



CONTRACTOR AND VISITOR SAFETY INDUCTION PACK





Contractor Safety Induction Pack

Introduction

Drakes Supermarkets is committed to ensuring, so far as reasonably practicable, that all contractors, subcontractors, labour hire contractors, volunteers and visitors are safe from injury and risk to their health whilst on Drakes Supermarkets premises.

This contractor's induction pack has been prepared to assist contractors and their employees in complying with their safety responsibilities to ensure that all work is conducted in a safe and healthy manner.

Every effort has been made to explain the policies, procedures and legal obligations regarding contractor safety, however the responsibility to understand and observe relevant legislative guidelines remains with the contractor at all times.

Contents

This Induction Package contains the following information:

1. Drakes Supermarkets Contractor and Visitor Policy
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4. Drakes Supermarkets WorkHealth & Safety and Injury Management Policy
5. Customer Incidents Policy and Procedure
6. Reporting Staff Incidents
7. Drakes Supermarkets Hot Work Permit Policy and Application
8. Employee Opportunity, Discrimination and Harassment Policy
9. Drakes Supermarkets Sexual Harassment Policy
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11. Drakes Supermarkets Smoking at Work Policy
12. Drakes Supermarkets Zero Tolerance Drug and Alcohol Policy
13. Emergency Procedures
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15. Castle Plaza only: Staff and Contractor Parking Plan
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Contractor and Visitor Policy

Policy Statement

Drakes Supermarkets, as a person conducting a business or undertaking (PCBU) as defined in the Work Health and Safety Act 2012 (SA) and 2011 (Qld), is committed to ensuring the health and safety, so far as is reasonably practicable, of all workers engaged or caused to be engaged by us, workers whose activities in carrying out work are influenced or directed by us and the general public whilst within Drakes Supermarkets premises.

Our contractor and visitor induction program assists in maintaining a safe work environment.

Policy Objectives

The objective of this policy is to ensure that contractors or visitors to any Drakes Supermarkets site are provided so far as is reasonably practicable, with a safe working environment and that they work in ways to maintain that safe working environment.

Scope

This policy applies to all contractors and visitors who are engaged to carry out work or visit Drakes Supermarkets sites on a regular basis.

Definitions

Contractor: A person, partnership or company engaged under a contract to carry out work on a Drakes Supermarket site, including all contractor employees and sub-contractors.

Visitor: A visitor is a person who enters a Drakes Supermarkets site on a regular basis and is required to be on site for an extended period of time unsupervised for purposes other than carrying out work. This includes suppliers and their representatives; merchandisers, demonstrators.

Contractor and Visitor Responsibilities

Contractors and visitors must, so far as is practicable, provide and maintain a safe working environment in which people are not exposed to hazards from any work being undertaken.

Whilst on any Drakes Supermarkets site, contractors and visitors must comply with the:

- Work Health and Safety Act 2012 (SA) and 2011 (Qld) and Regulations
- Drakes Supermarkets Contractor and Visitor Policy
- Drakes Supermarkets Visitor and Contractor Induction Pack
- Drakes Supermarkets Zero Drug and Alcohol Policy
- Relevant Codes of Practice, Australian Standards and statutory regulations

Prior to commencing any work, contractors and visitors are required to:

- Complete the Drakes Supermarkets Contractor and Visitor Induction prior to their first entry into a Drakes site
- Ensure that they and their employees and sub-contractors have the appropriate training, and where required by legislation, licences and accreditation to carry out the work
- Ensure that tools and equipment are appropriately maintained and are compliant with relevant regulations, codes and standards before being used on Drakes sites including up to date testing and tagging.
- Updated documentation is requested on a yearly basis

Contractors and visitors must:

- Ensure their own safety
- Provide a safe system of work so that as far as is practicable, contractor employees, Drakes employees and members of the public are not exposed to hazards
- Provide their employees with information, training and supervision to enable them to work in a safe manner
- Provide appropriate personal protective clothing and equipment relevant to the types of work to be conducted
- Practice good housekeeping to minimise the risk of accidents
- Immediately correct any hazard that they are aware of and if unable to, to contact the store manager immediately
- Adhere to the Zero Tolerance Drug and Alcohol Policy
- Report any incidents or injuries immediately to the store manager



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- Sign in and out on each occasion

Work Method Statements

If assessed as required by the Operations Manager, contractors may be requested to complete a "Work Method Statement" and submit it to the Operations Manager prior to commencing any work.

Asbestos

Contractors must check the site asbestos register prior to commencing work. The asbestos register is located in the site maintenance folder.

Hot Work Permits

All hot work must be discussed with the store manager to ensure that the appropriate permits are completed.

Tools and Equipment

Contractors are responsible for ensuring that all tools, electrical and other equipment brought on to Drakes premises comply with relevant legislative standards and have current testing and tagging labels.

The Operations Manager has total responsibility for the selection of preferred contractors and authorising the work of any contractor on site. All work performed by a contractor will be monitored and approved by the Operations Manager.

Measurement

Application of this policy will be measured within the internal audits under Element 10 "Contractor and Visitor Management".

Policy Review

This policy will be reviewed every three years by the document author and the Overarching Committee to ensure it continues to meet the changing needs of the business, continues to protect the health and safety of all employees, visitors, contractors and customers and complies with the requirements of the Work Health and Safety Act 2012.

Cross Reference to:

- Visitor and Contractor Induction Pack WH0506
- Zero Tolerance Drug and Alcohol Policy WH0555
- Hot Work Permit and Policy WH0048

Roger Drake
Managing Director

February 2019



Safety Roles and Responsibilities - Contractors

Contractors will follow Drakes Supermarkets' contractor policies and procedures, and the following provisions when working on the premises of, or under control of, Drakes Supermarkets. A contractor's acceptance of a Drakes Supermarkets order will be deemed full and unconditional acceptance of our health and safety policies. Contractors will ensure that provisions made in quotations and schedules allow for safe working methods, with appropriate equipment provided to prevent injury, damage and wastage.

General

- (a) Contractors shall provide a copy of their own WHS Policy/ Safety Statement, WHS induction procedures, proof of licenses and qualifications, Work Cover employer registration, public liability insurance, and identify the person responsible within their organisation for Health, Safety and Welfare prior to an order being placed with the Operations Manager
- (b) Contractors shall be responsible for additional costs resulting from their unsafe work practices and/or use of unsafe plant and equipment.

Entering and Leaving Drakes Supermarkets Premises

- (c) When entering Drakes Supermarkets premises all contractors are required to sign in the Visitors/Contractor Sign In Book at the front-end kiosk or the Visitors/Contractor Sign In Book at the Store Persons desk at the back dock and present their induction card. All contractors are required to wear a Contractor Sticker while working in the store.
- (d) When entering Drakes Supermarkets premises all contractors must present purchases for security check seals.
- (e) When leaving Drakes Supermarkets premises all contractors are required to sign out in the Visitors/Contractor Sign In Book at the front-end kiosk or the Visitors/Contractor Sign In Book at the Store Persons desk at the back dock, with a time and signature of departure.

Personal Behaviour

- (f) At all times contractors are expected to comply with written and verbal instruction for personal safety and the safety of others.
- (g) Contractors are expected to conduct themselves in an orderly manner in the workplace and refrain from any form of inappropriate behaviour or similar activity that may increase the risk of injury to themselves or others.

Safe Systems of Work

- (h) Work shall be carried out in accordance with the Work Health and Safety Act 2012 (SA) and 2011 (QLD), Regulations, approved Codes of Practice and appropriate Australian Standards.
- (i) Plant and equipment shall be operated only by trained employees unless under supervised training and published safe working procedures.
- (j) Power tools and electrical equipment shall conform to the Regulations, Codes of Practice and appropriate Australian Standards, and may only be used in conjunction with a Residual Current Device of an approved type.
- (k) Materials, articles or substances brought onto sites which have any health, fire or explosion risks must be used in accordance with current regulations, and full details (SDS) shall be given to the Operations Manager/Store Manager prior to the commencement of the work.
- (l) Appropriate safety signs must be displayed for all identified hazards in accordance with Australian Standard AS1319.
- (m) Before commencing any building work contractors are to consult the current Asbestos Register.

Safety Equipment

- (n) Contractors shall provide personal protective clothing and equipment such as safety helmets, goggles, earmuffs, safety vests, etc, and wear or use such items when required or when directed to do so by the Contractor, Drakes Supermarkets Manager or WHS Co-ordinator.
- (o) Contractors and employees must be aware of work activities and operations where safety equipment and/or personal protective clothing are required.
- (p) Contractors shall train their employees in the need for, use, care, maintenance and storage of personal protective clothing and equipment.
- (q) Damaged personal protective equipment shall be promptly replaced.



Maintenance

- (r) Equipment, tools and plant shall be properly maintained and in good working order, with necessary guards and/or safety devices in place.
- (s) Contractors shall maintain workplaces in a clean, tidy and hygienic condition with debris, waste materials and surplus equipment removed and cleared as work proceeds. Aisles, passageways, stairways and exits shall be kept clear of obstructions at all times.

Incident Reporting

- (t) Contractors are required to immediately report any injuries, incidents or "near misses" sustained on any Drakes Supermarkets site to the Store Manager.
- (u) Contractors are required to immediately report property damage (including store, visitor or customer property) to the Store Manager.

Emergency Response

- (v) Contractors are expected to be aware of the fire and emergency response procedures including the designated first aiders, the location of first aid kits, fire alarms, fire equipment and designated safe assembly points. This information is located on each site WHS board.
- (w) Contractors must ensure emergency exits and fire equipment remain clear of obstructions.

Safety and Risk Control

- (x) Contractors may be inspected at any time by a Drakes Supermarkets Store Manager and/or WHS Co-ordinator. If the contractor is found to have breached any of the requirements as listed in this induction booklet he/she may be issued with a corrective action report. The contractor will be required to comply with the corrective action as stipulated on the corrective action report and follow reasonable advice and directions to eliminate hazards and reduce risks to people, plant, equipment and the environment.

CONTRACTORS AGREEMENT CONTRACTORS' OBLIGATIONS WITH REGARDS TO WH&S HAZARDOUS CHEMICALS AGREEMENT

- Any hazardous chemical brought onto site by a contractor must be in appropriately labelled chemical containers and be accompanied by safety data sheets (SDS).
- If a contractor is using any hazardous chemical, the store manager must be advised and safe procedures for use and storage undertaken.
- Appropriate precautions must be undertaken to prevent any exposure of hazardous chemicals to all persons on the premises. This may include signage indicating the presence of dangerous goods.
- Personal protective equipment (PPE) must be supplied and worn by contractors in accordance with manufacturer's recommendations (refer SDS). Any person entering an area where hazardous chemicals are being used must be advised of requirements to wear and use PPE.
- Contractors using hazardous chemicals must be trained in safe use of chemicals, emergency procedures and first aid.
- All chemical substances brought onto site must be removed by the contractor on completion of the job. This includes empty chemical containers.

ELECTRICAL WORK AGREEMENT

- Only licensed electricians are authorised to complete electrical work in Drakes Supermarkets premises. A current and valid copy of the license shall be presented to the Operations Manager prior to starting work. Electricians may only complete electrical work subject to endorsements on their license.
- Electrical equipment shall conform to the Regulations, Codes of Practice and appropriate Australian Standards, and may only be used in conjunction with a Residual Current Device of an approved type.
- All electrical tools and extension leads must be inspected, tested and tagged.
- All defective wiring or electrical equipment should be reported immediately to the Store Manager or Operations Manager.
- Work on live electrical equipment is prohibited other than for testing purposes



Work Health and Safety and Injury Management Policy

Policy Statement

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- Provide appropriate personal protective clothing and equipment relevant to the types of work to be conducted
- Practice good housekeeping to minimise the risk of accidents
- Immediately correct any hazard that they are aware of and if unable to, to contact the store manager immediately
- Adhere to the Zero Tolerance Drug and Alcohol Policy



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- Sign in and out on each occasion

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- Hot Work Permit and Policy WH0048

Roger Drake
Managing Director

February 2019



Customer Incidents Policy and Procedure

Policy

Drakes Supermarkets, as a person conducting a business or undertaking (PCBU) as defined in the Work Health and Safety Act 2012, is committed to ensuring the health and safety, so far as is reasonably practicable, of all workers engaged or caused to be engaged by us, workers whose activities in carrying out work are influenced or directed by us and the general public whilst within Drakes Supermarkets premises.

All customer incidents will be promptly responded to in order to safeguard customer safety and ensure appropriate first aid treatment is provided as a priority.

Objectives

The objectives of this policy are to:

- Ensure that prompt and appropriate medical attention is provided when a customer incident occurs
- Ensure that notification of incidents occurs as required
- Ensure the prompt investigation of the circumstances surrounding the incident
- Make all efforts to take steps to minimise reoccurrence of incidents
- Determine any training needs or corrective or remedial actions
- Compile data that will enable us to analyse practices and procedures and devise preventative measures.

Scope

This policy and procedure applies to all incidents involving customers or non-Drake employees within a Drakes Supermarkets site.

Procedures for Customer Incidents

If a Customer suffers an injury / illness on Drakes Supermarkets premises (including the car park), or reports any incident, the following should occur:

- the first staff member on the scene should offer such assistance as they are able
- if required, a "Code Blue" to the store manager or manager on duty as the first aid officer
- a qualified first aid attendant should offer assistance if required or requested by the injured person
- the Store Manager should discuss the incident with the customer, and record the customer's details if the customer willingly provides them. If the Store Manager feels the incident may be taken further they are to seek the customer's details.
- once all required assistance has been rendered, and the customer has left the store, the Store Manager should immediately complete a Customer Incident Report and email it to the Risk Manager.
- if possible, photographs of the scene should be taken and stored until required
- if customer details have been taken, the Store Manager should phone the customer within 24 hours of the incident to inquire as to their state of health.
- on receipt of the Customer Incident Report, the Risk Manager will assess the incident for further investigation
- at all times, the Risk Manager is available for advice at each step of the process. If the injured customer immediately / further pursues compensation, all queries should be directed to the Store Manager who should advise the customer that a representative from Head Office will contact them.
- It is essential to remember when attending to the injured person that you **MUST** not admit to, or imply the incident / accident was the fault of Drake Supermarkets employees, equipment, plant, property, policies or procedures.

Why "no admission of fault"?

There are different circumstances leading to an accident or injury occurring and witnesses to an incident, may not be aware of all the facts such as the person's actions prior to the incident, any previous injuries/illness they may suffer or the condition of equipment and plant. It is therefore important when taking into account the possibility of legal action following a customer incident that attention is placed on providing comfort to the injured person without comment on cause or blame.

Cross Reference to:

- First Aid Policy and Procedure WH0024
- Contingency Policy WH0033
- Work Health and Safety Act 2012

Roger Drake
Managing Director

August 2019



Reporting Staff Incidents

Policy

Drakes Supermarkets, as a person conducting a business or undertaking (PCBU) as defined in the Work Health and Safety Act 2012, is committed to ensuring the health and safety, so far as is reasonably practicable, of all workers engaged or caused to be engaged by us, workers whose activities in carrying out work are influenced or directed by us and the general public whilst within Drakes Supermarkets premises.

All reports of staff incidents will be promptly responded to in order to minimise injury and ensure appropriate treatment is provided as a priority.

Objectives

The objectives of this policy are to:

- Ensure that prompt and appropriate medical attention is provided when an injury occurs
- Ensure that notification of injuries and incidents occurs as per related policies
- Ensure the prompt assessment of the requirement for investigation of all accidents or near miss incidents in our workplace
- When so assessed, to promptly investigate such incidents
- Make all efforts to take steps to minimise reoccurrence of accidents or incidents
- Determine any training needs or corrective or remedial actions
- Compile data that will enable us to analyse practices and procedures and devise preventative measures.

Scope

This policy and procedure applies to all reported staff incidents.

Staff Incidents and Accidents

Every employee is responsible for immediately reporting, to his or her supervisor or manager, any workplace injury, accident, or near miss incident. A 'near miss' incident is defined as an incident that could have caused injury or illness. Prompt reporting assists Drakes Supermarkets to observe its obligations under the Work Health and Safety Act 2012, and to process workers compensation claims in a timely manner. It is also essential to assist us to identify actual or potential hazards in our workplace so that take positive steps can be taken to minimise or eliminate them.

All injuries, accidents, 'near miss' incidents must be reported immediately to a manager or supervisor.

Procedures for Staff Accidents

Immediate action to be taken:

In the event of an employee being involved in an accident at work and sustaining injury, the following must occur:

- the injured employee must notify their supervisor as soon as they are aware of the injury
- if an ambulance is required, the store manager should be responsible for calling an ambulance
- the supervisor/manager must make an assessment as to the need for first aid, and if required, refer the injured employee to a first aid attendant
- if the injured employee requires medical treatment, the manager/supervisor should complete the "Letter to Doctor" and ensure that the injured staff member is aware that they must hand it to the treating practitioner
- identify the nearest medical practitioner from the Drakes Medical Directory and advise the injured employee that this is the closest clinic to the store
- if the injured employee is unable to drive to the clinic, the store manager should either arrange for a family member to collect the employee or for another staff member to drive them to the clinic, whichever is appropriate at the time.
- where school casuals are injured, parents must be contacted in the first instance
- advise the injured employee that once they have been seen by the medical practitioner, they should advise the store manager of the details of any workers compensation medical certificate issued.
- on receipt of the medical certificate from the injured person, the Claims Management Policy will apply as well as the "Making a Claim for Compensation Procedure".



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The responsibility of the supervisor or manager when an employee reports a workplace injury, accident or a 'near miss' incident occurs, is to:

- immediately inform the Risk Manager of the incident
- assist the staff member to complete a "Staff Incident Report Form" contained in the Staff Incident Report Book and forward the report to the risk manager within 24 hours of notification
- Assist with an incident investigation if requested by the Risk manger.

On receipt of the incident report, the Risk Manager will assess the need for a detailed investigation into the accident, incident or "near miss" and then complete an "Accident/Incident Investigation Report" or a detailed investigation depending on the severity of the report. Reports of a lesser occurring or unusual nature may trigger a detailed investigation.

Refer to "Incident Notification to Safework SA Policy and Procedure" (WH690) for information on steps to be taken if the incident is of a serious nature.

Cross Reference to:

- Incident Notification to SafeWork SA Policy and Procedure WH0690
- Staff Accident/Incident Investigation Form IM0003
- First Aid Policy and Procedure WH0024
- Claims Management Policy IM0004
- Medical Directory
- Rehabilitation Policy IM0007
- Claims Administration Procedure
- Work Health and Safety Act 2012
- Workers Rehabilitation and Compensation Act 1986

Roger Drake
Managing Director

August 2019



Hot Work Permit Policy and Application

Policy Statement

Drakes Supermarkets, as a person conducting a business or undertaking (PCBU) as defined in the Work Health and Safety Act 2012, is committed to ensuring the health and safety, so far as is reasonably practicable, of all workers engaged or caused to be engaged by us, workers whose activities in carrying out work are influenced or directed by us and the general public whilst within Drakes Supermarkets premises.

The Drakes Supermarkets hot work policy and permit system has been developed to ensure a safe working environment where temporary hot work is to be performed.

Policy Objectives

This policy aims to reduce any risks posed to the staff and business from fumes, gases, sparks, hot metal and radiant energy through hot work carried out within the organisation through a controlled process of inspection, checking and permit authorisation.

This process will involve:

- Early notification of any intention to perform hot work
- Assigning responsibility
- Use of a permit system
- Provision and use of necessary safety equipment

Scope

This policy is to be applied to all hot work performed within all Drakes Supermarket sites.

Definitions

Hot work is:

- Welding
- Brazing
- Flame or plasma cutting
- Hot riveting
- Grinding
- Chipping
- Sweating
- Soldering
- Any other activities that produce sparks or use flame

Process

1. Workplace Inspection

- Sprinklers, smoke detectors and fire control systems must be deactivated during the hot work
- Floors and surfaces are to be cleared of combustible materials
- Combustible and flammable substances are removed or stored in fire proof cabinets
- Equipment has been cleared of combustible dusts
- Portable fire extinguishers are provided

2. Equipment Inspection

- Flame and spark producing equipment has been inspected and found in good repair

3. Contractors

- Contractors have received induction training
- Appropriate licences or certification has been presented and a copy has been attached to the permit application, if necessary



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Hot Work Permit

A hot work permit is required in advance of any work requiring heat or open flames within Drakes Supermarkets premises.

Prior to undertaking any hot work in Drakes Supermarkets premises, contractors are required to contact the site manager to arrange for issuance of a hot work permit. Once issued the permit must be displayed on the job site. Hot work must not proceed without a permit.

- The work is authorised by the store manager who issues the hot work permit
- Various safety precautions are taken in the work area
- All equipment is cleaned of flammable liquids, combustible dusts or residues
- A person will be nominated to monitor the area during and after the work is completed
- Once the hot work is completed the duty manager within the store at the time inspects the area, signs the permit in Section 3 as being completed and the area is safe, and retains the original on file.
- A copy of the permit is faxed to the WHS Department on completion of the work and sign off by the store manager. The copy is retained by the WHS Department for three years.

Responsibilities:

Store manager

- To ensure that authorisation of the hot work occurs prior to the work being performed
- Monitor the area whilst the work is being performed and after the work is completed
- Fax a copy of the completed permit to the WHS Group on completion of the work

Contractors

- The contractor and their staff are required to adhere to all guidelines set out in this policy.
- Ensure that they have the necessary safety equipment

Policy Review:

This policy will be reviewed every two years by the document author and the Overarching Committee to ensure that it continues to meet the changing needs of the business, continues to protect the health and safety of all employees, visitors, contractors and customers and complies with the requirements of the Work Health and Safety Act 2012.

Roger Drake
Managing Director

February 2019



Employee Opportunity, Discrimination and Harassment Policy

Overview

Drakes Supermarkets is committed to the prevention of any form of discrimination, harassment or victimisation in the workplace. The Company considers these unacceptable forms of behaviour and it will not tolerate such behaviour under any circumstances.

Discrimination and equal opportunity are legal matters. Not only can legal action be taken out against the individual/s who carried out the offence, it also places Drakes Supermarkets at risk of being held vicariously liable for the discriminatory acts committed by the individual/s.

This policy applies to all employees in their relationships with each other, applicants for employment with Drakes and persons who have dealings with Drakes. All employees have a right to be treated equitably and without harassment occurring in the workplace. All employees have the responsibility to respect the rights of fellow employees, by not taking part in any action that may constitute harassment and by supporting and promoting the achievement of equal opportunity.

Equal Employment Opportunity and Discrimination

Based on Federal legislation, as well as the South Australian Equal Opportunity Act 1984 and the Queensland Anti-Discrimination Act 1991, it is unacceptable for an employee, customer, contractor or visitor to be discriminated against. Drakes Supermarkets will not tolerate unlawful discrimination or vilification by any employee, contractor, supplier or customer, and this could be grounds for dismissal.

Drakes Supermarkets believes that people perform more productively in an environment that is free from discrimination.

Drakes Supermarkets is an equal opportunity employer. It is committed to ensuring that factors relating to a person's ability to perform their responsibilities, and to develop in their employment, are paramount in the Company's decisions about an employee's work.

Equal opportunity means ensuring that employment policies and practices are based on, and operate according to, the principle of merit. Equal Opportunity involves:

- Developing policies and practices which optimise the use of employee skills within the organisation
- Promoting fair and equitable employment practices
- Ensuring that recruitment and selection criteria, selection decisions and appointments or engagements are based on the principles of merit
- Ensuring that promotion, transfer, termination and conditions of employment are based on the principles of merit
- Ensuring that training and development are based on the principles of merit
- Appraising employees solely on their individual performance and ability to do their job. Legitimate comment on performance or work-related behaviour is not unfair treatment. Managers can give full and frank feedback in a constructive and sensitive way
- Ensuring employees have equal access to all opportunities within the organisation, which may improve their career prospects
- Ensuring equal compensation and conditions are provided for equal work responsibilities
- Providing employees with access to information regarding their rights and responsibilities in relation to equal opportunity and discrimination

The Company is therefore committed to ensuring that its employment practices are free from any unlawful discrimination based on:

- Race or ethnicity
- Gender
- National origin
- Marital status
- Sexual preference
- Age
- Disability or impairment
- Industrial activity
- Physical features
- Pregnancy or potential pregnancy
- Family responsibilities



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- Religious benefits
- Political conviction
- Breastfeeding
- Gender identity
- Irrelevant criminal records

Discriminatory behaviour can take many forms, some of which are direct or open. Others may be indirect or hidden:

- Direct discrimination occurs when a person is treated less favourably than another, simply because of a personal characteristic or status unrelated to job performance, such as gender, race, sexuality, marital status (as listed above).
- Indirect discrimination occurs when a policy or requirement which at first glance seems fair, in fact operates to the detriment of a particular group of people because of a characteristic of that group, such as age, race, family circumstances or gender (as listed above).

Workplace Harassment

Drakes Supermarkets is committed to providing an environment that is free from sexual harassment and from harassment on the discrimination grounds listed above.

While the Company does not intend to intervene in the personal relationships of team members, it does have a proper concern where harassment:

- Creates an intimidating, hostile or offensive working environment
- Adversely affects an individual's work performance
- Adversely affects an individual's employment or promotion prospects
- Results in resignation or unfair dismissal
- Reflects on the integrity and standing of the firm

Definitions

At law, unlawful harassment includes some things that might not be perceived to be harassment, such as the creation of a work environment that is generally hostile to a person or group of people with particular characteristics.

Sexual harassment, discriminatory harassment and victimisation due to making a complaint are unlawful and amount to discrimination under federal and State antidiscrimination law:

- Sexual harassment is unwelcome conduct of a sexual nature, including unwelcome sexual advances that are likely to make a person feel offended, humiliated or intimidated. It does not require an intention to harass and does not require the recipient to ask for the behaviour to stop. Sexual harassment is unwelcome or unreciprocated behaviour. It is not mutually accepted behaviour, e.g. harassment does not usually include genuine compliments or mutually acceptable physical contact.
- Discriminatory harassment is a recognised form of discrimination that occurs when a person is harassed because of characteristics such as disability, gender, race and age (or any of the other grounds outlined above).
- Victimisation occurs when a person is treated unfairly or less favourably because of making or intending to make a complaint of sexual harassment or discrimination.

Some examples of behaviour that can be sexual harassment or discriminatory harassment include:

- Acting towards, or speaking to a person in a manner that threatens or vilifies that person
- Making jokes, suggestive comments or offensive gestures related to a person's race, colour, ethnic origin, disability, gender or sexual characteristics
- Distribution or display of material (including through email or social media) that may be offensive, such as sexually explicit posters or pictures, racist or sexist jokes or cartoons
- Persistent questions about a person's private life
- Personal comments about appearance, size, clothing
- Demands for sexual favours, either directly or by implication
- Unwanted and deliberate physical contact
- Indecent assault, rape and other criminal offences
- Any violent or threatening physical or verbal outburst or abuse



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- Sarcastic or derogatory comments or actions which undermine, demean, belittle or humiliate
- Yelling, screaming, swearing or similar behaviour aimed at intimidating, frightening, coercing or offending those at whom it is directed

Vilification is public conduct that incites hatred against, serious contempt for, or severe ridicule of a person or class of persons on the grounds of that person or group's race or their religious belief or activity. Conduct may be constituted by a single occasion or by a number of occasions and includes use of social media or email to publish or transmit material. This conduct is discrimination under Federal and State anti-discrimination law. Serious vilification involves threatening or inciting physical harm towards individual/s and can amount to criminal conduct under State law and lead to fines and imprisonment.

If you believe that you have been discriminated against at Drakes, you have the right to report that conduct and all reasonable steps will be taken to prevent the conduct from happening. If you are aware of conduct that is inconsistent with this policy which does not directly affect you, you have an obligation to report that conduct to your manager or the National HR Director.

Reporting Procedure

Drakes Supermarkets is required to ensure that all employees are treated fairly and equitably and are not subject to discrimination, victimisation or harassment.

If you are the victim of workplace discrimination, harassment or vilification you are encouraged to report this to your Manager. If you are uncomfortable raising the matter with your manager, you can raise the matter with one of the following Contact Officers:

- Store Manager or Site Manager
- Store Supervisor or Site Supervisor
- National HR Director

You may also wish to let the person engaging in the conduct know that you consider their behaviour to be unacceptable and that if it continues you will report the conduct and you may find that this is enough to stop the conduct. If you chose to speak to the person directly, you should keep a record of that conversation.

Managers and Supervisors are also required to report offences that they become aware of. We also encourage other employees to report incidents of discrimination, harassment or vilification they are aware has taken place in their workplace, so that prompt assistance and support can be provided to employees affected. Vicarious liability places an obligation on managers and supervisor to be responsible for not only their conduct but also the behaviour of the people who work below them. Therefore, all managers have a duty to inform staff of their obligations and to investigate and respond to complaints made in relation to discrimination or harassment.

All employees must appreciate that raising an allegation of harassment, discrimination or victimisation against another person in the workplace is a serious matter. Regardless of whether the complaint is substantiated, the act of raising the complaint will have significant and often permanent consequences both personally and professionally for the other party. The Company will not tolerate abuse of the processes outlines in this policy or the making of vexatious complaints.

Use of the Drakes Grievance Procedure to deal with issues of harassment, victimisation or discrimination is highly encouraged. If an employee, decides not to raise the issue in the manner outlines in this policy or by seeking external help, the Company expects that this will be the end of the matter. In particular, the employee must not seek to progress the issue informally, e.g. allowing the matter to be the subject of innuendo or gossip, harassing the other party, etc. Breach of this aspect of the policy may attract disciplinary sanctions.

Drakes Supermarkets has established confidential procedures for handling complaints under this policy. These procedures are based on the principle that the rights and privacy of both parties to a complaint should be safeguarded. The Company considers that it is important that any complaint be dealt with as promptly as possible, professionally and with sensitivity. If you have a complaint or a harassment problem, you can speak confidentially to one of the Contact Officers. Drakes encourage the internal resolution of complaints if possible.

Our internal complaint handling guidelines are as follows:

1. If you feel comfortable doing so, you should first advise the other person, verbally or in writing, in a direct or firm manner that their behaviour is unacceptable. This may be enough to stop the unwelcome behaviour. You can speak with a Contact Officer who can assist with this step or suggest other options.



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It is suggested that you keep diary notes of all incidents with names, dates, witnesses and any response you make in respect to the incidents.

2. Speak with a Contact Officer about the incident(s). The Contact Officer will discuss options for stopping the harassment. This may involve referring the matter to the Human Resources Department who will first discuss and clarify the allegations with the relevant parties and then attempt to find a suitable and appropriate resolution.
3. Both parties will be afforded natural justice. This means that:
 - o complaints will be investigated promptly;
 - o the allegations will be put to the alleged perpetrator;
 - o each party will be given the opportunity to express their version of events; and
 - o the alleged perpetrator will be treated as innocent unless the allegations are proven.

All file notes relating to the complaint must be kept confidentially in the party's employee profile's and a copy will be kept with the Human Resources Department.

Employees involved in a harassment or discrimination complaint may also be offered professional support services such as counselling or medical advice, as appropriate.

These guidelines may not be practical for every case, and you or the Contact Officer may suggest more applicable resolution procedures.

Outcome of grievance process

Any person who has been found to have harassed, discriminated against or victimised another person may be disciplined. The discipline will be appropriate to the severity of the offence but may involve warning or dismissal.

Similarly, any person been found to have made a complaint that is vexatious or based on facts that the complainant ought to reasonably believe to be untrue will also be subject to disciplinary action.

Mitigating factors such as personal circumstances, disciplinary and work history and work performance will be taken into account in determining the appropriate disciplinary measures to be adopted.

Cross Reference to:

- Drakes Supermarkets Code of Conduct
- Drakes Supermarkets Sexual Harassment Policy
- Drakes Supermarkets Grievance Procedure
- Drakes Supermarkets Equality and Diversity Policy

Roger Drake
Managing Director

July 2018



Sexual Harrassment Policy

Policy Statement

Drakes Supermarkets is committed to providing a workplace free of sexual harassment. The company does not tolerate sexual harassment under any circumstances and appropriate action will be taken against any team member who is proven to have breached this policy. This policy extends not only to management and team members, but to all people with whom we deal in conducting our business including contractors, suppliers or customers.

A person may be sexually harassed by a manager, supervisor, co-worker, contractor, service provider, client or customer. Sexual harassment is not just unlawful during working hours or in the workplace itself and not only between co-workers. The behaviour is unlawful in any work-context, including conferences, work functions, office Christmas parties, business or field trips and includes interactions with suppliers and customers.

Drakes Supermarkets objectives regarding sexual harassment

Drakes Supermarkets is committed to a comprehensive strategy for eliminating sexual harassment. The company aims to:

- Create a working environment which is free from sexual harassment and where all team members are treated with dignity, courtesy and respect
- Implement training and awareness raising strategies to ensure that all team members know their rights and responsibilities
- Provide an effective procedure for complaints, based on the principles of natural justice
- Treat all complaints in a sensitive, fair, timely and confidential manner
- Guarantee protection from any victimisation or retaliations
- Encourage the reporting of behaviour that breaches the sexual harassment policy
- Promote appropriate standards of conduct at all times.

Definition of sexual harassment

Sexual harassment is an unwelcome sexual advance, unwelcome request for sexual favours or other unwelcome conduct of a sexual nature which makes a person feel offended, humiliated or intimidated, where a reasonable person would anticipate that reaction in the circumstances.

The *Sex Discrimination Act 1984* (Cth), Section 28 defines the nature and circumstances in which sexual harassment is unlawful. It is also unlawful for a person to be victimised for making, or proposing to make, a complaint of sexual harassment.

As sexual harassment is against the law, not only can legal action be taken against the individual/s that carry out the offence, it also places Drakes Supermarkets at risk of being held vicariously liable.

Federal and State Legislation states that grounds for sexual harassment can include, but are not limited to:

- unwelcome or uninvited touching, hugging, embracing, kissing, pinching, tickling, fondling, poking or patting
- suggestive or smutty jokes or comments
- whistling (cat calls etc)
- making promises or threats in return for sexual favours
- displays of sexually graphic material including posters, pinups, cartoons, graffiti or messages left on notice boards, desks or common areas
- repeated invitations to go out after prior refusal
- "flashing" or sexual gestures
- sex-based insults, taunts, teasing or name calling
- staring or leering at a person or at parts of their body
- unwelcome physical contact such as massaging a person without invitation or deliberately brushing up against them
- touching or fiddling with a person's clothing including lifting up skirts or shirts, flicking bra straps, or putting hands in a person's pocket
- requests for sex
- sexually explicit conversation
- persistent and intrusive questioning or insinuations about a person's private life or body
- unnecessary familiarity
- offensive or sexually explicit phone calls, SMS, letters, e-mail messages, pictures, posters or computer screen savers
- stalking
- accessing sexually explicit internet sites



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- behaviour which would also be an offence under the criminal law such as indecent exposure, sexual assault, stalking or obscene communications.

What sexual harassment is not

Sexual harassment is not behaviour which is based on mutual attraction, friendship and respect. If the interaction is consensual, welcome and reciprocated it is not sexual harassment.

Victimisation

Victimisation is the unfavourable treatment of a person as a result of them having lodged a complaint. "Unfavourable treatment" includes aggression, ignoring the person, refusing to provide information, labelling the person as a complainer or whinger, reducing working hours, terminating the team member or assigning lower level work.

The consequences that can be imposed if the policy is breached

If an team member fails to comply with this policy, the company will take appropriate action. This will be based on the severity of the case, consequences may include an apology, counselling, transfer, dismissal, demotion or other forms of disciplinary action. In addition, immediate disciplinary action will be taken against anyone who victimises or retaliates against a person who has complained of sexual harassment.

Role of management

Managers and supervisors are required to implement and enforce the principles of this policy and prevent victimisation associated with reporting sexual harassment.

Vicarious liability clauses place an obligation on managers and supervisors to be responsible for not only their conduct but also the behaviour of the people who work below them. Therefore, all managers have a duty to inform team members of their obligations and to investigate and respond to complaints made in relation to sexual harassment. Managers and supervisors have a responsibility to:

- Monitor the working environment to ensure that acceptable standards of conduct are observed at all times
- Model appropriate behaviour themselves
- Promote the Drakes Supermarkets Sexual Harassment Policy within their work area
- Treat all complaints seriously and take immediate action to investigate and resolve the matter
- Refer all complaints to the National HR Director if they do not feel that they are the best person to deal with the case (for example, if there is a conflict of interest or if the complaint is particularly complex or serious).

Role of team members

All team members are responsible for upholding the principles of maintaining an environment free of sexual harassment within the workplace and to raise grievances with their manager where necessary. All team members have a duty to:

- Comply with the Drakes Supermarkets Sexual Harassment Policy
- Offer support to anyone who is being sexually harassed and let them know where they can get help and advice. They should not, however, approach the harasser themselves.
- Maintain complete confidentiality if they provide information during the investigation of a complaint. Team members should be warned that spreading gossip or rumours may expose them to a defamation action.
- Report incidents of unacceptable or unlawful behaviour to management.

A brief summary of the options available for dealing with sexual harassment

A team member who feels that they have been sexually harassed have a number of options when addressing the situation. If they feel confident enough to do so, they should confront the harasser directly and ask them to stop the behaviour. The team member may make an informal complaint to a manager or supervisor. A formal complaint will be reported to the National HR Director for investigation, as stipulated in the Drakes Supermarkets Grievance Procedure.

This procedure attempts to seek a successful resolution to the situation. Please refer to the Drakes Supermarkets Grievance Procedure for more information on where team members may seek advice on making a complaint and how complaints will be handled.

Roger Drake
Managing Director

December 2018



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Workplace Bullying Policy

Policy Statement

Drakes Supermarkets is committed to providing a safe and healthy workplace free from bullying. All our team members, contractors, suppliers and customers have a right to a working environment that is not only free of workplace bullying but where all complaints are treated seriously. Team members are protected by this policy whether they feel bullied by a supervisor, another team member, supplier, contractor or customer.

Drakes will treat reports of workplace bullying seriously. We will respond promptly, impartially and confidentially.

This policy will be made available to all team members, as well as to contractors and suppliers. New team members will be given a copy of this policy at their induction. Managers and supervisors will remind team members of the policy from time to time. All team members will also be reminded of the policy at their annual re-induction.

Expected Workplace Behaviours

Under work health and safety laws team members and other people at our workplace must take reasonable care that they do not adversely affect the health and safety of others.

Drakes expects people in our workplace to:

- Behave in a responsible and professional manner
- Treat others in the workplace with courtesy and respect
- Listen and respond appropriately to the views and concerns of others
- Be fair and honest in their dealings with others

This policy applies to behaviours that occur:

- In connection with work, even if it occurs outside normal working hours
- During work activities, for example when dealing with customers, suppliers and contractors
- At work-related events, for example at conferences and work-related social functions
- On social media where team members interact with colleagues or customers and their actions may affect them either directly or indirectly.

What is Workplace Bullying?

Workplace bullying is defined as *repeated and unreasonable behaviour directed towards a team member or group of team members that creates a risk to health and safety*. (The risk to health can be either physical or psychological).

Repeated behaviour refers to the persistent nature of the behaviour and can refer to a range of behaviours over time.

Unreasonable behaviour means behaviour that a reasonable person, having considered the circumstances, would see as unreasonable, including behaviour that is victimising, humiliating, intimidating or threatening.

Single incidents of unreasonable behaviour can also present a risk to health and safety and will not be tolerated.

What is NOT Workplace Bullying?

Reasonable management action taken by managers or supervisors to direct and control the way work is carried out is not considered to be workplace bullying if the action is taken in a reasonable and lawful way.

Reasonable management action may include for example:

- Performance management processes, including counselling
- Disciplinary action for misconduct
- Informing a worker about unsatisfactory work performance or inappropriate work behaviour
- Directing a worker to perform duties in keeping with their job
- Setting reasonable performance goals, standards and deadlines
- Providing constructive feedback on work performance or behaviours

Other

Some other conduct which is not bullying includes:

- Differences of opinion
- Poor or bad management practices
- An interpersonal conflict
- A one-off incident, e.g. outburst of temper



Examples of Workplace Bullying

The following are examples of workplace bullying:

- Verbal abuse
- Excluding or isolating team members at work or work-related functions
- Psychological harassment
- Aggressive and intimidating conduct
- Practical jokes or initiation practices
- Spreading misinformation and rumours
- Making vexatious allegations against another team member
- Unfair and excessive criticism
- Belittling or humiliating comments
- Victimisation
- Sabotaging another team member's work
- Yelling and screaming or using foul language/swearing
- Threatening others with violence or dismissal
- Constantly changing or setting unrealistic or impossible work targets
- Petty or demeaning work rules
- Undervaluing a person's work or contribution
- Constant intrusive surveillance
- Inappropriate practical jokes
- Deliberately withholding information that is vital for effective work performance
- Ridiculing another team member's opinions

Where bullying also amounts to a criminal offence, it should be the choice of the individual to report the incident to the Police. Irrespective of whether a matter is reported to the Police, Drakes will manage all issues of workplace bullying in accordance with this policy and the law.

Reporting Procedure

If you feel you are being bullied and you are comfortable doing so, you should advise the other person, verbally or in writing, in a direct or assertive manner that their behaviour is unacceptable. This may be enough to stop the unwelcome behaviour.

If the behaviour is serious or recurring, or you are not comfortable raising the matter directly with the alleged perpetrator, you should make a report to your manager or supervisor. If you do not feel you can approach this person, you should report the matter to the National HR Director.

On the other hand, if you are a witness to unreasonable behaviour you should bring the matter to the attention of your manager as a matter of urgency.

If workplace bullying or unreasonable behaviour is reported or observed, Drakes management will take the following steps:

- The responsible manager or supervisor will speak to the parties involved as soon as possible, gather information and seek a resolution to satisfactorily address the issue for all parties
- If issues cannot be resolved or the unreasonable behaviour is considered to be of a serious nature, the National HR Director (or an independent investigator appointed by the P&C Manager) will investigate the situation. Both sides will be able to state their case and relevant information will be collected and considered before a decision is made. Both sides will be afforded natural justice – complaints will be investigated promptly, the allegations will be put to the alleged perpetrator, each party will be given the opportunity to express their version of events and the alleged perpetrator will be treated as innocent unless the allegations are proven.
- All complaints and reports will be treated in the strictest confidence. Only those people directly involved in the complaint or resolving it will have access to the information.

Victimisation

Victimisation is the unfavourable treatment of a person because they have:

- Lodged a complaint or proposing to lodge a complaint



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- Provided information or documents to an internal investigation
- Reasonably asserted their rights, or supported someone else's rights, under workplace policy or federal legislation

Unfavourable treatment includes spreading gossip about the team member making a complaint/ providing information, intimidating or making the person feel insecure, aggression toward the team member, ignoring the person, refusing to provide information, labelling the person as a complainer or whinger, reducing working hours, terminating the team member or assigning lower level work.

Drakes is committed to ensuring individuals who come forward with complaints or information, are not subjected to victimisation. Victimisation is a serious behaviour that will not be tolerated within the business.

Consequences of Breaching This Policy

- Appropriate disciplinary action will be taken against a person who is found to have breached this policy. These measures will depend on the nature and circumstance of the breach, as well as any mitigating circumstances, and could include:
 - A verbal or written apology
 - One or more parties agreeing to participate in counselling or training
 - A verbal or written warning
 - Transfer, demotion or dismissal of the person engaging in bullying behaviour.

If workplace bullying has not been substantiated

- If the investigation finds bullying has not occurred or cannot be substantiated, Drakes may still take appropriate action to address any workplace issues leading to the report. Complaints made maliciously or in bad faith will result in disciplinary action.

Roger Drake
Managing Director

December 2018



Smoking at Work Policy

Policy Statement

Drakes Supermarkets is proud of its non-smoking working environment. For the protection of all team members, customers, contractors and visitors if you choose to smoke, please do so at least 10 metres away from the site. Medical evidence, legislation and court actions have necessitated that ethical organisations such as ours prohibit smoking in the workplace.

Policy Guidelines

Smoking is only permitted *outside* a Drakes Supermarkets building and only if the following is complied with:

- Team members are at least 10 metres away from the entry points
- Team members are on a designated break (e.g. tea breaks or meal breaks)
- Rubbish/Cigarette butts are disposed of safely in the bins provided

Employees who breach this policy may be subject to disciplinary action, which may include dismissal.

Benefits of a Smoke-Free Workplace:

- Enhance the health, safety and productivity of the workforce
- Team members, visitors, customers and contractors are protected from the hazards of secondhand smoke
- Helps smokers who are trying to quit cut down

Employee Assistance

Whilst individual team members choices regarding their health and personal habits are not the concern of the company, the company will morally support any staff member who wishes to "quit", and provide as much advice and information as possible to assist the staff member to successfully give up smoking.

QUITLINE

For free help and resources to quit smoking:

Toll free 13 78 48 (24 hour telephone counseling)

Roger Drake
Managing Director

June 2019



Zero Tolerance Drug and Alcohol Policy

Policy Statement

Drakes Supermarkets, as a person conducting a business or undertaking (PCBU) as defined in the Work Health and Safety Act 2012 (SA) and 2011 (Qld), is committed to ensuring the health and safety, so far as is reasonably practicable, of all workers engaged or caused to be engaged by us, workers whose activities in carrying out work are influenced or directed by us and the general public whilst within Drakes Supermarkets premises.

Our policy is to maintain a zero tolerance towards the use of or the influence of drugs or alcohol by staff members during the working day or in the workplace.

Evidence shows the abuse of alcohol, illicit and prescription drugs affects job performance, increases the risk of workplace accidents and injuries, increased incidence of workplace violence, increased absenteeism, lost productivity, increased workers compensation and rehabilitation costs.

Alcohol may only be consumed on Drakes Supermarkets premises or at a Drakes sponsored function with the express permission of either Roger Drake or a member of the Executive Management Group.

Consumption of alcohol, when permitted, must be within legal limits with appropriate and professional standards of behavior maintained at all times.

This policy does not apply to the sale of alcohol from legally licensed premises.

Policy Objectives

The Zero Tolerance Drug and Alcohol Workplace Policy is an integral part of the Drakes Supermarkets Work Health and Safety strategy and aims to:

- Promote the zero tolerance policy to all staff
- Eliminate the associated hazards and risks of drug, alcohol use and abuse in the workplace.
- Reduce the associated costs with alcohol, drug use and abuse to the organisation, Individuals and the community as a whole.
- Provide support for managers and employees required to performance manage employees whose performance is affected by the consumption of alcohol and / or drugs.
- Support and encourage employees with substance problems to seek appropriate professional assistance.

Scope

The Zero Tolerance Drug and Alcohol Workplace Policy applies to all employees of Drakes Supermarkets and employees of properties managed by Drakes Supermarkets at all Drakes Supermarkets sites. This policy applies to any visitor, contractor, subcontractor, supplier and their employees present and working at any Drakes Supermarkets premises or attending Drakes Supermarkets functions.

The purpose of this policy is to set guidelines in relation to:

- The possession and consumption of alcohol on Drakes Supermarkets premises and/or at Drakes Supermarkets functions.
- The possession and consumption of drugs on Drakes Supermarkets premises and/or at Drakes Supermarkets functions.
- Impaired worker performance resulting from the consumption of alcohol or drugs.
- Risks to health and safety to all staff members through the use of alcohol or drugs

For the purpose of this policy Drakes Supermarkets premises include:

- Interior and exterior boundaries of Drakes Supermarkets stores.
- Shopping centres where Drakes Supermarkets are located.
- Surrounding car parks.
- Company owned and operated vehicles.
- Rented, leased or hired premises for the purpose of a Drakes Supermarkets function.

Policy Guidelines



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All staff are required to read and sign to show an understanding of this drug and alcohol policy on commencement with Drakes Supermarkets or on revision of the policy. Staff under 18 should take the policy home to be countersigned by a parent or guardian to signify their and provide their consent to allow testing provided the juvenile is accompanied during the test by a responsible adult of their own choosing (not necessarily their parent or guardian) due to time and other constraints. The parent will be notified that the juvenile has been tested and the result of that test. This signifies agreement and understanding of the policy contents and consequences. A copy of the signed policy must be kept in the employee profile for the period of employment.

Alcohol at Drakes Supermarkets Functions

Drakes Supermarkets has a duty of care to ensure that where alcohol is served at company functions, it is done in a responsible manner. Drakes Supermarkets staff who are authorised to organise functions which involve alcohol consumption should be aware of the following requirements:

- Approval for the function must be given by a member of the Executive Management Group
- Staff at such functions must be under the supervision of a senior staff member.
- The function must have a designated start and finish time.
- There must be food of some description served.
- Non-alcoholic drinks should be available for the duration of the function.
- Alternative transport arrangements must be provided for any member of staff who is deemed unfit to drive. The employee must meet any cost incurred.
- It is illegal to serve alcohol to an already intoxicated person or to any person under the age of 18.

Changes to these requirements are only to be made at the discretion of Roger Drakes or a member of the Executive Management Group.

Should an employee be in a position where they are expected to perform “call out” or after hours duties, it will be the employee’s responsibility to ensure that they have not consumed any alcohol or drugs during this period. If they feel unable to do so, they must notify their manager who will be responsible for ensuring that a suitable back-up provision is available for the work to be undertaken.

Possession and Consumption of Alcohol or Drugs

Possession and Consumption of Alcohol

Alcohol must not be brought, consumed, sold, stored or transferred at any Drakes Supermarkets premise under any circumstance unless authorised by a member of the Executive Management Group. The consumption, sale, storage or transfer of alcohol by any employee of Drakes Supermarkets will result in disciplinary action being taken.

Employees will not consume alcohol whilst on duty or a scheduled break (e.g. paid tea break or unpaid meal break).

If a Manager has a “reasonable belief” that an employee is in possession of alcohol, the manager will contact the Human Resources Manager. The manager will request the individual concerned to display the contents of their bags, locker, pockets, etc to the management representatives present. An individual has the right to refuse to participate in this search. However, if an individual refuses to cooperate, the Police may be called to conduct the search. The company has the right to detain any person it reasonably suspects has committed a breach of company policy until Police arrive.

Possession and Consumption of Illegal Drugs

Illegal drugs must not be brought, consumed, sold, stored or transferred at any Drakes Supermarkets premise, in any Company operated vehicles or at any Drakes Supermarkets function under any circumstance. The consumption, sale, storage or transfer of illicit drugs by any employee of Drakes Supermarkets will result in disciplinary action being taken. Disciplinary action will involve notification of the incident to Police.

Possession and Consumption of Prescribed Drugs and over the counter medication

There are circumstances where prescribed drugs or over the counter medication may have an adverse effect on the performance of employees. Such medications include pain relievers, sleeping pills, tranquillisers, cough medicine, ventolin and anti-histamines. Where an employee is required to take prescribed medication the following must apply:



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- The application and/or consumption of prescription medication or over the counter medication must be in accordance with instructions given by the manufacturer, supplier, pharmacists and/or the treating doctor.
- The employee is required to notify their manager of any advice attached to the medication that may place themselves or other employees at risk. Information of this nature will be treated in a confidential matter.
- Where an employee is required to take a prescribed medication, management may request written certification, from the relevant pharmacist or treating doctor who prescribed the medication, to verify the employee is fit to return to work. This is to ensure compliance with our duty of care under WHS legislation.
- Where an employee is taking prescribed medication and is unable to perform their required duties, the manager may provide alternative duties if possible. If it is not possible, the employee should be requested to return home on sick leave. Suitable transport will be arranged if necessary.

Performance Affected by the Consumption of Alcohol or Drugs

If an individual's work performance and/or behavior leads a manager to a "reasonable belief" that an individual is in breach of this policy, the manager is to contact the Human Resources Manager for guidance.

Following discussion with the Human Resources Manager, if there is evidence to indicate that an individual's performance at work is affected by the consumption of alcohol or drugs then that individual will be removed from any position involving risk to the health, safety and welfare of themselves and others. The decision as to whether the individual's performance has been affected is at the discretion of management and based on the criteria of "reasonable belief".

In all cases the Human Resources Manager will ensure that the person concerned is treated fairly, that a thorough and unbiased investigation is conducted and that any disciplinary action incorporates procedural fairness.

A "reasonable belief" that drug or alcohol use may be affecting an employee will need to be based on at least two of the following criteria being present and agreed upon by two managers, one of whom should be the Store Manager or Duty Manager and the other the Human Resources Manager:

- a. Personal Behaviours
 - Strong smell of alcohol on the breath
 - Slurred or incoherent speech and unsteadiness on their feet
 - Red, bloodshot or watery eyes
 - Lack of or poor muscle coordination
 - Aggressive or argumentative behaviour, including severe irritability, depression or unpredictable mood changes
 - Increasing unkempt appearance/lack of hygiene
- b. Work Performance
 - Low productivity whilst at work
 - Simple instructions not followed on more than one occasion
 - Drowsiness or asleep on the job on more than one occasion
 - Difficulty in concentrating on a task or a conversation
 - Unreliability with irregular work attendance pattern involving multiple instances of unauthorised absence or lateness (greater than 6) or total sick leave exceeding 78 hours during the preceding 12 months.
- c. Other
 - Report from another employee/s of drug or alcohol use

"Reasonable belief" is a position arrived at following a process of observation, investigation and, where appropriate, an interview with the employee suspected of drug or alcohol use.

Many of the criteria listed above could be explained by a variety of factors not necessarily connected with alcohol or other drugs. It follows that any basis for arriving at a 'reasonable belief' of drug or alcohol use must require the absence of an acceptable explanation being offered by the employee for their behavior.

In the event that the criteria above are evident, and an acceptable explanation has not been provided, the employee may be required to undergo a drug test by a recognised medical practitioner.

Incident and Cause Based Testing



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Cause based testing is testing as a result of a specific report of suspicion of an employee being affected by the influence of drugs and alcohol whilst at work. Cause based testing will be approved only by the Human Resources Manager following discussion with the store manager. Cause based testing will be conducted by a recognised medical practitioner.

If management believes drugs or alcohol may have contributed to an incident that resulted, or may have resulted in injury or illness to an employee, customer, contractor or visitor, cause based testing will apply.

Procedure if positive test results are returned:

- The individual must cease working immediately
- At Drakes Supermarkets management discretion, employees may be sent to a designated medical practice for an initial drug or alcohol test.
- The individual will be sent home to recover. Management will ensure that the individual is provided with suitable transport
- If the person concerned is an employee of Drakes Supermarkets, the time will be recorded as sick leave. If the employee is not entitled to sick leave then the matter will be reviewed by the Human Resources Manager.
- The employee will be counselled upon their return to work and the matter, including disciplinary action, will be documented. If the individual is not an employee (in the case of visitors or contractors) management of Drakes Supermarkets will take suitable action with the individual's employer.
- Formal disciplinary action will be at the discretion of the Human Resources Manager following an investigation and assessment of the testing results.

Employee/s refusing to participate in a drug test will be deemed to have returned a positive test and the policy relating to positive testing will apply.

All test results will remain confidential. Drakes Supermarkets will take all reasonable action to ensure the identity of employees testing positive remains confidential.

Violation of this policy will result in disciplinary action, this may include suspension from employment, referral for testing or medical assessment, termination of employment, or such other action that management deems appropriate.

Random Drug Testing

Drakes Supermarkets may conduct random drug testing of its employees, including management staff at random intervals. Stores and departments shall be chosen randomly without notice.

Where an employee tests positive to a random drug test the following will occur:

- The employee will cease working immediately,
- The employee may be required to attend a company approved medical provider for confirmation of a positive test,
- The employee will be suspended from employment (without pay) while a full investigation is carried out,
- The employee will be provided with appropriate transport to their residential address by the company, this may include transportation to a medical professional,
- State law enforcement agencies may be contacted in the event of a positive test.

If an employee tests positive to a random drug test, the employee has the right to have an independent test. However, this will be conducted at the employee's expense.

Employee/s refusing to participate in a random drug test will be deemed to have returned a positive test.

All test results will remain confidential. Drakes Supermarkets will take all reasonable action to ensure the identity of employees testing positive remains confidential

Violation of this policy will result in disciplinary action, which may include termination of employment.

Counselling

At the discretion of Drakes Supermarkets management, counselling will be offered to employees who test positive to a drug test or whose work performance or behaviour indicates there may be a problem with alcohol or drugs. Counselling will be consistent with the existing legislative guidelines, industrial agreements and the Drakes Supermarkets Discipline and Dismissal Policy and Procedure.



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If a Manager has a “reasonable belief” that an individual is under the influence of alcohol or drugs the Manager may approach the person to cease their duties and attend the office, where the following will be discussed:

- Details of unsatisfactory work performance/behaviour and the standard of performance/behaviour required
- Address any personal / professional issues which the Manager needs to be aware of that may explain the change in work performance/behaviour
- If the employee concerned acknowledges drug or alcohol use they should be encouraged to contact a professional counselling service
- A decision must be reached regarding the person's return to satisfactory work performance/behaviour
- A strategy for offering on-going support and feedback must be agreed upon
- Information obtained through counselling procedures will be thoroughly documented and held in the strictest confidence

Where the individual concerned is not an employee of Drakes Supermarkets the matter will be referred to their direct employer.

Employee Support Programs

Drakes Supermarkets is committed to assisting employees with drug and / or alcohol related problems. Any employee who voluntarily seeks our assistance may consult confidentially with the Human Resources Manager. The Human Resources Manager may assist by recommending medical or counselling resources listed below. Paid sick leave or reasonable unpaid sick leave may be available for the purposes of addressing such issues.

Drug and Alcohol Services of South Australia Council

Alcohol and Drug Information Service
161 Greenhill Road, Parkside, SA, 5063
Toll free 1300 131 340
Offers 24 hours telephone counseling, assessment and referral

AA (Alcoholics Anonymous)

38 Galwer Place
Adelaide SA 5000
Tel: (08) 8227 0334
Offers self-help information

Narcotics Anonymous

43 Franklin Street, Adelaide, SA, 5000
Tel: (08) 8231 4233
Offers programs based on abstinence from drugs and regular support groups conducted

Policy Review

The Drug and Alcohol Free Workplace Policy will be reviewed periodically to ensure currency and compliance with legislative guidelines.

Roger Drake
Managing Director

June 2018

Emergency Procedures

Emergency procedures are a basic necessity for any organisation. Management and staff may be called upon to deal with various types of emergencies and evacuation situations.

Therefore our prime objectives when responding to an emergency situation are:

- To safeguard the lives of staff, customers, visitors and contractors
- To contact emergency services (Fire Brigade)
- To minimise the risk and effects of the emergency

This provides a summary of our most essential emergency procedures and clearly sets out what must occur and allocates responsibilities for all staff levels.

Full copies of all policies and procedures are available on the Drakes Supermarkets Portal, or for contractors and visitors, with the induction packs.

As no store can be entirely safe from threat the following procedures have been established to ensure that every measure is taken to safeguard life and protect property, should an emergency arise.

Safety is the responsibility of each member of the Drakes Supermarkets team. It is our combined effort which prevents accidents and keeps the premises safe.

Roger Drake
Managing Director

FIRE PROCEDURES

To reduce the risk of a fire occurring and prevent injury or damage, it is important that you adhere to the following:

- Learn the location of all the fire extinguishers. Specific fire extinguishers are designed for specific types of fires. Using the wrong type of fire extinguisher will not only be ineffective but can also be dangerous. Only use a fire extinguisher if you have been trained how to do so.
- All fire hoses and extinguishers must be readily available and accessible for use in the store.
- Chubb Fire & Safety regularly inspects the fire hoses and extinguishers as per the stores maintenance schedule. However, it is the store manager's responsibility to ensure they are intact and in place through conducting the Hazard Inspection Checklist.
- Plans of the store showing the location of fire hoses, fire extinguishers, fire blankets and emergency exits are prominently displayed throughout the store.
- "No Smoking" regulations are to be rigidly enforced. (See "Smoking at Work Policy")
- All rubbish is to be cleared from the premises as often as possible on a regular basis and any bins left outside are to be shut and locked.
- All management staff must be familiar with the location and operation of the sprinkler shut-off valve. The location of this can be found on the stores Emergency Floor Plan. The only authorised persons who can close the valve are members of the Fire Brigade.
- The minimum clearance allowed by the Fire Underwriters Association between sprinkler heads and stock or fixtures is 45cm or 18 inches.
- Failure to observe the regulation renders the operation of the sprinklers useless and will nullify the fire insurance cover.



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- All fire doors must be capable of being opened internally without the use of a key and access to the fire doors kept clear on both sides.
- Flammable liquids must be handled with care and stored in a safe place.
- Fire escapes must be kept completely clear at all times.
- It is necessary to maintain an unobstructed passageway which provides access to the fire escapes. Such passageways must be of a width at least equal to the fire escape doors.
- Access stairways and alternate escape stairs leading to and from mezzanine floors must be kept free of any obstruction.
- Stock is not to be stacked in passageways within reserve areas. Freedom of movement must be maintained at all times.
- Switch off all electrical and other heat producing appliances when not in use.
- Be aware of any visitors working in the store with regard to smoking, blocking fire escapes, using flammable liquids or in the unlikely instance of hot cutting or grinding equipment being used.

Fire hazards within the stores and on Drakes Supermarkets premises will be reduced by ensuring:

- Regular removal of waste materials
- The handling and storing of flammable materials occurs as per legislative requirements and as detailed on material safety data sheets or product packaging
- Signage throughout the store is well lit and located in areas which clearly indicates the location of fire exits and fire fighting equipment

Compliance to these standards and identification of any fire hazards will occur as part of the regular Hazard Inspections which are to be conducted on a regular basis. Furthermore, Fire Drills are to be conducted every 6 months throughout all Drakes Supermarkets premises to ensure that an effective evacuation will occur in the unexpected event of an emergency and there is a requirement to evacuate all staff, customers, contractors and visitors. All stores are to conduct a Fire Drill during the month of March and September each year.

Finding a Fire

In the event of finding a fire, the following must be announced over the PA for immediate Manager attention:

“ATTENTION STAFF, RED ALERT (LOCATION). ATTENTION STAFF, RED ALERT (LOCATION).”

As an example for a fire in the Bakery Department you would announce:

“Attention staff, Red Alert to the Bakery Department. Attention staff, Red Alert to the Bakery Department”.

Fighting the Fire

- When fighting a fire in a building the paramount rule is KEEP A SAFE EXIT AT YOUR BACK.
- Always assess the fire in view of the equipment available, your own ability and the size, type and position of the fire.
- Choose the right extinguisher and remember the PASS word (Pull the pin, Aim, Squeeze, Sweep)
- Keep low under the layer of smoke and test your extinguisher before you get into the danger zone.
- Always be prepared to withdraw if things are not going right eg:
 - The fire is not going out or becoming more intense
 - The extinguishing agent is having an adverse affect on the situation
 - Arrival of fire brigade
 - Signs of instability in the building
 - Loss of vision due to smoke, loss of power or irritation of the eyes
 - Feeling of distress in yourself or work colleague who may be accompanying you
 - Exit is becoming compromised
 - Extinguisher is empty

After use all the extinguishers must be re-charged. DO NOT put them back on their hooks, even if they feel full. The propellant gas may well have leaked off even though the gauge may still show contents.



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When using a fire hose reel it usually requires at least two people. One on the nozzle and one by the drum to make sure the hose does not loop over and stop your run. Make sure to turn on the main valve before running out with the hose. Beware of power lines or any other source of electricity.

EVACUATION PROCEDURES

The Manager on duty will make an announcement over the public address system to inform all staff, customers and visitors of the need to evacuate. The following must be announced:

“ATTENTION STAFF AND CUSTOMERS, WE HAVE AN EMERGENCY SITUATION, COULD YOU PLEASE EVACUATE IN A CALM AND ORDERLY MANNER. PLEASE FOLLOW DIRECTIONS OF STAFF AS TO THE SAFEST ROUTE.”

The manager on duty will then activate the emergency evacuation siren, or delegate this responsibility to other staff members depending on the circumstances. The evacuation siren is to be left on until such time that it is deemed to be safe to re-enter the premises by the notified authorities.

The Wardens at each store, in case of emergency shall be:

| | |
|-------------------------------|---------------------------------|
| Chief Warden | The Manager on Duty |
| Deputy Warden | The Assistant Manager on Duty |
| Communications Officer | Designated by the Store Manager |
| Area Wardens | All Department Managers ie |
| | - Service Deli Manager on Duty |
| | - Fruit and Veg Manager on Duty |
| | - Front End Manager on Duty |
| | - Meat Manager on Duty |
| | - Bakery Manager on Duty |
| | - Grocery Manager on Duty |
| | - Lenard's Manager on Duty |

Plans of the store showing the location of fire hoses, fire extinguishers, fire blankets and emergency exits must be clearly displayed in the staff room, toilets, front end, storeroom and fresh food departments so that all staff can familiarise themselves with the location of such items in case of emergency. The Communications Officer is to be elected by the Store Manager and this person is also to be identified on this list. The Store Manager is to ensure that this list is kept up-to-date at all times.

The list of Area Wardens will be dependent on the Department Managers in each individual store. Please refer to the list of Wardens *and the Floor Plan* within each individual store which stipulates the areas of responsibility for checking in the event of an evacuation.

Where the Department Manager is not rostered on at the time of the evacuation, then the Assistant Department Manager will assume the responsibility of the Department Manager, or another person working in the department as designated by the Store Manager on Duty.

Each store is to have two Communications Point (depending on the location of the fire) where the Chief Warden and Communications Officers are to proceed directly to once the evacuation has commenced. This is so that all staff are aware of the location of the Chief Warden in the event of needing to communicate with him or her.

Duties of Wardens during an Emergency

Store Manager on Duty

1. Evaluate the crisis.
2. Initiate an evacuation by making an announcement and setting of the fire alarm or evacuation siren
3. Depending on the type of emergency advise the relevant authorities Police/Fire Brigade/Ambulance.
4. Advise the General Manager.
5. Go directly to the Communications Point which has been designated for the specific store, depending on the location of the fire. The point is located on the emergency evacuation floor plan.
6. The Chief Warden is not to leave the Communications Point until the Deputy Warden and Area Wardens have confirmed that the store is clear of all staff, customers and visitors unless it becomes unsafe for them to remain in that location. On being given confirmation from each Warden that the store is clear, the Chief Warden may then proceed to the evacuation point with the Communications Officer
7. Once the clearance has been given by all of the Wardens, then the Chief Warden may proceed to the evacuation point.



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8. On arriving at the evacuation point the Chief Warden is to confirm via the Visitor Sign In Books that all Visitors and Contractors can be accounted for. They are also to follow up on any Area Wardens who had not communicated with them at the communications point to confirm that their area was clear and that all of the staff within their department can be accounted for.
9. The Chief Warden must advise the authorities on their arrival whether the store is clear of people. If it is not clear of people the Chief Warden is to inform the authorities of their approximate location, if that is known. Continue to liaise with emergency services and offer help if needed.

Assistant Manager on Duty

The Assistant Manager on Duty will assume the full responsibilities of the Store Manager in his or her absence. In the event that the Store Manager is participating in the evacuation the Assistant Manager has the following responsibilities:

1. Informing all Department Managers of the location of the fire and the safest evacuation route. The Assistant Manager must also inform the Front End Supervisor of whether customer transactions can continue to be processed or whether an immediate evacuation needs to take place.
2. Advising any neighbouring tenants or companies
3. Switching off the air conditioning/heating if able and safe to do so
4. Close and lock all safes if safe to do so
5. Assist Department Managers in evacuating their areas
6. Report to the Chief Warden to confirm to them that the above tasks have been completed and whether or not the store is clear of staff, customers and visitors

Communications Officer

1. Take a pen and paper to the Communications Point
2. Note down all events that occur once arriving at the Communications Point. This includes all information regarding:
 - Time of communication
 - What was reported
 - By whom
 - Was there any further instruction given
3. The Communications Officer is to remain with the Chief Fire Warden at all times documenting the sequence of events.

Department Managers on Duty

All department managers on duty are responsible for the safe and orderly evacuation of all staff and customers in their area. The area is laid out on a coloured floor plan and outlines the specific areas of the store which each department manager is responsible for checking. Areas are to be thoroughly searched to ensure that there are no staff, customers or visitors left behind. Areas of responsibility for checking may include:

- Toilets
 - Offices
 - Store Room
 - Store Floor area
 - Non-selling areas
 - Cold rooms and freezers
1. On checking these areas you are to close the doors behind you (unless it is a bomb threat in which case you are to leave the doors open). Direct staff, customers and visitors to the safest route of evacuation.
 2. If your department has a First Aid Kit you are required to take the Kit with you for use at the evacuation point.
 3. Once your area of responsibility has been cleared, you are to proceed to the evacuation point. On arriving you are to confirm that all of your staff are present at the evacuation point.

The Front End Supervisor and Store Person are responsible for bringing with them the Visitor Sign In Book and delivering these to the Chief Warden at the communications point. If you are unable to contact the Chief Warden at the communications point, then proceed directly to the evacuation point.

Checkout Operators

In the event of an evacuation, checkout operators are to:

1. Finalise all customer transactions if safe to do so.
2. Close and lock all registers.



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All other staff

Employees of Drakes Supermarkets have an obligation to protect their own safety and the safety of fellow workers. Employees should make themselves familiar with the emergency procedures for their area, the location of the exits and the position of fire fighting equipment.

When notified to evacuate, do so in a calm and orderly manner:

- Direct staff, customers and visitors to the safest route of evacuation and to the evacuation assembly point.
- Walk, don't run
- Keep conversation to a minimum
- Help others in need of assistance
- Staff are not to collect their belongings from their locker, nor go to their car. Staff must report immediately to the store designated evacuation assembly point.

Maintenance of Fire Fighting Equipment

All Fire Fighting Equipment located throughout each Drakes Supermarkets premise will be inspected and maintained at legislated intervals by an authorised provider. The date of inspections and maintenance for each premise will be recorded in the Chubb Fire Inspection & Maintenance Book located in the Managers office.

CHEMICAL SPILLS

Hazardous Products

"*Hazardous substance*" means a substance that is listed on NWHSC's List of Designated Hazardous Substances or that is determined to be a hazardous substance by the manufacturer or importer of the substance on the basis of NWHSC's Approved Criteria for Classifying Hazardous Substances.

Examples of hazardous products stocked at Drakes Supermarkets stores include:

- Pesticides / herbicides
- Car products such as brake fluid, car polish
- Hardware products such as kerosene, methylated spirits, turpentine
- Pool chemicals such as chlorine
- Cleaning products such as oven cleaner, metal cleaner
- Flammable products such as perfume, hairspray

Management Responsibilities

- Be aware of the hazardous products stocked within your store
- Ensure staff are aware of the hazardous products stocked within the store.
- Ensure staff know the correct handling and storage requirements of all hazardous products.
- Ensure that material safety data sheets are available for all hazardous products.
- Ensure staff know where to access information relating to hazardous products.
- Ensure staff and emergency wardens are properly trained in handling chemical spills.
- Ensure protective clothing and absorbent materials are available in the event of a chemical spill.

Chemical Spills

In the event that a hazardous substance or chemical is spilt, whether a product used by staff members or for retail sale, the following must occur:

- The store manager must assess the spill to determine whether it is a hazardous substance or chemical and if necessary call the fire warden to assist in the clean up
- If appropriate, ensure that there is adequate ventilation around the area
- Check the MSDS (Material Safety Data Sheet) for specific disposal instructions
- If necessary, use kitty litter to absorb the spill and when absorbed, dispose of according to the MSDS
- Clean the floor thoroughly with warm water and ensure that the floor is dry prior to any warning signs and barriers being removed
- If this is not necessary, follow the procedure noted above

If a staff member or customer comes into contact with the hazardous substance or chemical the store manager and first aid attendant must be immediately contacted. If then required, an ambulance may be called. The MSDS should be checked



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for further information regarding first aid and medical treatment procedures and must be available should an ambulance be required.

In the event of a person coming into direct contact with or inhaling the chemical, contact:

- First Aid Officer
- Emergency Services
- Local Hospital
- Poison Information Centre as outlined on the MSDS or product packaging (where available)

CUSTOMER CRISIS SITUATION

Situations may arise in which you are required to contact either an ambulance or the police on behalf of a customer. These responses may be needed for the following situations:

- Customer suffers a medical emergency, i.e. drug overdose, heart attack, etc.
- Domestic dispute requiring the police intervention
- Physical assault with a weapon

Employee Responsibilities

If a staff member becomes aware of, or involved in, a customer crisis situation the following action is to be taken:

- Notify the store manager immediately
- Secure the area
- Continue to perform your work if safe
- When emergency services arrive supply as many details as you can and follow any directions issued by the emergency services personnel

Manager Responsibilities

- Contact the appropriate emergency service, i.e. ambulance, fire or police department
- Where necessary arrange for a qualified first aid officer to provide medical treatment until the emergency services arrive
- Evacuate, if necessary, staff, customers, contractors and visitors who may be in immediate danger
- Contact Managing Director or General Manager for serious situations. For all other situations which are not of a serious nature, the Risk Manager is to be contacted
- Follow any directions issued by the emergency services personnel
- Complete either a Staff Incident or Customer Incident Report, or both if required
- Refer members of the media to the Managing Director or the General Manager

No staff member or manager is to talk to the media under any circumstances.

A member of the senior management team will deal with the media, if necessary.

PRODUCT CONTAMINATION

Situations may arise where there is a claim that a person has purchased a product, which has resulted in illness or allergic reaction. Situations such as these may include:

- Food contamination from foreign matters, chemicals, bacteria or viruses, which are claimed to have caused food poisoning
- Certain products containing ingredients, chemicals or preservatives which are claimed to have resulted in allergic reactions

Employee Responsibilities

If a staff member is confronted with a situation where a person is claiming food poisoning has occurred as a result of product contamination the following action is to be taken:

- Notify the store manager immediately
- **DO NOT** admit liability. If the affected person is present offer assistance but do not comment on who or what was to blame for the incident occurring.

Manager Responsibilities

- Obtain all relevant information from the customer, such as a sample of the product for testing, the reaction to the product, the expiry date, etc



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- Complete the customer incident report
- Contact the company Risk Manager
- If instructed by head office management, direct staff to remove the contaminated product from the shelf for testing
- If instructed by head office management, conduct a product recall according to company procedures

No staff member or manager is to talk to the media under any circumstances.

A member of the senior management team will deal with the media, if necessary.

BLACKOUT PROCEDURE

Procedure

During the Blackout

- Follow the Safe Operating Procedure (SOP) instructions at store level to turn on the generator (where available)
- Access torches available at the front end and within each department.
- Designated staff will assist customers down each aisle, as directed by store management staff.
- The checkouts and front of the store will be appropriately staffed, as directed by store management.
- All staff will assist customers wherever possible with their shopping requirements.
- If the blackout is predicted to last for longer than 20 minutes, place cardboard or freezer covers over the tops of the freezers and, if applicable, pull down blinds on the Dairy, Meat and Fruit & Veg departments.
- Manual EFTPOS transactions can be used if required. However, there is to be **NO CASH OUT** and the supervisor must phone for authorisation for any amounts over the floor limit.

The Generator

- The generator is located in the storeroom and is tested regularly to ensure it operates correctly.

Torches

- Torches are located at the Front End and within the departments
- Torches must be checked as part of the by-monthly inspection checklist to make sure the batteries and globes are in working order.

Duties of Store Manager/Duty Manager

- The number one priority of a store manager/duty manager is to start the generator.
- The manager is to try to ascertain the reason for the blackout. Contact ETSA on 13 13 66 to find out the expected duration of the blackout. The Store Supervisor must be informed of all blackouts.
- The manager should assist staff at the front of the store to ensure that security measures are carried out in accordance with this policy.
- Keep the store open during the blackout unless instructed by the Store Supervisor who will liaise with the Operations Manager and/or the General Manager
- Close all entry & exit points except for those designated for customers.
- Close and lock back doors.

Duties of Front End Supervisor

- Assist customers as much as possible and apologise for any inconvenience.
- If EFTPOS is down, conduct manual EFTPOS transactions according to company policy and procedures.

Duties of Employees

- Operators are to remain on checkout unless directed to assist customers in the aisles.
- All other staff should get a torch from the front end and assist customers down the aisles, as directed by management.
- Staff in the Service Deli may not be able to weigh products and generate a price ticket. If the front end scales are operational, the deli staff should explain to customers that any products they wish to purchase would only be an estimated weight. The customer would need to view the amount of product to be wrapped and the deli assistant would write a clear product description and price per kilo on the wrapper. The purchase could then be weighed and priced at the checkout.

Security

- Unfortunately, theft does occur during a blackout.
- Staff in each aisle should provide exceptional customer service as a deterrent to theft.
- Front end supervisors and staff should conduct bag checks according to company policy and procedures.
- Suspicious customer behaviour should be reported immediately to management staff.
- All entry and exit points must be manned by a staff member.



BREAK IN PROCEDURE

Procedure to be followed by Store Manager or Manager on Duty in the event of a break in:

- On alarm call out to a genuine break-in, the first and foremost role is to provide assistance to Police on site.
- If the Manager arrives before Police and a break-in is evident they are to wait outside at a safe distance until Police arrive.
- Whilst waiting contact the alarm monitoring Company to ensure that Police are on the way.
- Contact Security Manager, Operations Manager and Store Supervisor for your area.
- When inside the Manager is to be careful not to disturb the crime scene to ensure that valuable evidence is not damaged.
- Before Police leave, check with them for approval to have repairs etc carried out. Again the emphasis should be on maintaining the crime scene until all possible evidence has been gathered. If unsure the Manager should consult with the Security Manager. Once approval is given organise for repairs to enable complete security re-seal. All stores have a list of preferred suppliers to the company of these services.
- The store is not to be left, except in a state of complete security seal.
- Any relevant documentation left by attending Police is to be handed to senior company personnel as soon as practicable. This is important for the purpose of any possible insurance claims. Documentation left by Police may include:
 - Police names and the station the Police have been dispatched from.
 - Carbon copy of property list of stolen goods.
 - Invoices left by repairmen for damage caused.
- Ensure that the stolen property list is a complete compilation of the goods stolen. This will entail close scrutiny of the stock in the area of the store that has been entered by the burglars. In some cases, Police will leave documentation for the assessment of losses to be carried out the next day.
- This assessment of loss is to be conducted as soon as possible the next day and the original documentation delivered to the appropriate Police Station. The copy is to be forwarded to Head Office immediately. If these documents are misplaced it makes it very difficult to complete insurance claims.
- The manager concerned will be held accountable for ensuring that this procedure is followed.

ARMED HOLD-UP PROCEDURE

It is the policy of Drakes Supermarkets to minimise the risk to staff from the unfortunate event of an armed hold-up and to have clear and precise guidelines to follow if a hold-up ever occurs. Under no circumstances is any staff member to put themselves or any other person at risk of harm.

Procedure for Armed Hold-Up

During the Robbery

- Stay as calm as possible, and try not to panic.
- Do exactly as you are asked to do.
- Hand over cash or goods quickly and without emotion.
- Do not make any sudden movements.
- Keep your hands in full view at all times, preferably with your palms pointing towards the offender.
- Don't try to tackle or disarm the offender.
- Don't stare at the offender.
- Don't ask questions.
- Don't speak to the offender, unless he or she speaks to you first, and then keep your answers short and tell the offender whatever they want to know.
- Don't follow the offender from the store unless it is safe to do so.
- Try to remember as many details about the offender's appearance as possible.
- DO NOT ACTIVATE THE HOLD-UP ALARM. This is to be activated once the offender has left the premises.

After the Robbery

- When safe to do so and the offender has left the premises, activate the hold-up alarm. In all stores there is a hold-up alarm in the cigarette kiosk and in most cases, in the manager's office area.
- If anyone has been injured, contact an ambulance on 000.
- Close the store. Try to keep everyone as calm as possible. Keep all witnesses involved inside. If this is not possible, take their name, address and contact phone number before they leave.
- Keep everyone present away from the crime scene, and try not to touch anything. If able cordon off the area. Place covers over any evidence that may be affected by weather or stood on before Police can inspect.
- Staff members and customers are to write down as many details as they can remember about the offender/s appearance, such as:



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- Height
- Hair Colour
- Accent/voice
- Clothing
- Nationality
- Visible characteristics eg tattoos, scars etc.
- Shoes
- Weapon (if applicable)
- If a vehicle is evident, try to remember the registration details.

Each individual present at the incident should make these notes, independent of each other. Where possible, try to keep staff members and customers separated from each other until police arrive.

- In South Australia, Contact the Operations Manager, Phil Shayler on 0418 848 327 and/or the Security Manager, Jim Corbett on 0418 852 688. In Queensland, contact the Queensland General Manager, John-Paul Drakes on 0417 850 885
- The senior manager on site will consult with the Human Resources Manager and contact crisis counsellors if required.
- When the police arrive, supply as many details as you can to them, no matter how trivial they may seem to you at the time.
- Each staff member may contact their next of kin if they so desire.
- Do not talk to the media under any circumstances. A senior manager will deal with the media when they arrive. Particularly do not comment on the amount of money that was taken.
- Try to get things back to normal as soon as possible.

The Next Day

- All staff involved in the incident will be contacted the next day by the crisis counsellor if needed.
- A debrief will be conducted with all staff present and senior management, and possibly a police officer and the crisis counsellor. If applicable, staff who were not present will also be invited to attend the debrief.
- Security procedures will be reviewed, and a memo issued to senior management detailing the incident.

Control Measures

The following control measures may be put in place to reduce the risk of robbery or armed hold-up:

- Counters designed to ensure height and width makes physical contact between customers and employees difficult.
- Install permanent or temporary barriers (eg security doors etc).
- Make the workplace less attractive to potential offenders by advertising the security measures that are in place to increase the detection of offenders.
- Develop procedures for cash handling, storage and transfer that make cash less visible and less accessible.
- Ensure employees have received induction and training on what they should do in the event of a robbery.

The following control measures may be put in place to reduce the risk of a potential offender entering a Drakes Supermarkets premise undetected:

- Restrict unauthorised access to the workplace (eg securing the back door, windows etc).
- Install devices to increase detection of people entering premises:
 - Surveillance equipment
 - Mirrors
 - Alarm systems
- Train staff to be alert to the comings and goings of visitors, contractors and customers.
- Ensure lighting is bright enough for employees to see people approaching.

The following control measures may be put in place to reduce hiding places within a Drakes Supermarkets premise, where an offender can prepare for their attack or make the premise more attractive to offenders:

- Ensure that lighting inside the workplace is brighter than outside and that it is bright enough to minimise possible hiding places.
- Remove any obstructions to the view of the front end area from outside the workplace.
- Ensure surveillance equipment is in working order.
- Train staff to be alert to the whereabouts and activities of visitors, contractors and customers.
- As part of the lock down procedure, ensure that all toilets are checked for any offenders.

The following control measures may be put in place to reduce the likelihood of being attacked at opening or closing times:

- There **MUST ALWAYS** be two (2) or more people rostered on at opening and closing times in
 - all stores.
- Panic assistance can be installed such as duress buttons/alarms.



- Employ security services staff to work during closing times and in those stores which are more susceptible to the risk of attack.

Working during the hours of darkness increases the risk of violence. In these circumstances there is more cover for potential offenders and there are usually fewer people around. The following control measures may be put in place:

- There **MUST ALWAYS** be two (2) or more people rostered on at opening and closing times in all stores.
- Have other night workers such as taxi drivers and police calling into the premise or premise car park to create the impression that people are around.
- Employ security services staff to work after dark and in those stores which are more susceptible to the risk of attack.
- Use lighting to eliminate hiding places.
- Adopt procedures for staff departing premises, such as leaving in groups and parking their cars closer to the work premise.

Working in small numbers increases the risk of violence as the risk of violence is a more attractive target. The following control measures may be put in place:

- Ensure employees have an effective means of communication to summon help in case of an emergency (eg telephone communication systems, duress alarms etc).
- Provide staff safe areas that employees can retreat to in the case of an emergency.
- Employ security services staff when employees are alone.
- Train staff in procedures and the use of additional facilities for working alone.

BOMB THREAT

If a bomb threat is received, the person making the threat is to be re-directed (if possible) to the Store Manager or his or her nominated representative.

- Details of the threat are to be accurately recorded and provided to:
 - Police
 - Store Manager
 - Chief Warden
- Ask where the bomb is in the store and what it looks like.
- Take note of the persons accent, exactly what is said, the age of the person (if you can gauge it from the call), the person's gender, and any other information that may be useful regarding the person making the call or the threat that is being made.
- **DO NOT HANG UP THE HANDSET ONCE THE CALLER HAS HUNG UP.**
- The Police are to be called immediately (000).
- The General Manager is to be notified immediately.
- Emergency Wardens and as many key staff as are available are to search the premises for any object or package of a suspicious nature. Where possible areas should be checked by staff members who are familiar with the area and therefore more likely to notice an unusual object. Check bins, under fixtures, storerooms, bags, parcels etc and outside all doors. Under no circumstances is a suspicious article to be touched or moved in any way.
- Searching is to cease at least 30 minutes before a stated time of detonation (if given by the threat maker), and must not recommence unless allowed by the Police.
- The Store Manager is to make a decision as to whether or not the store should be evacuated in conjunction with the General Manager, the Managing Director or the Operations Manager. The Police will not make this decision, but may assist the Manager to make the decision.
- If any object of a suspicious nature is found, do not touch, move or examine the article. Notify the Store Manager immediately to enable them to assess the situation. Clear the area immediately and an immediate and orderly evacuation must occur.
- Doors are to be left open in case of a bomb threat so that the blast follows the easiest way out and does as little damage of possible.

Evacuation may take place when:

- A detonation time has been advised
- Concise information as to the location of the bomb has been given
- The caller made specific reference to the reason the device had been placed.
- There has been a recent bomb attack or known serious threat to another location in the general area or in the company
- The Store Manager, given all the available information and advice of the General Manager and the Police, deems it appropriate

Evacuation will take place when:

- An explosive device or suspicious package has been found

In the event of an evacuation:

- Do Not Panic. Evacuate the store in a calm and orderly fashion.



Contractor Safety Induction Pack

- Take the question sheet that the staff member who took the call filled in with the person's answers about the bomb with you.
- Secure the store and all cash if safe to do so.
- Staff are to meet in the designated emergency meeting area(s).
- No comment is to be made to the media by any staff member without the permission of the General Manager.

The Deputy Fire Warden is responsible for searching for any objects or packages of a suspicious nature on the way to the evacuation point as well as at the evacuation point.

| BOMB THREAT | |
|---|---|
| Remember - Keep Calm – Do Not Hang Up | |
| <p style="text-align: center;">QUESTIONS TO ASK</p> <ol style="list-style-type: none"> 1. When is the bomb going to explode? 2. Where did you put the bomb? 3. When did you put the bomb there? 4. What does the bomb look like? 5. What kind of bomb is it? 6. What will make the bomb explode? 7. Did you place the bomb yourself? 8. Why did you place the bomb? 9. What is your name? 10. Where are you? 11. What is your address? <p>_____</p> <p>_____</p> <p>_____</p> | <p style="text-align: center;">CALLERS VOICE</p> <p>Accent (specify) _____</p> <p>Speech impediment _____</p> <p>Voice (loud, soft) _____</p> <p>Speech (fast, slow) _____</p> <p>Diction (clear, muffled) _____</p> <p>Manner (calm, emotional) _____</p> <p>Did the caller ask specifically for you? _____</p> <p>Did you recognise the voice? If so, who do you think it was? _____</p> <p>Was the caller familiar with the area? _____</p> |
| <p style="text-align: center;">EXACT WORDING OF THREAT</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> | <p style="text-align: center;">THREATENING LANGUAGE</p> <p>Well Spoken _____</p> <p>Incoherent _____</p> <p>Irrational taped _____</p> <p>Message Read by Caller _____</p> <p>Abusive _____</p> <p>Other _____</p> |
| <p style="text-align: center;"><i>CALL TAKEN</i></p> <p>Date: _____ Time: _____</p> <p>Number Called: _____</p> <p>Name: (Print) _____</p> <p>Signature: _____</p> | <p style="text-align: center;"><i>BACKGROUND NOISE</i></p> <p>Street Noise _____</p> <p>House Noises _____</p> <p>Aircraft _____</p> <p>Voices _____</p> <p>Music _____</p> <p>Machinery _____</p> <p>Other _____</p> <p>Local Call / Long Distance Call (STD)</p> |



CONTRACTOR ON LINE INDUCTION PRE-REQUISITES

Attention of.....
Location of Works.....
Company Name.....
Company Address.....
Contact Name.....
Contact Number.....

An one line induction process has been established to ensure a quick and smooth process for both Contractors and Centre Management

Centre Management requires copies of various Insurance Certificates, Trade Licenses, etc. as detailed below. Once this documentation has been received and confirmed correct, a password will be emailed to the address provided.

When you have received our email providing passwords to access the On-Line Induction Program, follow the directions to complete your Colonial First State Property Management (CFSPM) corporate induction. Please note that this password is valid for 10 days only.

Once you have completed the On-Line Induction, please print the documentation as your CFSPM contractor's pass is included in this printout. A short site specific induction will be required together with the collection of your "Castle Plaza Contactor Pass" prior to the commencement of any works at Castle Plaza Shopping Centre. This form is to be returned with the pre-requisite documentation as soon as possible:

- 1. Public Liability Certificate of Currency (minimum \$20 million)
2. Workers Compensation - Certificate of Currency or Personal Accident whichever is applicable
3. Tenancy Fit Out Requirements - Acknowledgement of Requirements form (This is from the Guidelines for Tenancy & Centre Works)
4. Job Safety Analysis/ Work Method Statement for specific works (signed by all contactors who will be onsite)
5. MSDS for all substances to be used on site (eg glue, paint, chemical products etc)
6. OH&S Cards - Construction industry OH&S induction card (green, red or blue)
7. Trade Licenses - Electrical & Plumbing are mandatory
8. Contractors email address.....
9. No of Employees requiring Induction Passwords.....

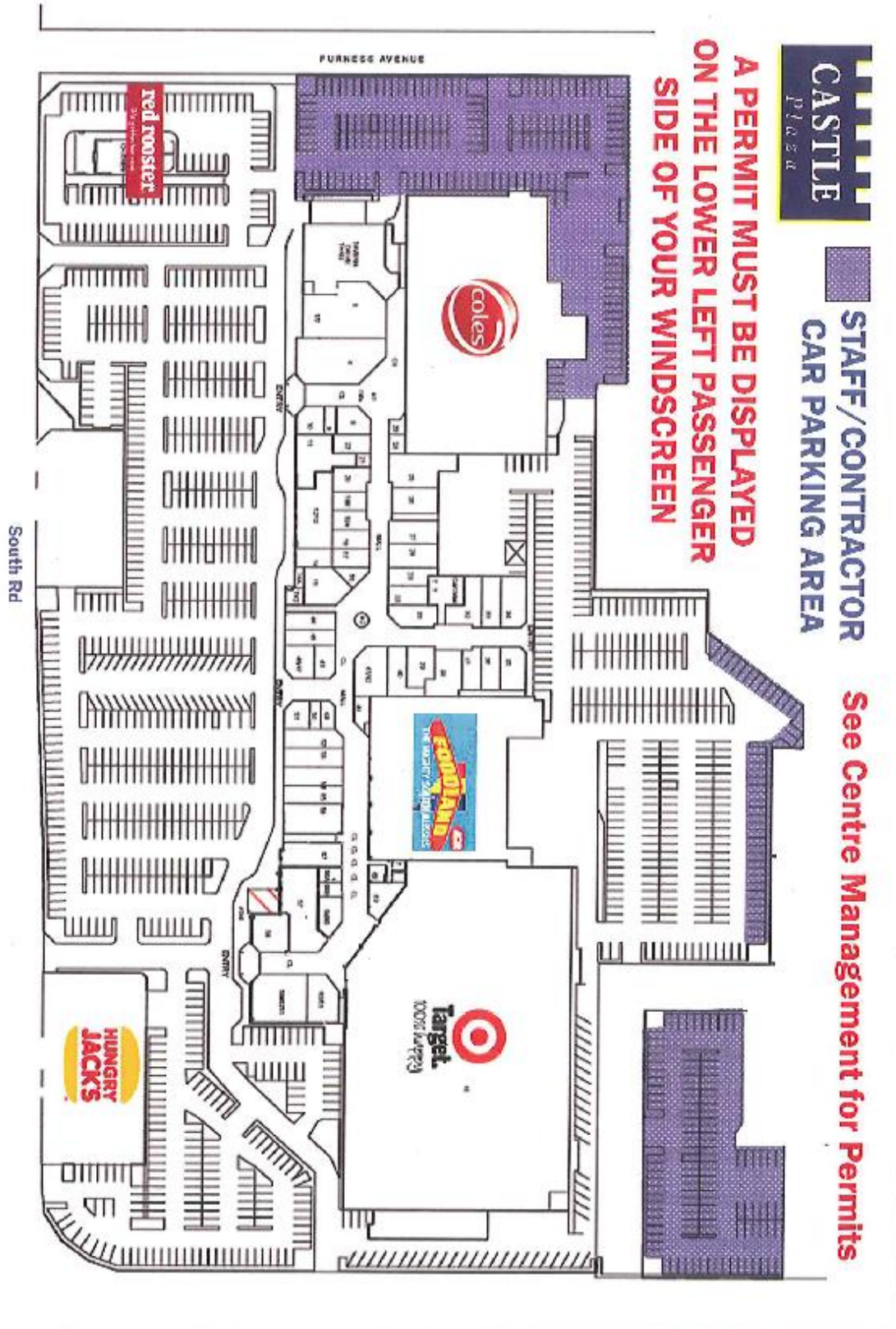
A password will not be issued until all of the above documentation has been received.

Please fax all the documentation to the details below:

Fax: 08 8277 4540

OFFICE USE ONLY

Approved for password Date Approved for password Date
Password required Date sent
Contractor data base Date entered





CONTRACTOR / VISITOR SAFETY INDUCTION CHECKLIST

Safety Policies and Procedures

Upon your first visit to each Drake Supermarkets site, please inform the store manager who will arrange a brief in-store tour where you will be shown the first aid facilities, location of fire equipment, emergency exits, emergency evacuation point, toilets, lunch room and scanning office.

Safety Responsibilities

Please tick each box as confirmation that you have read and understand the contractor safety responsibilities.

NOTE: NOT ALL RESPONSIBILITIES WILL REFER TO VISITORS

| | | |
|-----|--|---|
| 1. | I understand that the work I carry out must not endanger myself or the health and safety of others. | Y |
| 2. | I am aware of the requirement to report any accidents, incidents or near misses to the store manager. | Y |
| 3. | I am aware that in the event of experiencing or witnessing an accident, incident or near miss I must notify the store manager. | Y |
| 4. | I am aware that any plant and equipment that I introduce into the workplace must comply with legal requirements. | Y |
| 5. | I am aware of the requirement to ensure all tools and equipment are maintained in good condition and immediately report defects to the store manager. | Y |
| 6. | I am aware of the requirement to use the safety equipment and personal protective equipment and my obligation to provide this. | Y |
| 7. | I am aware of my responsibility to ensure all electrical equipment is used in conjunction with a residual current device (RCD). | Y |
| 8. | I will not bring electrical equipment or power leads into any of the Drakes Supermarkets stores without it being tagged and tested. | Y |
| 9. | I am aware of the requirement to report safety hazards and risks, or malfunctions of machinery, plant or equipment to the Store Manager. | Y |
| 10. | I accept responsibility for any chemicals brought into Drakes Supermarkets stores and will ensure safety data sheets are available. | Y |
| 11. | I have been advised that hot work requires the submission of a permit prior to commencing the work. | Y |
| 12. | I have been advised that any work carried out in confined spaces requires the authorisation of a confined space permit prior to commencing the work. | Y |
| 13. | I attach a copy of my renewed Public Liability Insurance to the minimum value of \$20m and a copy of my renewed Workers Compensation Registration (only applicable for companies employing staff). | Y |
| 14. | I am aware that any disturbance to or work upon asbestos is prohibited and that any accidental disturbance is to be reported to Store Management immediately | Y |
| 15. | I am aware that no materials or equipment are to be transported through common mall areas during centre trading hours. (Sites in centres) | Y |

I _____ (please write your name in capital letters), have read and agree to comply with Drakes Supermarkets Contractor/ Visitor safety responsibilities as detailed in this Contractor and Visitor induction pack.

| | |
|---|---------|
| NAME: | SIGNED: |
| COMPANY NAME: | DATE: |
| CONTACT MOBILE NUMBER: | |
| POSTAL ADDRESS WHERE CARD WILL BE SENT: | |
| _____ | |

PLEASE FORWARD COMPLETED CHECKLIST TO:
Drakes Supermarkets Reception
Upper Level 159 Henley Beach Road
Torrensville SA 5031
EMAIL: reception@drakes.com.au
FAX: (08) 8154 1400