

Module 6:

Safe Work Practices: Door to Door Sales

This module will equip you with the essential knowledge and tools to maintain safety, professionalism, and compliance while working in the field. You'll learn about key safe work practices, hazard awareness, personal safety strategies, and how to ensure respectful and ethical interactions with customers during door-to-door sales.

Version 1.0 - May 2025

Welcome to the

AWAKEN ENERGY

Employee Learning & Development Program

Welcome to Awaken Energy's Employee Learning and Development Program. This program is designed to equip you with the knowledge and skills needed to succeed within your role at Awaken Energy by maintaining the highest standards of compliance and customer care.

A strong workplace culture is built on integrity, respect, and accountability. At Awaken Energy, we are committed to fostering a safe, ethical, and inclusive environment where every employee understands their rights and responsibilities. This module will provide you with the foundation to navigate workplace expectations, uphold professional standards, and contribute to a positive and compliant work environment.

Let's get started and awaken your potential in energy sales!

Welcome to WHS Training for Field Teams

At Awaken Energy, safety is at the core of everything we do. This module is designed to support our door-to-door sales teams by reinforcing the importance of safe work practices in public-facing environments.

In This Module, You'll Learn:

- How to identify and respond to risks and hazards while working in the field
- Best practices for personal safety, including working alone and in unfamiliar areas
- Emergency procedures and what to do in the event of an incident
- Your legal obligations under the Work Health and Safety Act 2011 (Cth)
- How to uphold Awaken Energy's WHS Policy through respectful and ethical customer interactions

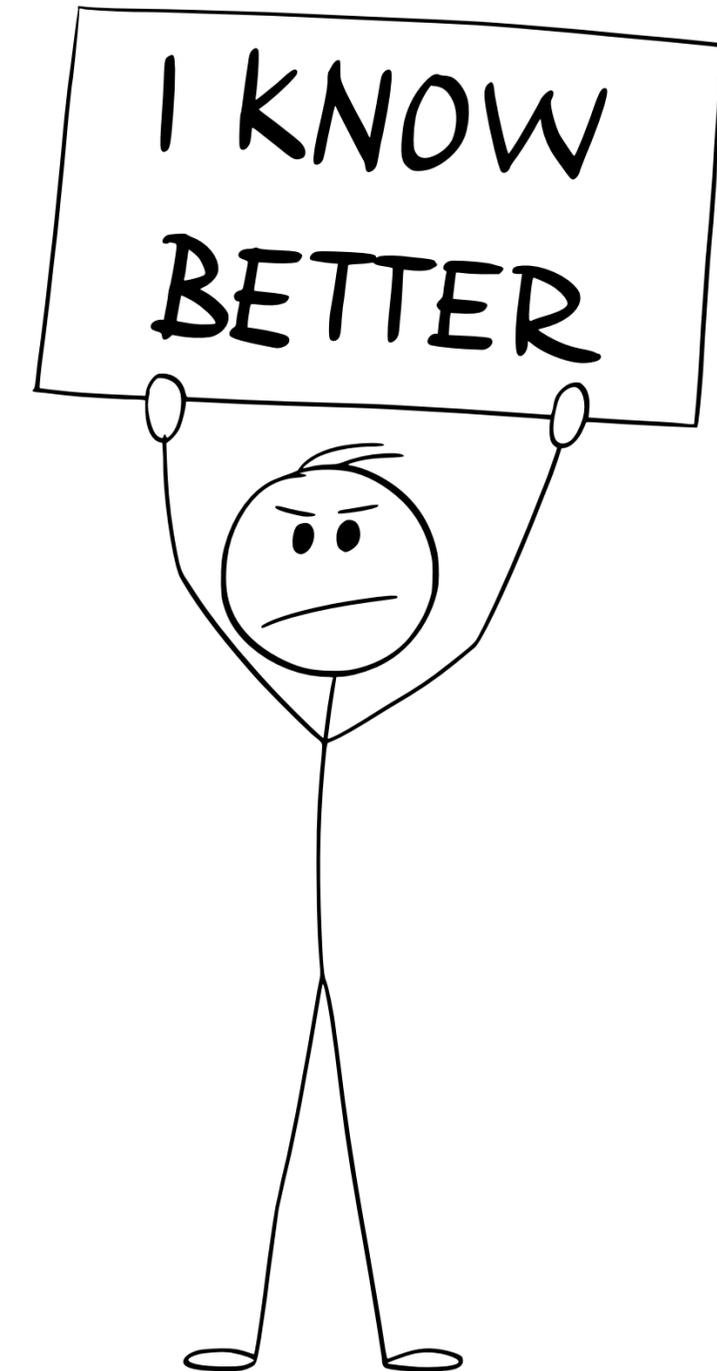


Objectives of WHS Training

This training prepares you to work safely, responsibly, and confidently in the field.

By the end of this module, you will:

- Understand your responsibilities under WHS legislation
- Identify risks specific to door-to-door sales work
- Know how to travel and interact safely in public settings
- Learn how to report incidents using the BDM Portal
- Be prepared to manage emergencies with confidence



WHS Responsibilities – Who Does What?

Everyone has a role to play in creating a safe and compliant work environment.

Management Responsibilities

- Provide training, support, and safe systems of work
- Conduct risk assessments and respond to incidents
- Ensure compliance with state and federal WHS laws

Your Responsibilities (Employee/Contractor)

- Follow WHS policies and safe work practices
- Use PPE (e.g. sunscreen, hats, weather-appropriate gear)
- Report any hazards, near misses, or injuries immediately in the BDM Portal
- Complete all required WHS training

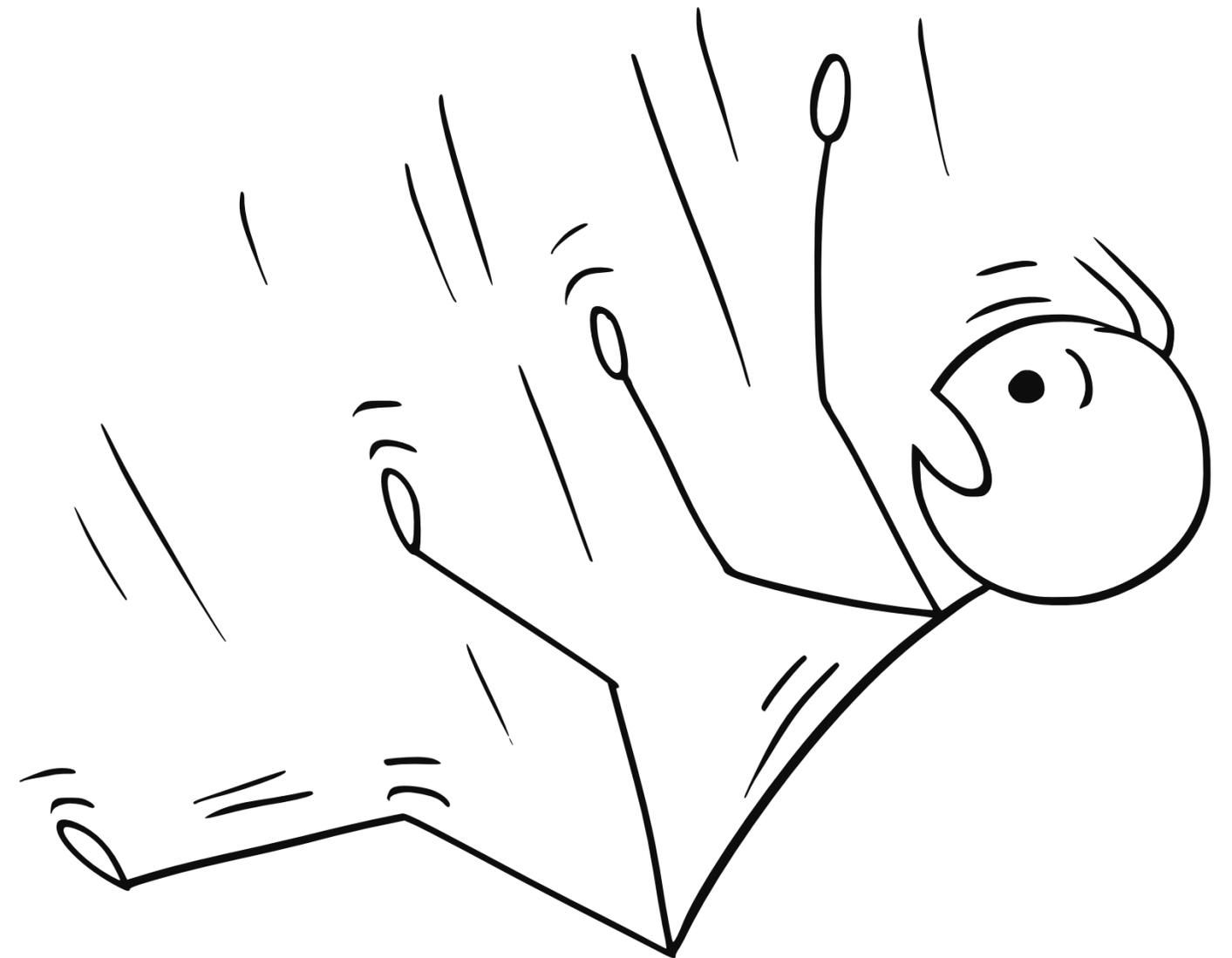


Key Risks in Door-to-Door Sales

Understanding potential risks helps you stay alert, prepared, and protected in the field.

In This Module, You'll Learn:

- **Unfamiliar environments** – Unknown locations, restricted access, or unclear signage
- **Business interactions** – Uncooperative or confrontational staff
- **Slips, trips, and falls** – Uneven paths, carparks, wet entryways, or cluttered spaces
- **Heat and weather exposure** – Dehydration, sunburn, cold stress
- **Manual handling** – Carrying tablets, brochures, or promo gear
- **Vehicle use** – Road safety, fatigue, and mobile use while driving
- **Personal safety** – Isolated areas, locked gates, or back entrances

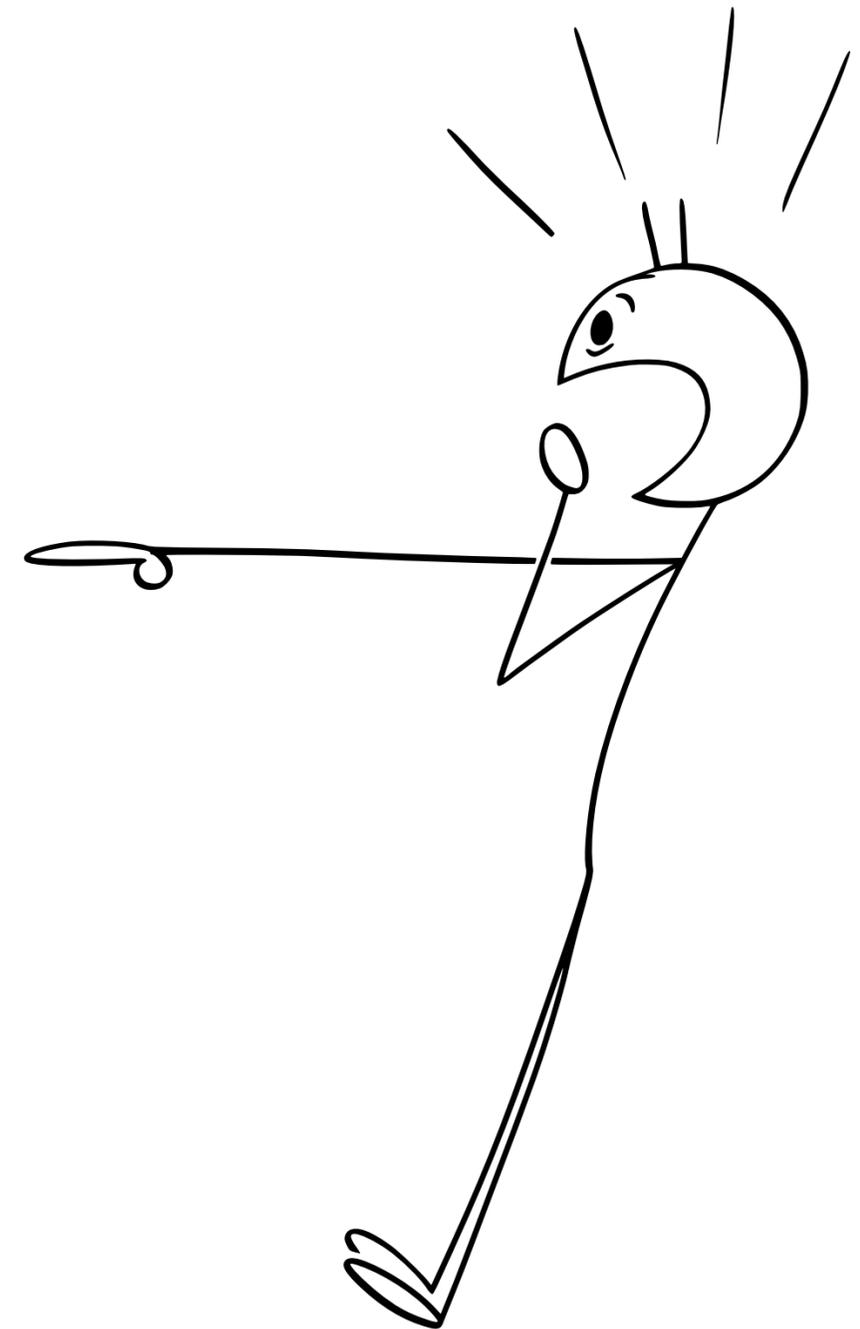


Managing Risks in the Field

To protect yourself in the field, it's vital to stay proactive and remain aware of your surroundings.

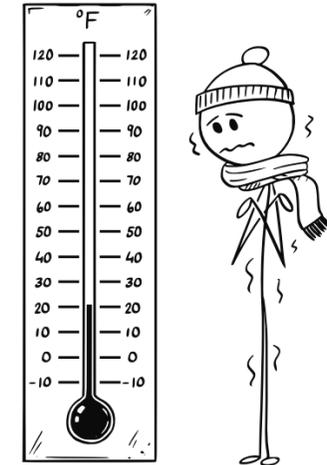
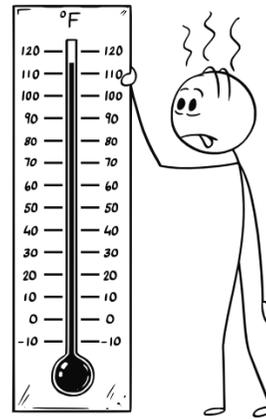
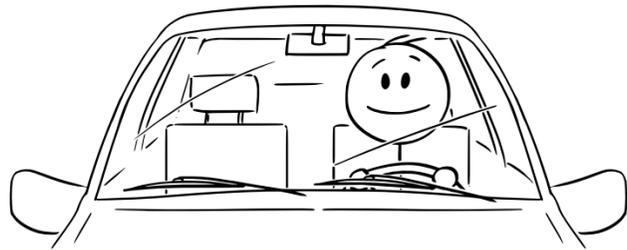
Field Safety Guidelines

- Assess each location before approaching – avoid sites that appear unsafe or high-risk
- Do not enter areas marked as restricted, staff-only, or where access isn't clearly permitted
- Stay alert and aware of vehicles, equipment, or foot traffic around the site
- Avoid entering buildings or work areas without permission or an appointment
- If a situation feels unsafe or uncomfortable, remove yourself and log the details in the BDM Portal



Travel Safety & Heat Protection

Staying safe on the road and prepared for all weather conditions helps you stay focused, healthy, and ready to perform at your best.



Safe Travel Reminders

- Follow all road rules
- Never text or use devices while driving
- Keep your car roadworthy, fuelled, and ready for the day

In Hot Weather

- Stay hydrated by drinking water regularly
- Take breaks in the shade when needed
- Wear a hat and apply sunscreen throughout the day

In Wet Weather

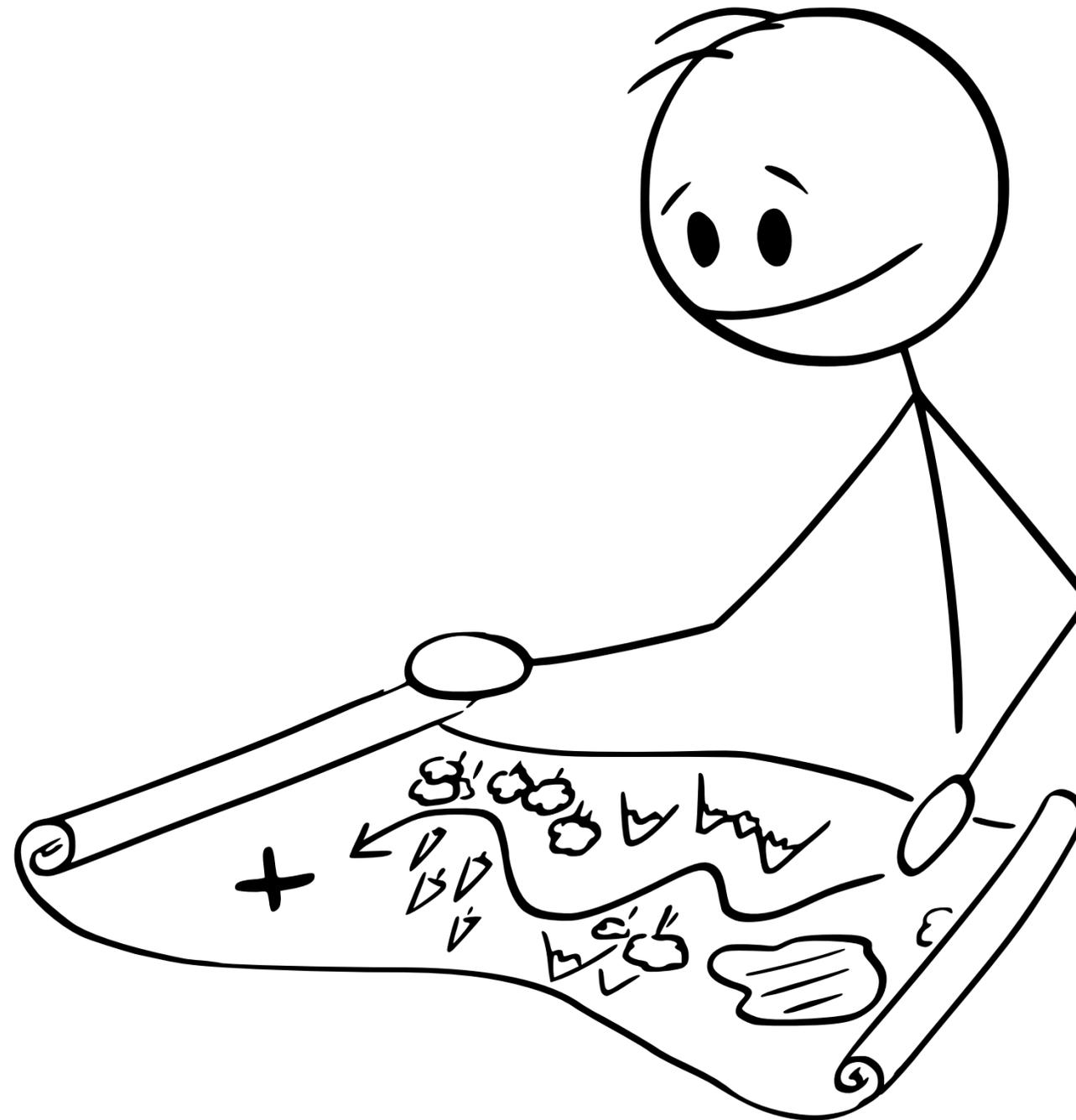
- Wear non-slip shoes for better grip
- Take care on slippery paths, driveways, and in muddy gardens
- Ensure to drive to the conditions

Local Area Awareness

Knowing your surroundings helps you stay safe, confident, and efficient while working in the field.

Before heading out:

- Take time to review your area or route for the day
- Know where to find public facilities like toilets, fuel stations, and shaded rest spots
- Familiarise yourself with any areas that might be higher risk or require extra caution
- If something doesn't feel right about a location—skip it and let your Team Leader know



Staying Safe – Daily Tips

A few simple habits can make a big difference to your safety while working in the field.

You can improve your safety by:

- Letting someone know your expected finish time
- Keeping your phone fully charged and with you at all times
- Carrying ID and wearing your Awaken Energy lanyard visibly
- Avoiding working alone in secluded or isolated areas
- Trusting your instincts – if something feels off, it's okay to walk away

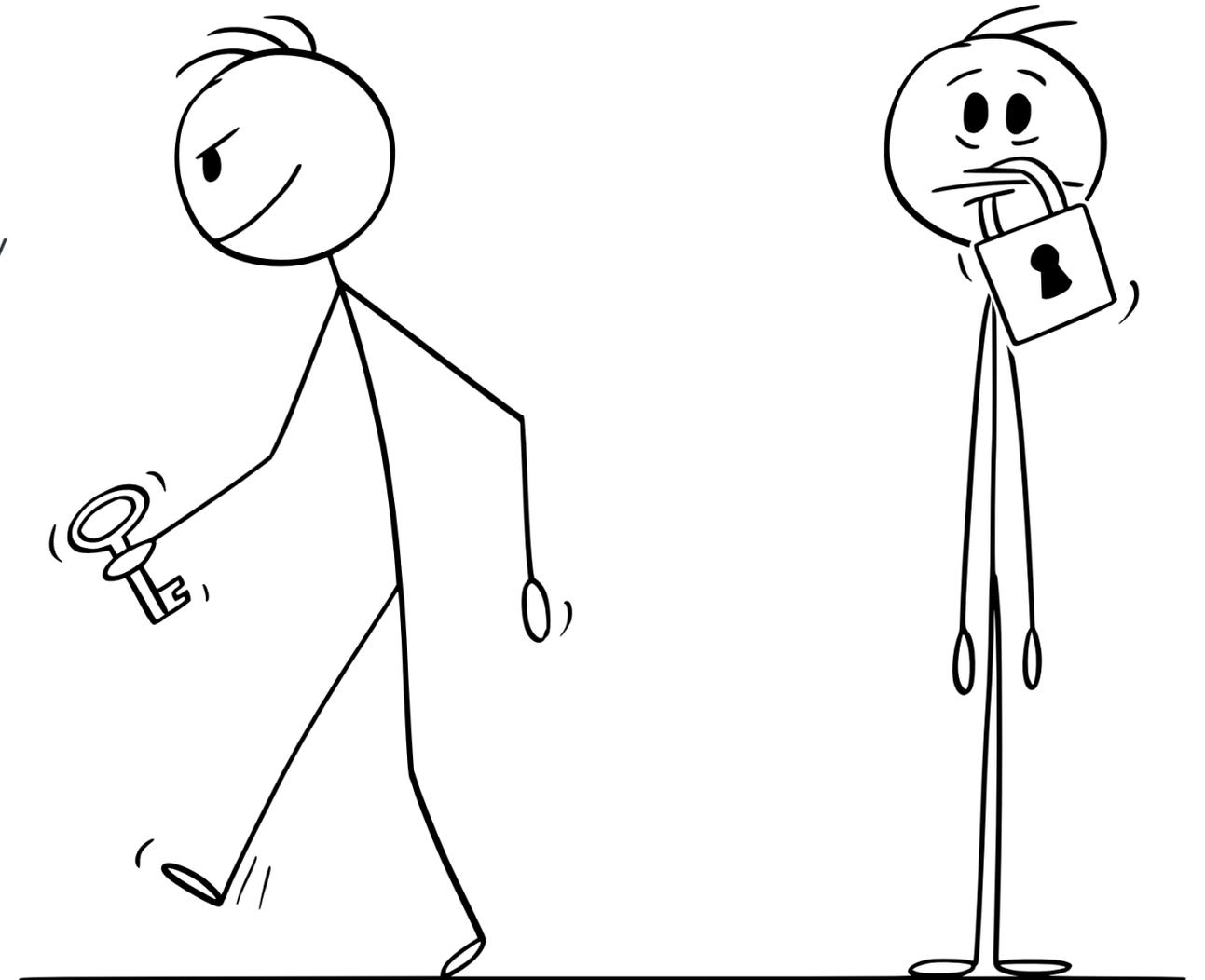


Handling Difficult Situations

Not every interaction will go to plan—your calm, professional response can make all the difference.

When challenges arise:

- Remain calm and respectful, even if the business contact is short or dismissive
- Avoid pushing the conversation—if they're not interested, thank them and move on
- If someone becomes verbally aggressive or confrontational, exit the situation immediately
- Notify your Team Leader and log the incident in the BDM Portal
- Trust your instincts—if something doesn't feel right, don't force it

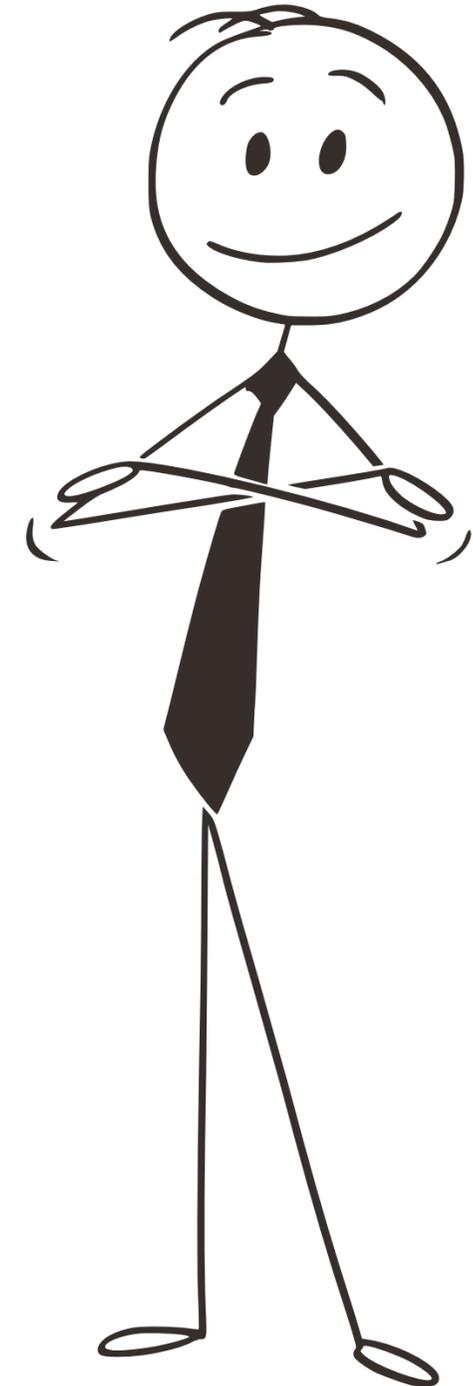


Personal Presentation & Conduct

You represent Awaken Energy—your professionalism helps build trust with every business you visit.

Keep it professional and approachable:

- Dress neatly and wear your Awaken lanyard at all times
- Be polite, respectful, and clear when speaking with business staff
- Introduce yourself and your purpose—respect the time and space of the business
- Don't enter staff-only or restricted areas unless invited and authorised
- Stay focused—avoid phone use while on-site or during conversations
- If the business isn't open or no one is available, follow your team process for logging the visit



Incident Reporting – What to Do

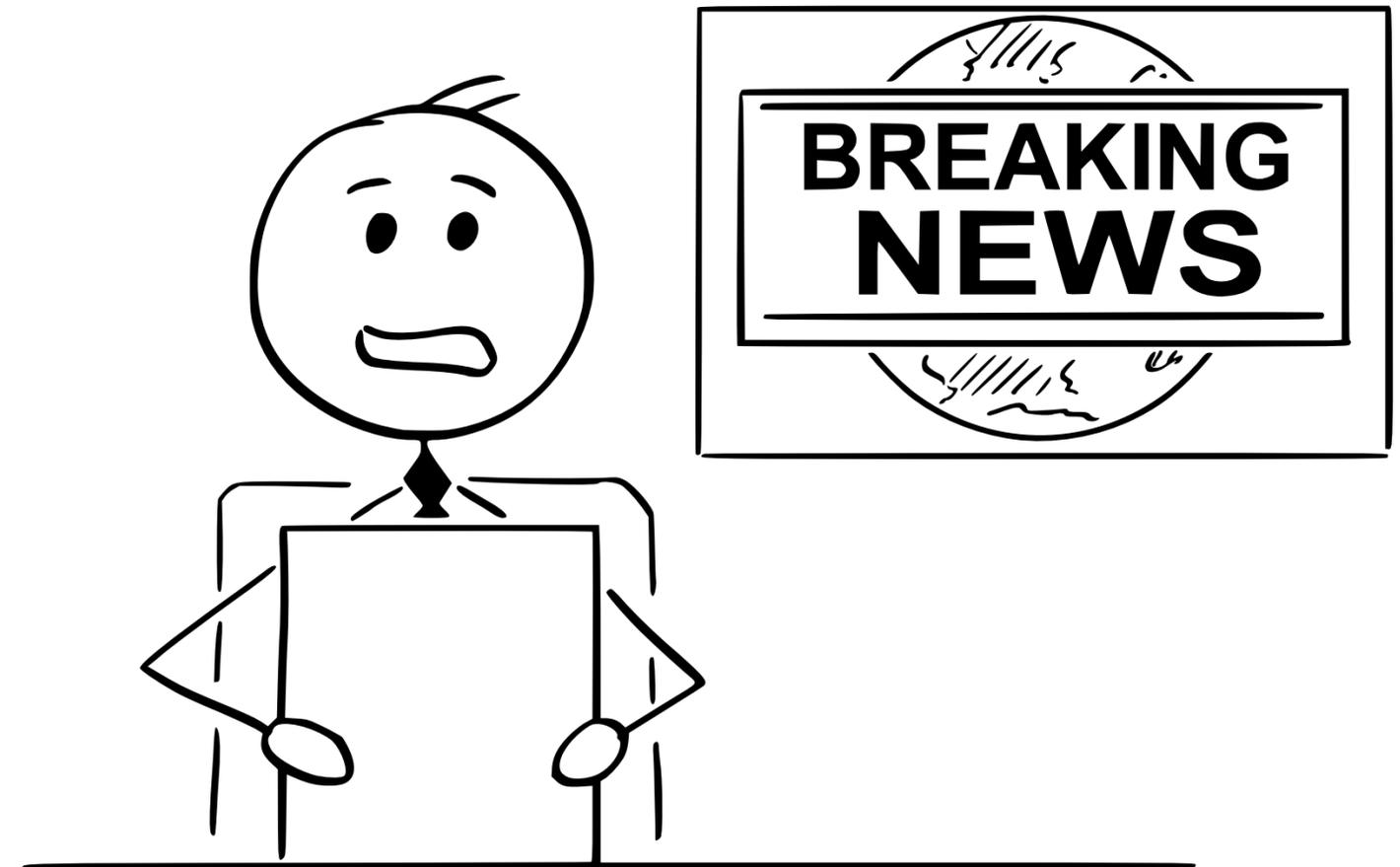
Reporting incidents keeps everyone safer and helps us improve how we work in the field.

What to Report in the BDM Portal

- Customer aggression or verbal abuse
- Trips, slips, injuries or near misses
- Property hazards such as broken steps or dangerous pets
- Vehicle-related incidents that occur while working

Why It Matters

- Reporting allows management to investigate and take corrective action to reduce future risk
- It helps us meet legal obligations and keep everyone informed
- If in doubt, report it – better safe than sorry



You can access the BDM Portal on your dashboard or at the link below:
[Insert Portal Link Here]

Emergency Procedures

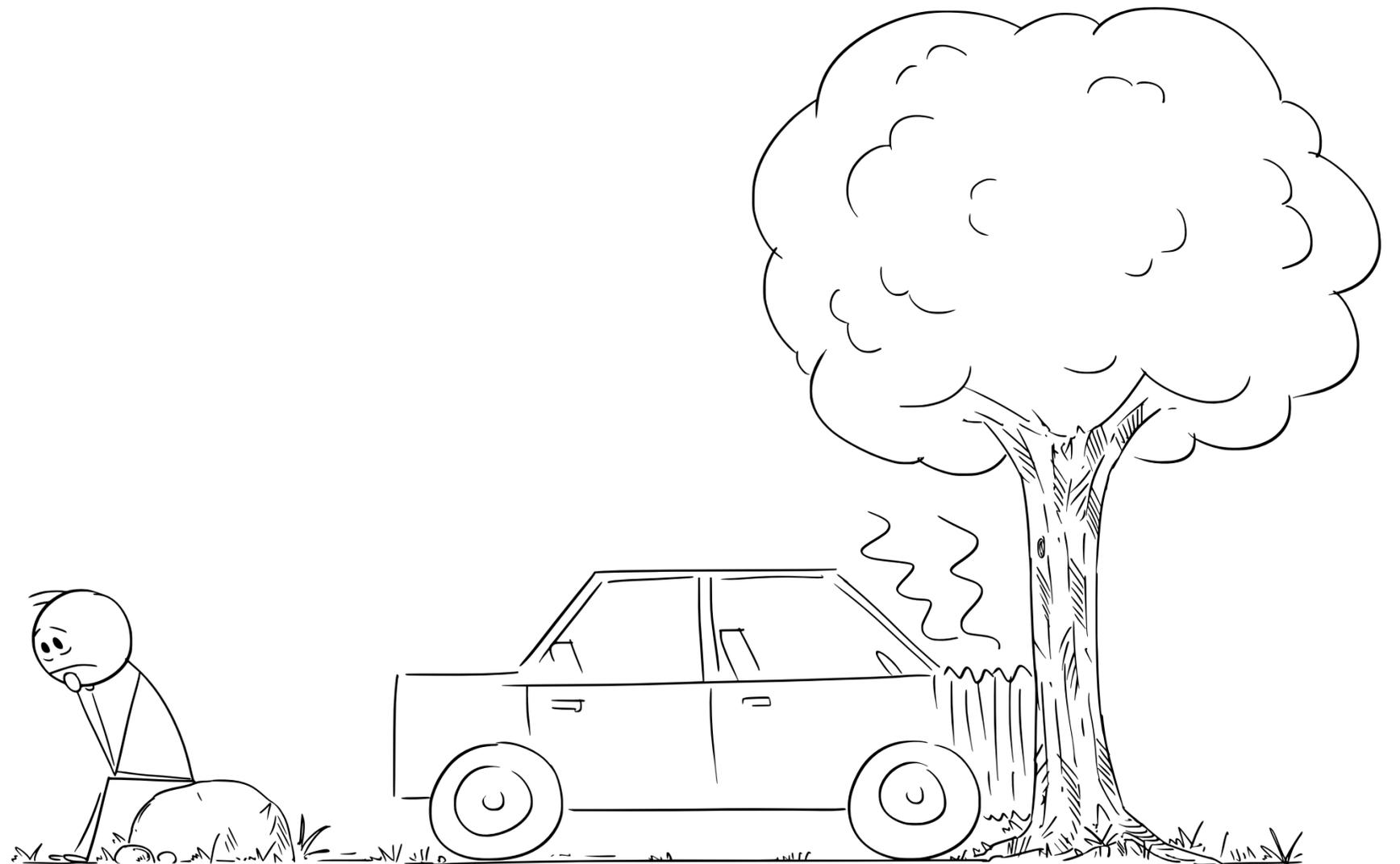
If something serious happens, your safety comes first—act quickly, then follow the correct reporting steps.

What to Do in an Emergency

- Call 000 immediately if there's a medical emergency or threat to safety
- Move to a safe place as soon as possible
- Contact your Team Leader or Manager to let them know what's happened
- Log the incident in the BDM Portal when it's safe to do so

Examples of Emergencies

- Public disturbances
- Medical emergencies
- Threats of violence
- Road accidents

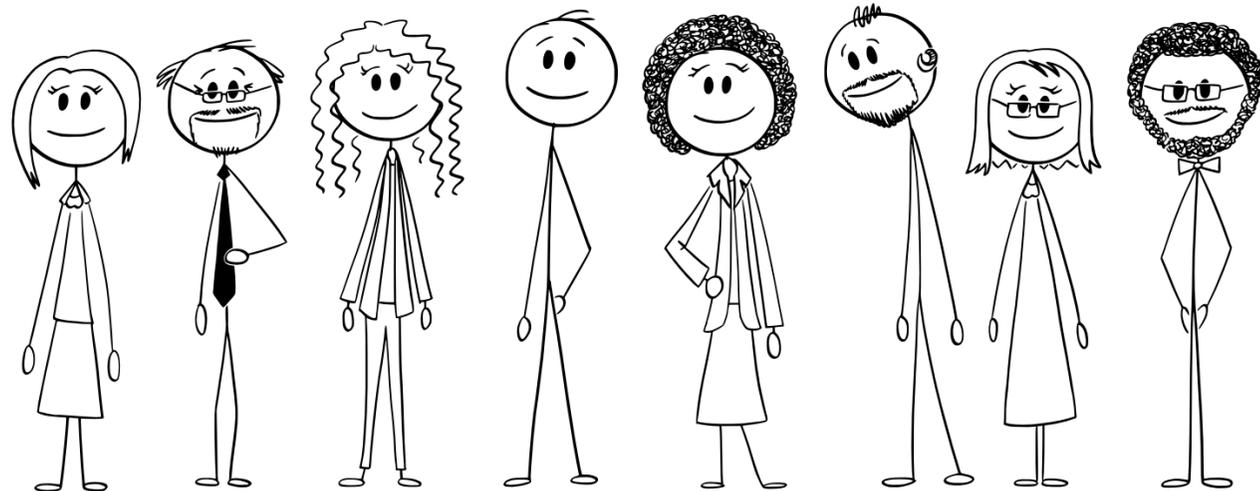


Ongoing WHS Training & Support

Your safety is a shared responsibility—training, support, and communication help keep everyone protected.

To stay informed and supported:

- Complete your WHS induction training before starting in the field
- Attend refresher training sessions throughout the year
- Keep up to date with any changes to WHS policies or procedures
- Share your feedback—your insights help improve safety for everyone



Need Help?

WHS Officer

Josh Chislett

Reporting Platform

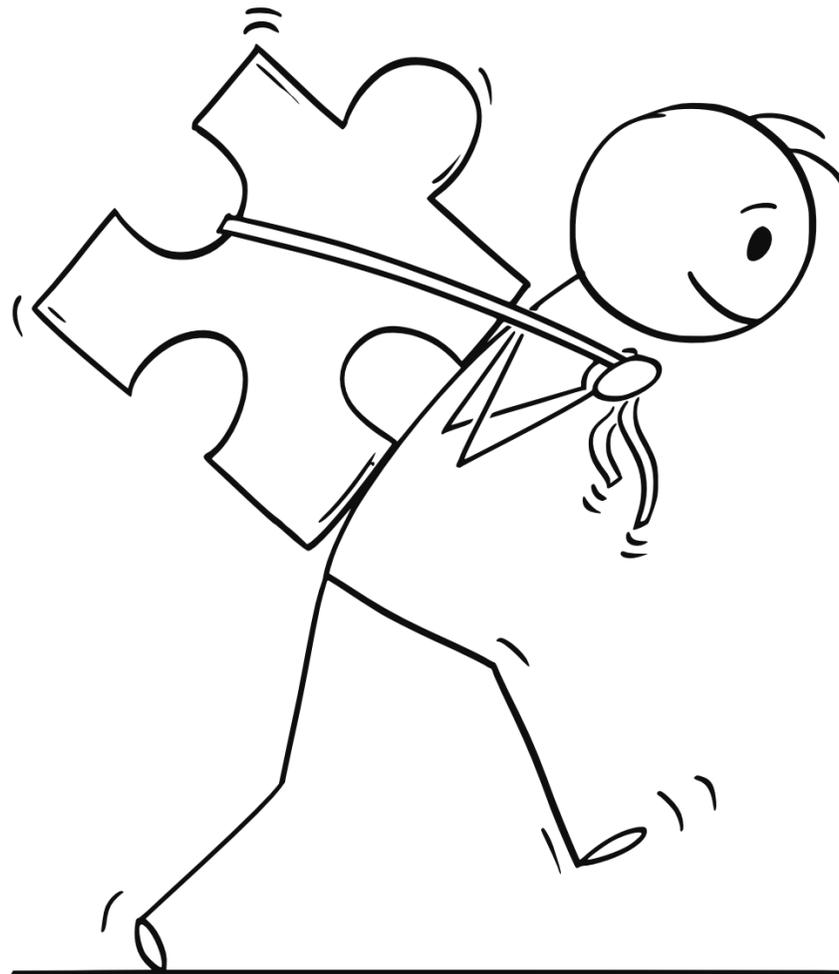
BDM Portal

In an emergency

*Call 000 first, then notify your
Team Leader or Manager*

Ready to Go?

Before heading into the field, take a moment to make sure you're prepared, protected, and ready to represent Awaken Energy.

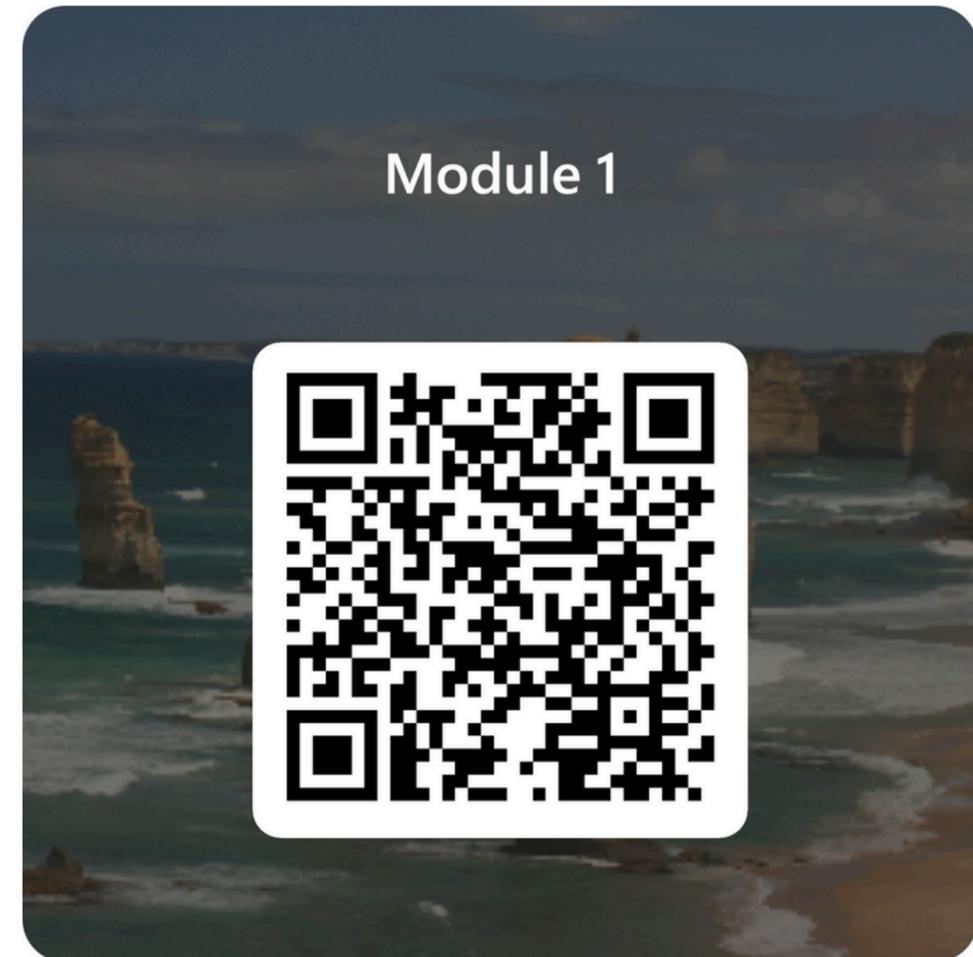


Safety Checklist

- Completed your WHS induction and any required refresher training
- Checked your vehicle is safe, fuelled, and road-ready
- Planned your route and reviewed the businesses you'll be visiting
- Packed water, sunscreen, and weather-appropriate gear
- Wearing your Awaken lanyard and carrying your ID
- Phone is fully charged and the BDM Portal is accessible
- Let your Team Leader or someone else know your estimated finish time

Safe Work Practices: Door to Door Sales

Test your understanding of Awaken's key workplace policies, ethical expectations, and your responsibilities around privacy, behaviour, and compliance.





We hope this training has helped to awaken your enthusiasm and energise your potential as you step into your roles in the energy sales industry. Your passion is the spark that will drive our success at Awaken Energy, lighting the way to a brighter, more sustainable future. Embrace the journey and let your energy shine!

1. What is your first priority if a serious emergency occurs while in the field?

- A. Drive away from the area
- B. Call 000
- C. Call your Team Leader
- D. Log the incident in the BDM Portal

Correct Answer: B

2. Which of the following is YOUR responsibility under WHS legislation?

- A. Conduct site-wide risk assessments
- B. Approve updated WHS policies
- C. Follow safe work practices and report hazards
- D. Assign team work zones

Correct Answer: C

3. Before approaching a business, what should you do?

- A. Assess the environment and look for potential risks
- B. Enter the premises to avoid standing around
- C. Leave marketing material at the entry
- D. Call another team member for backup

Correct Answer: A

4. What should you do if a customer becomes aggressive or confrontational?

- A. Ask them to calm down and explain themselves
- B. Stay calm, walk away, and report it in the BDM Portal
- C. Apologise repeatedly and try to win them over
- D. Record the interaction on your phone

Correct Answer: B

5. In hot weather, which of the following is NOT a recommended safety tip?

- A. Drink plenty of water
- B. Take regular shade breaks
- C. Wear dark, tight-fitting clothing
- D. Use sunscreen and wear a hat

Correct Answer: C

6. When must you complete your WHS induction training?

- A. After your first week of field work
- B. Before starting field work
- C. Once you've been assigned your area
- D. Only if incidents occur

Correct Answer: B

7. Which of the following should be reported through the BDM Portal?

- A. The day's completed sales
- B. Daily checklist completion
- C. A trip or near miss outside a business
- D. A successful sale

Correct Answer: C

8. What is the most professional way to present yourself when meeting with a business?

- A. Arrive in activewear with sunglasses on
- B. Wear your Awaken lanyard and dress appropriately
- C. Avoid eye contact and leave materials
- D. Keep your phone on speaker mode

Correct Answer: B

9. Why is it important to familiarise yourself with your area before the day begins?

- A. To avoid businesses with too many staff
- B. To locate public facilities and identify higher-risk zones
- C. To save time on logging in to the BDM Portal
- D. To be able to leave work early

Correct Answer: B

10. Before heading into the field, what should be part of your safety checklist?

- A. Post a story on social media about your location
- B. Grab your sales script and skip the rest
- C. Make sure your phone is charged and someone knows your finish time
- D. Turn off your location tracking

Correct Answer: C

11. What's the correct action if you arrive at a business with clear 'authorised access only' signage?

- A. Enter quickly and introduce yourself
- B. Do not enter—respect the signage and move on
- C. Knock and wait for someone to wave you in
- D. Leave marketing materials at the door

Correct Answer: B

12. Why is it important to log incidents, even if no one was injured?

- A. To help management track patterns and improve safety
- B. To show the team how busy your day was
- C. So you can get a bonus
- D. It's only needed if someone else saw it happen

Correct Answer: A