

## INTRODUCTION / INSTRUCTIONS

Dear Contractor / Visitor,

Thank you for formally applying to enter and work safely while onsite at Drakes premises.

This brief induction program refers to and contains Drakes' policies and procedures and is designed to ensure that all those on Drakes' business premises are aware of what is required to maintain safety and responsibility.

Should you require clarification or wish to read any policy or procedure in more detail, please ask a Drakes representative to obtain this documentation for you in its most current format.

All contractors and visitors entering Drakes sites must have completed this induction with proof of the completion in the form of a numbered contractor / visitor card. The card holder must always carry the card and it must be presented upon request when on site.

Once you have read, understood, and accepted the terms of the Drakes induction document, please return the completed document to:

[Reception.SA@drakes.com.au](mailto:Reception.SA@drakes.com.au) (for South Australia)

[Reception.QLD@drakes.com.au](mailto:Reception.QLD@drakes.com.au) (for Queensland)

One of our friendly administration team members will then file your induction form and issue your Drakes Site Induction Card to your nominated address.

Should you have any queries, please contact Drake's reception on: (08) 8415 6201.

Our physical Head Office address is:

**Upper Level, 159 Henley Beach Road, Torrensville SA 5031**



## Welcome to the Contractor and Visitor Induction

In this induction we cover the following topics:

- Induction procedures for contractors and visitors
- Security
- Work Health and safety
- Incident reporting
- Drugs, alcohol, and smoking policies
- Chemicals and SDSs
- Discrimination and Equal Opportunity
- Emergency procedures

The induction is divided into topics. You will be required to acknowledge that you have read and understood each topic.

### Contractors and Visitors

The following induction program refers to and contains Drakes policies and procedures and is designed to ensure that you are aware of what you need to do whilst on Drakes' site/s.

**All Drakes' policies and procedures are controlled documents held within Drakes' intranet / portal. Should you have a question or require clarification on any policy or procedure, please speak with a Drakes representative.**

We require all contractors and visitors entering our sites to have completed this induction with proof of the completion in the form of a numbered contractor / visitor card. The card holder must always carry the card and it must be presented upon request when on site.

### **There are two types of entry onto our sites:**

**Visitors** are those who attend regularly and are required to be on site for an extended period unsupervised, such as merchandisers, supplier representatives and demonstrators.

**Contractors** are those people who are engaged to attend specifically to undertake work on site. This includes all contractors' employees and sub-contractors.

Drakes has produced this induction as a means of communicating some of the main work health and safety matters governing our sites. However, this does not remove the need for everyone to abide by statutory requirements applicable under each States' relevant Work Health and Safety laws. It is aimed at ensuring that all site visitors know Drakes' safety requirements and can work safely while on site.

**Reference:** [Contractor and Visitor Policy](#)

### **First Visit**

Prior to entering any Drakes sites for the first time, you must:

1. Complete this induction.
2. Ensure that you and your employees and sub-contractors have the appropriate training and where required by legislation, licences, and accreditation to carry out the work intended.
3. Ensure that all tools and equipment are appropriately maintained and are compliant with relevant regulation, industry codes, and standards before being used on Drakes sites. This includes all electrical equipment having current testing tags.

All visitors are required to adhere to the following provisions whilst on Drakes premises. Any requirement not fully understood should be discussed with the Store Manager.

On your first visit to each Drakes site, please ensure that you sign the "Visitor/Contractor" sign-in book, located at the front and / or rear of the store. The Store Manager will then familiarize individuals with the locations of:

- Toilets
- Lunchroom
- First Aid facilities and attendants
- Scanning office
- Emergency exits
- Emergency assembly points

### **Entering and Leaving Drakes Premises**

When entering Drakes Supermarkets premises all contractors and visitors are required to sign-in via the “Visitors/Contractor Sign in Book” at the front-end kiosk or the storeman’s desk at the back dock and present their printed induction card.

All details in the sign-in book are to be completed at the time, except for the time of departure. All visitors are required to wear a “Visitor” sticker or badge at all times whilst working in the store.

Your induction card must be always carried, and you must produce it upon request.

You must present purchases for security check seals on entering the store.

When leaving the premises, you are required to sign out in the “Visitors/Contractor Sign In Book” at the front-end or the storeman’s desk at the back dock, with a time and signature of departure.

### **Contractor and Visitor Responsibilities**

1. To take reasonable care to protect your own safety and that of others around you.
2. Provide a safe system of work so that as far as is reasonably practicable, no visitor, contractor, Drakes employee or member the public is exposed to any hazard.
3. Provide all your employees with information, training, and supervision to enable them to work in a safe manner.
4. Provide and use your own personal protective equipment relevant to the types of work to be undertaken.
5. Practice good housekeeping to minimise any risk of accidents and injuries.
6. Adhere to all Drakes’ policies and procedures referred to in this induction.
7. Report any incidents or injuries to the store manager immediately.
8. Report any identified hazards that have the potential to cause injury to the store manager immediately.

### **Personal Behaviour**

Visitors are at all times expected to comply with written and verbal instruction for personal safety and safety of others.

You are expected to conduct yourself 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 yourself or others.

### **Working Practices**

All tools and equipment must be maintained in good working condition. It is your responsibility to ensure that your own equipment is tested and tagged prior to coming on site.

Contractors must check the site asbestos register (if applicable) prior to commencing work. The asbestos register can be located in the Store Manager’s office.

All store supplied equipment must be operated in accordance with safe operating procedures as displayed.

When building displays, ensure that all electrical cords are safe and appropriately tested and tagged and used in conjunction with residual current devices.

All work required to be performed on site must be discussed with the Store Manager on duty so appropriate permits are completed.

### **Work Health and Safety and Injury Management**

The Work Health and Safety and Injury Management Policy at Drakes outlines management's commitment to ensuring the health and safety of all workers engaged or caused to be engaged by Drakes, or workers whose activities in carrying out work are influenced or directed by Drakes.

The Work Health and Safety and Injury Management Policy at Drakes also outlines management's commitment to ensuring the health and safety of the public.

The relevant policy is available electronically on Drakes' intranet and a hard-copy is provided for viewing in-store on each WH&S noticeboard.

**Reference:** [Work Health and Safety and Injury Management Policy](#)

### **Access and Egress**

Clear passageways of at least 600mm must be always maintained and any cables or power cords used must not trail across walkways.

All visitors must take care that they do not impede the access of any customer.

### **Spills**

You are required to notify store personnel whenever a spill has occurred, or a hazard is identified which poses an immediate risk to any person within the store. If appropriate, you should clean the spill immediately.

**Reference:** [Chemical Policy](#)

### **Housekeeping and Hygiene**

Housekeeping and display standards are to be maintained at the highest level. Displays or merchandising stock or materials must not create a hazard. Visitors are required to wear hairnets while working in fresh food preparation areas.

## **Manual Handling**

Contractors and visitors must not attempt to lift, carry, or move any article which due to size, shape, or environment, may cause injury: assistance must be sought from the Store Manager on duty.

Contractors and visitors are expected to use manual handling aides, such as trolleys, flat tops, and pallet jacks, where possible. Contractors and visitors must follow safe manual handling techniques when carrying out their duties. If unsure of safe manual handling techniques refer to the Store Manager.

**Reference:** [Save your Back Manual Handling poster](#)

## **Incident Reporting**

You are required to immediately report any injuries, incidents or near misses to the Store Manager on duty.

You are required to immediately report property damage (including store, visitor, or customer property) to the Store Manager on duty.

On reporting such an incident, the Store Manager will complete a Drakes Supermarkets Incident Report Form.

**Reference:** [Reporting Customer Incidents Policy](#)

## **Chemicals and Safety Data Sheets (SDS's)**

Drakes Supermarkets is committed to using the least hazardous chemicals for any purpose.

Visitors will not be expected to bring any chemicals on to any Drakes site. If you require a specific chemical for use whilst on site, you must advise the Store Manager on duty upon entering and you will then be advised whether it is permitted.

All chemicals used within Drakes Supermarkets are stored in specific chemical cupboards and associated Safety Data Sheets (SDS) will be current and stored with the chemicals.

Visitors are not to access the chemical storage cupboard without first obtaining permission from the Store Manager on duty.

**Reference:** [Chemical Policy](#)

## **Hot Work**

The hot work policy and permit system aims to reduce the risks posed by fumes, gases, sparks, hot metal, and radiant energy from hot work.

A hot work permit is required in advance of any work requiring heat or open flames within our premises. All contractors are required to contact the store or site manager to arrange for the work to be authorised and the permit issued. Hot work must not proceed without a permit.

**Reference:** [Hot Work Permit Policy & Application](#)

### **Discrimination and Equal Opportunity**

Drakes Supermarkets is committed to:

- Promoting and improving the equality of employment in the workplace
- Removing barriers to the full and equal participation of all employees
- Promoting the elimination of discrimination

Drakes does not tolerate discrimination or harassment in any form from employees, contractors, suppliers, or customers.

If you are the victim of harassment or discrimination or see any evidence within our stores, you should immediately contact the Store Manager on duty.

Reference/s: [Workplace Bullying Policy](#) ~ [Equal Opportunity, Discrimination and Harassment Policy](#)

### **Sexual Harassment**

Drakes Supermarkets is committed to providing a workplace free from sexual harassment. We do not tolerate sexual harassment under any circumstances and appropriate action will be taken against any person who is proven to have breached our policy – as sexual harassment is against the law; this includes contractors and visitors to our stores.

Reference: [Sexual Harassment Policy](#)

### **Drugs and Alcohol**

Drakes has a strict zero tolerance to drugs and alcohol at work and all contractors and visitors are expected to adhere to this.

Prescribed drugs may also negatively influence your performance at work and may place yourself and others at risk.

Reference: [Zero Tolerance Drug and Alcohol Policy](#)

### **Smoking**

Drakes are proud of our non-smoking work environment. Our stores are a smoke free zone with no smoking allowed within 10 metres of the buildings. Smoking should be restricted to areas outside these zones.

Reference: [Smoking at Work Policy](#)

### **Emergency Procedures**

Emergency procedures are a necessity for any organisation. Our objectives when responding to an emergency are:

- To safeguard the lives of our staff, customer, contractors, and visitors.
- To contact relevant emergency services.
- To minimise the risk and effects of the emergency.

As a visitor to our sites, it is important to be aware of the following:

- Be aware of the evacuation meeting point for the store you are currently in.
- Identify 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.
- Plans of the store showing the location of fire hoses, fire extinguisher, fire blankets and emergency exits are prominently displayed throughout the store.
- Exit signage is prominently lit and displayed throughout each store.
- “No Smoking” regulations are to be rigidly enforced.
- You must dispose of any rubbish you generate before leaving the store.
- It is necessary to maintain an unobstructed passageway which provides access to the fire escapes; therefore, fire exits must be always kept clear.
- Such passageways must be of a width at least equal to the fire escape doors.
- Access stairways and alternate evacuation stairways leading to and from mezzanine floors must be kept free from any obstruction.
- Stock is not to be stacked in passageways within reserve areas – freedom of movement must be always maintained.

### **Evacuating the Store**

Should it be necessary to evacuate the store, 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 will 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 FIRE WARDENS & STAFF AS TO THE SAFEST ROUTE.”**

All visitors to the store must wait for instructions from the Chief Fire Warden if this announcement is made. Visitors should proceed calmly to the evacuation point and await further instructions from the wardens.

Reference: [Evacuation Procedure](#)



## Checklist of Safety Responsibilities

Please tick each box applicable to you, as confirmation that you have read and understood 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.	
2.	I am aware of the requirement to report any accidents, incidents or near misses to the Store Manager.	
3.	I am aware that in the event of experiencing or witnessing an accident, incident or near miss I must notify the Store Manager.	
4.	I am aware that any plant and equipment that I introduce into the workplace must comply with applicable legal requirements.	
5.	I am aware of the requirement to ensure all tools and equipment are maintained in good working condition and immediately report defects to the store manager.	
6.	I am aware of the requirement to use and provide safety equipment and personal protective equipment applicable to my job role.	
7.	I am aware of my responsibility to ensure all electrical equipment is used in conjunction with a residual current device (RCD).	
8.	I will not bring electrical equipment or power leads into any Drakes premises without it being tagged and tested.	
9.	I am aware of the requirement to report safety hazards and risks, or malfunctions of machinery, plant, or equipment to the Store Manager.	
10.	I accept responsibility for any chemicals brought into Drakes premises and will ensure all applicable safety data sheets are readily available.	
11.	I have been advised that hot work requires the submission of a permit prior to commencing the work.	
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.	
13.	Where applicable I will provide a copy of my current Public Liability Insurance to the minimum value of \$20M and a copy of my current Workers Compensation Registration (only applicable for companies employing staff).	
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.	
15.	I am aware that no materials or equipment are to be transported through common mall areas during centre trading hours. (Sites in complexes / centres).	
16.	I have read and understood the policies and procedures provided throughout this induction.	





## Declaration

I declare that:

- I have read and understood each topic presented in this induction
- I am permitted to act on behalf of my company / employer and all information provided in this form has been read and understood
- I am aware that information provided or collected in connection with this site induction may be used or disclosed to my employer and Drakes Supermarkets for regulatory and compliance purposes
- I understand that giving false or misleading information is a serious offence

I understand that checking this declaration constitutes an electronic signature.

Date:

Given Name:

Family Name:

Company / Business Represented:

Company Position Held:

Phone number AND Postal Address for Card Issuance: