

WORK HEALTH & SAFETY (WHS) POLICY

Purpose

CRA Building Services Pty Ltd and RestoConnect Pty Ltd (together, CRA) are firmly committed to creating a safe and healthy environment for our workers, contractors, visitors, and any other individuals who may be affected by our operations. We are dedicated to taking all reasonably practicable measures to eliminate or reduce risks associated with our activities and to ensure the well-being of everyone involved.

Our aim is to minimise identified risks by adopting a systematic approach to the management of Workplace Health and Safety (WHS). This includes adhering to all relevant legislative requirements and standards while fostering a proactive safety culture.

Scope

This policy applies to all CRA business operations, sites, and functions.

Management

Management at CRA is responsible for ensuring the implementation and continual improvement of WHS practices across all operations. Specific responsibilities include:

- Acquiring and maintaining up-to-date knowledge of WHS duties and obligations under current legislation, codes of practice, and standards.
- Establishing and maintaining processes for the timely identification, reporting, and response to incidents, hazards, and risks.
- Promoting a culture of consultation and collaboration by actively engaging workers in WHS decision-making processes and encouraging proactive involvement.
- Providing comprehensive training, education, and accessible resources to ensure workers have the knowledge and tools to perform their duties safely.
- Ensuring that all plant, equipment, tools, and substances supplied or used are safe, well-maintained, and fit for purpose.
- Setting measurable WHS objectives and targets to drive continuous improvement in safety performance.
- Conducting regular reviews and audits of WHS systems and practices to ensure their effectiveness and alignment with industry standards.
- Taking prompt and appropriate action to address any WHS issues identified.

Workers

CRA promote a shared responsibility model, that see all workers have a responsibility to support the WHS policy by adhering to safety protocols and being proactive in maintaining a safe working environment. Specific responsibilities include:

- Complying with this policy and all associated WHS procedures, as well as any reasonable instructions given by management to ensure health and safety.
- Taking reasonable care for their own health and safety and ensuring that their actions or omissions do not adversely affect the health and safety of others in the workplace.
- Using personal protective equipment (PPE) provided as required and operating all equipment, tools, plant, and substances in the intended and approved manner.
- Actively participating in training, meetings, and discussions to enhance personal and collective safety awareness.
- Recognising and reporting potential hazards, near misses, and unsafe conditions in a timely manner.
- Promptly reporting all incidents, injuries, illnesses, or dangerous occurrences to management to facilitate appropriate action.
- Demonstrating accountability by consistently applying safe work practices and encouraging a safety-conscious culture.

Contractors and Visitors

Contractors and visitors are also expected to comply with WHS requirements, including:

- Following all relevant WHS instructions, site rules, and procedures.
- Using PPE as required and ensuring their actions do not compromise the safety of others.
- Reporting any hazards, incidents, or unsafe conditions they observe while on site.
- Subcontractors are also expected to abide by the additional requirements as per our Subcontractor Agreement SC-REC-3484, WHS Pre-Qualification, Contractor Commitment and Subcontractor Induction Pack and Invoicing Process, all of which are provided and discussed through our onboarding and induction process.

Risk Management

CRA Building Services is committed to managing risks and eliminating hazards through a structured approach, as documented in our Hazard/ Risk Register (HS-PRO-3265). This includes:

- Conducting regular risk assessments to identify hazards and evaluate their potential impact.
- Implementing effective control measures to eliminate or minimise identified risks.

- Regularly monitoring and reviewing the effectiveness of risk controls.
- Ensuring workers and other stakeholders are involved in the risk management process and development of controls.
- Applying the hierarchy of controls (elimination, substitution, engineering, administrative controls, and PPE).

Consultation and Communication

We recognise that consultation with workers is essential to achieving our WHS objectives. To support this, we:

- Maintain open channels of communication to discuss WHS matters.
- Involve workers in the development, review, and implementation of WHS policies, procedures, and risk controls.
- Encourage feedback and suggestions to improve workplace safety.
- Maintain regular WHS representation across all meetings to ensure opportunity for discussion and questions is provided.
- Consulting so far as reasonably practicable in accordance with WHS legislative requirements.

Performance Monitoring and Continuous Improvement

To ensure the ongoing effectiveness of our WHS systems, we:

- Conduct audits, inspections, and reviews of WHS practices and systems.
- Monitor performance against established WHS objectives and targets.
- Analyse incident and hazard reports to identify trends and areas for improvement.
- Commit to continuous learning and adaptation to enhance our WHS management systems.

Legislative & Industry Compliance

CRA is committed to full compliance with all relevant WHS legislation, regulations, codes of practice, and industry standards, including adherence to the ISO 45001 Occupational Health and Safety Management System standard.

This compliance includes, but is not limited to the following legislation:

- Work Health & Safety Act 2012 (SA)
- Occupational Health and Safety Act 2004 (VIC)
- Work Health and Safety Act 2011 (NSW & QLD)

CRA identifies and maintains compliance duties related to our business operations as per the process outlined within QA-POL-4082 Compliance Policy.

Policy review

Last updated: August 2026

We may review this Privacy Policy from time to time. The latest version will be available on our website.