

# WORK HEALTH & SAFETY POLICY

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## 1. COMMITMENT TO WORK HEALTH & SAFETY

ClearaSound is committed to providing and maintaining a safe and healthy workplace for all workers, contractors, and visitors, as well as clients and members of the public who may be affected by our work activities. We recognise our duty to eliminate or minimise hazards and risks to health and safety as far as is reasonably practicable, in line with our obligations under the Work Health and Safety Act 2011 the Work Health and Safety Regulation, and applicable codes of practice and Australian Standards.

Our company operates across Australia, supplying and installing audio-visual products in a variety of environments. We understand that the nature of our work presents specific risks, including manual handling, electrical safety, working at heights, and the use of specialised equipment. ClearaSound's management is dedicated to:

- Ensuring compliance with all relevant health and safety legislation in each jurisdiction where we operate.
- Identifying, assessing, and controlling workplace hazards and risks to prevent injury and illness.
- Providing appropriate information, instruction, training, and supervision to enable all workers to perform their duties safely.
- Consulting and communicating openly with workers and other stakeholders on matters relating to health, safety, and wellbeing.
- Supplying and maintaining suitable safety equipment and personal protective equipment.
- Supporting effective injury management and return to work programs.

We believe that achieving a safe and healthy work environment is a shared responsibility and requires the active participation, cooperation, and commitment of everyone at ClearaSound.

Our priority is to ensure that every person returns home safely at the end of each workday.

For more information, please refer to the Work Health & Safety ClearaSound Guide and individual project documentation.

## 2. ROLES AND RESPONSIBILITIES

*ClearaSound recognises that effective work health and safety (WHS) management requires clear definition and understanding of roles and responsibilities at all levels of the organisation. The following outlines the key WHS duties for all persons involved in our operations, in accordance with relevant Australian WHS legislation.*

### a. EXECUTIVES

- Ensure, so far as is reasonably practicable, the health and safety of workers and others who may be affected by our work, by providing and maintaining a safe work environment, safe systems of work, and safe use of equipment and substances.
- Demonstrate due diligence by keeping up to date with WHS matters, understanding the hazards and risks associated with our activities, ensuring appropriate resources and processes are in place to manage WHS, and verifying that these processes are implemented.
- Foster a culture of safety, encourage reporting of hazards and incidents, and support continuous improvement in WHS performance.

### b. FIELD SUPERVISORS

- Implement and monitor safe work practices and procedures within their areas of responsibility.
- Identify hazards, assess risks, and ensure appropriate controls are in place, including the provision of necessary training, instruction, and supervision.
- Consult with workers and contractors on WHS matters, respond to safety concerns, and report incidents as required by law.

### c. EMPLOYEES AND CONTRACTORS

- Take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions.
- Comply with all reasonable instructions, policies, and procedures relating to WHS, including the correct use of personal protective equipment and safe work practices.
- Promptly report hazards, incidents, injuries, and unsafe conditions to their supervisor or manager.

### d. VISITORS AND CLIENTS

- Take reasonable care for their own health and safety while on ClearaSound worksites.
- Follow all safety instructions and site rules provided by ClearaSound representatives.

ClearaSound expects all parties to actively participate in creating and maintaining a safe and healthy workplace. Failure to meet these responsibilities may result in disciplinary action or exclusion from worksites, as appropriate

### **3. HAZARD IDENTIFICATION AND RISK MANAGEMENT**

*ClearaSound is committed to systematically identifying, assessing, and controlling hazards to ensure the health and safety of all workers, contractors, clients, and visitors involved in our audio-visual supply and installation activities across Australia.*

#### **a. HAZARD IDENTIFICATION**

- Hazards are identified through regular workplace inspections, review of incident and near-miss reports, consultation with workers, and analysis of work tasks and environments.
- Hazards specific to our industry may include, but are not limited to: manual handling of heavy AV equipment, electrical risks, working at heights, trip hazards from cables, use of ladders or elevated work platforms, and site-specific environmental factors.
- Workers are encouraged and expected to report any hazards or unsafe conditions immediately to their supervisor or manager for prompt action.

#### **b. RISK ASSESSMENT**

- All identified hazards are assessed to determine the likelihood and potential consequences of harm occurring.
- The risk assessment process considers factors such as frequency and duration of exposure, number of people at risk, the nature of the work environment, and the effectiveness of existing controls.
- Risk ratings are assigned to prioritise hazards and determine the level of response required.

#### **c. RISK CONTROL**

- Risks are controlled using the hierarchy of controls, with elimination as the first priority. Where elimination is not reasonably practicable, risks are minimised through substitution, engineering controls, administrative controls, and the use of personal protective equipment (PPE).
- Control measures are selected to provide the highest level of protection that is reasonably practicable and are implemented as soon as possible.
- Control measures are reviewed regularly to ensure their ongoing effectiveness and are updated in response to changes in work practices, equipment, or legislation.

#### **d. CONSULTATION AND DOCUMENTATION**

- Workers are consulted throughout the hazard identification and risk management process, in accordance with legislative requirements.
- All risk management activities, including hazard identification, risk assessments, and control measures, are documented and maintained in ClearaSound's WHS records for accountability and continuous improvement.

By following this structured approach, ClearaSound aims to proactively manage workplace health and safety risks and maintain a safe environment for all

- Procedures for identifying hazards specific to AV supply and installation (e.g., manual handling, electrical safety, working at heights, trip hazards from cables, and use of ladders or elevated work platforms).
- Risk assessment protocols and implementation of control measures (engineering controls, administrative controls, PPE).
- Regular workplace inspections and review of incident reports to identify emerging hazards.

## SAFE WORK PROCEDURES

*ClearaSound is committed to establishing, implementing, and maintaining safe work procedures to control risks associated with the supply and installation of audio-visual products across Australia. These procedures are designed to ensure the safety of all workers, contractors, clients, and visitors by providing clear instructions for performing tasks safely and in compliance with relevant legislation and industry standards.*

### e. DEVELOPMENT AND IMPLEMENTATION OF SAFE WORK PROCEDURES

- Safe work procedures are developed for all tasks identified as having potential health and safety risks, including but not limited to manual handling, electrical work, working at heights, use of ladders and elevated work platforms, and managing trip hazards from cabling.
- Procedures are based on hazard identification and risk assessments, and are reviewed regularly to ensure they remain current and effective.

### f. HIGH-RISK WORK ACTIVITIES

- For high-risk activities, such as installation at heights or electrical connections, ClearaSound requires the preparation and use of Safe Work Method Statements (SWMS). All staff should be aware that SWMS are developed for each project and will change from job to job.
- Only appropriately trained and authorised personnel may undertake high-risk tasks.

### g. USE OF PERSONAL PROTECTIVE EQUIPMENT (PPE)

- Where hazards cannot be eliminated or adequately controlled by other means, suitable PPE (such as safety footwear, gloves, eye protection, hearing protection, and fall arrest systems) must be provided and worn as specified in the relevant safe work procedures.
- All PPE must be maintained in good condition and used in accordance with manufacturer instructions and ClearaSound policies.

#### **h. EQUIPMENT SAFETY AND MAINTENANCE**

- All tools and equipment, including electrical devices, must be regularly inspected, tested, and maintained to ensure safe operation.
- Electrical equipment must be tested and tagged in compliance with Australian Standards and legislative requirements.
- Defective or damaged equipment must be reported immediately and removed from service until repaired or replaced.

#### **i. EMERGENCY PROCEDURES**

- Emergency response procedures, including first aid, fire safety, and evacuation plans, are established for all worksites and communicated to all workers and contractors.
- Emergency equipment and exits must be accessible and clearly marked at all times.

#### **j. COMMUNICATION AND TRAINING**

- All workers and contractors receive training and instruction on safe work procedures relevant to their duties before commencing work.
- Safe work procedures are communicated through inductions, toolbox talks, and ongoing supervision.
- By adhering to these safe work procedures, ClearaSound aims to prevent workplace incidents and injuries, and to promote a culture of safety throughout all operations.

## 4. TRAINING, INSTRUCTION, AND SUPERVISION

*ClearaSound is committed to ensuring that all workers, contractors, and relevant stakeholders are provided with the necessary training, instruction, and supervision to carry out their duties safely and in compliance with applicable work health and safety (WHS) legislation and industry standards.*

### a. TRAINING

- All workers and contractors must complete a WHS induction before commencing work, which covers ClearaSound's policies, safe work procedures, emergency protocols, and site-specific hazards.
- Additional task-specific training is provided for high-risk activities, including manual handling, working at heights, electrical safety, and the operation of specialised audio-visual equipment.
- Training programs are regularly reviewed and updated to reflect changes in legislation, technology, work methods, and identified risks.
- Records of all training and competency assessments are maintained and reviewed to ensure ongoing compliance and effectiveness.

### b. INSTRUCTION

- Clear instructions are provided for all work tasks, particularly those identified as high-risk, to ensure safe and consistent work practices.
- Workers are informed of the hazards associated with their tasks and the control measures in place, including the correct use of personal protective equipment (PPE) and emergency procedures.
- Updates to procedures or safety requirements are communicated promptly to all affected personnel.

### c. SUPERVISION

- Appropriate levels of supervision are provided based on the worker's experience, the complexity of the task, and the level of risk involved.
- New and inexperienced workers receive close supervision until they are assessed as competent to work independently.
- Supervisors are responsible for monitoring work practices, ensuring adherence to safe work procedures, and providing guidance or corrective action as necessary.

### d. ONGOING COMPETENCY

- Refresher training and toolbox talks are conducted regularly to reinforce safe work practices and address emerging risks or changes in work procedures.
- Workers are encouraged to actively participate in training sessions and to seek clarification on any aspect of their work where they feel unsure or unsafe.

By investing in comprehensive training, clear instruction, and effective supervision, ClearaSound ensures that all personnel are equipped to perform their duties safely, competently, and in accordance with legal and organisational requirements.

## 5. INCIDENT REPORTING AND INVESTIGATION

*ClearaSound is committed to fostering a culture of safety and continuous improvement by ensuring all incidents, near misses, hazards, and injuries are reported, recorded, and investigated promptly and thoroughly. Effective incident management helps prevent recurrence and supports compliance with legal obligations across all jurisdictions in which we operate.*

### a. REPORTING REQUIREMENTS

- All workers, contractors, and visitors must immediately report any work-related incident, injury, illness, near miss, or identified hazard to their supervisor or manager.
- Incidents include, but are not limited to, injuries, property damage, unsafe conditions, equipment failures, and environmental hazards.
- ClearaSound maintains clear procedures for reporting, ensuring that all personnel understand how and when to report incidents.

### b. RECORDING AND NOTIFICATION

- All reported incidents and hazards are documented in ClearaSound's incident register, including details of the event, those involved, and any immediate actions taken.
- Notifiable incidents, as defined under relevant WHS legislation, are reported to the appropriate regulatory authority without delay.
- Records are maintained in accordance with legislative requirements and are accessible for review and audit.

### c. INCIDENT INVESTIGATION

- All incidents and significant near misses are investigated by appropriately trained personnel to determine root causes and contributing factors.
- Investigations involve consultation with affected workers and, where relevant, other duty holders, in line with consultation requirements under WHS law.
- The outcomes of investigations are documented, and corrective actions are identified and implemented to prevent recurrence.

### d. CORRECTIVE ACTIONS AND CONTINUOUS IMPROVEMENT

- Corrective and preventive actions are tracked to completion and reviewed for effectiveness.
- Lessons learned from incidents and investigations are communicated to all relevant personnel and used to improve ClearaSound's WHS management systems, procedures, and training.

**e. SUPPORT AND INJURY MANAGEMENT**

- ClearaSound provides appropriate support and injury management for affected workers, including facilitating return-to-work programs where necessary.

By ensuring timely and thorough reporting and investigation of all incidents, ClearaSound strengthens its commitment to a safe workplace and the ongoing wellbeing of all workers and stakeholders.

Clear procedures for reporting hazards, near misses, and incidents.

## 6. CONSULTATION AND COMMUNICATION

*ClearaSound recognises that effective consultation and open communication are essential for maintaining a safe and healthy workplace. We are committed to engaging with all workers, contractors, and relevant stakeholders to ensure that everyone has the opportunity to contribute to work health and safety (WHS) matters and is kept informed about WHS policies, procedures, and changes that may affect their health and safety.*

### a. CONSULTATION MECHANISMS

- ClearaSound consults with workers and their representatives on WHS matters, including the identification of hazards, assessment and control of risks, development and review of safe work procedures, and proposed changes that may impact health and safety.
- Consultation may occur through WHS committees, health and safety representatives, toolbox talks, regular team meetings, and direct discussions between management and workers.
- Workers are encouraged to raise WHS concerns, make suggestions for improvement, and participate in decision-making processes related to workplace safety.

### b. COMMUNICATION OF WHS INFORMATION

- ClearaSound ensures that all workers, contractors, and visitors are provided with clear and timely information about WHS policies, procedures, roles, and responsibilities.
- Updates to WHS requirements, procedures, or identified risks are communicated promptly using appropriate channels, such as emails, noticeboards, meetings, and digital platforms.
- WHS information is made accessible to all personnel, including those with language, literacy, or other specific needs.

### c. ENCOURAGING PARTICIPATION AND FEEDBACK

- ClearaSound values feedback from all workers and stakeholders as a means to improve our WHS management system.
- Workers are encouraged to actively participate in safety discussions, report hazards or incidents, and suggest practical solutions for risk control.

### d. LEGAL COMPLIANCE

- ClearaSound's consultation and communication processes comply with relevant WHS legislation, which requires employers to inform and consult with employees about workplace health and safety risks, controls, and procedures.

Through ongoing consultation and effective communication, ClearaSound aims to foster a proactive safety culture where everyone is informed, involved, and empowered to contribute to a safer working environment.

## 7. MONITORING AND REVIEW

*ClearaSound is dedicated to the ongoing monitoring and review of its Work Health and Safety (WHS) management system to ensure it remains effective, compliant, and responsive to changing risks, legislation, and operational needs. Continuous improvement is a core principle of our safety culture.*

### a. REGULAR MONITORING

- ClearaSound conducts regular inspections, audits, and assessments of workplaces, equipment, and work practices to verify compliance with WHS policies, procedures, and legal requirements.
- WHS performance indicators, such as incident rates, hazard reports, and corrective action completion, are tracked and analysed to identify trends and areas for improvement.
- Supervisors and managers are responsible for ensuring that control measures remain effective and that safe work procedures are consistently followed.

### b. REVIEW OF POLICIES AND PROCEDURES

- The WHS policy and associated procedures are formally reviewed at least annually, or sooner if there are significant changes in legislation, work activities, equipment, or following a serious incident or near miss.
- Reviews incorporate feedback from workers, results of incident investigations, audit findings, and consultation with WHS representatives or committees.
- Recommendations for improvement are documented and implemented in a timely manner.

### c. CORRECTIVE AND PREVENTIVE ACTIONS

- All identified deficiencies or non-conformances are addressed through documented corrective and preventive actions.
- The effectiveness of these actions is verified through follow-up reviews and monitoring.

### d. CONTINUOUS IMPROVEMENT

- ClearaSound is committed to a process of continuous improvement, using data, consultation, and innovation to enhance the safety and wellbeing of all workers and stakeholders.
- Lessons learned from incidents, audits, and worker feedback are used to update training, procedures, and safety controls.

By systematically monitoring and reviewing our WHS management system, ClearaSound ensures ongoing compliance, risk reduction, and the highest standards of workplace health and safety for everyone involved in our operations.