

**Rentokil
Initial**

Experts in the Essentials

Rentokil Initial Clinical Waste Environment Plan

ntepa

Northern Territory
Environment Protection Authority



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SHE Policy

1.1 Rentokil Initial will have specialised policies to cover defined areas of Safety, Health and Environment. Policies will be attached separately. Each policy will include a commitment to:

- A proactive management approach,
- The establishment of measurable objectives and targets,
- Compliance with Legislation, Codes of Practice and Standards,
- Effective dissemination of information,
- Allocation adequate financial and physical resources for implementation
- Continuous improvement of SHE Performance
- Management responsibility for SHE

Health and Safety Policy



Health and Safety Policy

Rentokil Initial is committed to taking appropriate measures to protect the health, safety and welfare of its colleagues, contractors, visitors and the community. Each individual plays an effective role in meeting this commitment.

In pursuing this commitment we will:

- Empower colleagues to ensure that they go home safely by the implementation of SHE Golden Rules.
- Make Health & Safety the number one item on the meeting agenda.
- Set measurable objectives and targets to continuously improve our health, safety and welfare performance.
- Make health, safety and welfare a value and priority in our business.
- Consult with colleagues, contractors, customers and visitors and any other key stakeholders regarding relevant health, safety and welfare matters through effective implementation and communication of the Health & Safety policy and related information.
- Assist individuals to understand their responsibilities for implementing and maintaining effective health, safety and welfare policies and systems.
- Comply with the relevant health, safety and welfare Legislation and Codes of Practice.
- Inform individuals of their obligations to comply with health, safety and welfare policies, systems and legislation.
- Have in place effective systems for identifying, assessing and reporting hazards and eliminating or controlling risks as far as is possible.
- Facilitate training for individuals so they can do their job effectively and safely.
- Have in place effective systems so that workplace injuries are reported and recorded accurately to enable assessment of Health & Safety performance and continued improvement aimed at elimination of work related injury and illness.
- Provide supervision as necessary, to give assurance to the integrity of the systems of work and task completion.
- Communicate our health and safety policies and relevant systems with our contractors and suppliers of goods and services.
- Enable individuals to access health, safety and welfare expertise as and when necessary.
- Provide management commitment to health, safety and welfare so to ensure appropriate support and resourcing is available for health, safety and welfare management and initiatives in the workplace.
- Ensure that all levels of managers have an understanding of health and safety management relative to their positions.
- The documented management system and policies are reviewed periodically to ensure that it remains relevant and appropriate.

This signed statement of Policy confirms our commitment.

Andrew Stone
Managing Director, Pacific

Environment Policy



Environmental Policy

Rentokil Initial aims to operate in such a way as to minimise adverse impacts on the environment and communities in which it operates. Each colleague plays an effective role in working in a way to protect the environment in order to meet this commitment.

Rentokil Initial is committed to continually reviewing and sourcing sustainable solutions for the provision of services and products, which improve the quality of life, for both our customers and the community.

In pursuing this commitment we will:

- Integrate sustainable solutions into business strategy and planning, so that risks to and impacts on the environment are considered in business decisions.
- Continue to drive our environmental plan around three core pillars, Sustainable Solutions, Sustainable Operations and Sustainable Workplace.
- Set measurable objectives and targets to continuously improve our environmental performance and track through our sustainability steer committee.
- Identify environmental risks arising from business activities and maintain systems to manage those risks in the communities in which Rentokil Initial operates to prevent environmental incidents.
- Consult with colleagues to provide opportunities to contribute to the making of decisions affecting the environment through effective implementation and communication of the Environmental policy and other related information.
- Comply with the relevant environmental legislation and other requirements.
- Inform colleagues and other persons of their obligations to comply with Environmental policy, systems and legislation.
- Facilitate training for colleagues to achieve minimum environmental impact and incident free operations.
- Enable colleagues to access environmental expertise as is necessary.
- Provide management commitment to the environment to ensure appropriate support and resourcing is available to support environmental management and initiatives in the workplace.
- Be prepared for emergencies, so that the environmental outcome of any incident may be mitigated quickly and effectively.

This signed statement of Policy confirms our commitment.

A handwritten signature in black ink, appearing to read "Andrew Stone".

Andrew Stone
Managing Director, Pacific

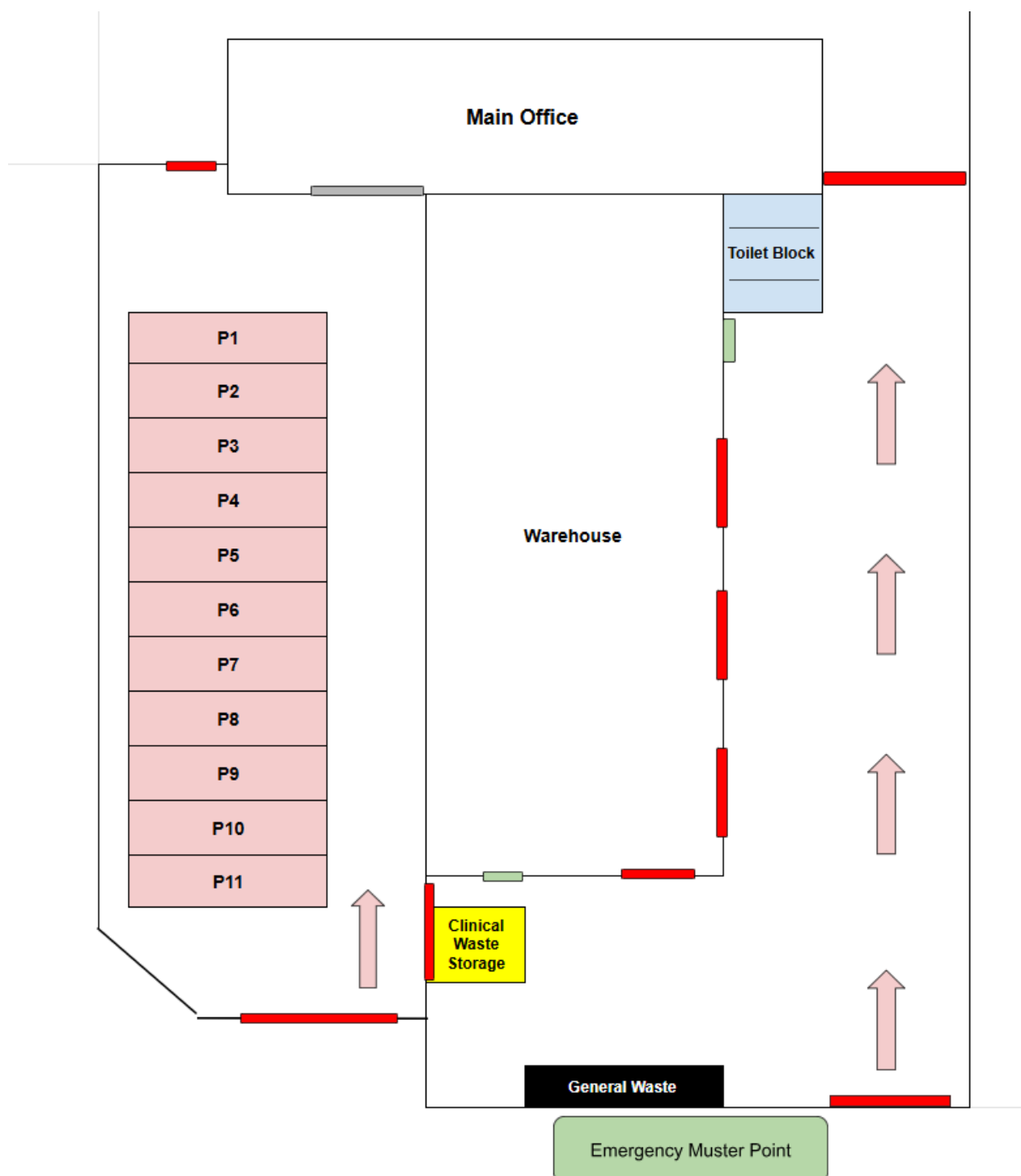
Business Name	Rentokil Initial Pty Ltd
ABN	98000034597
Address	Business Address: 27 Swan Cres, Winnellie NT 0820 Postal Address: PO Box 41135, Casuarina NT 0811 Email: initial.darwin@rentokil-initial.com
Contact	Jai Kearney - Business Manager Northern Territory jai.kearney@rentokil-initial.com 0481 475 274 08 8984 3799
Nominated Health and Safety Team	Nominated SHE Business Partner, Natasha Gerada SA, WA & NT – 0466 795 672 Nadine Kelly Safety, Health & Environment Manager (SHE) - Australia 9 Westside Avenue, Port Melbourne, VIC 3207 Mobile +61 481 012 097
Scope of Works / Licensed Activity	Initial Hygiene Services – Collection, transportation, and temporary storage pending collection of Listed Waste in schedule 2 (Clinical Waste) from client premises. The Waste Management and Pollution Control Act requires a person conducting an activity specified in Schedule 2 of the Act to have an environment protection approval or license
Qualifications	Initial Hygiene Technicians do not require licenses for scope of work.

Listed Waste	Collection	Transport	Storage	Treatment	Recycling	Disposal
Clinical Waste	Yes	Yes	Yes	No	No	No

Site Map

27 Swan Crescent, Winnellie NT 0820

-  Roller Door & Gate Entry
-  Emergency Exit
-  Main Office Entry



Health and Safety Management System

Rentokil Initial has an Integrated Management System (IMS) to cover the aspects of SHE – Safety, Health & Environment. The SHE Management System has been designed to ensure that as a company, we meet Group SHE requirements together with our local legal obligations. The SHE Management system is broken into 15 key requirements for business units in five key areas:

- Leadership & Accountability
- Assessing and Managing risk
- People, Training & Tools
- Performance Improvement
- Review & Improvement

The SHE management system enables our business to deliver on our policy commitments.

ISO 14001 – Environment & Occupational Health and Safety

Attached Below

CERTIFICATE OF REGISTRATION

Rentokil Initial

Unit A1, Lidcombe Business Park
3-29 Birnie Avenue
Lidcombe
2141
NSW
Australia

has been assessed and certified as meeting the requirements of:

ISO 14001:2015

Environmental Management System

For the following activities:

Rentokil Initial operates across the Pacific under the brands Rentokil, Initial Hygiene and Ambius.
Provision of pest control, washroom hygiene and indoor plant services.

Certificate Number: 2023-4972

Certified Date: 31-10-2023

Expiry Date: 5-11-2026

Issue Date: 14-11-2023

This Certificate is valid subject to successful completion of surveillance audits.

Please visit www.sustainablecertification.com.au/verify to verify the validity of this certificate

This is a Multi Site Certification



LIC.2023-4972



www.jas-anz.org/register



Authorised By

Swami Nathan
Director
Sustainable Certification Pty Ltd
Level 5, 326 William Street
Melbourne 3000
Australia

CERTIFICATE OF REGISTRATION

Rentokil Initial

Unit A1, Lidcombe Business Park
3-29 Birnie Avenue
Lidcombe
2141
NSW
Australia

has been assessed and certified as meeting the requirements of:

Integrated - 45001:2018/14001:2015

Occupational Health and Safety & Environmental Management System

For the following activities:

Rentokil Initial operates across the Pacific under the brands Rentokil, Initial Hygiene and Ambius.
Provision of pest control, washroom hygiene and indoor plant services.



Certificate Number: 2023-9448

Certified Date: 31-10-2023

Expiry Date: 5-11-2026

Issue Date: 14-11-2023

This Certificate is valid subject to successful completion of surveillance audits.

Please visit www.sustainablecertification.com.au/verify to verify the validity of this certificate

This is a Multi Site Certification



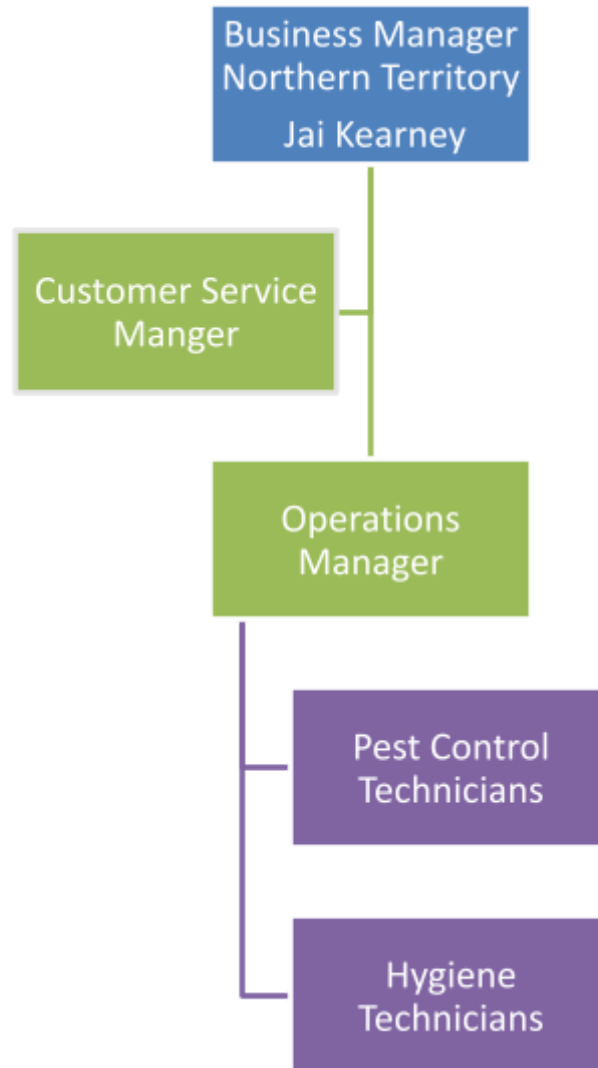
JAS-ANZ



Authorised By

Swami Nathan
Director
Sustainable Certification Pty Ltd
Level 5, 326 William Street
Melbourne 3000
Australia

Organisational Chart



Roles and Responsibilities

Responsibility is a duty, obligation or liability for which someone is held accountable. It can also be seen as an action that an employee assigned to a role is expected to perform. Under the *WHS Act and Regulation 2011*, all workers, managers, contractors, and the PCBU have responsibilities to ensure a safe work place and comply with safe systems of work. Rentokil Initial expects all workers, line managers, and duty officers to comply with the SHE responsibilities below.



Safety and Environmental Controls

Risk management is a fundamental part of an effective health and safety management system and our work will be inline with Northern Territory's Environmental Protection Authority Legislation.

The elimination of hazards where possible, and the evaluation of safety, health and environment (SHE) risks is the basis of proactive SHE management and effective incident prevention. Refer to individual SWMS and Risk Assessments for task and site hazards

Factor	Objective	Requirement / Controls
Waste Management		
Solid/Liquid Waste	Ensure that wastes are contained and isolated from land, ground and surface water surrounds and treatment or collection does not result in long-term impacts on the natural environment	All waste transported to 414 Stuart Highway site short term. Arrange registered contractor to pick up and dispose of waste. Track Clinical Waste via Dangerous Goods Transportation Documents File Dangerous Goods Transportation Documents online.
Cross Contamination	Ensure the risks of contaminating viruses are managed.	Offer Hepatitis B Program to all new technicians Offer Consent Maintain Hep B Register Provide Vaccinations Program Ensure PPE is worn at all times when managing clinical waste products
Hazardous Materials Management		
Spills	Ensure all infectious substances has spill management and are stored and used in accordance to legislative requirements.	Staff trained in SOP / spill management Spill kits available in each vehicle. Used containers to be loaded to reduce the likelihood of spilling Anti-tamper containers provided. Track Clinical Waste via Dangerous Goods Transportation Documents
Road – private/public		
Vehicle Interaction	To ensure all technicians are aware of responsibilities of clinical waste and reporting procedures. Reduce the risks of environmental spills.	Techs to have current car licence. Vehicle Familiarisation to be completed. Driver Awareness Training to have been completed for all techs. Ensure communication is maintained. Secured vehicles Ramps provided for wheelie bins

Incidents

Emergency vehicle

Ensure incidents are managed reported, and investigated.

Ensure there is a process and communicate requirements to all technicians.

Provide adequate training to all technicians and employees and ensure these requirements are adhered to.

Maintenance of equipment / vehicles

Pre use inspections

Take 5

Emergency Procedure Folder

Trained Employees in Clinical Waste SOP

2 x Fire Extinguishers

Track Clinical Waste via Dangerous Goods

Transportation Documents

All incidents, injuries, illnesses or near misses to be reported immediately

Site Familiarisation

Emergency Response

To ensure work is completed safely and technicians are aware of responsibilities while on site. To understand all emergency procedures.

All workers to complete site induction prior to completion of work.

Ensure Contractors are aware of site procedures.

Ensure storage of infectious substances is secured.

Incident Reporting

Contractors

Spill Control

In the event of a liquid spill, Technicians will be trained to use their spill kits and safely react to a chemical spill. Technicians are supplied with a spill kit in each vehicle. Techs will have bunded storage location for liquid chemicals. Reference SOP 003.

ACTION	WHAT TO DO
SPILL KIT & PPE	- Obtain the sharps clean up kit or a sharps container and put on PPE - Place the sharps container on the ground ensuring the lid is open
CLEAN UP	- Using syringe pickers or grabbers pick up the sharp and place into the sharps container, needle side down, keeping your hands clear at all times. DO NOT release the sharp until it is partially inside the sharps container. - Secure the lid - Place the container in your vehicle for return to the depot for suitable disposal

- Never handle a spill with your hands - always use the correct PPE
- Report all spills immediately to your line manager and site contact if it cannot be immediately cleaned or it is a large spill and assistance is required
- Restock your spill kit immediately when you return to the depot
- Check the depot and vehicle spill kit contents regularly as part of workplace and vehicle & equipment inspections
- If in doubt, contact your line manager

PPE requirements

Initial Technicians will be utilising:

- Disposable gloves and needle resistant gloves when completing services. Refer to SOP 004.



- Personal Protective Equipment (PPE) is the equipment (clothing, device or barrier) worn or used by employees to reduce the risks or hazards to their health and safety.
- PPE is designed to put a physical barrier between your body and the hazard you may encounter.
- When dealing with hazardous substances always read the label/SDS to know what PPE is required.
- Specific PPE for a task will be identified in the SWMS and/or SOP.

Transportation – Placarding



It is a legal requirement that the moment that a used clinical waste unit/s of 10Ltrs or greater is in any Initial vehicle, the infectious substances DG placard must be displayed on the vehicle.

- The placard must be 25cm x 25cm.
- The placard must be displayed both on the rear and the front of the vehicle.
- It is the driver's responsibility that the vehicle is appropriately placarded.

Transportation – Labelled Waste

- All containers, whether empty or full must display the appropriate label.
- Initial Products should all have the appropriate label on the unit.
- If you come across a unit that is not labelled, you will need to immediately place a label on the unit.
- Labels are available from your line manager and it is a good idea to have spares in your vehicle.

There may be times where waste must be decanted. This waste must be placed into a rigid walled container for transportation.

Containers that are used to transport Infectious Substances must always be closed and transported in a secured manner when used.

USED Clinical waste units must NOT be stacked in the back of the vehicle.

Empty containers can be transported without the lid on (this will assist the emergency services in the event of an accident).

Transportation – Emergency Preparedness

Being prepared for an emergency is an essential requirement when transporting Infectious Substances.

The main items that you should have in your vehicle are:



Transportation Records

How are records of Infectious Substances that we transport maintained?

Records are maintained by completing the Dangerous Goods Transport Document.

Why do we need to maintain a Dangerous Goods Transport Document?

In the event that the vehicle that is transporting Infectious Substances is involved in an accident, the transport document provides emergency services personnel with information about the quantity and type of dangerous goods in the vehicle.

When do we need to complete the Transport Document?

The Transport Document needs to be completed on a daily basis. The transport document must be updated after the completion of each job.

What do I do with the completed Transport Documents?

Completed transport documents are to be returned to your Line Manager on a monthly basis.

Environment

Technicians will be required to ensure the safety of others and the environment whilst completing works. In the event of an emergency all vehicles will ensure they have:



Technicians are equipped with first aid kits in each of the vehicles. The branch is equipped with multiple first aiders and once on site, be aware on how to contact local first aider. Contact branch team member as soon as possible to report incident/injuries.

Needle stick injuries are wounds caused by needles that accidentally puncture the skin. These injuries can occur at any time when people use, disassemble, or dispose of needles. When not disposed of properly, needles can become concealed in linen or garbage and injure others who encounter them unexpectedly.

Needle Stick Incident

The risk of needlestick incidents can be reduced by

- Following Safe Work Method Statements and SOP's.
- Never placing yours hands where you cannot see
- Never pick up sharps with your hands. Always use the sharps clean up kit when dealing with material that may contain needles.
- Being aware of areas that may contain needles such as under toilet rims, in cisterns, in garden beds / pots, around sharps containers and under lids of various units although they are not confined to these areas.
- Never touch the contents of a sanitary or nappy unit
- Never picking up any uncontained material that may contain needles with your hands. Material that may contain needles includes contents of Sanitary Units, Nappy Units and Clinical Waste Units although they are not confined only to this waste.
- A person who is pricked or scratched with a discarded needle has only a very remote risk of being infected with Human Immunodeficiency Virus (HIV) from blood on the needle. There is, however, a possibility of Hepatitis B or Hepatitis C infection.

In the event of a needlestick injury:

1.	Encourage bleeding and wash the area with soap and running water
2.	Apply antiseptic (found in the first aid kit) and then cover with a band aid or dressing
3.	Contact your line manager and inform he site contact if applicable
4.	Attend the nearest GP or Emergency Room
5.	Test may be done to determine if you are immune to Hepatitis B. If not, a course of vaccines may be given. This will be most effective if begun in the first 24 hours post injury.
6.	A course of antibiotics may be prescribed as prevention against other infections
7.	If tests for HIV/AIDS are deemed necessary, the Doctor will inform you or the procedure, treatment required and any follow up tests necessary
8.	Complete the Incident Report Register and participate in the investigation process and relevant Workers Compensation documentation
9.	Have the required follow up tests and keep your line manager throughout each stage of the process

Waste Tracking

Transdata

Rentokil Initial optimises the use of internal programs to track waste from customer back to the depot. Transdata will track services of clinical waste and services of sharp units. Transdata will record a history of services; remind the business when services are due and if adhoc requests are made. Transdata waste tracking capabilities include

- Location of Waste
- Product (type of waste)
- Customer details
 - Address
 - Contacts
- Size of unit
- Quantity
- Frequency of service
- Proof of service email notifications are sent to client post completion.

Additional tracking includes daily Transportation documents

Dangerous Goods Transport Document

As per Worksafe NT, The Northern Territory has passed laws that mirror the Model Law and the Model Subordinate Law. These are the:

- Transport of Dangerous Goods by Road and Rail (National Uniform Legislation) Act
- Transport of Dangerous Goods by Road and Rail (National Uniform Legislation) Regulations

Those laws adopt the Australian Dangerous Goods (ADG) Code. Within the ADG Code, the transportation of infectious substances require transportation manifest for the transportation of used and unused containers. Rentokil Initial technicians will utilise the Dangerous Goods Transport Document to log what infectious substance containers are used and not used. This will be completed daily and stored for 30 days.

Rentokil Initial Pty Ltd Unit A 13-25 Drive Ave Lakeside NSW 2141 Phone 02 93797000	Dangerous Goods Transport Document		
Driver Name: _____ Vehicle Registration: _____ Date: _____			
Proper Shipping Name	Clinical Waste, Unspecified, N.O.S. or (Bio) Medical Waste, N.O.S. or Regulated Medical Waste	Packing Group:	Packing Group II
Common Name(s):	Clinical Waste	Hazchem:	2H
UN Number:	3291	Class 6 Infectious Substances	

Clinical Waste Container									
26L		50L		50L		140 / 240L		140 / 240L	
Full	Empty	Full	Empty	Full	Empty	Full	Empty	Full	Empty
0	20	0	40	20	20	0	20	0	10
1	19	1	39	22	19	1	19	1	9
2	18	2	38	23	18	2	18	2	8
3	17	3	37	24	17	3	17	3	7
4	16	4	36	25	16	4	16	4	6
5	15	5	35	26	15	5	15	5	5
6	14	6	34	27	14	6	14	6	4
7	13	7	33	28	13	7	13	7	3
8	12	8	32	29	12	8	12	8	2
9	11	9	31	30	11	9	11	9	1
10	10	10	30	31	10	10	10	10	0
11	9	11	29	32	9	11	9	660L	
12	8	12	28	33	8	12	8		
13	7	13	27	34	7	13	7	Full	Empty
14	6	14	26	35	6	14	6	0	3
15	5	15	25	36	5	15	5	1	2
16	4	16	24	37	4	16	4	2	1
17	3	17	23	38	3	17	3	3	0
18	2	18	22	39	2	18	2		
19	1	19	21	40	1	19	1		
20	0	20	20		0	20	0		

Clinical Waste Container		Sharps Container							
Other:		\$14, \$3, \$8, \$19 Other:		\$14, \$3, \$8, \$19 Other:		\$14, \$3, \$8, \$19 Other:		\$14, \$3, \$8, \$19 Other:	
Empty	Full	Empty	Full	Empty	Full	Empty	Full	Empty	Full
10	0	10	0	10	0	10	0	10	0
9	1	9	1	9	1	9	1	9	1
8	2	8	2	8	2	8	2	8	2
7	3	7	3	7	3	7	3	7	3
6	4	6	4	6	4	6	4	6	4
5	5	5	5	5	5	5	5	5	5
4	6	4	6	4	6	4	6	4	6
3	7	3	7	3	7	3	7	3	7
2	8	2	8	2	8	2	8	2	8
1	9	1	9	1	9	1	9	1	9

Risk Management

Rentokil Initial will identify reasonably foreseeable hazards that could give rise to risks to the health and safety of workers, visitors and the environment. Risk assessment is a fundamental part of an effective health and safety management system. The procedure provides a systematic approach, using the hierarchy of control through the elimination of hazards and the avoidance of environmental impacts where possible, and the evaluation of safety, health and environment (SHE) risks are the basis of proactive SHE management and effective incident prevention. Risk Management procedures range from 4.1.1-4.1.7

Site Risk Assessments

Site and Job Risk Assessments are completed to ensure a safe working environment for all Rentokil Initial staff and any members of the general public that may come in contact with our employees during the course of their work whilst on our customer sites through the identification of hazards that are specific to the location at which the work takes place.

1. An SRA is to be completed at all customer sites.
2. Rentokil Initial employees who visit a customer site should be competent in the completion of an SRA.
3. A Site and Job Risk Assessment, (SRA) will be hand written and must be completed in the following instances:
 - New contracts
 - Amendment or addition to existing contract
 - Following significant changes to work site, practices, environment, incidents or legislative changes.
 - Two year review or resign

Hazard Identification

Rentokil Initial risk assessments cover:

- Significant health and safety hazards and environmental impacts
- All groups of employees and others who might be affected including those beyond the immediate workplace
- The extent of the risk, based on the likelihood of the occurrence and severity of the potential outcome (risk matrix)
- Human behaviour, capabilities and other human factors
- External factors such as those that may originate from outside the workplace
- Infrastructure, equipment and materials at the workplace including the design of work areas, processes, installations and operating procedures
- Existing preventive or precautionary measures
- The appropriate evaluation and elimination of risks. Any necessary, additional preventive or

- precautionary measures (temporary and permanent) where the risks cannot be eliminated.
- Adequate controls and all measures that are needed to comply with any legislative requirements.

Hazard Reports - Where an employee becomes aware of a hazard that they cannot immediately eliminate by fixing the hazard on the spot, they must report the hazard to their immediate line manager for corrective action

Training

Rentokil Initial will conduct Toolbox talks with safety awareness training. Further Rentokil Initial Safety Training will be organised as required in line with the SHE Training Needs Analysis Matrix to cover training topics including, but not limited to:

- Quarterly Training – Refresher training on a broad range of SHE topics
- Spill Management
- First Aid
- Emergency Response – Warden and Fire Extinguisher Training
- Return to Work
- Dangerous Goods Transportation of Infectious Substances
- SINA – Incident Reporting and Investigation
- Safety Leadership
- SWMS Training
- SOP Training

Consultation

As per the Rentokil Initial Safety Management System and procedure 9.1.1 Consultation, Rentokil Initial so far as is reasonably practicable, consult with workers who carry out work for the business or undertaking who are, or are likely to be, directly affected by a matter relating to health or safety at work. Consultation takes place in the following instances:

- when identifying hazards and assessing risks arising from work performed or to be performed
- making decisions about ways to eliminate or minimise risks through the risk management process
- making decisions about the adequacy of facilities for the welfare of workers
- proposing changes that may affect the health or safety of workers including procedure development and implementation
- during incident investigations
- during workplace inspections and field days
- making decisions regarding the procedures for resolving SHE issues
- the provision of information and training for workers
- during regular meetings and one on one discussions
- when reviewing safety suggestions that have been made

Employees are to be trained and consulted on SWMS that are applicable to their role. This is to be carried out as follows:

- The trainer is to go through each critical step of the activity, the potential hazards, the level of risk and the safety controls for each SWMS.
- Employees are then given an opportunity to ask questions or provide feedback.

- o Feedback is to be escalated to the National SHE team.

- The SWMS Consultation & Sign off form is to be completed following training.
 - o One SWMS Consultation & Sign Off form is to be completed for each SWMS that training is carried out for.
 - o SWMS Consultation & Sign off forms can be located on the company intranet.
- Completed SWMS Consultation & Sign off forms are to be filed in the SWMS sign off folder.
- Training must be completed as and when a new version of a particular SWMS is released.

Plant & Equipment Register

Vehicle registers are maintained by the business to reflect who operates a particular vehicle, its kilometers driven, next service due, type of vehicle, registration, line manager responsible and if they have completed a vehicle inspection. Vehicle & Equipment inspections are completed monthly for each technician as part of SHE compliance and monthly reporting requirements. Corrective Actions are maintained on a corrective actions register.

Vehicle Register

Rentokil Initial EPA Registered Vehicles				
Status (existing, new, removed)	Type of Vehicle	Make of Vehicle	Year of Manufacturer	Registration
Existing	Light Vehicle - Van	Hyundai iLoad	2015	CB 09 FU
Existing	Light Vehicle - Van	Hyundai iLoad	2018	CD 25 ZR
Existing	Light Vehicle - Van	Hyundai iLoad	2020	CE 34 SD
Existing	Light Vehicle - Van	Toyota HiAce	2021	CE 67 IE
Existing	Light Vehicle –Van	Hyundai iLoad	2019	CD 70 XN

Injury Management

All SHE incidents, including near misses, are reported, investigated, analysed and documented within Rentokil Initial. It is a requirement to report to WICET supervisor and investigations to be submitted to WICET HSE.

- Major incidents are reported and investigated in accordance with Rentokil Initial's Major Incident Reporting and Investigation procedure.
- Accident, incident and ill health-records are maintained and analysed periodically to identify both successes and any common trends and underlying weaknesses which require correction or improvement.

As a business we need to implement a more proactive approach to what happens in our workplace. The occurrences of some incidents that happen in our business are preventable. Through carrying out an Investigation and root cause analysis, we can look closer at the real reason why incidents happen and mitigate the potential of incident reoccurrence.

Following procedures 12.1.1 Incident Reporting and 12.1.2 Incident Investigation Rentokil Initial have a pro-active management in order to assist the worker and achieve positive outcomes. There are certain legislative and internal requirements to be met when managing a claim, including documentation. Communication with all parties is essential in order to obtain an early and safe return to work and an early resolution to the claim.

All technicians / employees are empowered to report all incidents, near misses, and accidents. It is required to be reported to their line manager and if on a client site, to the direct contact of that site. Once entered on our national database, Rentokil Initial can track the investigations process and corrective actions. The national SHE team have a responsibility to review and work with the line managers to obtain the critical factors relating to the incident to ensure reasonable corrective actions are put in place.

Hazardous Chemicals

All work performed with the use of hazardous substances follow procedure 6.1.2 Hazardous Substances and Dangerous Goods. Vehicles are fitted with bunded locations to ensure spills are controlled. Technicians will ensure they have a vehicle with the below:

- Current first aid kit,
- Dry chemical fire extinguisher
- Spill kit, and
- Safety Data Sheets

Fitness for Work

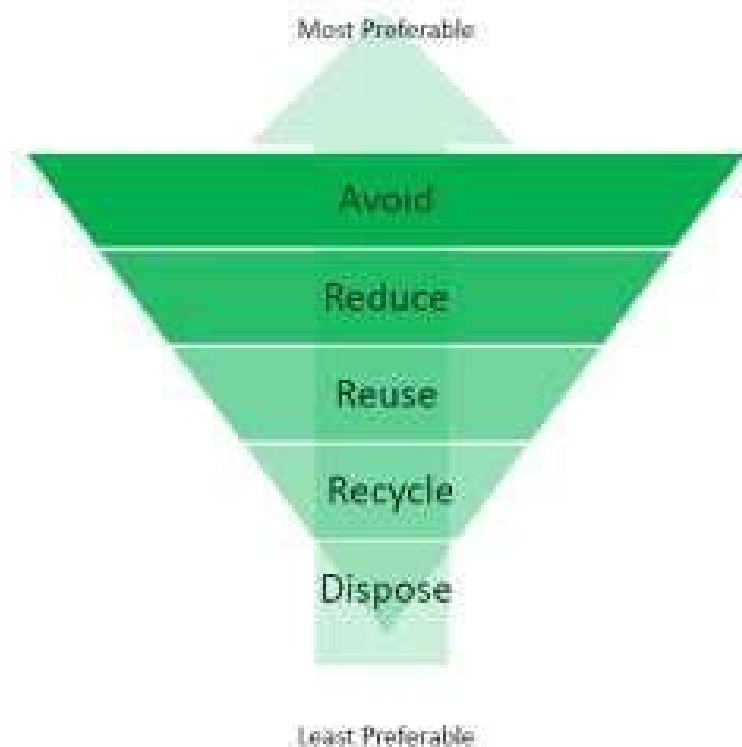
Rentokil workers are required to be fit for work at all times. This includes a 0% blood alcohol limit. Any colleague who drives on company business must be fit to drive at all times. It is a company requirement to have breaks every 2 hours of continuous driving for a minimum of 15 minutes. Workers must not consume or possess drugs:

- at the workplace, or, away from the workplace whilst carrying out work for Rentokil Initial or
- in company vehicles.

Pre Employment Medicals are conducted for all employees of Rentokil Initial. A pre-employment medical will identify those candidates who are suitable, but more importantly, not suitable for employment by way of assessing their fitness and capability to perform the inherent duties required for the position they are applying for. The pre-employment medical process is also extended to employees transferring roles within the company where the physical demands of the role differ. All records are maintained in strict confidentiality.

Waste Reductions

As part of our obligation and compliance with ISO 14001, Rentokil Initial have both an environmental policies and waste management procedures. Technicians will need to work in line with WICETs Environmental Management Plan. RI has procedures for chemical waste, hazardous waste, and follows the environmental hierarchy of controls.



As part of the all contracts and in line with our safe work procedures, Rentokil Initial will remove all waste from the site and dispose of waste as per SWMS at Rentokil Initial site in Rockhampton.

Attachments / Appendix

1. Return to Work Policy
2. Health and Safety Policy
3. Environmental Policy
4. Workers Compensation
5. Rentokil Initial Public & Product Liability Certificate
6. OHSAS 18001 Health & Safety Management Systems Accreditation Certificate
7. ISO 14001 Environmental Management Systems Accreditation Certificate

Procedures referred

- RI SHE Management System Framework
- SHE Policies
- SHE Responsibilities Procedure
- Risk Management
- Risk Assessment
- Site Risk Assessment
- Hazard Reporting
- Waste Management
- Safe Work Method Statement
- Hazardous Substances and Dangerous Goods
- SHE Training
- Consultation
- SHE Performance
- SHE Internal Audits
- Danger Tagging
- Aspects & Impacts
- Approved Equipment List
- Approved Chemical List
- Standard Operating Procedures
- SHE Training Needs Analysis
- SHE Training Records
- Incident Reporting
- Incident Investigation
- Drug and Alcohol Policy
- Pre Employment Medicals
- Vehicle & Equipment Inspection
- Corrective Actions
- SHE Training Needs Analysis Matrix
- SOP 034 Clinical Waste