

Purpose

The purpose of this policy is to demonstrate Menzies commitment to remove or reduce risks to the health, safety and welfare of all workers, contractors, customers, and any other parties who may be affected by our business operations.

Responsibility

Creating and sustaining a healthy and safe working environment is the responsibility of all Menzies workers at every level of the company including the management of potential psychological hazards and psychosocial risks to worker's health and safety in the workplace.

Overview

Menzies is dedicated to providing a safe and healthy workplace and recognises all of its responsibilities in providing all employees, contractors, clients, visitors and the public a safe and healthy working environment.

To achieve our policy objective, we have implemented a Management System throughout the Company's operations that requires the commitment and contribution of every worker by:

- Complying with all work health and safety legislation, regulations and standards. Menzies will work with safety regulators in all states to achieve compliance and continually improve safety results to the fullest extent possible;
- Taking responsibility for the health and safety of themselves and their work colleagues;
- Not compromising personal health and safety in the mistaken belief that operational requirements are more important;
- Considering that health and safety as an integral part of our work ensuring continual improvement.

Menzies promotes a work environment and safety management system that aims to:

- Identify any hazards in the workplace that maybe a risk to health and safety by elimination or minimising of those hazards;
- Provide a systematic approach to identifying and controlling health and safety hazards and risks through the development and implementation of suitable policies and procedures;
- Consult with Labour Hire Providers to identify WHS risks and how they affect labour hire workers.
- Consult with all workers about health and safety issues in the workplace;
- Demonstrate effective management through commitment, leadership and direct involvement at all levels of the company;
- Encouraging effective teamwork with two – way communication as an integral part of every job;
- Provision of appropriate facilities, equipment, education, training and supervision for all workers to ensure healthy and safe working conditions and procedures;
- Provide annual work performance reviews
- Adequately reward and recognise its staff
- Monitoring and evaluating the health and safety performance of workers by implementing effective communication with them on health and safety and compliance issues.

In its activities, Menzies provides and maintains, so far as reasonably practicable, a working environment that is safe and without risk to health, eliminates or controls work-related hazards and risks by:

- Ensuring as far as practicable, all operations conducted by its workers are in accordance with relevant legislation and regulatory requirements and relevant industry standards;

- Ensuring as far as reasonably practicable, workload is aligned to its worker's skills and capabilities and thus minimising the risk of overloading or underloading
- The application of a systematic approach to identifying, assessing and controlling workplace hazards and risks;
- Providing support from supervisors, managers and co-workers
- Facilitating continuous improvement through periodic review of objectives and performance measures, systems, practices and procedures and to ensure their continued effectiveness at eliminating work-related injury and illness.

Related Policies and Procedures

- Code of Conduct Policy
- Drug and Alcohol Policy
- Health & Wellbeing Policy
- Rehabilitation and Return to Work Policy
- Smoke Free Policy
- Risk Management Policy
- Fatigue Management Policy
- Working Alone Policy
- MMS-PRO-008 Corrective Action Procedure
- MMS-PRO-026 Objectives & Targets Procedure
- MMS-PRO-021 Legal Requirements Procedure
- MMS-PRO-022 Management Review Procedure
- MMS-PRO-039 Site Operations Procedure
- MMS-PRO-046 Hazard & Incident Management Procedure

Authorised by:



Greg Springall
CHIEF EXECUTIVE OFFICER

Translation can be arranged through your Branch Office for staff with this need.

- **Spanish Translation:** Por intermedio de la Oficina Regional se puede organizar traducción el personal que la necesite.
- **French Translation:** traduction peuvent être organisés par le Bureau régional pour le personnel avec ce besoin
- **Italian Translation:** Una traduzione potrà essere eseguita attraverso l'ufficio regionale per il personale che dovesse averne bisogno.
- **Serbian Translation:** Превод се може организовати преко Регионалне канцеларије за особље коме је потребно.
- **Croatian Translation:** Prijevod se može organizirati preko Regionalnog ureda za osoblje kome treba.
- **Greek Translation:** Μετάφραση μπορεί να κανονισθεί μέσω του Περιφερειακού Γραφείου για προσωπικό που έχει αυτή την ανάγκη.
- **Macedonian Translation:** Превод на текстови може да се организира преку Регионалната канцеларија за персоналот кој има таква потреба.
- **Russian Translation:** Перевод может быть организовано через региональное отделение для сотрудников с этим необходимо
- **Finnish Translation:** käännös voidaan järjestää aluetoimiston henkilöstön tämän tarpeen
- **Thai Translation:** บริการแปล Regional Office บริการแปล
- **Arabic Translation:** عمده الحجة كميون ترجمة متو بيترتا من لاخل تكملاب بلقلامي للموظفين
- **Persian Translation:** میظنته اب دیشاد ز این دنیا انتم را کی ار دار ای مخطنه بر تقد ویرطز ا ندواته می م محتره
- **Turkish Translation:** Çeviri Bölge Müdürlüğü personeli için aracılığıyla bu ihtiyacı ile ayarlanabilir
- **Filipino Translation:** pagsasalin Maaari Maging hagdan pamamagitan ng Regional Office para sa mga tauhan na ito kailangan
- **Indonesian Translation:** terjemahan Bisa Diatur Melalui Kantor Wilayah untuk staf dengan kebutuhan ini
- **Malay Translation:** penterjemahan Bisa Dikawal Melalui Pejabat Wilayah untuk kakitangan dengan keperluan ini
- **Swahili Translation:** Tafsiri unaweza ukapangwa kupitia Ofisi ya Mkoa kwa ajili ya wafanyakazi na hitaji hili
- **Afrikaans Translation:** Hāy bō trī có thē djich qua Vān phōng Khu vưc nhān viēn có nhu cầu này
- **Vietnamese Translation:** Hāy bō trī có thē djich qua Vān phōng Khu vưc nhān viēn có nhu cầu này
- **Japanese Translation:** hon'yaku wa , chiiki jimusho no sutaffu wotsūjite, kono hitsuyō sei ni haichi suru koto ga deki masu
- **Chinese Translation (Traditional):** fān yì kě yǐ ān pái tōng guò qū yù bàn shì chǔ de gōng zuò rén yuán, zhè fāng miàn de xū yào
- **Chinese Translation (Simplified):** kě yǐ ān pái fān yì tōng guò qū yù bàn shì chǔ de gōng zuò rén yuán yù

Purpose

The purpose of this policy is to set out Menzies objectives regarding risk management and outline our approach to managing business risks effectively.

Responsibility

Risk management is the responsibility of all Menzies employees, contractors and Company representatives.

Overview

Risk is inherent in business, but it also brings opportunity. At Menzies, we recognise that rigorous risk management is critical for supporting the building of a sustainable business, and that risk must always be a key consideration in our decision-making processes.

The following objectives drive Menzies's approach to risk management and our risk-based approach throughout all levels of the organisation:

- Identifying the risks that exist for our business, then analysing and determining the most effective controls to be implemented in order to mitigate potential or actual impacts
- Protection of people and the environment – as well as implementing any necessary measures to safeguard our ability to meet or exceed customer expectations, which includes our reputation, knowledge and information
- Full compliance to applicable standards, legislations and codes
- Setting specific objectives and targets to ensure our performance is effectively monitored and reported upon, with outcomes serving as learnings for continual improvement
- Implementing plans and tools to assist all areas of the business in fulfilling their responsibilities
- Promoting a culture that is risk aware, which is supported by high standards of accountability at all levels
- Taking an integrated risk management approach, where risk forms part of all key organisational processes and leads to enhancement of stakeholder value
- Supporting effective decision making through better understanding and consideration of risk and consequence
- Empowering our employees to appropriately and successfully detect, report and resolve risks that exist in the work place
- Regularly reviewing our risk framework and supporting tools to ensure suitability and currency of practices, including in response to change

This policy has been developed in accordance with the core principles of the standard ISO 31000.

Menzies is committed to ensuring that risk management practices are embedded into all business processes and operations in order to drive consistent, effective and accountable action, decision making and management practice. A strong risk management culture is critical to enabling Menzies to achieve its strategic, operational and commercial objectives.

Related Policies and Procedures

- Work, Health and Safety Policy
- Health and Wellbeing Policy
- Code of Conduct Policy
- Corporate Social Responsibility Policy

- Environmental Policy
- Quality Policy
- MMS-PRO-037 Risk Management Procedure
- MMS-PRO-008 Corrective Action Procedure
- MMS-PRO-022 Management Review Procedure
- MMS-PRO-046 Hazard & Incident Management Procedure

Authorised by:



Greg Springall
CHIEF EXECUTIVE OFFICER

Translation can be arranged through your Branch Office for staff with this need.

- **Spanish Translation:** Por intermedio de la Oficina Regional se puede organizar traducción el personal que la necesite.
- **French Translation:** traduction peuvent être organisés par le Bureau régional pour le personnel avec ce besoin
- **Italian Translation:** Una traduzione potrà essere eseguita attraverso l'ufficio regionale per il personale che dovesse averne bisogno.
- **Serbian Translation:** Превод се може организирати преко Регионалне канцеларије за особље коме је потребно.
- **Croatian Translation:** Prijevod se može organizirati preko Regionalnog ureda za osoblje kome treba.
- **Greek Translation:** Μετάφραση μπορεί να κανονισθεί μέσω του Περιφερειακού Γραφείου για προσωπικό που έχει αυτή την ανάγκη.
- **Macedonian Translation:** Превод на текстови може да се организира преку Регионалната канцеларија за персоналот кој има таква потреба.
- **Russian Translation:** Перевод может быть организовано через региональное отделение для сотрудников с этим необходимо
- **Finnish Translation:** käännös voidaan järjestää aluetoimiston henkilöstön tämän tarpeen
- **Thai Translation:** บริการแปลคำพูด Regional Office บริการแปลคำพูด
- **Arabic Translation:** مع هذه الحاجة كميون ترجمة متو بيترتا من لاخل تكلماب بلقلامى للموظفين
- **Persian Translation:** میظنند این نیازها را از این طریق می توانند برطرف کنند
- **Turkish Translation:** Çeviri Bölge Müdürlüğü personeli için aracılığıyla bu ihtiyacı ile ayarlanabilir
- **Filipino Translation:** pagsasalin Maaari Maging hagdan pamamagitan ng Regional Office para sa mga tauhan na ito kailangan
- **Indonesian Translation:** terjemahan Bisa Diatur Melalui Kantor Wilayah untuk staf dengan kebutuhan ini
- **Malay Translation:** penterjemahan Bisa Dikawal Melalui Pejabat Wilayah untuk kakitangan dengan keperluan ini
- **Swahili Translation:** Tafsiri unaweza ukapangwa kupitia Ofisi ya Mkoa kwa ajili ya wafanyakazi na hitaji hili
- **Afrikaans Translation:** Hÿ bÿ trÿ cÿ thÿ djch qua Vÿn phÿng Khu vÿrc nhÿn viÿn cÿ nhu cÿu nÿy
- **Vietnamese Translation:** Hÿ bÿ trÿ cÿ thÿ djch qua Vÿn phÿng Khu vÿrc nhÿn viÿn cÿ nhu cÿu nÿy
- **Japanese Translation:** hon'yaku wa , chiiki jimusho no sutaffu wotsujite, kono hitsuyō sei ni haichi suru koto ga deki masu
- **Chinese Translation (Traditional):** fān yì kĕ yì ān pái tōng guò qū yù bàn shì chǔ de gōng zuò rén yuán, zhè fāng miàn de xū yào
- **Chinese Translation (Simplified):** kĕ yì ān pái fān yì tōng guò qū yù bàn shì chǔ de gōng zuò rén yuán yù c

Purpose

The purpose of this policy is to provide a framework for the successful return to work for employees suffering from work-related injury or illness.

Responsibility

Workers are required to:

- notify their manager of any injury as soon as is practicable and complete an Incident Report;
- make reasonable efforts to actively participate and cooperate with the company in planning their return to work;
- actively use an occupational rehabilitation service and cooperate with the provider of that service;
- actively participate and cooperate in any assessment of:
 - a) the worker's capacity to work;
 - b) rehabilitation progress; and
 - c) future employment prospects;
- make reasonable efforts to return to work in suitable employment or their pre-injury employment; and
- participate in any interview for the purpose of enhancing the worker's opportunity to return to work.

Note: if the worker fails to comply with these responsibilities, the Company may end their compensation benefits.

The Company will, to the extent that it is reasonable to do so:

- provide to the worker:
 - a. suitable employment, taking into account the capacity of the worker as a result of the injury; and
 - b. pre-injury employment, if the worker no longer has an incapacity to work;
- plan the worker's return to work by:
 - a. obtaining relevant information about the worker's capacity to work;
 - b. considering reasonable workplace support, aids or modifications to assist in the worker's return to work;
 - c. assessing and proposing options for suitable employment and pre-injury employment; and
 - d. consulting with relevant parties;
- consult with the worker, the worker's healthcare practitioner and any provider of occupational rehabilitation services about the return to work of the employee by:
 - a. sharing information about the worker's return to work;
 - b. providing a reasonable opportunity for those persons to consider and express their views about the worker's return to work; and
 - c. taking those views into account; and
- inform the insurer of all injuries within 48 hours of their occurrence.

The obligations of the company will extend for the requisite statutory period from the date upon which the Company first becomes aware that the worker has made a claim for compensation, or submitted a medical certificate that relates to a claim for compensation.

Overview

Menzies values the health and safety of its workers and is committed to providing a safe workplace. Our proactive approach to injury management involves placing strong emphasis on safe, timely and sustainable return to work programs for injured or ill workers.

We are committed to:

HR-POL-029

Version: 03

Issue Date: 01 March 2020

Last review: 10 March 2023

Uncontrolled document when printed.

- prompt injury notification;
- communication and consultation with all parties to develop appropriate return to work programs;
- accountability and responsibility for injury management being clearly understood;
- provision of suitable and meaningful activities during the return to work process; and
- dispute resolution as required

We will ensure the following positive approach in meeting these objectives, including:

- early and prompt reporting of injuries;
- appropriate and timely medical intervention and effective return to work planning;
- provision of suitable resources and productive duties for the injured worker;
- positive support and encouragement during the rehabilitation process; and
- regular review of incidents and accidents to seek preventive measures and achieve elevated levels of improvement

The Return-to-Work Coordinator

The Return to Work Coordinator will ensure that both the Company and the worker honour their obligations under this policy.

The designated Return to Work Coordinator is:

Name: Gow Gates

Phone: 02 8267 9993

Email: menzies@gowgates.com.au

Involving a rehabilitation provider

Rehabilitation providers are available to assist in the return to work of workers who suffer a workplace injury or illness. Referral to the following accredited providers may be considered where the Return to Work plan is complex and requires specialist knowledge.

Injured workers retain the right to nominate an accredited rehabilitation provider of their own choice.

Disputes

If any disputes arise regarding return to work issues, they will be resolved in accordance with any relevant procedures specified in written directions issued by the Minister.

Related Policies and Procedures

- Work, Health and Safety Policy
- Health and Wellbeing Policy
- MMS-PRO-036 Rehabilitation & Return To Work Procedure
- MMS-PRO-046 Hazard & Incident Management Procedure
- MMS-PRO-045 Workers Compensation Procedure

Authorised by:



Greg Springall
CHIEF EXECUTIVE OFFICER

Translation can be arranged through your Branch Office for staff with this need.

- **Spanish Translation:** Por intermedio de la Oficina Regional se puede organizar traducción el personal que la necesite.
- **French Translation:** traduction peuvent être organisés par le Bureau régional pour le personnel avec ce besoin
- **Italian Translation:** Una traduzione potrà essere eseguita attraverso l'ufficio regionale per il personale che dovesse averne bisogno.
- **Serbian Translation:** Превод се може организовати преко Регионалне канцеларије за особље коме је потребно.
- **Croatian Translation:** Prijevod se može organizirati preko Regionalnog ureda za osoblje kome treba.
- **Greek Translation:** Μετάφραση μπορεί να κανονισθεί μέσω του Περιφερειακού Γραφείου για προσωπικό που έχει αυτή την ανάγκη.
- **Macedonian Translation:** Превод на текстови може да се организира преку Регионалната канцеларија за персоналот кој има таква потреба.
- **Russian Translation:** Перевод может быть организовано через региональное отделение для сотрудников с этим необходимо
- **Finnish Translation:** käännös voidaan järjestää aluetoimiston henkilöstön tämän tarpeen
- **Thai Translation:** การแปลที่ ภูมิภาค Regional Office สามารถดำเนินการได้
- **Arabic Translation:** مع هذه الحاجة كميون ترجمة متو بيترتنا من الاخل تكلماب بلقلامي للموظفين
- **Persian Translation:** به‌ظننته او ديشمارزين دنيا ناندنم اكي اري اري اى مخطنم رتند قير طرزا نداوتى م مجرتى
- **Turkish Translation:** Çeviri Bölge Müdürlüğü personeli için aracılığıyla bu ihtiyacı ile ayarlanabilir
- **Filipino Translation:** pagsasalin Maaari Maging hagdang pamamagitan ng Regional Office para sa mga tauhan na ito kailangan
- **Indonesian Translation:** terjemahan Bisa Diatur Melalui Kantor Wilayah untuk staf dengan kebutuhan ini
- **Malay Translation:** penterjemahan Bisa Dikawal Melalui Pejabat Wilayah untuk kakitangan dengan keperluan ini
- **Swahili Translation:** Tafsiri unaweza ukapangwa kupitia Ofisi ya Mkoa kwa ajili ya wafanyakazi na hitaji hili
- **Afrikaans Translation:** Hâÿ bô trí có thể dịch qua Văn phòng Khu vực nhân viên có nhu cầu này
- **Vietnamese Translation:** Hâÿ bô trí có thể dịch qua Văn phòng Khu vực nhân viên có nhu cầu này
- **Japanese Translation:** hon'yaku wa , chiiki jimusho no sutaffu wotsujite, kono hitsuyô sei ni haichi suru koto ga deki masu
- **Chinese Translation (Traditional):** fân yi kê yi ân pái tóng guò qū yù bàn shì chǔ de gōng zuò rén yuán, zhè fāng miàn de xū yào
- **Chinese Translation (Simplified):** kê yi ân pái fân yi tóng guò qū yù bàn shì chǔ de gōng zuò rén yuán yù c