

# Health & Safety Policy

**PURPOSE:** This policy deals with the responsibility everyone has for occupational health and safety and welfare.

**APPLICATION:** This policy applies to all Flight Centre (NZ) Limited employees, contractors, directors unless explicitly excluded in the employment contract.

**RELATED POLICIES:**

- Performance Counselling & Disciplinary Process
- Workplace Bullying and Harassment policy
- Occupational Health and Safety policies
- Communications, Email and Internet
- Drug, Alcohol and Smoking policy
- Equal Employment Opportunity policy

## GENERAL POLICY

---

Flight Centre recognises its legal and moral obligations are to ensure the safety and health of its employees by taking every step to provide and maintain a workplace without risks to safety and health.

### FLIGHT CENTRE'S COMMITMENT:

In recognition of its commitment to health, safety and well-being, Flight Centre will use all endeavours to:

- ensure there is an effective risk management program which is maintained and regularly reviewed and improved if necessary;
- ensure all employees, contractors and visitors have safe premises in which to work;
- provide employees with facilities, information, training and supervision to ensure their health, safety and welfare;
- provide information to employees, in the appropriate language, about health, safety and welfare including enquiring into any complaints about matters affecting occupational health, safety and welfare;
- monitor the health, safety and welfare of employees and maintain appropriate records;
- consult with employees in relation to occupational health and safety issues and consider their views on such issues when making decisions;
- consult Healthwise about proposed changes to the workplace, inform Healthwise about injuries and illnesses and inform all new employees and contractors about the services provided by Healthwise; and
- inform and ensure visitors comply with occupational health, safety and welfare requirements.

## HEALTH & SAFETY RESPONSIBILITIES

---

### WHAT SENIOR MANAGEMENT MUST DO:

Area and National Leaders must:

- support Flight Centre's commitment to the health, safety and well-being of all team members
- liaise with Healthwise to ensure that all employees receive the necessary:
  - information
  - training
  - supervisionso that they recognise, understand and can follow safe working procedures
- work with Healthwise to investigate and report on all health and safety incidents so that Flight Centre's health and safety systems can be improved when necessary
- ensure that all contractors engaged by Flight Centre:
  - understand the safety obligation demanded of them
  - meet appropriate standards and legislative obligations

# Health & Safety Policy

## WHAT IMMEDIATE SUPERVISORS MUST DO

Immediate supervisors must:

- provide leadership and promote responsible attitudes towards health and safety
- ensure that the work environment, and the manner in which work is performed, is without risk to health and safety
- provide health and safety information, training and supervision to employees

## WHAT EMPLOYEES MUST DO

Employees must:

- take steps to ensure their own health and safety and that of their colleagues and other people that may be affected by their work
- comply with all safety measures implemented by Flight Centre
- familiarise themselves with all safety policies and procedures existing from time to time use all office plant and equipment in an appropriate manner
- organise the workplace in order to minimise risks to their health and safety and that of their colleagues
- ensure that shelving or any other space saving device is not overloaded or unstable
- actively identify and report any hazards or risks to health and safety in the work environment to a supervisor
- not wilfully or recklessly interfere with equipment or safety measures so as to create a workplace hazard
- treat all co-workers, clients, suppliers and members of the public with respect and not engage in any harassment, bullying or other unacceptable behaviour
- actively participate in any rehabilitation and suitable duties plans which are offered by Flight Centre in consultation with the employee's treating medical doctor
- participate in occupational health and safety consultation and training initiatives when directed by Flight Centre

## WHAT HEALTHWISE MUST DO

The Healthwise team must:

- ensure that the procedures relating to health and safety, such as:
  - training
  - hazard management
  - first aid
  - emergency action and evacuationare regularly revised and continue to meet Flight Centre's occupational health, safety and welfare needs and legal obligations
- investigate and resolve all matters that may involve a risk to health and safety at work
- educate all employees about what to expect if the employee suffers an injury
- educate Team, Area and National Leaders in their rehabilitation roles and responsibilities, ensuring that this knowledge is part of the new staff training process
- promote Flight Centre's workplace Health & Safety commitment and rehabilitation programs internally, ensuring that up to date information is easily accessible on the Company Intranet
- maintain and managing all records related to health, safety and injury management maintain an accurate file for each worker undertaking rehabilitation, including all documents, correspondence and accounts and ensure the confidentiality of all verbal and written communication in relation to that employee's rehabilitation
- liaise with all external rehabilitation providers, occupational health and safety consultants, insurance companies, ACC, the Department of Labour and relevant stakeholders
- report directly to the Peopleworks Leader on all occupational health, safety and welfare and injury management issues

## IDENTIFICATION OF HAZARDS AND RISKS

You must report any identified hazards and an assessment of the risks posed by the hazard affecting your workplace to your immediate supervisor and Healthwise, as soon as possible.

If appropriate, a meeting will be held between a member of Flight Centre management, Healthwise and any other interested parties (with Flight Centre's approval) to discuss managing the hazard.

# Health & Safety Policy

## **SERIOUS THREATS TO HEALTH AND SAFETY**

If you are exposed to the risk of a serious or unavoidable hazard, Flight Centre may direct that you cease work until the risk from the hazard is managed.

For any period during which an employee is unable to perform the employee's usual work because of the hazard, Flight Centre may require the employee to undertake suitable alternative duties.

## **BREACHES OF THIS POLICY**

If you contravene the Health & Safety Policy you will be disciplined according to the Flight Centre Performance Counselling & Discipline Process Policy.

Because safety and health is paramount to Flight Centre, if you acted in a way that puts your or other employees health, safety and welfare at risk, then Flight Centre will consider the appropriate disciplinary action to take against you and this may include dismissal from your employment.

## **REVIEW OF POLICY:**

This policy will be reviewed to ensure it is relevant and appropriate for our workplace.

## **ENDORSEMENT:**

All Flight Centre Leaders are committed to this policy and its implementation and to ensuring a healthy and safe work environment.



.....  
Rick Hamilton  
General Manager  
Flight Centre (NZ) Ltd