



Contractor Safety Handbook

**Great People in a
Great Place Making
Great Product**



Amendment Record	3
Welcome to Oceania Dairy.....	4
Who are we?.....	4
Site Access	5
Health and Safety	6
Our Commitment to You.....	6
Your Commitment to Us.....	6
Induction	6
Site Access	6
Personal Protective Equipment	6
Personal Electronics Use on Site	6
Life Saving Rules.....	7
Critical Site Risks.....	7
Permit to Work.....	8
Project Work	9
Reporting	9
First Aid	9
Emergency Response	10
Smoking Policy	13
Drug & Alcohol Policy.....	13
Quality & Food Safety	13
Hygiene	13
Bacteria.....	14
Eating.....	14
Hand Washing	14
The Super Wash	14
Foreign Matter and Restricted Items	15
Red Line Protective Clothing	15
Sickness	15
Environmental Policy	16

Amendment Record

Welcome to Oceania Dairy

As a contractor to Oceania Dairy Ltd we want to keep you safe while on our site. This induction handbook identifies the risks you may encounter while on our site and our important safety, quality and environmental policies and procedures.

The Oceania Contractors Handbook is a live document and will be amended from time to time to reflect changes in policy, guidelines or legislation. You will be notified of any significant changes and we update you accordingly with the amended information.

If you have any questions about this Contractor Handbook or anything else, please speak with the your site contact.

Who are we?

Oceania Dairy is an independent, state of the art company owned by the largest dairy manufacturing company operating in China, Yili Corporation who retain 100% ownership. Yili Group have a vision to be recognised as a world class health food provider. Yili is the largest dairy producer in Asia.

The Oceania Way

Our VALUES	Our BEHAVIOURS
Safety is for keeps Go home safe and well	<ul style="list-style-type: none">• Safety is our first priority• Look out for and support each other• Be proactive and think ahead about safer ways of doing it• Remember – the standard we walk past is the standard we accept
Quality always Do it Right	<ul style="list-style-type: none">• Be professional and drive for success• Work smart – challenge ourselves, challenge each other• Make decisions for sound commercial reasons• Care about our process, performance and reputation
Innovation How we do it is important	<ul style="list-style-type: none">• Make it easy to do or understand and do it better• Be open-minded, seek out, listen and accept different views• Turn good ideas into actions – change is good• Provide great service to our customers and our team
Collaboration Together we are better	<ul style="list-style-type: none">• Work together and share the load• Support through trust and communication• Value and respect each other's contribution• Do what we say we will do – with a smile
Be sustainable We care about the future	<ul style="list-style-type: none">• Recognise that we are here for the long term• Look after the environment for future generations• Build long-term sustainable relationships• Consider the short and long-term impact of decisions

Site Access



Health and Safety

Our Commitment to You

Oceania Dairy is committed to the health and safety of every employee, contractor and visitor to our workplace.

Your Commitment to Us

While you are on our site, we expect that you:

- take all practicable steps to ensure the safety of yourselves, of our employees and of anyone else who maybe be affected by the work that you are undertaking on our site
- are appropriately trained, licenced and experienced to do the work that we have engaged you to do
- participate in the ODL Permit to Work process, arriving on site as a trained Permit Receiver and informing us of any hazards that you will introduce and how you plan to eliminate or minimise these.
- comply with all ODL health and safety, quality, and environmental policies and procedures.

Induction

Site H&S inductions and Redline (Food Safety & Quality) inductions are valid for one year. Contractors without a current induction will not be allowed access to site unless they are accompanied by an Oceania Dairy employee.

Regular contractors should make sure their induction is current before arriving on site. You can check by emailing health.safety@oceaniadairy.co.nz.

You will need to attend a separate department induction for each department that you need to access.

Site Access

Sign in and out

All personnel coming on to our site must sign in when they arrive and sign out when they leave. This is done to ensure that we can account for everyone in case of emergency. Generally, we expect contractors to sign in at Reception.

When signing in, the system will ask you to enter the name of the Oceania Dairy person that you are visiting, please enter the name of the Oceania Dairy person who has requested your services or your site contact.

There are also department sign in requirements.

Access cards

Select contractors will be eligible for their own personal access cards but the majority will need to come to Reception and get a temporary access card. Access cards will only be granted to contractors who have current inductions, and access will be cut if an induction expires and is not redone.

Personal Protective Equipment

The mandatory PPE when on site is safety shoes, safety glasses and day/night high viz. We expect that contractors will arrive on site with at least these three pieces of PPE. We also expect that you will provide any PPE specific to the tasks that you are doing on site.

In some areas, such as the manufacturing departments, hearing protection will also be required.

Personal Electronics Use on Site

Personal electronic devices such as cellphones, headphones, and smart watches, can be a real distraction and create a serious risk in our workplace.

- Personal electronics must not be used while driving any vehicle or mobile plant or operating any machinery
- Personal electronics must not be used while walking - please stop in a safe place, use your device, then resume walking
- Headphones or ear buds must not be used anywhere outside of offices and break rooms

Life Saving Rules

Oceania Dairy has a set of 7 simple rules that every person on our site is expected to follow. They are:

1. Safety intervention - we always react well to a safety intervention
2. Permits - we always complete a permit for high-risk activities
3. Safety data sheet - we always understand the safety data sheet (SDS) for hazardous substances that we are using
4. Distance - we always maintain distance (3 metres) or barriers between pedestrians and moving vehicles
5. Isolate, lockout, and test - we always isolate, lockout, and test equipment when required
6. Authorisation - we always get authorisation before disabling or overriding a safety device
7. Training - we always have the right training and competency for equipment or machinery we are using

Critical Site Risks

Hazardous Substances

Various hazardous substances are present on site including:

- Ammonia - flammable gas, toxic, corrosive to human tissue, ecotoxic
- Chlorine - oxidiser, toxic, corrosive to human tissue, ecotoxic
- Carbon dioxide and nitrogen gases - asphyxiants
- Caustics and acids - toxic, corrosive to human tissue

These present not only a risk to human health but also to the environment and some are fuel for or can directly cause fires.

Our site hazardous substances are controlled as appropriate and we have emergency procedures for a spill or leak outlined below. We expect that you will keep away from our hazardous substances unless they are part of the work you have been engaged to do.

If you are bringing hazardous substances on to our site, you need to bring Safety Data Sheets for each and please notify your site contact of what you have.

Powder Explosion

Any material that will burn in air, such as milk powder, will potentially explode if it is suspended in air at a suitable concentration and then ignited. Ignition sources such as electric heat or sparks, friction-generated heat or sparks, flames and smouldering material, hot surfaces and static can be introduced by tasks such as hot work or electrical work.

Any work you are contracted to do in areas where dust powder explosion is a risk, such as our Dryer and our Canning & Pouch departments, must be done under a Permit to Work and have appropriate ignition source controls.

Traffic

There are numerous vehicles on our site:

- Forklifts - both in the Warehouse and outside across the whole site
- Heavy vehicles - milk tankers, coal trucks, freight trucks, chemical tankers and others

- Light vehicles - staff and contractor vehicles, farm ute, JCB coal loader, and golf carts
- Straddle crane - on the concrete shipping container pad outside the Warehouse

Unless there is a reasonable need to have your vehicle inside our operational site areas, please park in the carparks through Gate 5 or Gate 7.

The speed limit on site is 10kph. This is too fast in some areas so please reduce your speed to suit the conditions. Vehicles have right of way but even so please look for pedestrians as they may not have seen your vehicle.

Pedestrians must give way to vehicles. Please use the yellow walkways where available. As with any department, if you need to enter the Warehouse, you need a Warehouse induction as there are a number of serious traffic risks present.

Only authorised vehicles are allowed to drive on the straddle crane pad.

Access to the Dryer, Canning & Pouch, and UHT should generally be via the internal walkway instead of cutting across the Warehouse.

Machine Safety

There are numerous pieces of machinery on our site:

- Manufacturing machinery e.g. conveyors, filling machines, processing and packing equipment, palletising lines
- Utilities machinery e.g. can and cardboard crushers, engineering tools etc.

Oceania machinery is guarded where appropriate.

All machinery must be operated to manufacturers instructions.

Removal of guarding must only be done under Permit to Work.

Machinery and equipment that you bring to site must:

- Be appropriate for its intended use
- Meet any relevant New Zealand or international standards
- Be tested and tagged and have up to date maintenance records
- Secured when not in use to prevent unauthorised use
- Operated only by appropriately trained, licenced or competent people

Confined Spaces, Work at Heights, Crane Lift, Hot Work, Excavation

All jobs involving these critical risks MUST be done under our Permit to Work procedures. All contractors must have the appropriate licencing and/or training to conduct these works. The following is the current training requirements for the ODL site:

Plan a Confined Space Entry Level 4 - Unit Standard 17599

Crane Operation Level 3 - Unit Standard 3800, 30072

Elevated Work Platform Level 3 & 4 - Unit Standard 23960, 23962, 23966

Fall Arrest, Wear Harness Level 3 - Unit Standard 23229, 15757

Permit to Work

Permit to Work is a system that protects:

- People
- Assets
- Environment
- Product

Permit to Work ensures that work is performed in a controlled and co-ordinated manner.

All contractors and subcontractors are required to work under our Permit to Work system when they are doing work on the Oceania Dairy site, unless agreed otherwise. Any and all work needs to be covered by a permit (either written or verbal depending on risk). **Therefore, contractors MUST hold a current Permit Receivers qualification.**

The Permit Stations are located in:

- Utilities Control Room
- Dryer Control Room
- UHT
- Canning & Pouch
- Drystores
- Admin
- Lab

Where your work spans across multiple departments, a separate permit MUST be completed for each individual department.

ODL Permit Issuers may require evidence of relevant job related training or competency, for example confined space and crane training.

When using a pendant crane at the ODL site, the relevant crane training must be completed and evidence provided to the Permit Issuer prior to use. This must be attached to the permit. This same process is also applied for confined space entry, all personnel entering the confined space or tasked as a safety watch must supply evidence of the relevant training to the Permit Issuer.

Large jobs may be required to be broken down into multiple permits in order to adequately cover the job scope and hazard controls. This should be discussed with the issuer before commencing work.

The ODL Permit Issuer may at any time suspend or decline to issue permits if they feel that circumstances may compromise the safety of plant, process, people or environment.

Breaches of the Permit to Work system will be viewed seriously and may involve a disciplinary process.

Project Work

We may require a Site Specific Safety Plan (SSSP), and/or a pre-installation risk assessment for some project work. We will work with you where required to achieve this.

Reporting

All events must be immediately reported to your site contact, this includes:

- Hazards that are not being controlled
- Near misses
- Injuries
- Property damage
- Spills of hazardous substances
- Any other incidents which have or may have adversely affected people, food or environmental safety

First Aid

Due to our location and distance from medical services we train many staff in first aid and also ensure we have a selection of staff trained to First Responder level.

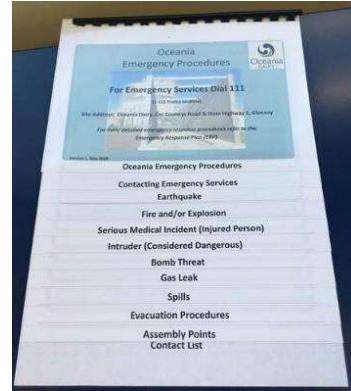
We have first aid kits throughout the site and five defibrillators in Administration, Dryer, Utilities, UHT, and Canning & Pouch. All first aid injuries must be reported to your site contact.

Standard sticking plasters are not visible or detectable if they were to get into our food products and so **only** metal detectable blue sticking plasters are allowed on site.

Emergency Response

General

- Make yourself aware of the location of the **exits** nearest your work area.
- Follow instructions of Oceania Fire Wardens and staff.
- The main emergency events that could occur on our site are fire, explosion, hazardous substances spill or leak, earthquake and serious injuries.
- Quick info emergency flipcharts are available in all departments across site.



Fire

- Raise the alarm immediately by operating the nearest fire alarm.
- Potentially dangerous machinery should be shut down if it is safe and quick to do so. Leave lights on.
- Move quickly to the nearest exit but do not run.
- Report to the designated assembly point.

Earthquake

Indoors or outdoors, move no more than a few steps, then:

- Drop to the ground (to avoid falling), and
- Take cover under something strong (like a sturdy desk or table), and
- Hold on to it until the shaking stops.



If inside, do NOT run outside during an earthquake! You do not have to evacuate a building straight away unless it is showing obvious signs of distress.

If outside, move no more than a few steps away from power lines, trees, building faces etc.

Hazardous Substance Leak or Spill

Only attempt to contain a spill if you have been trained in spill clean-up for the substance involved and have the proper protective equipment to do so.

If trained, general considerations will be to:

- Identify the substance.
- Refer to the SDS for spill procedures & PPE.
- Retrieve spill kits located around site.
- Check wind socks to identify wind direction and ensure people stay up wind.
- Remove sources of ignition if necessary.
- Control the source if safe to do so.
- Block off storm water drains if necessary and safe to do so.

If untrained, do not approach or come into contact with the substance. Alert a supervisor or any trained staff member.

Evacuation Procedures

Assembly Points

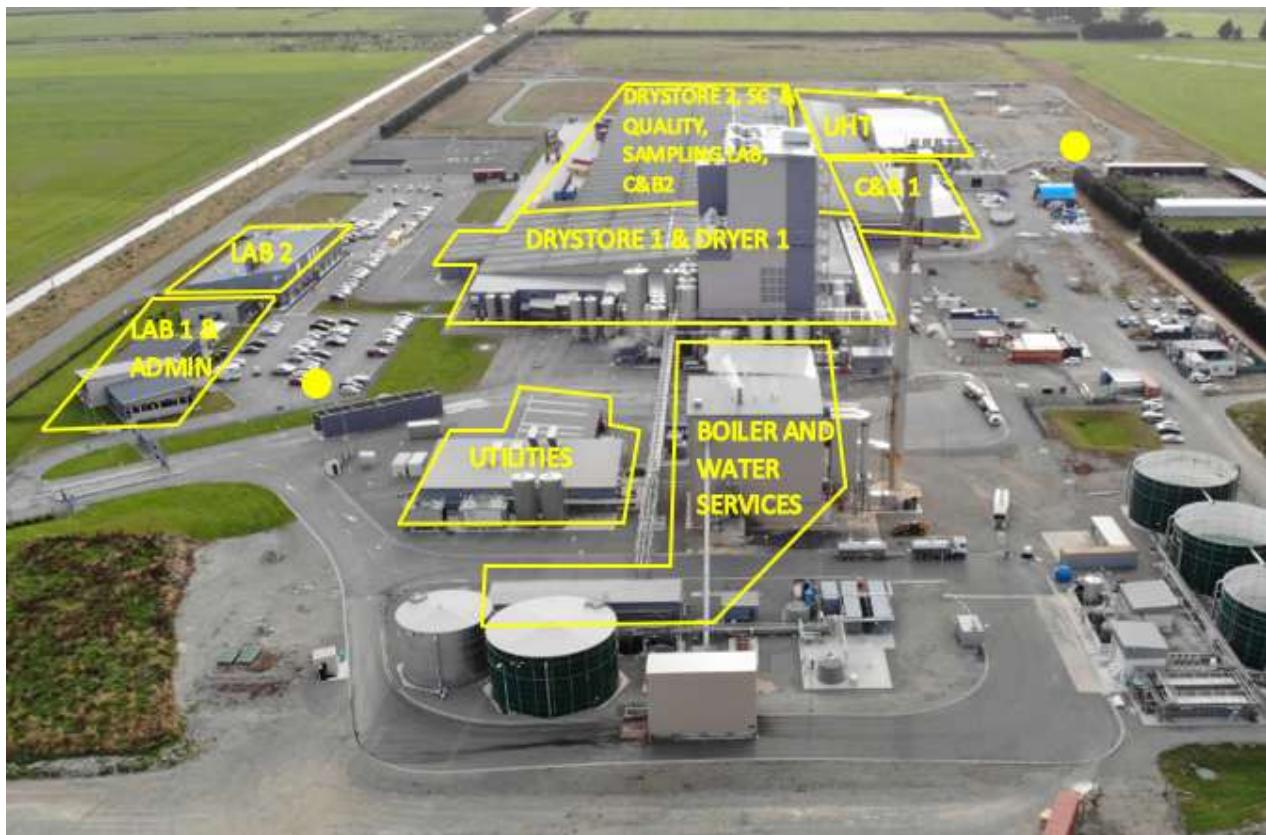
There are two assembly points on site (yellow circles on the picture below). When alarms sound or when you are asked to you should move to the nearest, safest assembly point. Depending on the location of the emergency, wind direction, smoke, chemical fumes and so on, Emergency Wardens may decide to assemble people in an alternative location.

Always follow instructions of Emergency Wardens, they have been trained in emergency response procedures.

Fire Alarms

We have eight zoned fire alarm areas which can be seen in the yellow boxes in the picture below. This means that the fire alarms could be sounding in one zone (e.g. C&B) but not in the other zones (e.g. UHT or Drystores). You only have to evacuate if the alarms sound in the zone that you are in. If you are unsure, or crossing a number of zones, which can happen on the internal walkway to the manufacturing departments, then you should evacuate anyway.

The fire alarm sound was played to you in your induction. You would have heard an undulating alarm sound and a voice over which told you which zone was being evacuated in both English and Chinese.



Chemical Leak Procedures

We have several chemicals on site which have systems that alarm if the chemical leaks. This includes the ammonia and chlorine in Utilities and nitrogen and carbon dioxide in the Dryer, C&B and UHT.

Ammonia and Chlorine

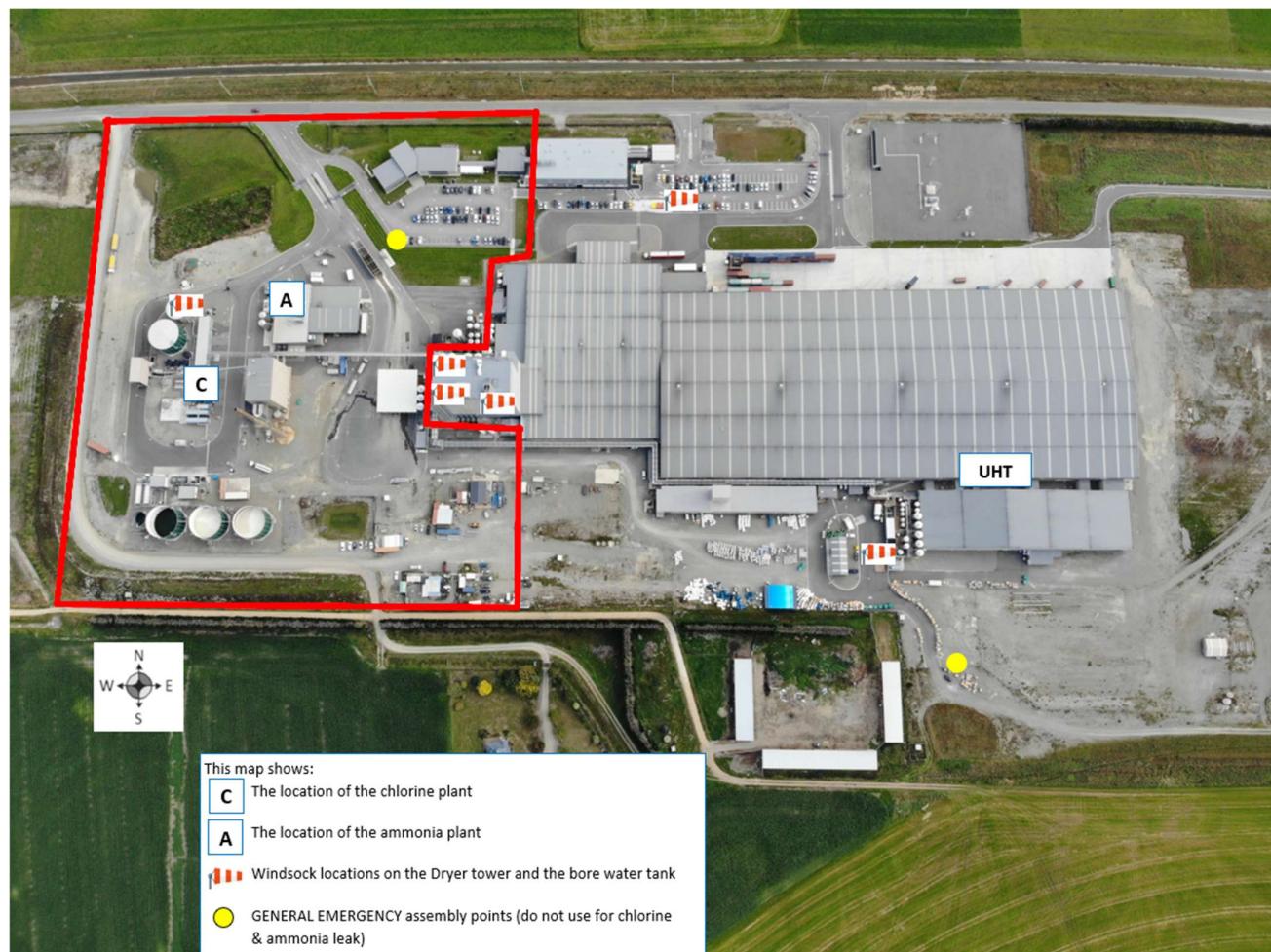
Ammonia is located at the rear of the Utilities & Maintenance building, seen in the red box with the A in the picture below. Chlorine is located in a separate small building, seen in the red box with the C in the picture below.

The ammonia and chlorine alarm sound was played to you in your induction. You would have heard an undulating alarm sound with a high pitched beeping over top and a voice over which told you which substance was potentially leaking.

If you hear this alarm you will be somewhere near to the Utilities area:

- Identify wind direction (using windsocks or by communication from personnel in charge).
- If you are **downwind**, evacuate to a safe location (either UHT or upwind) -
 - If you are inside the Drystores building, remain inside this building and make your way to UHT (this includes all personnel in D1, C&P, Quality & Supply Chain areas, Sampling Lab, Drystores, internal walkway etc)
 - If you are in other buildings across site (Main Lab, Admin, CPMS etc), or outdoors without crossing the path of the chlorine/ammonia, either - Move upwind of the chlorine & ammonia plants OR Move into the Drystores building and make your way internally to UHT
- If you are already **upwind**
 - Stay in your location but move inside a building
 - Constantly monitor wind direction and be prepared to move if the wind changes
 - Those in the CPMS building at the time may choose to move to a building further upwind if safe to do so

Await instruction from the person in charge, ONLY verbal instruction from the person in charge of the emergency indicates ALL CLEAR to return to normal.



All of the manufacturing departments; the Dryer, C&P and UHT, use nitrogen and carbon dioxide as a normal part of their manufacturing processes.

Carbon dioxide and nitrogen are asphyxiants which means they displace oxygen. Breathing oxygen displaced air can lead to suffocation.

If you are going to be working in these departments, then you will be taken through a department induction which will inform you of the appropriate actions to take if these alarms are activated.

Smoking Policy

Our site is completely smokefree, including e-cigarettes, at ALL times. This includes all buildings, outdoor areas, around the site boundary and gates and within all vehicles (privately owned, contractor and company). Please leave site to smoke.

Drug & Alcohol Policy

Possession or use of all alcohol and illegal drugs is banned at all times while on site, including meal and refreshment breaks.

Using or consuming illegal drugs or alcohol is banned when off-duty if it results in the person reporting to work under the influence (drugs as per ASNZ 4308-2008 and alcohol less than 100 mcgs/litre of breath).

Oceania Dairy may require a contractor to undergo drug and alcohol testing on any of the following occasions:

- If Oceania Dairy suspects, on reasonable grounds, that a contractor is working under the influence of drugs or alcohol.
- If there is an incident, accident or near miss.
- If the contractor is chosen for random testing.

Drug and alcohol testing will be performed at Oceania Dairy's expense by our trained internal testing team. Testing will be done in such a way as to respect the contractor's privacy and confidentiality. Test results will be treated as highly confidential.

Any contractor who returns a non-negative test will usually be asked to leave site, and we will contact their employer.

Quality & Food Safety

- It is the policy of Oceania Dairy to operate a Quality System that complies with the regulatory requirement for manufacture and sale of dairy products.
- We are committed to ensuring all contractors act in accordance with good professional practice and are familiar with, and implement, the policies and procedures of the Oceania Dairy Quality System.
- Oceania Dairy Management are responsible for the policies and procedures defined in the Quality Manual. They shall ensure these are adhered to in such a manner that protects the integrity of all aspects of the manufacturing operation, including service to customers

Hygiene

We operate under the Ministry of Primary Industries, under a recognised Risk Management Programme (RMP) based on Hazard Analysis Critical Control Point (HACCP). Therefore, we must maintain very high

standards of cleanliness at every stage of the food production process. We are committed to our food safety and hygiene policy and are proud of our food safety record.

Strong aftershaves, perfume or deodorants are not to be worn in the packing or sampling room as the product is prone to the take up of odour. This can cause the product to be downgraded.

Prior to entering the Red Line all contractors must undertake Red Line Training.

Bacteria

Most people carry food poisoning micro-organisms on or in their body at some time. It is possible through poor personal hygiene that we can pass these onto food, which, under ideal growth conditions, could lead to food poisoning.

Our bodies have defence mechanisms against the growth of bacteria. However, food has no defence against bacterial growth.

Where contractors do not meet the strict standards of hygiene and cleanliness required he/she will not be allowed to commence work and will be sent off site.

Eating

Raw meat, eggs, fish, milk, cream, nuts or any dairy product made with unpasteurised material, may not be taken into the In-process café because of the food safety risk. These food items are however permitted in the Utilities café.

Eating in the processing areas and packaging plant is prohibited.

No chewing gum on site please.

Hand Washing

You must wash your hands each time you enter the production areas using the "Super Wash" method and after:

- going to the toilet
- a work break
- touching your face or hair
- sneezing, coughing, blowing nose
- cleaning duties
- touching dirty surfaces
- handling equipment
- handling raw food, waste, rubbish
- before starting work

Fingernails must be short and clean, and nail varnish is not permitted behind the red line.

The Super Wash

Remove watches and jewellery, facial piercings and leave in locker or pigeon holes in red line area. The only exceptions are plain wedding rings and medic alert bracelets

What you need	How to do it
Warm running water (45°C)	Rinse hands under water
Liquid Soap)	Wash your hands and forearms using soap to vigorously work up a lather. Wash the gaps between your fingers - and don't miss the back of the thumb, around the wrist, etc. Minimum of 20 seconds to wash.

Clean disposable tissue or hand blow drier.	After your hands are clean, thoroughly dry them.
Designated hand washing basins are provided for at the toilets and red line area process room.	Take your time to do the job. DON'T RUSH! Rinse your hands and arms - removing ALL soapiness. Minimum of 20 seconds to rinse.

Foreign Matter and Restricted Items

Every effort is made to eliminate the possibility of foreign matter getting into our product. If you have an accident on our site you will be issued with blue metal detectable plasters for your injury. If you are in the Processing Area please inform the Shift Manager that you are wearing a plaster prior to any work being done and show them at the completion of work that it is still in situ.

Glass

Articles made of glass are not permitted in the production and storage areas. Spectacles should be fitted with plastic lenses.

Contact Lenses

Contact lenses are not to be worn in the production areas.

Mobile Phones

Personal mobile phones are not permitted over the Red Line or in the Packing Area. Access is available to a work mobile or landline in the control room if you need to make contact with someone in an emergency.

Disposable ear plugs

Disposable ear plugs are not to be worn on site.

Other Foreign Matter

Every effort must be made by all team members to keep foreign matter from contaminating our product as our future is dependent upon producing uncontaminated fresh product. For example, pens and pencils must not be carried in outer pockets. ID cards are to be worn beneath overalls and are to be left in the red line area before entering the dryer hall. No jewellery is to be worn in the red line area.

Red Line Protective Clothing

Red-line protective clothing consists of:

- White overalls appropriate for your work location
- Protective shoes or boots
- Hats must be worn at all times within the red line area. Hair must be tucked into the hat (this includes fringes, sides and back). Long hair must be tied back in a ponytail and tucked in
- Moustache and beard covers must be worn as necessary

Whites must not be worn outside the Red Line area unless there is an emergency evacuation.

Sickness

You Must Not Work with Food If You have a Notifiable Disease!

<ul style="list-style-type: none"> • Acute Gastroenteritis • Campylobacteriosis • Giardia • Hepatitis A • Hepatitis B 	<ul style="list-style-type: none"> • Listeriosis • Salmonellosis • Shigellosis • Tuberculosis • Hepatitis (Viral) not otherwise stated
--	---

Or one of the Food Borne Pathogens

- Botulism
- Escherichia Coli 0157:H7
- Norwalk (or Norwalk Like or Norovirus)
- Staphylococcus
- Toxoplasma gondii
- Yersiniosis

Report diarrhoea, vomiting, skin infection, heavy cold or any illness to the Manager who has requested the contract work.

Where a communicable disease may be the cause of the sickness Oceania will need a certificate from a registered medical practitioner confirming the contractor is able to be on site.

No spitting as this is a major contributor to the spread of disease.

Environmental Policy

While on our site contractors and visitors are responsible for:

- Complying with all relevant environmental legislation
- Reporting to your site contact any incident that has caused or may have caused harm to the environment.
- Carrying Safety Data Sheets for all chemicals you bring on to site
- Preventing your chemicals from spilling down our drainage systems and reporting if a spill occurs
- Using our resources (power, water etc) efficiently
- Using a risk based approach like Take 5 for all H&S and environmental risks onsite

Contractors are also responsible for management of all waste you bring on to or create on our site -

- If you wish to dispose of solid waste in our bins you must seek approval from your site contact. If permission is given, waste must go into recycling bins where appropriate.
- Liquid waste must not be disposed of down drains. Seek approval from your site contact for liquid waste to be disposed of through our wastewater system.