb or part of the limb.

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Move from good to great

Emergent

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