

## 1 Objective

The purpose of this procedure is to clarify and communicate the legislated Work Health, Safety and Environmental obligations that Executive Directors, Management, Employees, Contractors, and Visitors have as part of their employment or attendance at Adaptalift.

## 2 Scope

This document applies to:

- Adaptalift

And at all Adaptalift workplaces and where applicable, Adaptalift customer sites.

## 3 Definitions

Title	Description
<b>Adaptalift</b>	Adaptaift Group, Adaptalift Group New Zealand, ATR, ForkWest, Pacific Materials Handling, Riverina Lift Trucks, and any other business entity incorporated with Adaptalift Group
<b>Executive Directors</b>	A member of the Board with high-level internal management of the business.
<b>Senior Manager</b>	The most senior positioned manager of a Functional, Operational or Sales stream.
<b>Manager</b>	A manager of a specific function within a functional, operational or sales stream.
<b>Supervisor</b>	A Supervisor within a specific function within a functional, operational or sales stream.
<b>Line Manager</b>	An employee’s direct manager or supervisor as per organisation structure.
<b>Employee</b>	Any person employed directly by Adaptalift, includes all Supervisors, Managers, Senior Managers and Executive Directors.
<b>Contractor</b>	Any person or business engaged to provide services to, or on behalf of, Adaptalift.
<b>Visitor</b>	A person other than an employee or contractor that attends an Adaptalift facility. I.e., Customers.
<b>Functional Stream</b>	Provides support or service across multiple business functions or departments. I.e., Finance, Information Technology, Human Resources, Business Systems, Risk & WHSE, Assets, Marketing
<b>Operational Stream</b>	Provide operational services to customers. I.e., Product Support, Rental, Heavy Equipment, Workshop, Parts
<b>Sales Stream</b>	Conducts business development and provides sales and aftermarket support to customers. I.e., Sales, AMR

## 4 Responsibilities

Title	Responsibilities
<b>Executive Directors</b>	<ul style="list-style-type: none"> <li>▪ Act as WHSE ambassadors across the business, promoting a strong organisational culture that prioritises health, safety, and compliance with WHSE requirements, while critically assessing the quality and effectiveness of WHSE activities at all levels.</li> <li>▪ Allocate appropriate resources to establish, implement, and maintain the Thinksafe Management System in accordance with relevant WHSE legislation, standards, and management system requirements.</li> <li>▪ Ensure WHSE accountability is embedded throughout the organisation, with clearly defined responsibilities and leadership commitment across all functions and levels.</li> <li>▪ Ensure WHSE is a consistent and proactive consideration in strategic planning, operational execution, and all business decision-making processes.</li> <li>▪ Ensure WHSE is a standing agenda item in executive and management forums to maintain focus and visibility on performance and obligations.</li> <li>▪ Monitor emerging WHSE risks and opportunities through the organisation's enterprise risk management processes, ensuring appropriate responses and controls are implemented.</li> <li>▪ Regularly review WHSE performance, including achievement of objectives and targets, compliance with obligations, and analysis of lead and lag indicators.</li> <li>▪ Review internal and external audit findings related to WHSE and ensure corrective actions and continual improvement measures are implemented, resourced, and closed out effectively.</li> <li>▪ As far as is reasonably practicable, ensure that facilities, plant, equipment, and PPE are maintained in a condition that is safe, fit for purpose, and does not pose risks to people or the environment.</li> <li>▪ Foster a culture of continual improvement by encouraging leadership, innovation, accountability, and active participation in WHSE initiatives across all business areas.</li> </ul>

**Chief Executive  
 Officer**

- Act as a visible and active WHSE ambassador across the business, promoting the importance of health, safety, and overall WHSE performance, while critically assessing the quality and effectiveness of WHSE activities at all levels.
- Lead by example in demonstrating commitment to Adaptalift's WHS Policy, Thinksafe Management System, and Life Saving Commitments, fostering a culture of personal responsibility, leadership, and compliance.
- Ensure appropriate resources—financial, human, and technological—are allocated to effectively establish, implement, and continually improve the Thinksafe Management System and the fulfilment of WHSE obligations across the organisation.
- Ensure a WHSE Strategic Plan is established, communicated, and maintained to drive long-term performance, legal compliance, and alignment with organisational goals.
- Establish and communicate clear WHSE objectives and targets, ensuring they are measurable, achievable, and integrated into operational and functional plans across all business areas.
- Embed WHSE accountability throughout the business, ensuring all leaders and employees understand their roles and are held responsible for WHSE performance.
- Ensure WHSE is consistently considered in strategic planning, risk assessment, and day-to-day business decision-making at all levels.
- Ensure WHSE remains a standing agenda item at all relevant management and leadership meetings to reinforce its strategic importance.
- Oversee the development and implementation of enterprise-wide risk management processes to identify, assess, and respond to emerging WHSE risks and opportunities.
- Monitor performance against WHSE indicators, compliance obligations, audit findings, and incident trends to ensure continuous improvement and prevent recurrence of failures.
- Foster a culture of continual improvement across the business, encouraging innovation, accountability, and a proactive approach to managing WHSE risks and impacts.
- Regularly monitor WHSE performance & compliance within the business.
- Regularly review WHSE internal & external audit results.
- As far as is reasonably practicable, provide and maintain Facilities, Plant, PPE, and Equipment in a condition, which is safe, and without risks to health.

### Head of Operational Risk

- Act as a WHSE ambassador across the business, promoting the importance of WHSE leadership and culture, and critically evaluating the effectiveness of WHSE initiatives, systems, and performance.
- Demonstrate commitment to Adaptalift's WHS Policy, Life Saving Commitments, and Thinksafe Management System, ensuring they are actively promoted and applied across all operations.
- Via consultation, develop, communicate, and drive the execution of the WHSE Strategic Plan, incorporating divisional-specific WHSE objectives and targets that address both risk and improvement opportunities.
- Establish, implement, maintain, and continually improve the Thinksafe Management System to align with ISO 45001 and ISO 14001 standards and to ensure compliance with WHSE legislation, regulations, and applicable codes of practice.
- Develop and maintain supporting WHSE IT systems (e.g., incident, injury, risk, contractor, learning, access management systems) to ensure consistent, reliable, and accessible data and system performance.
- Oversee performance reporting for WHSE, including analysis of lead and lag indicators, to identify trends, drive decision-making, and monitor progress against objectives and obligations.
- Evaluate the effectiveness and cost-benefit of the Thinksafe Management System and associated WHSE programs to support continuous improvement and strategic alignment.
- Identify, implement, and continuously improve WHSE-related training programs that build competence, promote awareness, and ensure compliance across the workforce.
- Ensure timely communication of notifiable incidents to relevant stakeholders, including senior management and applicable regulatory authorities (e.g., WorkSafe, EPA).
- Provide expert technical support to the business in identifying, assessing, and controlling WHSE risks—particularly in relation to procurement, process changes, and plant modifications.
- Proactively monitor, interpret, and communicate changes in WHSE legislation, standards, and industry best practices to all relevant levels of the business.
- Establish, implement, and maintain robust internal and external audit programs; ensure non-conformances are effectively addressed through action planning and follow-up verification.
- Promote effective consultation and participation across all employee levels through structured communication forums, WHSE committees, and engagement programs.
- Support or lead WHSE incident investigations using recognised methodologies (e.g., ICAM) to identify root causes, implement corrective actions, and prevent recurrence.
- Design and implement employee health and well-being programs that promote resilience, injury prevention, early intervention, and safe return to work.
- Support line managers and supervisors in the case management of injured employees, ensuring compliance with legal requirements and effective return-to-work coordination.

**Senior Functional,  
 Operational & Sales  
 Managers (i.e., Heads  
 of Department,  
 General Managers, &  
 National Managers)**

- Act as safety ambassadors throughout the business, promoting the importance of WHSE, while interrogating the quality of WHSE activities at all levels.
- Actively promote and comply with Adaptalift's WHS Policy.
- Comply with Thinksafe System Manual requirements (Adaptalift WHSE Management System).
- Leading by example, champion Adaptalift's Life Saving Commitments and promote individual commitment from all employees.
- Actively participate in enterprise-wide risk management programs and continuously identify emerging threats and opportunities.
- Within area(s) of responsibility:
  - Ensure WHSE is a consistent consideration in all business decisions.
  - Develop, communicate, and support the execution of WHSE objectives & targets.
  - Allocate appropriate resources to effectively manage WHSE.
  - Ensure the requirements of the Thinksafe System Manual are communicated to all employees.
  - Regularly monitor WHSE performance & compliance and respond as appropriate to address any deficiencies.
  - Ensure WHSE is an agenda item at all management meetings.
  - Provide regular feedback and support the WHSE development of all employees.
  - Participate as required in relevant WHSE, including attendance at WHSE committee meetings as a senior management representative.
  - Assist with, and participate in, incident investigations as required.
  - Ensure that all notification requirements for serious injuries are met through timely communication to senior management, WHSE and, or appropriate authorities.
  - Ensure corrective actions arising from WHSE activities, including incident investigations and audits are implemented within agreed timeframes.
  - Reviewing the effectiveness of closed Corrective Actions, and if satisfied the action treats the root cause and/or prevents recurrence, closing out the report.
  - Where there is a reasonable likelihood of impact to operations or impact to health and safety, implement corrective actions or emergency responses plans when notified of regional or local extreme weather and emergency events i.e., cyclones, bush fires, and floods.
  - Ensure timely response to treatment and rehabilitation of injured employees and facilitate return to work plans as medically and operationally appropriate.
  - Provide Plant, PPE, and Equipment in a condition, which is safe, and without risks to health and ensure ongoing maintenance thereof.
  - Ensure suppliers and contractors are engaged and managed in accordance with HSEOPR020 Supplier & Contractor Management Procedure.
  - Ensure significant changes affecting WHSE are subject to the requirements of HSEOPR036 Management of Change Procedure.

### Managers & Supervisors

- Act as WHSE ambassadors throughout the business, promoting a strong safety and compliance culture and demonstrating high standards in WHSE leadership across all operations.
- Lead by example by actively promoting and complying with Adaptalift's WHS Policy, Life Saving Commitments, and the Thinksafe Management System.
- Contribute to the identification and management of WHSE risks and opportunities through participation in local and enterprise-wide risk management processes.

#### Within area(s) of responsibility:

- Integrate WHSE considerations into planning, decision-making, and all daily operations.
- Communicate and support the achievement of WHSE objectives and targets, ensuring they are embedded in work practices and regularly reviewed.
- Allocate adequate resources—time, personnel, equipment, and tools—to enable safe and compliant task execution and WHSE risk control.
- Ensure all team members are informed, trained, and supported in applying the requirements of the Thinksafe System Manual and relevant WHSE procedures.
- Routinely monitor WHSE performance, lead daily safety conversations, conduct inspections, and proactively address non-conformances or emerging risks.
- Include WHSE in toolbox talks, pre-starts, team meetings, and other routine communication forums to reinforce commitment and expectations.
- Provide timely feedback and mentoring to develop employee capability and ensure safe and responsible work behaviours.
- Represent operational teams in WHSE consultation forums and ensure effective upward communication of concerns or suggestions.
- Participate in or lead incident investigations, applying root cause analysis and ensuring corrective actions are relevant, effective, and completed.
- Report notifiable incidents promptly to senior management and external authorities (e.g., WorkSafe, EPA), where applicable.
- Implement and verify corrective actions resulting from incidents, audits, inspections, or hazard reports within agreed timeframes.
- Validate the effectiveness of closed corrective actions, ensuring they address root causes and prevent recurrence.
- Respond appropriately to WHSE risks associated with environmental or emergency events (e.g., floods, fires, severe weather), including escalating when required.
- Support injured employees by facilitating access to treatment and coordinating return-to-work plans in line with operational needs and medical advice.
- Ensure plant, PPE, tools, and equipment are safe, maintained, and suitable for their intended use, and that pre-use checks are conducted.
- Select, engage, and manage suppliers and contractors in accordance with the HSEOPR020 Supplier & Contractor Management Procedure.
- Ensure that significant changes with potential WHSE implications are assessed and managed in accordance with HSEOPR036 Management of Change Procedure.



# Procedure Work Health, Safety & Environment Responsibilities



---

## All Employees

- Actively support and comply with Adaptalift's Life Saving Commitments and the Thinksafe Management System.
  - Perform all work with care for their own safety and that of others and uphold their WHSE duties under legislation.
  - Immediately stop and report any activity posing a risk to health, safety, property, or the environment.
  - Promptly report all incidents and hazards to their manager, supervisor, or directly via Solv Safety.
  - If injured, attend treatment, participate in rehabilitation, and follow return-to-work plans as required.
  - Do not perform High-Risk Work without holding a valid and applicable High-Risk Work Licence (Australia Only).
  - Attend all scheduled WHSE training and complete assigned e-learning modules.
  - Comply with all mandatory WHSE requirements, including PPE use, site traffic rules, risk controls, and instructions from authorised personnel (e.g., emergency wardens, dogmen).
  - Safely handle, store, and use DGHS materials as per Adaptalift's DGHS Guideline and report any spills, leaks, or exposures.
  - Never bypass, disable, or tamper with safety devices or systems.
  - Never alter or modify plant or equipment unless authorised by Senior Management.
  - Actively participate in toolbox talks, WHSE discussions, and consultative forums.
  - Engage fully in Emergency Preparedness Drills and follow directions from Emergency Control Organisation personnel.
  - Support WHSE investigations, inspections, audits, and risk assessments as required.
-

### First Aid Officers

- Maintain their First Aid accreditation to the level of 'Provide First Aid' by a Registered Training Organisation consistent with the First Aid Code of Practice complete CPR refresher training every 12 months.
- Ensure records of training are maintained on Rapid Global.
- Complete annual First Aid Acknowledgement Form on Rapid Global.
- Provide first aid within their office to all persons when required.
- Familiarise themselves with medical resources in the local area, for example, where to access a defibrillator or emergency medical assistance if required.
- Participate in evacuation and scenario-based drills.

### Emergency Wardens

- Attend Emergency Warden training as required and stay familiar with your role under Adaptalift's Emergency Response Plans.
- Know the locations of all emergency exits, evacuation routes, assembly areas, and any site-specific emergency equipment (e.g., spill kits, fire extinguishers).
- Ensure a Personal Emergency Evacuation Plan (PEEP) is developed and maintained for any person with a temporary or permanent disability.
- Be aware of operations or equipment that may require additional shutdown time or pose safety or environmental risks during evacuation.
- Participate in evacuation and scenario-based drills, including those involving WHSE-related emergencies (e.g., chemical spills, fire, gas leak).
- During evacuations, encourage occupants to exit quickly and safely. Assist those who may need help and sweep areas methodically—calling out, checking rooms, and closing doors if safe to do so.
- Report evacuation status, hazards, or known details about the emergency (e.g., nature of a spill or fire) to the chief warden for coordination with first responders.
- Immediately inform the chief warden of any unaccounted persons or suspected risks within the building.
- When advised, help communicate the all-clear message to allow safe reoccupation of the premises.
- Remain alert to both **safety and environmental risks** during emergencies and ensure appropriate action is taken to minimise harm to people, property, and the environment.
- Support implementation of environmental emergency controls (e.g., isolating drains during spills) as outlined in the Emergency Response Plan.

<b>Contractors (External parties engaged to provide services to, or on behalf of AAL)</b>	<ul style="list-style-type: none"> <li>▪ Comply with all requirements of the Thinksafe Management System and relevant WHSE legislation, standards, and Codes of Practice.</li> <li>▪ Work collaboratively with Adaptalift in the planning and safe execution of contracted activities, ensuring all WHSE risks—including environmental risks—are identified and controlled.</li> <li>▪ Submit all required documentation prior to commencing work, including but not limited to risk assessments, public liability insurance, licences, qualifications, and evidence of competency.</li> <li>▪ Comply with Adaptalift's Contractor Management Procedure and any site-specific WHSE rules or conditions.</li> <li>▪ Ensure work is planned and carried out in a manner that minimises risk to people, property, and the environment.</li> <li>▪ Notify Adaptalift of any potential WHSE impacts of the work, including environmental risks such as chemical use, spills, emissions, or waste generation.</li> <li>▪ Follow all reasonable instructions provided by Adaptalift representatives, including those relating to safety and environmental protection.</li> <li>▪ Complete all required site inductions and WHSE briefings before commencing work.</li> <li>▪ Immediately report any hazards, incidents, spills, or near misses to the designated Adaptalift contact.</li> <li>▪ Participate in WHSE-related inspections, audits, risk assessments, and incident investigations as required.</li> <li>▪ Take all practicable steps to prevent pollution, manage waste responsibly, and comply with site-specific environmental controls and emergency procedures.</li> </ul>
---	--

<b>Visitors</b>	<ul style="list-style-type: none"> <li>• Register their attendance and departure to and from Adaptalift sites using sign-in processes.</li> <li>• Abide by all site safety rules and instructions provided by Adaptalift representatives.</li> <li>• Ensure they are always accompanied by a Adaptalift representative within operational areas (e.g., workshops, vehicle yard).</li> <li>• Immediately report hazards &amp; incidents to their Adaptalift Site Contact.</li> <li>• In the event of an emergency, abide by all reasonable directions provided by Adaptalift representatives, Emergency Wardens and / or emergency services.</li> </ul>
-----------------	--

## 5 Legal Definitions

Title	Description
Officer of the company	An officer of the company within the meaning of section 9 of the Corporations Act 2001 (Cth) other than a partner in a partnership has responsibility for OHS. Broadly, an officer is a person who makes, or participates in making, decisions that affect the whole or a substantial part, of the organisation's activities.
Reasonably practicable	<p>+ 'Reasonably practicable', in relation to a duty to ensure health and safety, means that which is, or was at a particular time, reasonably able to be done to ensure health and safety, taking into account and weighing up all relevant matters including:</p> <ol style="list-style-type: none"> <li>the likelihood of the hazard or the risk concerned occurring; and</li> <li>the degree of harm that might result from the hazard or the risk; and</li> <li>what the person concerned knows, or ought reasonably to know, about the hazard or risk, and about the ways of eliminating or minimising the risk; and</li> <li>the availability and suitability of ways to eliminate or minimise the risk; and</li> <li>after assessing the extent of the risk and the available ways of eliminating or minimising the risk, the cost associated with available ways of eliminating or minimising the risk, including whether the cost is grossly disproportionate to the risk.</li> </ol> <p>Source: Section 18 of the Model WHS Act.</p>

## 6 Links to other resources and documents

Ref. No.	Document	Type of Document
HSEOMN005	Thinksafe System Manual	Manual
HSEOPO001	Work Health and Safety	Policy
HSEOPR017	Emergency Preparedness & Response	Procedure

PR



## 7 Version Control Table

Document No.	Version	Date Released	Prepared By	Approved By	Amendment
HSEOPR022	01	October 2011	Michael Nguyen	Management Team	First version of document
HSEOPR022	02	July 2023	Head of Operational Risk	Risk & Audit Committee	Major update to reflect current systems and processes.
HSEOPR022	03	August 2023	Head of Operational Risk	Risk & Audit Committee	Updated to include Emergency Warden, First Aid Officer duties and legal definitions.
HSEOPR022	04	July 2024	Head of Operational Risk	Head of Operational Risk	Updated SM Responsibilities to include review of closed corrective actions.
HSEOPR022	05	December 2025	Head of Operational Risk	Head of Operational Risk	Updated to include ISO14001 responsibilities and update Adaptalift Group definition.