

Introduction

Welcome to the WHS Training Pack for Awaken Energy. This training is specifically designed for door-to-door sales roles, addressing the unique risks and challenges associated with working outdoors, engaging with the public, and traveling between locations.

Objectives of WHS Training

- Understand the importance of workplace health and safety in door-to-door sales.
- Learn how to identify hazards and assess risks while working in public spaces and residential areas.
- Familiarise yourself with safe travel practices and personal security measures.
- Understand incident reporting and emergency procedures.
- Comply with the Work Health and Safety Act 2011 (Cth) and relevant state laws.

WHS Responsibilities

Management Responsibilities:

- Ensure compliance with WHS policies and procedures for outdoor and mobile work.
- Provide training, resources, and support to maintain a safe work environment while traveling and engaging with customers.
- Conduct regular risk assessments for door-to-door sales operations.
- Investigate incidents and implement corrective actions.

Employee and Contractor Responsibilities:

- Follow all WHS procedures and safe work practices while traveling and engaging with customers.
- Report hazards, incidents, and injuries immediately.
- Use personal protective equipment (PPE) as required, such as weather-appropriate clothing and sun protection.
- Participate in WHS training and safety discussions.

Identifying and Managing Risks in Door-to-Door Sales

Common risks in door-to-door sales include:

- **Working in unfamiliar locations:** Assess the area for potential risks before engaging with customers.
- **Personal safety and public interactions:** Be aware of aggressive customers, maintain a professional demeanor, and know when to disengage from a situation.
- **Travel safety:** Follow road safety laws, avoid distractions while driving, and ensure vehicles are well-maintained.
- **Slips, trips, and falls:** Be cautious of uneven footpaths, stairs, wet surfaces, and obstacles at doorways.
- **Weather conditions and exposure:** Wear appropriate clothing, stay hydrated, use sunscreen, and be mindful of extreme temperatures.
- **Manual handling and carrying sales materials:** Use backpacks or trolleys to reduce strain when transporting materials.
- **Workplace violence and personal security:** Maintain awareness of surroundings, avoid isolated areas, and have an emergency contact plan.

Incident Reporting and Emergency Procedures

- Report all workplace incidents, injuries, and near misses to management as soon as possible.
- Follow emergency procedures for public disturbances, medical emergencies, and security threats.
- Keep emergency contacts and first aid kits accessible while on the job.
- Participate in regular emergency drills and safety briefings.

WHS Training and Ongoing Education

- All employees and contractors must complete WHS induction training before commencing door-to-door sales work.
- Regular refresher training sessions will be provided, focusing on outdoor work safety and customer engagement.
- Updates to WHS procedures will be communicated promptly.

Compliance and Continuous Improvement

- WHS compliance will be monitored through audits and inspections.
- Employees are encouraged to provide feedback on WHS practices and report concerns.
- The WHS policy and training program will be reviewed annually.