



# Work, Health and Safety Management System

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## Work Health and Safety Statement

At Swiftly Clean, we are committed to providing and maintaining a safe, healthy, and compliant working environment for all employees, contractors, volunteers, clients, visitors, and members of the public who may be affected by our operations.

We will meet our obligations under the **Work Health and Safety Act 2011 (QLD)** and the **Work Health and Safety Regulation 2011 (QLD)**, and will adopt relevant Codes of Practice and industry standards to ensure best practice in workplace safety.

Swiftly Clean is committed to:

- Eliminating or, where not reasonably practicable, minimising risks to health and safety through proactive risk management.
- Ensuring that directors, officers, and senior managers exercise due diligence to provide the necessary resources, training, and monitoring to support safe operations.
- Recognising that workplace health and safety is a shared responsibility: all workers must comply with safety procedures, report hazards, and take reasonable care of themselves and others.
- Maintaining a culture of consultation, participation, and collaboration, where health and safety matters are openly discussed and resolved.
- Supporting continuous improvement by conducting regular reviews, audits, and training to strengthen our Work Health and Safety performance.

This statement applies to all Swiftly Clean operations and will be reviewed annually to ensure ongoing compliance and effectiveness.

## Roles and Responsibilities

The Director and Senior Management are responsible for:

- Providing and maintaining safe systems of work, equipment, and workplaces.
- Providing workers with information, training, supervision, and resources to do their jobs safely.
- Monitoring the health and safety of workers and conditions at workplaces to prevent injury or illness.
- Ensuring appropriate emergency plans and first aid resources are in place.
- Staying up to date with Work Health and Safety risks and controls.
- Allocating sufficient resources to Work Health and Safety initiatives.
- Actively participating in reviews, audits, and safety improvements.

Team Leaders are responsible for:

- Ensuring safe use, handling, and storage of chemicals and substances.
- Ensure staff follow safe work practices and wear required PPE.
- Conduct workplace inspections and hazard reporting.
- Provide safety briefings and toolbox talks.
- Escalate incidents or hazards to the WHS Responsible Officer.

All workers must:

- Take reasonable care for their own health and safety and that of others.
- Comply with all WHS procedures, training, and instructions.
- Correctly use PPE and equipment.
- Report hazards, incidents, and unsafe conditions immediately.
- Participate in WHS consultation, training, and continuous improvement activities.

Clients, visitors, and members of the public are expected to:

- Report hazards or unsafe conditions to staff on-site.
- Act responsibly to avoid creating risks to health and safety.

## Anti-Discrimination & Sexual Harassment Policy

Swiftly Clean is committed to providing a safe, respectful, and inclusive workplace free from discrimination, harassment, and bullying. Any form of unlawful discrimination, harassment, or sexual harassment will not be tolerated under any circumstances.

This policy applies to all workers, including employees, contractors, labour hire staff, team leaders, and managers, and extends to all work-related activities, whether on company premises, at client sites, or at work-related events.

### Legislative Compliance

This policy is guided by:

- *Work Health and Safety Act 2011 (QLD)*
- *Anti-Discrimination Act 1991 (QLD)*
- *Sex Discrimination Act 1984 (Cth)*
- *Fair Work Act 2009 (Cth)*

### Definitions

- **Discrimination** occurs when a person is treated less favourably because of a protected attribute, including sex, race, age, disability, religion, sexual orientation, or any other attribute protected by law.
- **Harassment** includes unwelcome conduct that offends, humiliates, or intimidates.
- **Sexual Harassment** is unwelcome behaviour of a sexual nature that could reasonably be expected to make a person feel offended, humiliated, or intimidated. Examples include unwelcome touching, suggestive comments, sexual jokes, displaying offensive material, or inappropriate electronic communications.

### Responsibilities

- The management is responsible for taking all reasonably practicable steps to prevent unlawful discrimination and harassment, and for responding promptly to complaints.
- The Regional Manager and Team Leaders must promote a respectful workplace, monitor conduct, and escalate concerns.
- All Workers are responsible for treating others with respect, refraining from discriminatory or harassing behaviour, and reporting concerns immediately.



### Reporting & Resolution

- Complaints can be made directly to HR, a Team Leader, Manager, the WHS Responsible Officer, or to the third party complaints handling hotline as detailed in *Workplace Integrity & Whistleblowing Guidelines*.
- Complaints will be treated seriously, promptly investigated, and handled confidentially.
- No worker will be victimised for raising a genuine complaint.
- Workers also retain the right to lodge complaints with the Queensland Human Rights Commission or the Fair Work Commission.

### Consequences of Breach

Any worker found to have engaged in discrimination, harassment, or sexual harassment will face disciplinary action, which may include warnings, counselling, or termination of employment. Serious cases may be referred to external authorities.

## Drugs, Alcohol & Smoking Policy

Swifty Clean is committed to maintaining a safe, healthy, and productive workplace in accordance with the **Work Health and Safety Act 2011 (QLD)**. The misuse of alcohol, drugs, or other substances creates risks to health, safety, and wellbeing and will not be tolerated.

This policy applies to all workers and contractors at all times while performing work, attending client sites, driving company vehicles, or representing Swifty Clean.

### Prohibited Conduct

- Workers must not commence or return to work if impaired by alcohol, illegal drugs, or misuse of prescription medication.
- Workers must not consume alcohol or drugs during work hours, on client premises, or in company vehicles.
- Workers must not drive a company vehicle under the influence of alcohol or drugs. Swifty Clean will accept no liability for any damage to a company vehicle, injury to any person, or damage or injury to any third party, incurred while the driver of Swifty Clean's vehicle is in breach of this policy or of the law. All liability for damage or injury resulting from such conduct will rest with the driver.

### Prescription & Over-the-Counter Medication

Workers taking prescribed or over-the-counter medication that may impair performance must:

- Seek medical advice on the impact of the medication on safe work performance.
- Provide a medical clearance or advice in writing to their Team Leader/Manager if required.

### Smoking

Swifty Clean maintains a smoke-free workplace policy. Smoking is strictly prohibited in all company vehicles, client premises, and enclosed workplaces in accordance with the **Tobacco and Other Smoking Products Act 1998 (QLD)**.

### Rehabilitation & Return to Work

Swifty Clean supports injured or ill workers through an effective rehabilitation and return-to-work program, consistent with the **Workers' Compensation and Rehabilitation Act 2003 (QLD)**. We are committed to a safe, timely, and sustainable return to work for affected workers.

### **Responsibilities**

- Managers and Team Leaders are responsible for enforcing this policy and supporting a safe, timely and sustainable return to work program for injured or ill workers.
- Workers must present fit for work, comply with this policy, and participate in rehabilitation if required.

### **Consequences of Breach**

Workers who breach this policy may face disciplinary action, including removal from site, formal warnings, or termination of employment. Serious breaches may also result in notification to regulatory authorities.

## Risk Management Framework

Swifty Clean adopts a systematic risk management approach in line with the Work Health and Safety Act 2011 (QLD) and the How to Manage Work Health and Safety Risks Code of Practice 2021.



### Hazard Identification

Hazards are identified through routine inspections, review of incident reports, and staff consultation and feedback. Some hazards include:

- Slips, trips, and falls.
- Repetitive physical work.
- Chemical handling, storage, and exposure.
- Falling objects.
- Noise and severe heat.
- Faulty, poorly maintained, or damaged equipment or plant.
- Bullying, harassment, or workplace violence.
- Sharps and biohazards in public toilets and parks.
- Lone or after-hours work in buildings.
- Community interface risks (working around the public).

### Risk Assessment

Each identified hazard is assessed using the following criteria:

- Likelihood – Very Likely, Unlikely, Impossible.
- Consequence – Death, Serious Injury, First Aid.
- Exposure – Continuous, Daily, Weekly, Seldom.

### Risk Control

Swifty Clean applies the hierarchy of controls consistently to manage risks:

- Eliminate – Can the hazard be completely removed?
- Substitute – Can it be replaced with something less hazardous?
- Isolate – Can the risk be prevented?
- Engineer – Can physical measures reduce the risk?
- Administrative Controls – Can safe work procedures minimise the risk?
- PPE – Are appropriate personal protective equipment items required?

For each control measure, Swiftly Clean documents:

- Actions required – what safety measures must be taken.
- Roles and responsibilities – who will implement the control and what competencies are required.
- Timing – when the controls will be applied.
- Outcome – expected reduction or elimination of the risk.
- Training needs – whether specific worker training is required.
- Explain what has to be done and what safety measures need to be taken.

### **Review & Monitoring**

Risk controls are not considered complete until they are reviewed and monitored for effectiveness. Swiftly Clean ensures:

- Regular audits and workplace inspections are undertaken.
- Incident trends are analysed to identify emerging risks.
- Corrective actions are tracked and closed out.
- Risk assessments are reviewed whenever work practices, equipment, or environments change.

## Procedures

### Incident & Near-Miss Reporting

All incidents, hazards, and near misses must be reported immediately to the Team Leader or Manager. Once reported, the matter is recorded by HR, investigated, and corrective actions are assigned. Serious incidents are escalated in line with legislation. Swifty Clean encourages all workers to report hazards openly, and assures staff that no one will face reprisal for raising genuine safety concerns

### Emergency Procedures

Every worker is expected to familiarise themselves with the site-specific emergency plan for each facility. In the event of an emergency, they must follow evacuation routes and warden instructions, report spills, fires, or hazardous exposures straight away, and provide first aid if trained to do so until emergency services arrive. Team leaders/managers are responsible for ensuring staff have received appropriate emergency response training.

### Personal Protective Equipment (PPE)

Most risks can be reduced, though not entirely eliminated, through the use of personal protective equipment (PPE). PPE is considered the last line of defence and must always be used in conjunction with other risk control measures identified through risk assessments.

The management ensures that:

- All PPE provided complies with relevant legislation, Codes of Practice, and Australian Standards.
- PPE requirements are determined through site-specific risk assessments in consultation with employees.
- Workers are provided with suitable PPE for their job at no cost. This may include gloves, safety footwear, high-visibility clothing, goggles, masks, or hearing protection, depending on the task.
- Workers receive training on correct use, care, and maintenance of PPE.
- Damaged or defective PPE is reported immediately and replaced promptly.

Worker Responsibilities:

- Wear PPE correctly as instructed.
- Take reasonable care of PPE and store it properly after use.
- Report any faults, damage, or loss of PPE immediately to a Team Leader.
- Sun Protection:
  - Cover their head, shoulders, and arms with suitable clothing.
  - Wear a hat and sunglasses where practical.
  - Apply broad-spectrum sunscreen SPF 30+ or higher before starting outdoor work and reapply as required.
  - Use shade or schedule work outside peak UV periods wherever possible.

## **Chemical Safety**

All cleaning chemicals are labelled and stored in line with WHS Regulation 2011, Part 7.1 – Hazardous Chemicals. Safety Data Sheets (SDS) are available at every worksite. Workers are required to use chemicals only as directed by the manufacturer and the SDS, and must wear the prescribed PPE when handling any substance, as an additional risk control, decanting is performed in a fixed location using a semi-automated process under direct supervision.

## **Sharps & Biohazard Management**

Sharps can include hypodermic needles, lancets, razor or scalpel blades, and any other item capable of puncturing the skin. The main risk associated with a needle-stick injury is exposure to blood-borne viruses such as HIV (AIDS), Hepatitis B, and Hepatitis C, which may be present in discarded sharps, blood products, or human waste.

### Safe handling practices to reduce the risk of injury or infection:

- Never place hands into areas you cannot see, such as behind toilets, under basins, inside cupboards, or into rubbish bins.
- Never attempt to pick up a sharp with bare hands.
- Always wear heavy-duty gloves and use tongs to pick up sharps.
- Place sharps directly into an approved sharps container. The container should always be placed on the ground when disposing of sharps; never held by another person.
- Once a container is three-quarters full, secure the lid and notify your Team Leader so it can be removed and replaced.
- Ensure sharps are secured so that no one else can be injured.
- Complete the online Incident Report Form immediately.

### First Aid Procedures

In the event of a needle-stick or sharps injury:

- Wash the affected area immediately and thoroughly with soap and water.
- If the mouth, nose, or eyes have been exposed, rinse thoroughly with water or saline.
- Seek immediate medical assistance and report the incident to your Team Leader.

### Biohazard Spills

Incidents involving blood, vomit, or other bodily fluids must be cleaned with appropriate disinfectants while wearing full PPE. These incidents must also be reported to the Team Leader without delay.

## **After-Hours & Lone Work**

Swifty Clean recognises that working after hours or alone increases health and safety risks, particularly in facilities where staff may not have immediate access to

assistance. Wherever practical, staff are rostered in pairs to reduce the risks associated with lone work, especially when tasks involve isolated locations, biohazard exposure, or other higher-risk cleaning activities.

In situations where lone work cannot be avoided, all workers are required to carry a mobile phone and have access to emergency contact numbers at all times. Team Leaders are responsible for monitoring worker safety and ensuring that scheduled check-ins occur as planned.

To provide an additional layer of protection, all company vehicles are monitored through *Verizon Connect* GPS and in-vehicle monitoring systems, allowing management to track staff location and movements in real time. Lone workers also receive direct check-ins from their line manager or team leader, ensuring that their safety is actively monitored throughout their shift.

### **Community Interface**

Swiftly Clean staff often work in public areas. To protect community members, work shall be conducted outside of business hours, wherever possible. When working around the public is unavoidable, risk controls such as barriers and signage should be used wherever cleaning may create hazards such as wet floors. Staff are also expected to maintain a courteous and professional manner, ensuring that cleaning activities never endanger the public, and any inconvenience is minimised.

## Consultation & Communication

Swiftly Clean values open communication and recognises that consultation with workers is essential for identifying hazards, improving safety practices, and building a strong safety culture. In line with the Work Health and Safety Act 2011 (QLD), we actively consult with our employees on matters that affect their health and safety.

Consultation takes place through monthly surveys, regular check-ins, team huddles, and direct discussions between workers, team leader, and management. Workers are encouraged to raise concerns or suggestions about health and safety at any time without fear of reprisal. Where risks or hazards are identified, the issue is discussed as a group, control measures are agreed upon, and outcomes are recorded.

Important safety information, including updates to procedures, lessons from incidents, and site-specific requirements, is communicated to staff through inductions, refresher training, WhatsApp announcements, email notices, and posted safety alerts.

We maintain open communication with our client's nominated representative. Any safety issues identified on-site are reported promptly, and we work collaboratively to resolve them.

## Training & Induction

Swiftly Clean ensures that every worker is properly trained and competent before commencing work and that refresher training is provided as needed to maintain safe work practices. Training and induction programs are designed to meet legislative requirements and to address the specific risks of cleaning operations.

### Company Induction

All new workers complete a company induction before commencing work. This induction covers:

- Swiftly Clean's Core Values.
- Swiftly Clean's WHS Policy and procedures.
- Roles and responsibilities for health and safety.
- Incident reporting and response.
- Correct use of PPE and emergency procedures.
- Cleaning procedures and safe work processes relevant to their role.

### Site-Specific Induction

Site-specific inductions are generally administered by the client. Swiftly Clean requires our workers to complete these inductions, if any. Our Team Leaders ensure that workers are aware of this requirement and that records of completion are maintained.

### Ongoing Training

Workers participate in refresher training and daily huddles to maintain competency. Topics include chemical safety, sharps and biohazard management, sun protection, and after-hours safety. Training is adapted to address emerging risks and lessons from past incidents.

## Monitoring & Continuous Improvement

Swifty Clean is committed to maintaining a culture of continuous improvement in health and safety. We recognise that monitoring workplace conditions, reviewing our performance, and learning from incidents are essential for preventing harm and meeting our obligations under the Work Health and Safety Act 2011 (QLD).

Team Leaders carry out routine workplace inspections to check that cleaning activities, equipment, and PPE are safe and being used correctly. Annual WHS audits are conducted to review compliance with procedures and to identify areas for improvement.

All incidents, near misses, and hazards are investigated to determine root causes. Corrective actions are assigned, tracked, and reviewed to ensure they are completed and effective. Lessons learned are shared with staff through huddles or coaching.

WHS performance is reviewed annually by the management. This includes reviewing incident statistics, inspection reports, and training records. Findings are used to update procedures and inform staff training.

Swifty Clean encourages workers to raise concerns or suggest improvements. Consultation records — including toolbox talks and AI-generated meeting notes — are reviewed to identify recurring themes or risks. Feedback from the council's representatives is also welcomed and forms part of our continuous improvement process.

### Approval Block

| Version | Approved By | Approved Date | Approved Signature   | Review Date |
|---------|-------------|---------------|--|-------------|
| 1.1     | Hugo Wiffen | 27/10/2025    |  | 12/09/2026  |
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