

QMS-PRO-50 MELBOURNE MARKET OH&S PLAN



1 INTRODUCTION

Melbourne Market Authority (MMA) is committed to a safety culture and practices that provide for a healthy and safe working environment. The health and safety of all those who work for us (including all employees and contractors), Visitors to the Melbourne Market and of Market Users (Market Businesses and Market Business Associates) is of paramount importance to us.

The commitment of the MMA, the way in which the MMA will meet that commitment and the responsibilities of everyone involved with health and safety at the Melbourne Market are set out in the MMA's Occupational Health and Safety Policy.

The MMA pursues safe and healthy workplaces and activities through planning and implementation of safety programs supported by policies, procedures and activities relating to the health and safety of employees. MMA also pursues health and safety through requiring and enforcing healthy and safe practices by all Market Users and Visitors.

This Market OH&S Plan sets out the requirements of Market Users and Visitors, in addition to the requirements detailed in the Market Operating Rules, for the protection of health and safety at the Melbourne Market through proper and compliant behaviour.

As Occupational Health and Safety (OH&S) is paramount, compliance by Market Users with the requirements within this OH&S Plan will be enforced through the Market Operating Rules and other documents regulating the relationship between the MMA and a Market User.

Sanctions for failure to comply with the Operating Rules and this OH&S Plan may be imposed on an individual (Market Business Associate or Visitor) and the organisation that employs or engages them to carry out activities at the Melbourne Market (Market Business Nominee). This is consistent with the duties under OH&S laws and the Operating Rules, that each recognise the links between the conduct of individuals and the systems and conduct of those who employ or engage them.

2 OH&S RESPONSIBILITIES

The MMA is responsible for the management and operations of the Melbourne Market. As an employer, MMA has detailed and specific legal obligations under the Occupational Health and Safety Act 2004 (OH&S Act) and regulations relating to their employees and others who may be affected by the conduct of their business. These responsibilities are met by developing, implementing and enforcing rules to promote safety and implementing systems to monitor the effectiveness of the OH&S program, by identifying relevant trends and improvement opportunities.

Every Market User has a duty to take reasonable care for their own health and safety and that of others who may be affected by their acts or omissions at work, must follow reasonable instructions and policies and must not misuse or damage anything provided for OH&S.

Market Users who are employers have detailed and specific legal obligations under the OH&S Act and regulations relating to their employees and others who may be affected by the conduct of their business.

Self-employed people also have duties under the OH&S Act to ensure so far as is reasonably practicable that other persons are not put to a risk to their health or safety from the conduct by the self-employed person of their business.

| | | | | |
|--|-------------------------------|---|--------------------|-----------------|
| Document Owner: Chief Operating Office/PAM Compliance Manager | | Document Manager: PAM Contract Manager/QMS Coordinator | | |
| Document no: QMS-PRO-50 | Issue date: 27/06/2019 | Next Review date: 27/06/2020 | Issue no: 2 | Page 1/9 |

NOTE: Printed copies of this document MAY NOT BE THE LATEST. The most up-to-date version is located on SharePoint QMS Document Library

QMS-PRO-50 MELBOURNE MARKET OH&S PLAN



Market Users must comply with Market Operating Rules and this OH&S plan and with applicable duties under the OH&S Act. Key requirements include, but are not restricted to, the following:

- Wearing appropriate clothing and footwear;
- Reporting significant hazards and work-related incidents;
- Providing and maintain safe plant and systems of work;
- Making safe and practical arrangements for the use, handling, storage and transport of plant and substances;
- Providing and maintaining a safe workplace (to the extent that they have management or control over the workplace or part of it);
- Providing such information, instruction, training and supervision to employees as necessary for employees to work safely; and
- Providing adequate facilities for the welfare of employees.

Market Users are encouraged to find out more on these obligations at: www.worksafe.vic.gov.au and to develop an OH&S Plan for their organisation.

3 INFORMATION, COMMUNICATION and CONSULTATION

MMA and each Market User can affect and be affected by the activities of others. It is accordingly important that effective and ongoing communication occurs to enable everyone at the Melbourne Market to be fully informed when making decisions or carrying out activities that may affect health and safety.

The timely exchange of information and consultation relating to hazard identification, risk assessment and control, and the reporting of hazards and incidents are fundamental to the effective management of health and safety at the Melbourne Market.

The MMA will communicate with Market Users regarding health and safety through various methods including:

- Meetings
- Emails
- Newsletters
- Posters
- Safety Alerts
- Safety briefings
- Inductions
- Verbal communications through Market Relations Officers
- Safety notices and safety information.

The MMA has established a Health and Safety Forum for the Market, which aims to provide Market Users with an opportunity to express their views and to contribute in a timely manner to the resolution of Health and Safety issues.

The Health and Safety Forum is available to all Market Users and Aims to meets at lon a quarterly basis. Further information on the Market Health and Safety Forum is available from the Customer Service Centre.

Each Market Business must, in addition to involvement in and cooperation with these methods of communication and consultation, inform MMA in a timely manner of any change in the working environment or practices that may introduce or increase hazards or risks to the health or safety of any person at the Melbourne Market. Each Market Business must have in place processes for effective consultation with their employees, in accordance with the OH&S Act.

| | | | | |
|--|-------------------------------|---|--------------------|-----------------|
| Document Owner: Chief Operating Office/PAM Compliance Manager | | Document Manager: PAM Contract Manager/QMS Coordinator | | |
| Document no: QMS-PRO-50 | Issue date: 27/06/2019 | Next Review date: 27/06/2020 | Issue no: 2 | Page 2/9 |

NOTE: Printed copies of this document MAY NOT BE THE LATEST. The most up-to-date version is located on SharePoint QMS Document Library

QMS-PRO-50 MELBOURNE MARKET OH&S PLAN



4 HAZARD IDENTIFICATION, RISK ASSESSMENT AND RISK CONTROL

The identification of hazards, the identification and assessment of associated risks, and the identification and application of controls are processes that are fundamental to the elimination or minimisation of OH&S risks.

All Market Business are expected to have and implement processes to identify and assess hazards and associated risks and to cooperate with MMA in any activities undertaken by MMA for the effective management of OH&S risks. Details of hazards and risks identified by a Market Business and controls implemented or proposed for the elimination or minimisation of the risks must be provided to MMA in accordance with any reasonable request.

5 HAZARD AND INCIDENT REPORTING TO MMA

Market Users shall promptly report significant hazards, incidents or near misses occurring within the common areas of the Market to a Market Relations Officer. Significant incidents include, but are not limited to:

- Injuries and illnesses;
- Collisions involving vehicles (all types);
- Substantial damage to Market owned property;
- Substantial spillages of any substances including hazardous substances and dangerous goods;
- Fire or explosion;
- Collapse of building, structure or excavation;
- Damage to buildings, structures or plant; and
- Other circumstances where there is an immediate risk to a person's health and safety.

The Market Relations Officer shall make a record of the health and safety incident or hazard and inform the Market Users of the opportunity for feedback regarding the matter using the MMA's Customer Feedback Form.

Where corrective actions are required by the MMA, as a result of a hazard report or an incident, the Market Relations Officer will lodge a work request to track the progress of the corrective action.

| | | | | |
|--|-------------------------------|---|--------------------|-----------------|
| Document Owner: Chief Operating Office/PAM Compliance Manager | | Document Manager: PAM Contract Manager/QMS Coordinator | | |
| Document no: QMS-PRO-50 | Issue date: 27/06/2019 | Next Review date: 27/06/2020 | Issue no: 2 | Page 3/9 |

NOTE: Printed copies of this document MAY NOT BE THE LATEST. The most up-to-date version is located on SharePoint QMS Document Library

QMS-PRO-50 MELBOURNE MARKET OH&S PLAN



6 WORKSAFE NOTIFIABLE INCIDENTS REPORTING

Each Market Business must comply with their duty under the OH&S Act to report to WorkSafe Victoria, immediately after becoming aware of the circumstances and specified incidents occurring in the Melbourne Market workplace under their management and control.

Incidents that are notifiable to WorkSafe Victoria are those that:

- result in death or the provision of medical treatment for serious injury; or
- expose a person in the immediate vicinity to an immediate risk to their health or safety from a defined event, as set out in section 37 of the OH&S Act.

A serious injury is one that result in a person requiring:

- medical treatment within 48 hours of exposure to a substance;
- immediate treatment as an in-patient in a hospital;
- immediate medical treatment for:
 - amputation;
 - serious head injury;
 - serious eye injury;
 - separation of skin from underlying tissue (for example de-gloving or scalping)
 - electric shock;
 - spinal injury;
 - loss of bodily function;
 - serious lacerations.

If you are unsure whether an incident is notifiable, you should contact WorkSafe Victoria on 132360 to seek advice.

Where an incident has occurred that must be notified to WorkSafe Victoria, the Market Business must ensure that the site is not disturbed until an inspector arrives or an inspector directs otherwise.

Where the MMA is made aware of a notifiable incident within the common areas of the Market, the MMA will comply with legal requirements to notify WorkSafe Victoria and manage the scene of the incident to ensure the site is not disturbed in accordance with the OH&S Act. The MMA will cooperate with WorkSafe Victoria which includes providing information that is properly sought by WorkSafe.

| | | | | |
|--|-------------------------------|---|--------------------|-----------------|
| Document Owner: Chief Operating Office/PAM Compliance Manager | | Document Manager: PAM Contract Manager/QMS Coordinator | | |
| Document no: QMS-PRO-50 | Issue date: 27/06/2019 | Next Review date: 27/06/2020 | Issue no: 2 | Page 4/9 |

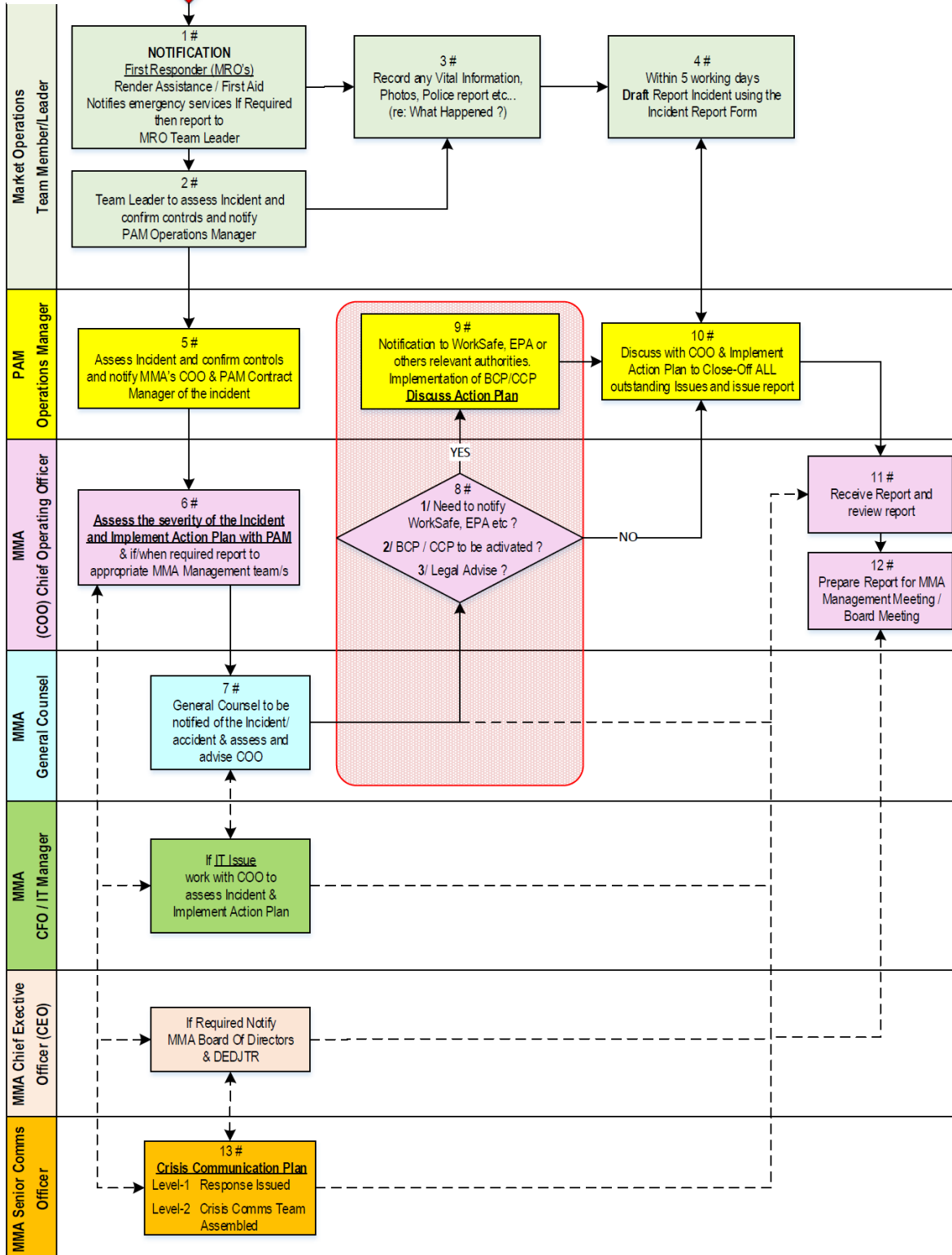
NOTE: Printed copies of this document MAY NOT BE THE LATEST. The most up-to-date version is located on SharePoint QMS Document Library

QMS-PRO-50 MELBOURNE MARKET OH&S PLAN



INCIDENT or ACCIDENT has occurred

Incident Assessment Notification and Reporting Process



= Further notes attached below, - - - - - = May need to be involved in the process, = Work in consultation (collaborate)

| | | | | |
|---|------------------------|--|-------------|----------|
| Document Owner: Chief Operating Office/PAM Compliance Manager | | Document Manager: PAM Contract Manager/QMS Coordinator | | |
| Document no: QMS-PRO-50 | Issue date: 27/06/2019 | Next Review date: 27/06/2020 | Issue no: 2 | Page 5/9 |

NOTE: Printed copies of this document MAY NOT BE THE LATEST. The most up-to-date version is located on SharePoint QMS Document Library

QMS-PRO-50 MELBOURNE MARKET OH&S PLAN



7 EMERGENCY PROCEDURES

The MMA has established procedures that cover the relevant emergency situations that may be present at the Melbourne Market. The emergency procedures empower the Chief Warden and Market Relations Officers to manage the response to an emergency on site. All Market Users must at all times act consistently with the emergency procedures (a copy of which is provided in Attachment 1 of this OH&S Plan) and cooperate with MMA, the Chief Warden and Area Wardens.

8 FIRST AID

The MMA is committed to the providing effective First Aid treatment to Market Users who may be affected by incidents, illness, or injuries within the common areas.

The Market Relations Officers are appropriately trained as First Aid responders to deal with minor accidents and emergencies within the MMA's common area.

The MMA has a dedicated Rapid Response Vehicle that is used for responding to emergencies. The Rapid Response Vehicle is kitted out with an appropriate First Aid kit and defibrillator.

In the event of a serious incident/illness the Market Relations Officers shall request the attendance of the emergency services regardless of whether the affected person has ambulance cover.

Market Businesses are responsible for ensuring the availability of their own First Aiders and suitable equipment within their own tenancies and cooperating with all actions taken by Market Relations Officers in providing First Aid.

9 VISITORS

Visitors are not permitted to access the Melbourne Market unless the Visitor has applied for and been granted as Visitor Pass in accordance with the Market Operating Rules.

Applications for a Visitor Pass are to be forwarded to the Melbourne Market Operations Centre via emailing: eppingcontrol@melbournemarket.com.au.

- No person under the age of fifteen will be permitted to enter or remain within the Melbourne Market without the specific consent of the Operations Manager. Where such consent is given, the Market User to whom the consent has been given must ensure strict compliance at all times with any conditions, requirements or limitations of that consent.
- Visitors may park in the Visitor's car park adjacent to the MMA's administration building. Each Visitor must sign in at the Operations Centre at Gate 1 to receive an appropriate Visitors induction.
- On the completion of the induction, the Visitor must collect a Visitors Pass. Visitors must be collected from Gate 1 and be accompanied at all times within the common areas by the Host.
- The Visitor must return the pass to the Operations Centre at Gate 1 prior to leaving the site.

| | | | | |
|---|------------------------|--|-------------|----------|
| Document Owner: Chief Operating Office/PAM Compliance Manager | | Document Manager: PAM Contract Manager/QMS Coordinator | | |
| Document no: QMS-PRO-50 | Issue date: 27/06/2019 | Next Review date: 27/06/2020 | Issue no: 2 | Page 6/9 |

NOTE: Printed copies of this document MAY NOT BE THE LATEST. The most up-to-date version is located on SharePoint QMS Document Library

QMS-PRO-50 MELBOURNE MARKET OH&S PLAN



10 MARKET BUSINESS CONTRACTORS

Market Businesses are solely responsible for any contractors they engage to undertake works on site and must take all reasonably practicable steps to ensure compliance by contractors with the requirements of the OH&S Act and regulations, including those relating to construction work.

Any works that require a permit such as Isolations or Hot Works (welding, grinding etc.) must be approved by a Facilities Maintenance Management representative who are located on the ground floor of the Market Administration building.

A Market Business must notify the MMA in writing before undertaking or engaging any other person to undertake any construction project with a cost of \$350,000 or more. The Market Business must in relation to any such construction project cooperate with the MMA to ensure the appointment of a principal contractor for the purposes of the Occupational Health and Safety Regulations 2007 (the Regulations), and for compliance by the principal contractor with the requirements of the Regulations.

11 ALCOHOL AND OTHER DRUGS

Market Users must not enter, remain within or carry out activities within the Melbourne Market if they are affected by the consumption or use of alcohol or other drugs (whether prescription drugs or otherwise) to such a degree as to put at risk the health or safety of themselves or any other person.

Each Market Business Nominee will be responsible for monitoring the condition of Visitors or Associates of the Market Business and must report to a Market Relations Officer immediately upon becoming aware that any person within the Melbourne Market is adversely affected by alcohol or other drugs.

All Market Users must always cooperate fully with any action taken by the MMA in accordance with the Market Operating Rules to refuse access to or eject any person from the Melbourne Market by reason of such person being adversely affected by alcohol and/or other drugs.

12 WORKPLACE BULLYING AND VIOLENCE

The MMA will not tolerate bullying in the workplace and requires that all persons present at the Melbourne Market behave appropriately and respectfully at all times.

All Market Businesses are expected to have and enforce appropriate policies and procedures consistent with maintaining a "no bullying" environment for reporting, investigation and resolution of alleged incidents of workplace bullying and violence.

13 HOUSEKEEPING

We all need to promote high standards of housekeeping at all times, to ensure all Market Users have safe and uninterrupted access.

Market Businesses are responsible for good and safe housekeeping within their designated areas and are encouraged to undertake their own site safety inspections and audits. Waste produce must be stored safely during trading hours and be removed from the site at the close of trading. All cafes must store cooking oils within bunded pallets provided by MMA, located at the rear of their tenancies. Walkways and aisles are to be kept clear at all times. These issues are activity monitored by the Market Relations Officers.

| | | | | |
|---|------------------------|--|-------------|----------|
| Document Owner: Chief Operating Office/PAM Compliance Manager | | Document Manager: PAM Contract Manager/QMS Coordinator | | |
| Document no: QMS-PRO-50 | Issue date: 27/06/2019 | Next Review date: 27/06/2020 | Issue no: 2 | Page 7/9 |

NOTE: Printed copies of this document MAY NOT BE THE LATEST. The most up-to-date version is located on SharePoint QMS Document Library

QMS-PRO-50 MELBOURNE MARKET OH&S PLAN



14 DANGEROUS GOODS AND HAZARDOUS SUBSTANCES

The MMA is committed to ensuring, so far as is reasonably practicable, the safe storage and handling of hazardous substances and dangerous goods.

Market Businesses must comply with the Occupational Health & Safety Regulations 2007 and the Dangerous Goods Act 1985, which contain specific requirements for the control of risks associated with the use and storage by them of hazardous substances and dangerous goods.

The MMA as the overall manager of the site needs to have an accurate picture of the types and quantities of hazardous substances and dangerous goods stored within individual tenancies and warehouses.

When requested by the MMA, Market Businesses must complete the Chemical Storage Register and return to MMA within 7 days of the request.

Market Businesses must provide an updated register to the MMA if there are any significant changes in the type of quantities of hazardous substances and dangerous goods stored and used.

All Market Users must comply fully and in a timely manner with any requirement or direction of the MMA in relation to the safe use, transport or storage of Hazardous Substance or Dangerous Goods. Each Market Business must ensure adequate labelling of all Hazardous Substances and Dangerous Goods and must obtain and have available for inspection at all times, a current Safety Data Sheet in accordance with the Regulations.

15 ELECTRICAL SAFETY

Electrical safety is a key safety issue within the common and trading areas of the market. The following rules aim to minimise the risks associated with electrical hazards including the risks of fires and electrocution:

- Access to electrical switchboards is to be kept clear at all times
- All electrical work is to be undertaken by a qualified electrician
- Electrical equipment used within the common areas and trading stands must be regularly inspected, tested and tagged by an authorised person in accordance with AS/NZS 3760:2010 In-service Safety Inspection and Testing of Electrical Equipment.
- Double adaptors must not be used - use portable power boards that have individual switches on each outlet.
- Cords and leads are not to be run across floors, doorways, walkways, aisles or anywhere else they could be tripped or run over.

Market Businesses must be aware of OH&S risks associated with any electrically powered plant used by them and comply with all requirements for safe use that are provided with the plant.

16 OH&S PERFORMANCE MONITORING

The MMA shall record information on various matters and consider it in consultation through the Market's Health and Safety Forum as part of its process for monitoring the implementation and effectiveness of MMA OH&S programs and initiatives. Information considered will include:

- number of hazards reported
- number of injuries and incidents
- status of corrective actions

All Market Users must comply fully with any reasonable request by the MMA in relation to the collection and analysis of any OH&S related information.

| | | | | |
|--|-------------------------------|---|--------------------|-----------------|
| Document Owner: Chief Operating Office/PAM Compliance Manager | | Document Manager: PAM Contract Manager/QMS Coordinator | | |
| Document no: QMS-PRO-50 | Issue date: 27/06/2019 | Next Review date: 27/06/2020 | Issue no: 2 | Page 8/9 |

NOTE: Printed copies of this document MAY NOT BE THE LATEST. The most up-to-date version is located on SharePoint QMS Document Library

QMS-PRO-50 MELBOURNE MARKET OH&S PLAN



17 DOCUMENT REVIEW

The MMA (with the support of PAM) will review this document on an annual basis. More frequent reviews may take place in response to improvements being identified or legislative changes.

The latest version of this document will be maintained on the MMA's website and the MMA Intranet (Harvest). The MMA will advise Market Businesses of any updates or changes to this OH&S Plan.

18 RELATED DOCUMENTS

- MMA's Health and Safety Policy
- Melbourne Market Operating Rules
- Melbourne Market Site Safety Induction
- Melbourne Market Emergency Procedures– Market User's Manual
- Repairs and Maintenance Guide.

19 REFERENCES

- Occupational Health and Safety Act 2007
- Occupational Health and Safety Regulations 2007

| | | | | |
|--|-------------------------------|---|--------------------|-----------------|
| Document Owner: Chief Operating Office/PAM Compliance Manager | | Document Manager: PAM Contract Manager/QMS Coordinator | | |
| Document no: QMS-PRO-50 | Issue date: 27/06/2019 | Next Review date: 27/06/2020 | Issue no: 2 | Page 9/9 |

NOTE: Printed copies of this document MAY NOT BE THE LATEST. The most up-to-date version is located on SharePoint QMS Document Library