

## **Introduction**

This Occupational Health and Safety Induction conveys important information on the working methods you are required to undertake and details of how to ensure that everyone's health and safety is considered and protected whilst employed at Cox Enterprises/Kingaroy Couriers. It must be understood that safety is the responsibility of everyone employed within Cox Enterprises/Kingaroy Couriers. It is therefore important that we all contribute a positive and safe attitude, whilst at work. In reality there are no quick solutions that will reduce or eliminate accidents from occurring within any organisation. It is achieved by the total commitment of all people within the organisation to the principles of health and safety to achieve this goal. This handbook is part of Cox Enterprises/Kingaroy Couriers Induction training and must be signed to acknowledge that you have received, read and understood what your responsibilities are in regards to Occupational Health and Safety. The information contained in this handbook shall be used as the minimum requirement when developing and implementing health and safety procedures and is to be used in conjunction with the Queensland Work Health and Safety Act 2011 and associated State and Commonwealth Legislation, Regulations, Codes of Practice and Australian Standards.

## **General OH&S Occupational Health & Safety Acts and Regulations:**

In Australia, all states and territories have responsibility for making laws about occupational health and safety (OH&S) and for enforcing these laws. Each state and territory has a principal OH&S Act, setting out requirements for ensuring that workplaces are safe and healthy and OHS Regulations. These requirements spell out the duties of different groups of people who play a role in workplace health and safety. In Queensland, the principal state of Cox Enterprises/Kingaroy Couriers, OHS is governed by the Queensland Work Health and Safety Act 2011 and the Queensland Work Health and Safety Regulation 2011.

## **Codes of Practice and Australian Standards:**

Some workplace hazards have the potential to cause injury or disease that specific regulations or codes of practice are warranted. These regulations and codes, adopted under state and territory OH&S Acts, explain the duties of particular groups of people in controlling the risks associated with specific hazards.

Note that:

- Regulations are legally enforceable;
- Codes of Practice provide advice on how to meet regulatory requirements. As such, codes are not legally enforceable, but they can be used in courts as evidence that legal requirements have or have not been met; and
- Australia Standards provide a 'definition' of requirements or processes for a wide variety of applications, and are often referred to in the OHS Act, Regulations and Compliance Codes. Australian Standards are not mandatory, however, if complied with duty holders will be considered to have complied with their duties and obligations under the various OHS Act and regulations in each state.

Employer's responsibilities Under the Queensland Work Health and Safety Act 2011

Cox Enterprises/Kingaroy Couriers are obliged to provide:

- safe premises;

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- safe machinery and substances;
- safe systems of work;
- information, instruction, training and supervision; and
- a suitable working environment and facilities.

If Cox Enterprises/Kingaroy Couriers doesn't comply with these legal requirements they can be prosecuted and fined. Employee's, including Contractors and Sub Contractors responsibilities Under the Queensland Work Health and Safety Act 2011,

Cox Enterprises/Kingaroy Couriers employees are obliged to:

- Work safely and not endanger themselves or others in performance of their tasks;
- Report incidents injuries, hazards or near misses; and
- Comply within reason with employer's requests.

Visitors Under Queensland Work Health and Safety Act 2011 Cox Enterprises/Kingaroy Couriers is obliged to:

- Escort visitors appropriately through areas like office and administration, and where appropriate, provide induction and PPE for entry to areas of High Risk works.

**NB. ALL PERSONS HAVE A RESPONSIBILITY AND OBLIGATION TO ACT AND WORK IN A SAFE MANNER AT ALL TIMES (DUTY OF CARE).**

**Cox Enterprises/Kingaroy Couriers Occupational Health and Safety Policy**

The management of Cox Enterprises/Kingaroy Couriers is committed to providing and maintaining a safe and healthy environment for all of its employees and with anyone in connection to the company's business operation. To demonstrate Cox Enterprises/Kingaroy Couriers management's duty of care, we will make every reasonable effort to provide a working environment that minimises incidents of risk or personal injury, ill health or damage to property.

Accidents can be prevented. Our attitude, our commitment, our cooperation with each other has more of an influence than any other factor, to ensure Cox Enterprises/Kingaroy Couriers is committed in reducing the incidents of workplace accidents.

A safe working culture will be reinforced through:

- Continually assessing and controlling possible risks to the health and safety of Cox Enterprises/Kingaroy Couriers personnel that may arise in the workplace.
- The provision of information concerning such risks and the promotion, instruction, training and supervision of employees to ensure safe work practices are implemented and maintained.
- Cox Enterprises/Kingaroy Couriers will provide its employees and clients the opportunity to participate in the health and safety decisions that affect them. In the interests in maintaining workplace safety, Cox Enterprises/Kingaroy Couriers require all of its clients to observe and comply with the Work Health and Safety Act 2011 and the Work Health and Safety Regulations 2011.

A safe working culture is the responsibility of everybody. Policy Authorised

Cox Enterprises/Kingaroy Couriers OHS Induction Handbook Document developed and controlled by The Trustee For the Cox Family Trust Page 2 Created: January, 2021 V1

## 1 Duties of Employees

### Accident and Incident Reporting



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#### *Worksafe Incident Notification Fact Shee 1*

Everyone has a responsibility to themselves, their family and their fellow workers to observe the safety rules and regulations that are in force on this site. All personnel are required to:

- Observe safety requests from your Crew Manager and / or Operations Manager;
- Support and attend toolbox meetings when requested;
- Comply with all safe working practices and procedures;
- Immediately report to the Crew Manager and / or Operations Manager any potential workplace hazards, mishaps, incidents or injuries through the Cox Enterprises/Kingaroy Couriers Incident Report form
- NEVER use unsafe or illegal practices; and
- Ensure no other person or themselves are placed at risk. All accidents, incidents and near misses must be reported to your Supervisor and / or Operations Manager even if they do not result in injury or damage. The Manager will provide you with a workers compensation claim form for you to complete if you are injured during work at Cox Enterprises/Kingaroy Couriers. In the event of injury, first aid or medical treatment must be obtained. Failure to report and obtain treatment may lead to complications of the injury.

In the event of a serious injury:

- Do not panic;
- Ensure the safety of yourself and others around the area;
- Contact emergency services "000";
- Advise of where the emergency is, what has happened, what is being done, who is calling;
- Do not hang up unless told to do so;
- Then advise the Crew Manager and / or Operations Manager;
- Ensure the injured person/s is in no further danger and make sure they are comfortable;
- Do not move the injured person/s unless they are in a life threatening situation; and
- Ensure airway is clear.

## **Alcohol and Drugs**

It is prohibited for any Cox Enterprises/Kingaroy Couriers employee to be under the influence of alcohol or illegal drugs whilst on working for Cox Enterprises/Kingaroy Couriers. Cox Enterprises/Kingaroy Couriers Crew Members are required to abstain for at least eight (8) hours before commencing their next scheduled days duty. And be presented at work with a “00” blood alcohol level. If you are using a prescribed or over the counter pharmaceutical drug that may affect your work performance, i.e. antihistamine, then you must notify your Crew Manager and / or Operations Manager prior to commencing work.

## **Consultation**

Employees of Cox Enterprises/Kingaroy Couriers are encouraged to elect a Health and Safety Representative and the establishment of an OHS Committee. The elected HSR’s will be provided with the appropriate training to allow them to perform their duties. Cox Enterprises/Kingaroy Couriers management will ensure OHS information is provided to all employees through toolbox meetings and on office notice boards. [Identify, assess and control hazards | Safe Work Australia](#)



## **Dismissible Offences**

Cox Enterprises/Kingaroy Couriers may have their employment terminated for any of the following breaches;

- Drinking alcohol whilst on duty
- Illegal drug taking
- Operating company vehicles or equipment in a dangerous manner
- Serious or wilful misconduct
- Unreasonable or objectionable behaviour
- Striking another employee, contractor or client

- Repeated offences or breaches of Cox Enterprises/Kingaroy Couriers rules and safety requirements
- Report any incidents or potential hazards to the Crew Manager and / or Operations Manager.

### **Emergency Procedures**

All workplaces are required to follow a pre determined emergency evacuation procedure. Cox Enterprises/Kingaroy Couriers warehouse and office has an emergency evacuation procedure and all employees must follow the direction of the Chief Fire Warden (or Deputy Fire Warden in their absence). To ensure that all Cox Enterprises/Kingaroy Couriers Crew Members understand what action must be taken in an emergency onsite, the Site Manager will ensure that they receive a site specific briefing from the venue / site of the relevant procedures prior to commencing work. When in doubt ASK, do not guess or assume.



**Fire Evac Cab.GIF**

*Emergency Evac Map 1*



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*Emergency Evac Procedure 1*



**Emergency Evacuation Plan.pdf**

### **First Aid**

A minor injury can easily develop into something more serious if it is not treated. In the event of an injury occurring, employees whilst onsite in the warehouse of office employees will have a first aider and first aid supplies available to them so early and appropriate treatment can be applied. In the event of an injury outside of the depot premises employees have access to vehicle first aid kits if required, for more serious injuries employees are encouraged to call their supervisor, and report to the nearest medical centre or similar for treatment. In any case an injury/incident report must be lodged on the Transvirtual App, this will ensure risk assessments, and CARs are raised in line with our OHS framework.

Caboolture Depot First Aid: Caleb Petersen

Kingaroy Depot First Aid: Casey Ellis

## **Conduct**

Cox Enterprises/Kingaroy Couriers requires each of its Crew Members to:

- Work as directed by the Company Management
- Commence work at the nominated starting time
- Be well mannered in dealing with customers, company personnel and other people encountered
- No smoking in Cox Enterprises/Kingaroy Couriers vehicles
- Obey all customer site regulations
- Not to permit unauthorised persons to operate equipment or drive Cox Enterprises/Kingaroy Couriers vehicles.
- Perform the daily maintenance on equipment you are in charge of
- Abide by the procedures and requirements described in this handbook House Keeping Everyone is responsible for ensuring the office and their place of work is kept in a safe and clean condition to minimise risks to health and safety.

All personnel must abide by the following:

- Stack freight or other items so as to provide clear access at all times;
- Treat the area of work with care;
- Report any potential hazards to the Supervisor and / or Operations Manager
- All tools and equipment not in use should be safely stored; and
- All rubbish and waste material is to be removed and correctly disposed of.

## **Incident Investigation and Issue Resolution**

Important lessons can be learnt through an open approach of discussion and how and why mistakes were made. Cox Enterprises/Kingaroy Couriers promotes a just, fair and responsible culture, promoting a non-blame approach to incidents (except where employees have been negligent in their acts or omissions or wilfully failed to comply with the procedures and guidelines of Cox Enterprises/Kingaroy Couriers. Cox Enterprises/Kingaroy Couriers will ensure, where reasonably practicable, that any identified health and safety issue will be investigated and resolved as soon as it is reported.

### **LPG (Fork Lift Gas)**

- Always keep cylinders upright (even when empty).
- Ensure the cylinders are secured upright in racks or chains.
- Ensure fire extinguisher is in close proximity in case of emergency.
- Before use check the date stamp of certification and the bottles, connections and hoses are in a good condition.
- Report any incidents or potential hazards to the Supervisor and / or Operations Manager.

### **Management Responsibilities**

The Managing Director of Cox Enterprises/Kingaroy Couriers is responsible for the approval, compliance and review of all OHS procedures and safety performance levels of the company. The Operations Manager, Assistant Operations Manager and Supervisor are responsible for managing and monitoring the health and safety procedures and performance of their crew members.

### **Manual Handling**

Manual handling in Australia accounts for a high proportion of injuries in the workplace. An aim for everyone within Cox Enterprises/Kingaroy Couriers should be to reduce the incidence of these types of injuries. In line with the regulations that cover manual handling and the associated Codes of Practice, Cox Enterprises/Kingaroy Couriers will undertake risk assessments of all the work with significant manual handling components, with the goal of eliminating or minimising the risk factors associated with such tasks.

The following rules must apply when required to manual handle items:

- Never carry a load that blocks your vision, as there is a risk that you may trip over or walk into another object.
- Try not to twist your upper body while carrying an object.
- Always bend your knees and keep your back as straight as possible when lifting objects. • Use mechanical lifting devices where possible, ie Hoists, trolleys
- When sharing loads with other workers, always give adequate warning of any action, such as lowering your end of the load.
- Do not attempt to handle a load that is beyond your capability or which could reasonably be perceived to be a risk to health and safety.

### **PPE (Personal Protective Equipment)**

- All personnel working on the depot floor must wear High Visibility shirts or vests at all times.
- It is suggested drivers wear steel capped boots or shoes during loading and unloading of trucks, trailers, or vehicle and change into comfortable trainers or similar once their load type for the day has been established
- All personnel are responsible for protecting themselves against UV rays and ensuring they are kept hydrated. This includes regular application of sunscreen, wearing of sunglasses
- Shirts are to be worn at all times.

Cox Enterprises/Kingaroy Couriers Crew Members are too always familiarise and obey the site / venue specific safety sign information.

### **Smoking**

Smoking is only permitted during designated breaks and is NOT permitted within any buildings, warehouse space, or car park

### **Training**

Cox Enterprises/Kingaroy Couriers recognises the importance of training of all of its employees in effectively and efficiently performing their assigned work. It is because of this recognition that Cox Enterprises/Kingaroy Couriers has committed itself to establishing and maintaining procedures to ensure all employees are trained to perform their work competently. The use of job descriptions listing the employee's tasks, responsibilities, authority, qualifications, knowledge and skills required to perform the role effectively are identified. Each employees training, either in house or by professional training organisations, will be recorded in the Training and Task Register. All work conducted by Cox Enterprises/Kingaroy Couriers will have an appropriately qualified persons assigned to the job.



### **Vehicles and Plant**

Vehicles and plant (both powered and non-powered) must NOT be driven or operated by unlicensed or unqualified personnel. Personnel must carry their license with them at all times and produce if asked by the Site Manager and/or Safety Officer of the site. Any changes in licences must be reported to Crew Manager and / or Operations Manager. The following must be adhered to:

- Pre start checks must be completed before use; (Transvirtual App Monday Mornings)
- Report any issues to the Crew Manager and / or Operations Manager immediately;
- Obey speed limit at all times (if caught exceeding the speed limit on a private site or public road disciplinary action may be taken)
- Be aware of work taking place in the vicinity;
- Not to be operated or driven if under the influence of alcohol or drugs;
- Seat belts must be worn where fitted;
- No additional personnel allowed to ride in or on plant or vehicle unless a manufacturer designed seat or work platform is installed;
- No smoking in, on or around vehicles and plant

### **Fatigue Management**

Fatigue management within the transport industry is of top priority and Cox Enterprises/Kingaroy hold the same view. Fatigue can manifest into low level added expenses through to a catastrophic accident injury or death. With this widely varying scale of impacts fatigue management must be taken seriously, and is one of Cox Enterprises/Kingaroy Couriers top priorities

Signs of fatigue:

- Tiredness even after sleep
- Reduced hand-eye coordination or slow reflexes
- Short term memory problems and inability to concentrate
- Irritability

Some Causes of Fatigue

- Prolonged or intense mental physical activity
- Sleep loss and or disruption of you internal body clock
- Organisational change
- Travel
- Exceptionally hot or cold work environments
- Work scheduling
- Excessively long shifts
- Strenuous jobs
- Long commuting times

Cox Enterprises/Kingaroy Couriers are committed to reducing the risk of fatigue by having the following measures in place:

- Scheduling majority of high risk work in the most productive hours outside of the circadian rhythm
- Scheduling shifts to ensure employees have more than recommended rest periods as well as not scheduling work that will require an employee to break the law in any way
- Limiting consecutive worked days
- Not swapping day and night shift workers
- Consulting with employees and contractors to work shift start times around personal life balance
- Open door policy for consultation with supervisors or management in regards to work loads, timing issues or run division
- Offer flexibility of later starts or earlier finishes where permitted

Employees or Contractors must:

- Assess your fitness to work
- Report if you are fatigued and unfit to do their duties to a supervisor or manager
- Ensure you are working within allocated shift times
- Understand your sleep, rest and recovery needs and get adequate rest and sleep away from work
- Seek medical advice if you are concerned about a health condition that effects your sleep and/or causes fatigue
- Look out for signs of fatigue in the people you work with
- Drivers of Heavy Vehicles must be familiar and conform with Regulations and Legislations in regard to fatigue management and log books (work diaries)

### **Securing Loads**

Vehicle loads that are not loaded or secured adequately/correctly can cause serious crashes and injury. At the very least, insecure loads can cause traffic congestion and driver frustration. Loading will vary dependant on vehicle type, as too will securing the load. Most vehicles are designed that more weight is to be placed over rear axles than towards the front of a vehicle. When a vehicle is loaded and secured correctly:

- Braking and steering are not adversely affected, there is a decrease in the chances of a catastrophic incident in the case of emergency braking or manoeuvring
- The vehicle runs more economically
- Ride comfort increase
- Less stress on the driver
- Less chance of damage to goods carried
- Promotes the vehicle to be driven in a safe and defensive manner less stress

Cox Enterprises/Kingaroy Couriers recognise that all of the aforementioned builds the best business profile, and promotes healthy business to customer relationships as well as a better public profile we are committed to;

- Providing the correct vehicle type for carrying any given load

- Providing securing straps and tie downs that are in working condition and comply with national Load Restraint Guide 2018
- Providing training on load restraint, securing of loads correctly and understanding vehicle GVM, GCM and Maximum dimension limitations.
- Ensure information is up to date, correct and we comply with all laws, regulations and legislations surrounding load restraint, weight, and size limits
- Providing tie down points in vehicles where necessary

Cox Enterprises/Kingaroy Couriers business is based on providing a service to customers who may not have the level of training required in regard to safe loading and vehicle limitations Employees and contractors reserve the right to refuse the loading of freight or goods onto their vehicle:

- If they come to the consensus that it will be outside of the vehicle maximum dimensions
- If it will cause the vehicle to be above the vehicles rated GVM (Gross Vehicle Mass) or GCM (Gross Combination Mass)
- If they deem the goods are not packaged sufficiently for transport; or
- Unable to be secured adequately for transport

As an Employee you must:

- Ensure your vehicle is not over loaded (keep copies of weighbridge tickets, dockets or other manifest etc that produce weight information)
- Know what your maximum vehicle limits are
- Ensure the load is correctly loaded and adequately secured before moving the vehicle or leaving the site (even if you are not the person who loaded it)
- Carry out predeparture check
- You must check the integrity and adequacy of the equipment used to restrain the load (check ropes or straps for stretching or fraying, inspect chains for cracks, check binders or dogs to keep tension)
- Check load restraints periodically throughout journey to ensure they have not come loose or broken
- Remove and report broken restraint/tie down equipment to a supervisor for replacement
- Heavy Vehicle restraint guide [Load-Restraint-Guide-2018.pdf \(ntc.gov.au\)](#)
- Light Vehicle restraint guide [Load-Restraint-Guide-for-light-vehicles-2018.pdf \(ntc.gov.au\)](#)



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*Load Securing NHVR Guide 1*

I acknowledge I have read and understood Cox Enterprises/Kingaroy Couriers Occupational Health and Safety Induction. I have read the information and understand that compliance with the rules contained in this document is a prerequisite for permission to work for Cox Enterprises/Kingaroy Couriers.

I understand that should I have questions on the contents of this document that I should ask the Crew Manager and / or Operations Manager for clarification prior to signing.

PLEASE COMPLETE IN PRINTED BLOCK LETTERS

Name:

Address: Email:

Mobile:

Signature:

Date:

Please provide copies of any licences or certificates of competency that are relevant to your work. Licences must be carried and produced upon request.