

Quality, Health & Safety in the Workplace



Employee Induction

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OBJECTIVES

To provide an understanding of :

- ***Work Health & Safety Requirements***
(including emergency response, safety procedures & physical hazards)
- ***Quality System Requirements***
(including quality of works, ethical conduct and harassment)

Policy Statement

- Malvern Panalytical is committed to providing a safe and healthy work environment for its employees and members of the public who come into contact with the organisation.
- All people charged with the management of others are responsible for the maintenance of the safety and health standards for all operations and people under their control. Employees and others engaged in working with or for Malvern Panalytical must recognise their joint responsibilities and co-operate in ensuring the highest possible safety and health standards are maintained.

Occupational Health & Safety Policy

General Principles

Malvern Panalytical will comply with, or exceed, the requirements of relevant safety and environmental legislation by:

- providing and maintaining safe workplaces, plant and systems of work
- providing information, instruction, training and supervision to ensure safe systems of work
- ensuring that nominated safety personnel are adequately trained and supported
- consulting and co-operating with employees on safety, health and environment
- providing and maintaining personal protective equipment as required
- Continuously reviewing and improving safety performance.

This policy is applicable to Malvern Panalytical in all its operations and functions including those situations where employees are required to work off site

Duty of Care – Your Obligations

- Follow the instructions of the employer
- Use safe work procedures
- DO NOT wilfully put at risk the health and safety of another person
- DO NOT wilfully injure yourself
- DO NOT interfere with or misuse workplace safety equipment / items
- If there is ANY doubt in ANY situation this should be reported

Duty of Care - Employer Obligations

- Ensure health, safety and welfare of employees whilst at work
- Provide :
 - Safe systems of work
 - Adequate facilities
 - Safe work environment
 - Appropriate instruction and training
 - Process of consultation
 - First aid facilities
 - Safe means of access and egress

Mission Statement

“It is Malvern Panalytical’s mission to create innovative, customer-focused solutions and services that enhance efficiency and deliver tangible economic impact through chemical, physical and structural analysis of materials. We are able to progress this goal by exploiting the latest technological developments, including artificial intelligence and predictive analytics. This enables scientists and engineers in a wide range of industries and organizations to solve the challenges associated with maximising productivity, developing better quality products and getting them to market faster”

Policy Statement

It is Malvern Panalytical’s Quality Policy to be number 1 and a benchmark for our peers through:

- Total Quality approach
- Continuous improvement embedded in the entire organization
- Customer First: The customer leads our actions
- Providing superior quality solutions (products and services)
- Building a world class organisation by employee motivation and satisfaction
- Derive periodically the Quality objectives from the business objectives and strategic intent

Quality Policy

Implementation of the Quality Policy is done through:

- **Dedication of resources by management**
- **Using the applicable and relevant quality principles and tools**
- **Compliance with ISO9001**
- **Being a continuously learning organisation**

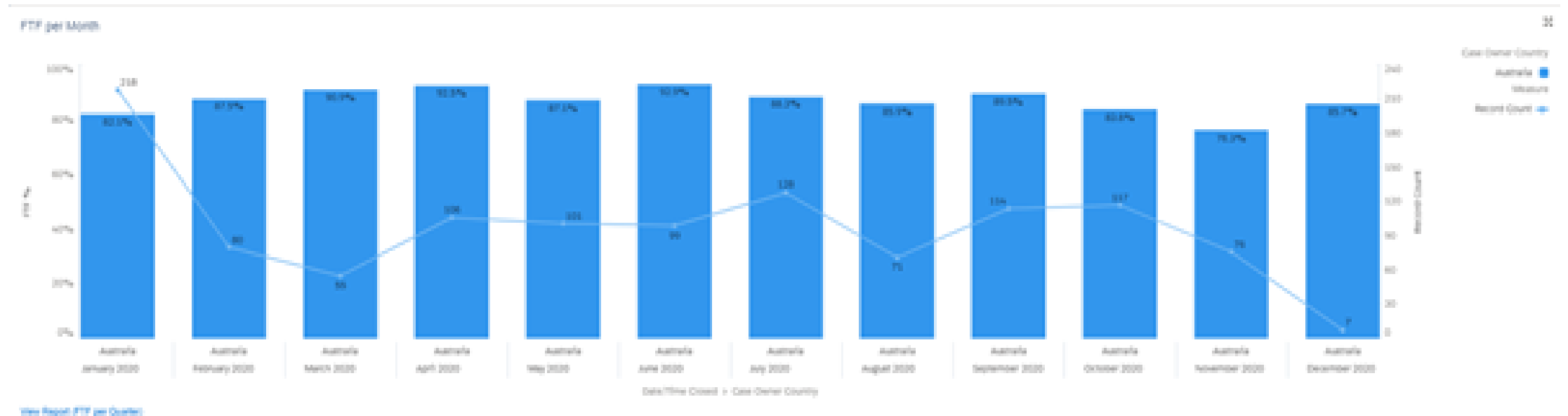
The Business Council reviews and updates this Quality Policy periodically, ensuring continuous consistency with the strategic intent and its permanent suitability to be applied to the business process.

This Quality Policy applies to all parts of Malvern Panalytical.

Quality is not negotiable!

Quality Objectives

Malvern Panalytical has a Quality Objective of 92% First Time Fix Rate for Corrective Maintenance:



Our Average First Time Fix Rate for 2020 = 87%

Quality is not negotiable!

The Malvern Panalytical Management System

Malvern Panalytical maintains an online document management system.

The Management System is available on line at

<http://www.panalytical.managementsystem.net.au/>

Username = Staff

Password = 3xce11ence

The Management System contains:

- WHS, Quality & Corporate Policies
- WHS, Quality & Corporate procedures, forms & registers
- Training, Service & Administrative information
- General information

Adherence to these documented processes is essential in order to maintain the effectiveness of our Quality Management System

Company Protocol - 1

Dress Standards:

- Clothes should be : Ironed, free of rips and tears and presentable
- On Customer sites it is common to require all cotton long sleeved Malvern Panalytical shirts, cotton long trousers as well as steel capped closed shoes

Behavior- Office and Field Engineer Environment

- Music to be kept to a low volume.
- Bad language is not tolerated.
- Shouting/yelling is not encouraged.
- Desks and workbenches to be kept tidy.
- Phones to be answered promptly in a business like manner with Company name and your name.
- All client information is to be kept confidential by means of filing in lockable filing cabinets.
- Office protocol is to be adhered to.

Company Protocol - 2

Worksites - Offices

- Language, music and voices to be kept to a minimum.
- Customers to be spoken to in a professional manner.
- Customers to be kept informed of work or Project progress.
- Mobile phones to be left on where permissible and answered promptly in a business like manner with the Company name and your own name.
- Wearing of passes/client identification to be worn as required

Workplace Environment

- **Violence** : Aggressive or violent behaviour will not be tolerated.
- **Equal Employment Opportunity**: No persons will be discriminated against despite their race, colour, religious or political beliefs. Treat all employees equally and create a high morale standard within the organization.
- **Sexual Harassment**: No persons will be subjected to sexual harassment irrespective of their gender.

Company Protocol - 3

- **No Smoking:** Malvern Panalytical supports a smoke free environment in all buildings either company or client owned. This area is defined as under the roofline of all building structures. This also includes company vehicles.
- **Drugs and Alcohol:** No person will be allowed to work if they are perceived to be under the influence of drugs or alcohol. Consumption of alcohol is prohibited in all workplaces including vehicles. Refer to the [Drug & Alcohol Management](#) procedure for further details.
- **Driving Vehicles:** All persons engaged by Malvern Panalytical are expected to comply with State and Territory legislation whilst driving motor vehicles. Courteous driving habits are strongly encouraged.
- **Fitness for Work:** Through duty of care the company has a responsibility to ensure that people are fit for work in the emotional, mental and physical sense.

Company Protocol - 4

On Site Induction

- Employees will attend as necessary client inductions prior to entering an area or starting work that requires an induction course. Refer to the Customer [Site Safety Policy](#)

First Aid

- The large first aid kit is located in the main office areas
- First Aid Officers are identified on notice boards

Vehicles

- Vehicles to be kept clean and scheduled services are to be organized to avoid inconvenience to the Customers. These scheduled services are mandatory.

Emergency Procedure

For All Emergency Calls (24 Hours per Day) Phone 000

Medical Emergency

- Render immediate assistance to injured person to make comfortable and alleviate injury and pain
- Contact the First Aid Officer
 - Sydney – Andrea Mena
 - Perth - Peter Darch
- If serious injury Phone 000
- Give your name, location, number of people involved, details of medical emergency. Await further instruction and advice.
- Render whatever additional assistance you can.
- **Evacuation Plans** for each office are displayed on notice boards within the office and are available through The Management System

Emergency Procedure



Neither the Perth nor the Sydney Offices have evacuation alarms. The instruction to evacuate will be given verbally (usually by the Chief Warden but not always).

Please be aware of these specific site characteristics.

Hazard Management

- Hazards are managed in accordance with procedures. The procedure for Hazard Identification can be found through the Management System under **Procedures**
- Once identified, Hazards are recorded in the Hazard Register, available through the Management System under Risks Register
- The Hazard Register includes details of the Control Measures used to manage the identified risks associated with each hazard
- Work Method Statements & Instructions for specific tasks through the Management System under Work Method Statements
- All Engineering personnel must be familiar with the Work Method Statement X Ray Engineering

Hazard Management



Risk Management Plan

	Risks Requiring Attention:		0
AS AT	Friday, 13 December 2019		
Next Review	Saturday, 12 December 2020		
Total Risks Recorded	20	0	Operational Risks
Extreme Risks	0	0	Legal Risks
High Risks	0	0	Compliance Risks
Moderate Risks	11	0	Market Risks
Low Risks	9	0	Financial Risks
		0	Miscellaneous Risks

Safe Work Method Statement

X Ray Engineering

Safe Work Method Statement



Scope of Work Activity Covered by this Work Method Statement

Site:

This Work Method Statement outlines the main hazards and risks associated in a X Ray Engineering

Contact:






Instructions for Safe Work Method Statements

A Safe Work Method Statement (SWMS) is a document that sets out the work activities to be carried out at a workplace, the hazards arising from these activities and the measures to be put in place to control the risks. All work must be carried out in accordance with this SWMS. This SWMS must be kept and be available for inspection.

Applicable High Risk Construction Work Activities (highlighted). A SWMS is required for all high risk work activities.

	A risk of a person falling more than 600mm		Demolition of a load-bearing structure.		Work on a tele-communications tower
	Work in or near a shaft or thrench with an excavated depth over 1.5m or in a tunnel		Temporary load-bearing support structures for structural installations or repairs		Work on or near a pressurised gas distribution mains or piping
	Work on or near chemical, fuel or refrigerant lines		Work on, in or adjacent to a road, railway, shipping lane or other traffic corridor in use by traffic other than pedestrians	Y	Work on or near energised electrical installations or services
	Likely to involve disturbing asbestos		Work in or near a confined space		Work in an area with movement of powered mobile plant
	Work in areas with artificial extremes of temperature		Work in or near water or other liquid that involves a risk of drowning		Work in an area that may have a contaminated or flammable atmosphere
	Use of explosives		Work on or near chemical, fuel or refrigerant lines		Diving work

Personal Protective Clothing & Equipment (PPE) Required

Safety Boots		Protective Gloves	
Safety Glasses		High Visibility Clothing / Vests	
Hearing Protection			

Safe Work Method Statement

X Ray Engineering

Safe Work Method Statement



Task	Hazard	Probability	Consequence	Ranking	Control	Person Responsible	Probability	Consequence	Ranking
		Inherent Risk					Residual Risk		
Selection of Personnel	Unqualified Personnel	3	4	Extreme	1 - Mandatory training and certification required. 2 - Only Qualified Engineers permitted to work on equipment. 3 - Individual State X Ray Licenses maintained. 4 - Factory training provided. 5 - Licence & Training records maintained.	Malvern Panalytical	2	3	M5
Site Specific Issues	Injuries due to lack of understanding	2	3	Moderate	1 - All personnel to attend the client site induction and familiarisation / orientation. 2 - Ensure no personnel enter "Unauthorised Personnel" areas without approval. 3 - Conduct prestart checks on equipment and document. All defects to be noted. 4 - Hi Visibility and site PPE clothing to be worn as per customer requirements.	Customer	3	1	L4
Service Preparation	Radiation Exposure	2	4	High	1 - Equipment designed to minimise ambient radiation when correctly used. 2 - Radiation monitoring carried out before and after all service tasks using calibrated hand held radiation monitors. 3 - All Service personnel trained in X Ray Safety protocols. 4 - Individual Radiation Dosage meters worn by all Malvern Panalytical engineers.	Malvern Panalytical Engineer	2	3	M5
Use of Test Equipment	Damage to Equipment	3	1	Low	1 - Ensure all electrical equipment is tagged by a competent and licenced electrician. 2 - Electrical testing results to be documented on a register. Tagging to be completed as per statutory requirements i.e Annually. 3 - Equipment to be placed in cases and covers provided. 4 - Equipment is not to be dropped or left out in the elements after a shift. 5 - Equipment is to be checked prior to use to ensure defects are not evident. 6 - All defects to be documented and Head Office advised.	Malvern Panalytical Engineer	2	1	L3
Electricity	Electricity from voltages above 30 V, mains supply voltages and high voltage sources are capable of causing serious injury or death	3	4	Extreme	1 - Mandatory training and certification required. 2 - Disconnection from supply or electrical isolation prior to the commencement of work. 3 - Only Qualified Engineers permitted to change X Ray Tubes. 4 - Licence & Training records maintained. 5 - Interrupting connectors for high voltage (safety loop). 6 - Earthing (grounding) touchable parts that could become an electrical hazard under single fault conditions. 7 - Shielding. 8 - Warnings on shielding plate with respect to remaining load in capacitors. 9 - Safety class and installation category information (if applicable) in manuals. 10 - Limited leakage current (or warning of high leakage current)	Malvern Panalytical Engineer	3	2	M5

Commonly Encountered Workplace Hazards



There are a number of hazards that are regularly encountered by Malvern Panalytical employees. These are listed on the following slides.

Please ensure that you are fully aware of the correct Control Measures to mitigate these hazards.

Fatigue



Rules

- Workers must seek approval to continue their duties from their direct manager when approaching 12 hours of work, including time spent traveling.
- Workers must notify their officer/manager if they feel excessively fatigued and their ability to work safely may be affected.
- Workers are encouraged to talk to their officer/manager if they feel their ability to work safely is impaired by stress due to work or personal matters.

The Total Working Hours are calculated ***door to door and include:***

- Hours worked
- Travelling time, specifically:
 - Commuting – car & train/bus
 - Extended car travel
 - Air travel – including waiting time

Remote Travel



Manual Handling



Don't Jump...



Don't Bend...



Don't Twist...



Don't Reach...

Manual Handling

- **Two Person Lift:**



Beryllium Oxide

BeO





The use of cryogenic liquids, in particular Liquid Nitrogen, presents two broad hazards:

1. Temperature related hazards;
2. Vapor related hazards.

Dust



Mandatory PPE

All Customer Support Engineers must carry the following Personal Protective Equipment at all times



Site Personal Protective Equipment

While on a client site, as a minimum, Malvern Panalytical personnel will be required to wear:

- Safety footwear
- Long Sleeved Cotton Clothing and Pants

You may also be required to wear/use site specific equipment:

- Safety helmet
- Safety glasses
- Respirators

Adherence to customer site safety requirements is mandatory

Refer to the Customer Site Safety Policy on the Management System for further details

Excessive Sitting



SITTING THE NEW **SMOKING**

Even if you're fit and active,
that desk job is seriously bad
for your health



Some Facts

- Only one in five Australians prioritise the reduction of sitting time in order to protect their health.
- Australians spend most of their waking hours sitting, and the average adult sits for nine hours a day.
- The workplace is where a large proportion of daily sitting time is accumulated.
- Research suggests that office workers sit for at least two-thirds of their working hours.

The 7S Program

Malvern Panalytical has adopted a program called 7S. The goals of the program are

- A Safer working environment
- Continuous improvement to effective and efficient ways of working

The program is based on the elimination of waste and uses visual management and standardisation. ***Each individual is responsible for their work area:***

- Clean desk
- Access – visitors do not have permission to walk around

Participation is mandatory

The 7S Program

- Only necessary items that help to perform your job at that moments are needed on your desk
- Use notepad or desk diary instead of post-its for reminders
- Scheduler for meeting rooms – book it or lose it
- The desk has no paper lying around at the end of the day
- Nothing stored on floor
- Everything hung on the wall must be in a frame and the same distance from the ceiling
- All binders stored in book cabinets are labelled and color coded
- All desk and filing cabinets must have the drawers labelled with the contents. Contents of drawers must be organised and labelled or colour-coded (30 second rule).
- Nothing is stored on top of cabinets or equipment
- Computer hard drives and servers must have file location maps
- All office machines have owners, responsible for operating instructions
- All conference rooms have owners, responsible for room setup and operating instructions
- 7S audits are performed on a regular basis

It doesn't apply to me



Old posters,
certificates, post-it
notes, etc. on wall

Samples/parts which
you no longer need

Old documents piling
up on desk

Drawers filled with
unwanted stationery,
files, etc.

Hazard Reporting

- All employees are required to eliminate hazards on a “see and fix” basis, providing it is within their ability to do so.
- Any hazard, which is outside their ability to control or cannot be rectified immediately, is to be reported to the local Manager.
- All, incidents, near misses and accidents should be reported by using an Injury/Incident/Hazard Form.
- Complete the Form as soon as practicable after the incident or accident.
- Injury/Incident/Hazard forms are available from the FORMS section of the Management System.

Hazard Reporting

- Outlined in the Procedure Hazard Identification
- Hazards and Incidents are reported using the Injury Report Form – available on the FORMS page of the Management System



Injury Reporting

- Outlined in the Procedure [Injury Management](#)
- All injuries sustained while working *MUST* be reported.



Injury Reporting

- Injury reports must be made within 24 hours of occurrence – without exception – using the online injury reporting tool.
- The Injury Report is available from the online Management System under FORMS or scan the QR Code






Malvern Panalytical

Incident Report Form

* Required

Date of Incident *

Date

dd/mm/yyyy 

Time of Incident *

Time

__ : __ AM ▼

Employee Wellness



What is a Workplace Wellness



WIKIPEDIA
The Free Encyclopedia

Workplace wellness is any **workplace** health promotion activity or organisational policy designed to support healthy behaviour in the **workplace** and to improve health outcomes.

Employee Wellness

Policy Statement

Malvern Panalytical recognises our ability to achieve our objectives successfully depends on the wellbeing of our employees. We acknowledge that the key elements of workplace wellness include the physical and cultural environments as well as the policies, practices and procedures that guide our work.

Malvern Panalytical will provide a healthy workplace that values and enhances the health and wellbeing of all employees by implementing our workplace wellness program.

This workplace wellness policy outlines how Malvern Panalytical will support the health and wellbeing of all our employees. The policy is applicable to all Malvern Panalytical employees and aligns with health and safety policies and guidelines.

Goals

- Build and maintain a workplace environment and culture that supports healthy lifestyle choices.
- Increase worker knowledge and awareness of health and wellbeing issues and healthy lifestyle behaviours.
- Facilitate workers active participation in a range of initiatives that support health and wellbeing

Programs

Malvern Panalytical currently provides the following programs:

- Defensive Driving
- Safe Four Wheel Driving
- Educational Assistance
- First Aid Training



Michael Ross

Country Manager

Australia, New Zealand and Oceania

Objectives

By adopting healthy behaviours, you can decrease the risk of developing heart disease, stroke, diabetes, cancer and mental disorders.

In a supportive environment, with the right tools and resources, people are more likely to make healthier choices.

A healthy workplace can support employees to:

- increase physical activity
- maintain a healthy weight
- improve social and emotional wellbeing
- eat healthier
- quit smoking
- reduce harmful alcohol consumption.

Malvern Panalytical is committed to employees' personal and professional productivity, and physical and mental wellbeing. This is achieved through increasing awareness of factors and resources contributing to well being and promoting a worksite culture that supports employees' desire to make healthy lifestyle choices.

Employee Assistance - Getting Help

The fundamental aim of this program is to aid and assist all employees to resolve any workplace or personal issues that might be affecting their job capacity.

For assistance in dealing with a problem, please contact any of the following:

- Your Direct Supervisor
- Malvern Panalytical Quality & Safety Officer – TBA
- Malvern Panalytical Country Manager – Michael Ross

0417 401 064

Confidentiality is assured

As part of the Spectris Code of Business Ethics, you can raise any concerns or seek assistance using either:

Spectris Hotline 1800 339 276

www.spectrishotline.com

Getting Help – External Resources

Beyondblue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.

Headspace is the National Youth Mental Health Foundation providing early intervention mental health services to 12-25 year olds.

MensLine Australia is a professional telephone and online support and information service for Australian men

Relationships Australia is a leading provider of relationship support services for individuals, families and communities. We aim to support all people in Australia to achieve positive and respectful relationships.

The **Black Dog Institute** is a not-for-profit organisation and world leader in the diagnosis, treatment and prevention of mood disorders such as depression and bipolar disorder.

R U OK? is a not-for-profit organisation whose vision is a world where we're all connected and are protected from suicide. Accordingly, our mission is to encourage and equip everyone to regularly and meaningfully ask "are you ok?"

Completion



- Please use the QR Code to go to the Questionnaire - <https://forms.gle/hbKpQhZ6hpW6a2T1A>
- Please complete all of the questions to complete this training session.