

STANDARD OPERATING PROCEDURES

SAFETY Everyone. Everywhere. Every day.

DRUG AND ALCOHOL

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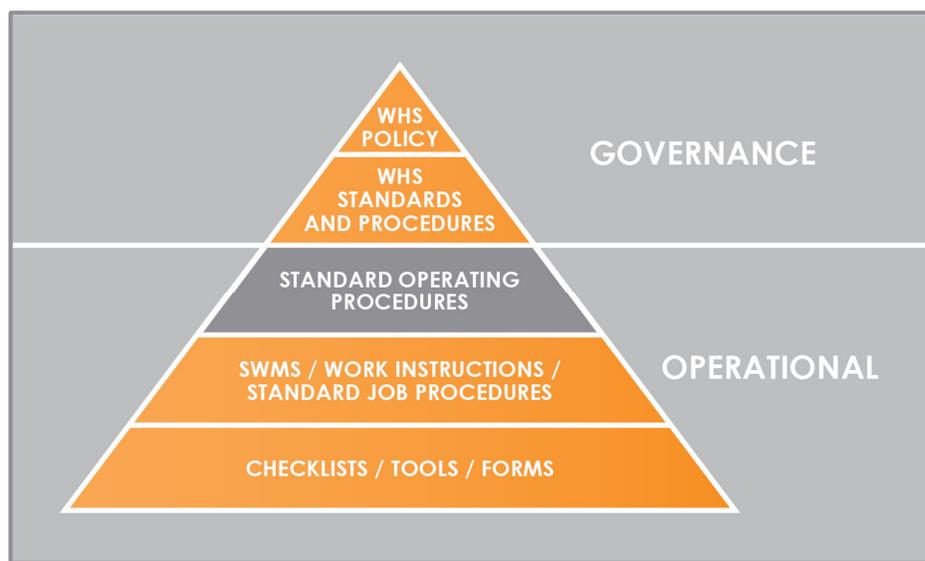
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1. WHSMS DOCUMENT HIERARCHY



2. PURPOSE

This Standard Operating Procedure (SOP) documents Queensland Urban Utilities' (QUU's) approach to the management of drug and alcohol testing at QUU-controlled workplaces.

The overall purpose of this procedure is to ensure that risks associated with the effects of drug and alcohol use at work are adequately managed in order to minimise the risk of injury or harm to people, property or environment.

3. SCOPE

This SOP provides practical guidance on how to manage health and safety risks associated with the effects of drug and alcohol use and testing at work. This procedure applies to all staff, contractors or other persons present on QUU-controlled worksites.

4. DEFINITIONS AND ACRONYMS

ALCOHOL: alcoholic beverages, including but not limited to liqueurs, spirits, wine or beer.

COLLECTOR: a person engaged by QUU to undertake testing services, including the taking and collecting of drug and/or alcohol samples from Donors.

CONTRACT FOR SERVICE: means any contractor who performs contracted service work for QUU.

DONOR: means a worker who participates in drug and alcohol testing.

DRUG: any natural or synthetic substance (legal or otherwise) which has or induces a pharmacological effect on the human body when ingested. This includes (without limitation) anything which is mind-altering, impairs control or impacts the central nervous system.

EMPLOYEE: in the context of this SOP, this term refers to anyone directly employed by QUU.

HEALTH AND SAFETY REPRESENTATIVE (HSR): a volunteer who is elected by their QUU workgroup to represent them in all health and safety matters.

MANAGER: the person/s directly responsible for the workplace activity being performed or the work site where the activity is occurring.

NOMINATED CONTACT REPRESENTATIVE (NCR): the person responsible for notifying people in their work area of the need to attend a random drug and alcohol test.

OFFICER: a term used to refer to directors, partners, or anyone else who makes decisions which affect the whole or a substantial part of a business or undertaking.

Under the WHS Act 2011, Officers are required to exercise due diligence when ensuring that their business or undertaking fulfils its health and safety obligations. This means that Officers are expected to:

- have up-to-date knowledge of all work health and safety matters,
- understand the operations of the business and the hazards and risks involved,
- ensure appropriate resources and processes are in place to enable hazards to be identified and risks to be eliminated or minimised,
- ensure information regarding incidents, hazards and risks is reviewed and responded to in a timely manner,
- ensure that the business has, and implements, processes for complying with any legal duty or obligation,
- ensure that these processes are verified, monitored and reviewed.

PERSON CONDUCTING A BUSINESS OR UNDERTAKING (PCBU): a term which is primarily used to refer to employers, but which is equally applicable to sole traders, contractors, the self-employed, or anyone else who is responsible for workers.

Under the WHS Act 2011, PCBUs are, as far as is possible, responsible for ensuring the health and safety of:

- workers they directly engage or whose activities they influence,
- anyone else who could be put at risk by the activities the PCBU is undertaking, for example visitors, customers, or members of the public.

PRESCRIPTION DRUGS: drugs which can only be obtained if a written instruction (prescription) has been provided by a Doctor or other medically registered practitioner.

QUU EXECUTIVE: QUU's leadership group consisting of the CEO, Executive Leadership Team and General Managers (Officer and non-Officer appointed).

RISK: the likelihood that actual harm may occur to people, property or the environment because of exposure to a hazard.

SUPERVISOR: a term used to refer to any QUU employee who acts or is appointed as a Supervisor, Coordinator or Team Leader within QUU.

VISITOR: any person present on a QUU worksite who is not a worker, supervisor, manager, officer or PCBU.

VOLUNTEER: a person who acts on a voluntary basis regardless of whether or not they receive out of pocket expenses.

WHS: Work Health and Safety.

WHS MANAGEMENT SYSTEM (WHSMS): the comprehensive and integrated system of WHS Standards, Procedures, SOPs, Quick Guides and Work Instructions that allows QUU to effectively manage and control our workplace hazards and risks.

WORKER: a person who carries out work in any capacity for a person conducting a business or undertaking. This includes employees, contractors, sub-contractors, apprentices, trainees, volunteers and work experience students.

Under the WHS Act 2011, Workers are responsible for:

- their own health and safety,
- ensuring their actions do not adversely affect the safety of others,
- complying with all reasonable instructions given by the PCBU,
- co-operating with any policy or procedure which has been communicated to them.

5. ROLES AND RESPONSIBILITIES

Officers, Managers and Workers have clear responsibilities and accountabilities for WHS outlined in QUU's **WHS Resources, Responsibility and Accountability Standard (STD132)** and **Procedure (PRO359)**. These responsibilities and accountabilities are non-transferrable and critical to achieving QUU's WHSMS goals, objectives and targets.

Outlined below are the role specific responsibilities relating to the use of and testing for drug and alcohol on QUU-controlled sites:

5.1 QUU EXECUTIVE

QUU Executives and Senior Management (QUU Board, CEO, ELT and General Managers) are responsible for ensuring compliance with the requirements of this SOP and any related procedures within their respective functional areas.

5.2 MANAGERS AND TEAM LEADERS

Managers and Team Leaders are expected to monitor their direct reports, and to investigate any situations that may breach this SOP. Appropriate steps should be taken to deal with a Worker if the Manager:

- observes a worker using drugs or alcohol or finds evidence of usage; or
- detects the odour of alcohol on a worker; or
- suspects a worker is working under the influence of drugs or alcohol (for example through abnormal or erratic behaviour); or
- learns from a credible source that the worker has consumed drugs or alcohol.

5.3 WORKERS

All workers are responsible for ensuring their own compliance with this SOP.

If a worker feels unsafe working with one of their colleagues because they suspect they are in breach of this SOP, the worker should refer the matter to their Supervisor or Manager.

QUU encourages all workers to discuss any prescription drugs they are taking with their Manager or Team Leader at an early stage, so that the work tasks they are undertaking can be assessed

appropriately to ensure the worker is capable of performing their work tasks whilst taking the prescription drugs.

Workers are prohibited from:

1. working or conducting QUU business under the influence of drugs or alcohol; or
2. possessing, using, distributing or consuming drugs or alcohol on QUU property or during work time; or
3. driving a QUU vehicle under the influence of drugs or alcohol at any time; or
4. using or consuming drugs or alcohol when off-duty if it would result in the worker reporting to work or performing duties under the influence of drugs or alcohol; or
5. using or consuming drugs or alcohol when attending a work-related function or work-related social event where you are representing QUU, whether during ordinary business hours or outside of business hours except in the following circumstances:

Alcoholic beverages may be served or consumed at work-related social events or functions (in designated areas), with prior approval from a QUU Executive Leader (ELT). This may include, but is not limited to, award functions, lunch/dinner meetings with clients or networking/business development events. Each event is to be assessed and approved on a case-by-case basis by QUU. Workers must abide by this Procedure at any work-related functions or social events at which alcoholic beverages are served. Workers are responsible for ensuring that they consume alcohol moderately, behave appropriately while at the function or event, return home safely and ensure that if they are required to work the following day that they will not be in breach of this SOP upon their return to work.

5.4 HUMAN RESOURCE (HR) SERVICES

All referrals, suspensions, terminations and/or disciplinary action should take place in conjunction with advice from the QUU HR Services and should be undertaken in accordance with QUU's policies and procedures.

5.5 NOMINATED CONTACT REPRESENTATIVE (NCR)

QUU's NCR's are representatives from each group in QUU who have agreed to assist in notifying workers in their area that they have been selected for random drug and alcohol testing. NCR's are not privy to any results or actions following testing. TDDA, the QUU Drug and Alcohol program contact and HR will liaise should a worker be required to leave the worksite until confirmatory laboratory testing is received.

5.6 CONTRACTORS

At all times when performing work on a QUU site or for/on behalf of QUU, contractors must comply with the work requirements detailed in this SOP and related procedures, and must report any non-conformances or any work-related incidents to the relevant QUU Manager and to their employing/contracting agency in accordance with QUU WHS Incident Reporting Procedures. Contractors providing contracted service work for QUU may be included in the testing, whilst on QUU sites.

6. RELATED DOCUMENTS

- Code of Conduct (REF135)
- WHS Consultation and Communication Procedure (PRO361)
- WHS Consultation and Communication Standard (STD134)
- WHS Documentation Data Control and Record Management Procedure (PRO362)
- WHS Documentation, Data Control and Records Management (STD135)
- WHS Hazard and Risk Management Procedure (PRO363)
- WHS Hazard and Risk Management (STD136)

- WHS Policy (POL33)
- WHS Resources, Responsibility and Accountability Procedure (PRO359)
- WHS Resources, Responsibility and Accountability Standard (STD132)

7. EMPLOYEE ASSISTANCE PROGRAM

If an employee has or thinks they have a drug or alcohol problem that is affecting their work, they can seek assistance at an early stage through their treating medical practitioner and /or QUU's Employee Assistance Program (EAP) without fear of reprisal.

If a team leader or manager reasonably believes that an employee has a drug or alcohol related issue they must ensure that the employee is aware of QUU's EAP. Any approach to the employee must be done sensitively and confidentially.

In consultation with QUU, an employee may access leave to participate in a drug and alcohol rehabilitation or treatment program. After completion of a treatment program and before being allowed to return to work, the employee will need to be examined by QUU's nominated medical practitioner who will determine whether they are fit to return to their job. The employee may also be required to complete a course of follow-up treatment and return a negative drug and/or alcohol test before being permitted to return to work.

8. DRUG AND ALCOHOL TESTING

8.1 PRE-EMPLOYMENT/ENGAGEMENT TESTING

All potential new employees will be required to undergo a drug and alcohol screening test before being employed or engaged as a worker. If an applicant fails or refuses a test, they may not be considered for appointment.

8.2 TESTING DURING EMPLOYMENT/ENGAGEMENT

During employment or engagement, QUU may require a worker to undergo a drug and alcohol test to monitor compliance with this SOP. QUU will require a worker to undergo drug and alcohol testing on any of the following occasions:

1. As a part of the Work Readiness Medical Assessments conducted every two years.
2. If QUU suspects, on reasonable grounds, that a worker is working under the influence of drugs or alcohol. Reasonable grounds for testing can be established if a worker's behaviour, actions or conduct suggest that they are under the influence of drugs and/or alcohol. When a worker is suspected of being affected at work, primary consideration must be given to the safety of the individual and of others. Further information about reasonable cause indicators is provided in **Schedule A** to this SOP.
3. Due to the potentially dangerous nature of many aspects of QUU's work, random testing will be conducted on all workers engaged in working for QUU or on QUU worksites. Please note that random test selection means that some workers may not be picked to be tested at all, some workers may be tested once, and other workers may be tested more than once. The selection process for random testing will be completed by an independent authorised service provider.
4. If there is an incident, accident, or near miss which potentially compromises health and safety standards and a worker's actions, or lack of action, may have been a direct or indirect contributory factor.
5. If there is plant, product or property damage which potentially compromises health and safety standards and a worker's actions, or lack of action may have been a direct or indirect contributory factor.
6. If a worker is injured in the workplace or their actions result in:
 - a. an injury to someone else (whether directly or indirectly); and/or
 - b. damage to QUU property,

In these instances, the worker may be required to undergo a drug and/or alcohol test as part of the investigation process.

7. If QUU's clients or customers, or prospective clients or customers, report on reasonable grounds that a worker is under the influence of alcohol or drugs whilst performing their duties. Assessment of such reasonable grounds will be based on the client or customer identifying behaviour or physical symptoms in line with reasonable cause indicators set out in **Schedule A** to this Procedure.

8.3 TESTING

Drug and alcohol testing will be performed at QUU's expense by an external testing agent, or by its nominated registered medical practitioner. Testing will be done in such a way as to respect the worker's privacy and confidentiality. Test results will be treated as highly confidential.

QUU and/or its external testing agent may, in its/their absolute discretion, amend or vary the testing procedures set out below. This may occur when the **Australian Standard 4308:2008** dictates a different procedure should apply; when the circumstances require it; or when otherwise deemed desirable.

8.4 CHEATING ON A DRUG AND/OR ALCOHOL TEST

If a worker "cheats" on a drug and/or alcohol test or attempts to compromise the integrity of a specimen when taking a test (e.g. by providing a specimen that is not their own, or by use of a masking agent), or the person conducting the testing has reasonable grounds to suspect that the worker has tampered with a specimen, then the matter will be referred to HR Services for investigation and action.

If the worker provides a specimen that is "cool" (i.e. it is not within an acceptable temperature testing range meaning that QUU cannot verify it was provided by the worker), or the specimen is otherwise compromised, this will be treated as a failed test due to it being compromised by the worker (i.e. positive result), and the matter will be referred to HR Services for investigation and action.

8.5 REFUSAL TO TAKE A DRUG AND/OR ALCOHOL TEST

If a worker is required to take a drug and/or alcohol test, and refuses to do so, the worker should first explain the refusal. QUU will consider any explanation given. In its sole discretion, if QUU considers the explanation is unacceptable or unreasonable in the circumstances, then QUU will instruct the worker to take the drug and/or alcohol test once again. If the worker again refuses to take the test, the matter will be referred to HR Services for investigation and action.

The worker must provide a specimen for drug testing within one hour from the time that the request was made by the authorised collector.

For alcohol testing, the worker must comply with a request for a breath alcohol test within 15 minutes from the time the request was made by the authorised collector. Failure to comply with such timeframes will result in the matter being referred to HR Services for investigation and action.

9. DRUG TESTING PROCEDURE

9.1 OVERVIEW

QUU will utilise both urine (see Section 9.2) and oral fluid (see Section 9.3) drug testing procedures. Testing will be conducted randomly by The Drug Detection Agency (TDDA), an equivalent provider or by a nominated registered medical practitioner.

If, following an initial non-negative oral fluid test result, the external provider will conduct a secondary urine test using the procedure set out in Section 9.5. Following a non-negative urine test result, the urine specimen will be split and sent for confirmation in accordance with this SOP.

Apart from the aforesaid, QUU in its absolute discretion may choose to have a non-negative urine result specimen tested for all drug classes, including Synthetic Cannabis in accordance with this SOP.

9.2 URINE TESTING PROCEDURE

The procedure for conducting a drug test using a urine specimen is as follows:

1. The drug test is likely to involve the testing of a urine specimen to screen for all drug classes as listed under the **Australian Standard 4308:2008 including Synthetic Cannabis substances**. If, in the future, less intrusive but equally effective methods of testing become available, QUU will endeavour to use them.
2. All aspects of the testing procedure for drugs will be carried out in a confidential and private manner.
3. For reasonable grounds testing, the relevant Supervisor or Manager will ensure the worker is accompanied by a nominated QUU Officer to a designated test location.
4. For pre-employment/engagement testing, or internal appointments, all applicants will be required to provide QUU's registered medical provider with a sample of urine for drug and alcohol testing.
5. The methods and standards relating to the collection, transportation and chain of custody of samples for drugs testing purposes may vary, however, the external testing provider will endeavour to meet the requirements of applicable Standards, which include but are not limited to the **Australian Standard 4308:2008**, including any future amendments to **Australian Standard 4308:2008**.
6. The worker (as a 'Donor') will sign:
 - a. a consent form confirming they have been informed about the test and consent to it; and
 - b. an acknowledgement recording the test result and time.
7. Before taking the test, the donor should advise the collector of any medication they are currently taking that they think might affect the results.
8. The collector may carry out an on-site test to exclude or identify the presence of any or all of the classes of drugs designated in the **Australian Standard 4308:2008**.
9. The cut-off concentrations for the on-site device shall be equivalent to the cut-off concentrations for the classes of drugs listed in the **Australian Standard 4308:2008**.
10. The collector shall ensure that the on-site device is within its use-by-date.
11. The collector shall record the batch number and expiry date of the device together with two unique identifiers for the donor.
12. The donor will be able to observe the entire on-site collection, processing and testing procedure.
13. When a donor arrives at the collecting site, the collector will request identification from the donor. If the individual's identity cannot be established unequivocally, the collector will not proceed with the collection.
14. After washing hands, the donor remains in the presence of the collector and does not have access to any water fountain, tap, soap dispenser, cleaning agent or any other materials that might be used to compromise the integrity of the urine specimen.
15. The donor provides the specimen in an area such that individual privacy is maintained.
16. The donor does not flush the toilet until after the collection is completed.
17. The integrity of the specimen shall be checked by:
 - a. visually inspecting the colour or lack thereof; or
 - b. an on-site creatinine test and/or additional integrity testing may be performed, e.g. pH and adulterants.

18. The donor may also note the temperature reading on the collection device and verify the temperature reading was correctly recorded on the form.
19. Where collecting conditions prevent the specimen temperature from falling within the specified range then other measures should be taken and recorded.
20. No device should be placed into the original collected urine unless it can be shown that the device does not contaminate the specimen.
21. The results obtained from the device will be interpreted strictly in accordance with the manufacturer's instructions.
22. If the initial drug screen is negative the donor will be notified and that will be the end of the drug testing process.
23. If the on-site device indicates the possible presence of a drug(s), the collector shall notify the donor of the initial screening result and prepare and dispatch the specimens to an accredited laboratory for confirmation.
24. A drugs testing custody and control form will be completed.
25. The specimen will be split into two or three separate bottles, one of which will be the referee specimen. This will all be done in the presence of the donor.
26. The donor will be asked to sign the security seals placed on the bottles.
27. The donor will be asked to read, sign and date the chain-of-custody statement certifying the specimen is theirs and has not been changed or altered at the time of the collection.
28. Both samples will be dispatched to the designated testing laboratory.
29. The procedure for transportation of specimens to the laboratory will incorporate the following:
 - a. the collector will place the test and referee specimens in a container designed to minimise the possibility of damage and contamination during transport;
 - b. the container shall be securely sealed to ensure any tampering would be detected; and
 - c. the collector shall ensure that the chain-of-custody form with testing instructions is inside the sealed container in which the specimens are transported to the laboratory.

Transportation will occur in accordance with relevant legislation.

30. A positive test will only be reported by the **Australian Standard 4308:2008** (or successor Standard) accredited laboratory if confirmed levels of a drug or metabolite exceed designated cut-off levels. Cut-off levels will conform to the relevant Australian Standard/New Zealand Standard, where such a standard has been issued in relation to the drug concerned.
31. If the donor disagrees with an initial positive test result then they have the option of having the referee specimen independently retested at another **Australian Standard 4308:2008** (or successor Standard) accredited laboratory.
32. The cost of the second test will be met by the donor, but if the result is negative QUU will refund any costs incurred by the donor. Due to possible degradation of samples over time, the second test need only detect the presence of the drug or metabolite (i.e. it need not be above cut off limits). This will be accepted as a conclusive result.
33. Specimens not submitted to the laboratory will be disposed of in accordance with waste disposal requirements and appropriate legislation.

9.3 ORAL FLUID TESTING PROCEDURE

The procedure for conducting a drug test using oral fluid screening is as follows:

1. With the exception of screening for Synthetic Cannabis substances, all other drug testing will be conducted using an oral fluid screening procedure.

2. Testing for Synthetic Cannabis substances will be conducted in accordance with the external provider's procedures, which may include the collection of a urine specimen to screen for these substances only. If, in the future, less intrusive but equally effective methods of testing become available, the external testing provider will endeavour to use them.
3. All aspects of the testing procedure for drugs will be carried out in a confidential and private manner.
4. For reasonable grounds testing, the relevant Supervisor or Manager will ensure the Worker is accompanied by a QUU officer to a designated test location.
5. For pre-employment/engagement testing, or for internal appointments, the applicant will be verbally informed by the designated QUU Officer, in a confidential manner, of the date, time and location of the collection of samples required for the test. The test will be conducted as soon as reasonably practicable following notification.
6. The methods and standards relating to the collection, transportation and chain of custody of samples for drugs testing purposes may vary, however, the external testing provider will endeavour to meet the requirements of applicable Standards, which include but are not limited to the **Australian Standard 4308:2008** and **Australian Standard 4760:2006**, including any future amendments to the same
7. The worker (as a 'Donor') will sign:
 - a. a consent form confirming they have been informed about the test and consent to it; and
 - b. an acknowledgement recording the test result and time.
8. Before taking the test, the donor should advise the collector of any medication they are currently taking that they think might affect the results.
9. The collector may carry out an on-site test to exclude or identify the presence of any or all of the classes of drugs designated in the **Australian Standard 4308:2008** and **Australian Standard 4760:2006**.
10. The cut-off concentrations for the on-site device shall be equivalent to the cut-off concentrations for the classes of drugs listed in the **Australian Standard 4308:2008** and **Australian Standard 4760:2006**.
11. The collector shall ensure that the on-site device is within its use-by-date.
12. The collector shall record the batch number and expiry date of the device together with two unique identifiers for the donor.
13. The donor will be able to observe the entire on-site collection, processing and testing procedure.
14. When a donor arrives at the collecting site, the collector will request identification from the donor. If the individual's identity cannot be established unequivocally, the collector will not proceed with the collection.
15. After washing hands, the donor remains in the presence of the collector and does not have access to any water fountain, tap, soap dispenser, cleaning agent or any other materials that might be used to compromise the integrity of the specimen.
16. The donor provides the specimen in an area such that individual privacy is maintained.
17. The results obtained from the device will be interpreted strictly in accordance with the manufacturer's instructions.
18. If the initial drug screen is negative the donor will be notified and that will be the end of the drug testing process.
19. If the on-site device indicates the possible presence of a drug(s), the collector shall notify the donor of the initial screening result.

20. Should the initial on-site screening test record a non-negative result the collector shall then collect a urine specimen to enable confirmatory laboratory testing to be performed.
21. A notification and chain of custody form will be completed.
22. The donor will be asked to sign the tamper seal/s and the seal/s will be placed onto the tube/s in the presence of the donor.
23. The donor will be asked to read, sign and date the chain-of-custody statement certifying the specimen is theirs and has not been changed or altered at the time of the collection.
24. Both samples will be dispatched to the designated testing laboratory.
25. The procedure for transportation of specimens to the laboratory will incorporate the following:
 - a. the collector will place the test and referee specimens in a container designed to minimise the possibility of damage and contamination during transport;
 - b. the container shall be securely sealed to ensure any tampering would be detected; and
 - c. the collector shall ensure that the chain-of-custody form with testing instructions is inside the sealed container in which the specimens are transported to the laboratory.

Transportation will occur in accordance with relevant legislation.

26. A positive test will only be reported by the **Australian Standard 4308:2008** or **Australian Standard 4760:2006** (or successor Standard) accredited laboratory if confirmed levels of drug or metabolite exceed designated cut-off levels. Cut-off levels will conform to the relevant Australian Standard/New Zealand Standard, where such a standard has been issued in relation to the drug concerned.
27. If the donor disagrees with an initial positive test result, then they have the option of having the referee specimen independently retested at another **Australian Standard 4308:2008** or **Australian Standard 4760:2006** (or successor Standard) accredited laboratory.
28. The cost of the second test will be met by the donor, but if the result is negative QUU will refund any costs incurred by the donor. Due to possible degradation of samples over time, re-testing need only detect the presence of the drug or metabolite (i.e. it need not be above cut off limits). This will be accepted as a conclusive result.
29. Specimens not submitted to the laboratory will be disposed of in accordance with waste disposal requirements and appropriate legislation.

9.4 DILUTION OF A DRUG TEST

If a worker provides a specimen that is "dilute" the worker will be given one further opportunity to provide a specimen within 24 hours that is not "dilute". This may mean the worker may have to reduce their fluid intake during this period. If the second specimen is also "dilute" this will be treated as a failed test (i.e. positive) and the matter will be referred to HR Services for investigation and action.

10. ALCOHOL TESTING PROCEDURE

10.1 OVERVIEW

The breath alcohol test will be conducted using an approved testing device which meets the Australian Standard: **AS 3547-1997 "Breath Alcohol Testing Devices for Personal Use"** (or successor Standard). This requires the worker to blow into the device using a disposable mouthpiece.

10.2 ZERO ALCOHOL LIMIT

The following zero alcohol limit applies to all workers conducting business-as-usual activities on QUU-controlled worksites:

1. If the first initial reading records any level of alcohol in 210L of breath the result is deemed to be "detectable".
2. Following a "detectable" test, a confirmatory test on the same device is performed after 20 minutes using a new mouthpiece.
3. If the confirmatory test result records any level of alcohol in 210 litres of breath, the test is deemed to be a positive breath alcohol test and the individual is removed to a safe place.

11. DRUG AND ALCOHOL TEST RESULTS

A copy of the results of any drug and/or alcohol test will be provided to HR Services. HR Services follow strict case management protocols to maintain confidentiality of all related material. Results may be used in evidence or disclosed in disciplinary or legal proceedings. In all other respects, material and information used or obtained from testing will be kept strictly confidential.

Workers should note that a test may not measure the degree to which they are under the influence of drugs or alcohol. If a test indicates the presence of drugs or alcohol, at or above prescribed thresholds, then QUU will presume that the worker is in breach of this SOP.

11.1 NON-NEGATIVE DRUG TEST RESULTS

Workers will be removed from QUU-controlled workplaces if:

- a) any tested drug class returns a non-negative result, or
- b) the integrity of the specimen is called into question, as this would result in the specimen being given a 'non-negative' result and an interim report to be issued that can only advise that the specimen requires further testing.

If a worker returns a non-negative result in relation to a drug test, QUU will either:

- place the worker, if they are an employee, on paid special leave until receipt of confirmation of the test result, or
- if they are not an employee, remove that person from the workplace.

If the confirmation result is positive:

- the worker, if they are an employee, will transfer from special to personal leave (from the date of the initial test) and the absence will be treated as a non-work related illness, or
- the worker, if they are not an employee, may be restricted from entering QUU worksites.

An Employee will be required to participate in QUU's rehabilitation process until they are fit for work.

If a worker's confirmation drug test result is negative, the worker may return to full duties immediately. If they are an employee, the period they were absent from work will remain as paid special leave.

If a worker returns a non-negative result in relation to their drug test and/or a confirmed positive result in relation to their alcohol test, then QUU may require the worker to sign a form acknowledging having received instruction not to operate a QUU motor vehicle, truck, machinery or mobile equipment and advice that it is an offence to drive or operate a motor vehicle, truck, machinery or mobile equipment whilst under the influence of alcohol and /or drugs (see **Schedule B**).

12. EDUCATION AND TRAINING

QUU will ensure that all workers will have access to this SOP and will attend an information session about the SOP and the issues relating to the use of alcohol and drugs. These sessions are designed to ensure workers familiar with the SOP and its requirements and to advise them of the potential consequences of being impaired or at risk of impairment while at work.

There will be ongoing training where necessary to raise awareness of the issues relating to the use of alcohol, prescription and illicit drugs.

The introduction of the SOP will be supported by an education session to raise awareness of the issues relating to the use of alcohol, prescription, and illicit drugs.

Managers and Supervisors will be trained in:

- Understanding the SOP and its effective implementation; and
- The recognition, management and referral of drug and alcohol related matters.

13. SEARCH AND SURVEILLANCE

In order to further assist with achieving the objectives set out in this SOP, QUU may undertake search and surveillance of QUU property, including offices, vehicles, workstations, production areas, lockers, and storage areas. Such searches may be carried out on a random basis.

Such activities will not cover personal property.

14. CONFIDENTIALITY AND THE PRIVACY LAWS

1. All information gathered as a result of testing or participation in a rehabilitation or treatment programme is collected for the purpose of implementing this SOP and achieving its objectives.
2. All information will be stored in a confidential and secured file by the People and Safety Team and will be held for the duration of the individual's employment/engagement or longer where deemed necessary by QUU or by Law. Relevant information may be disclosed to the worker's supervisor or manager. The worker is able to have access to this information upon request.
3. Save as required by law, no information relating to any testing or rehabilitation will be disclosed to an external party without the prior written consent of the worker concerned.

15. APPLICATION

This SOP applies to both employees and other workers (e.g. contractors) of QUU. However, some aspects of this SOP may only be applicable to employees. Nothing in this SOP is intended to create an employment relationship between QUU and those workers, such as contractors, who are not QUU employees.

16. REFERENCES

- Queensland Work Health and Safety Act 2011
- Queensland Work Health and Safety Regulations 2011

17. REVIEW

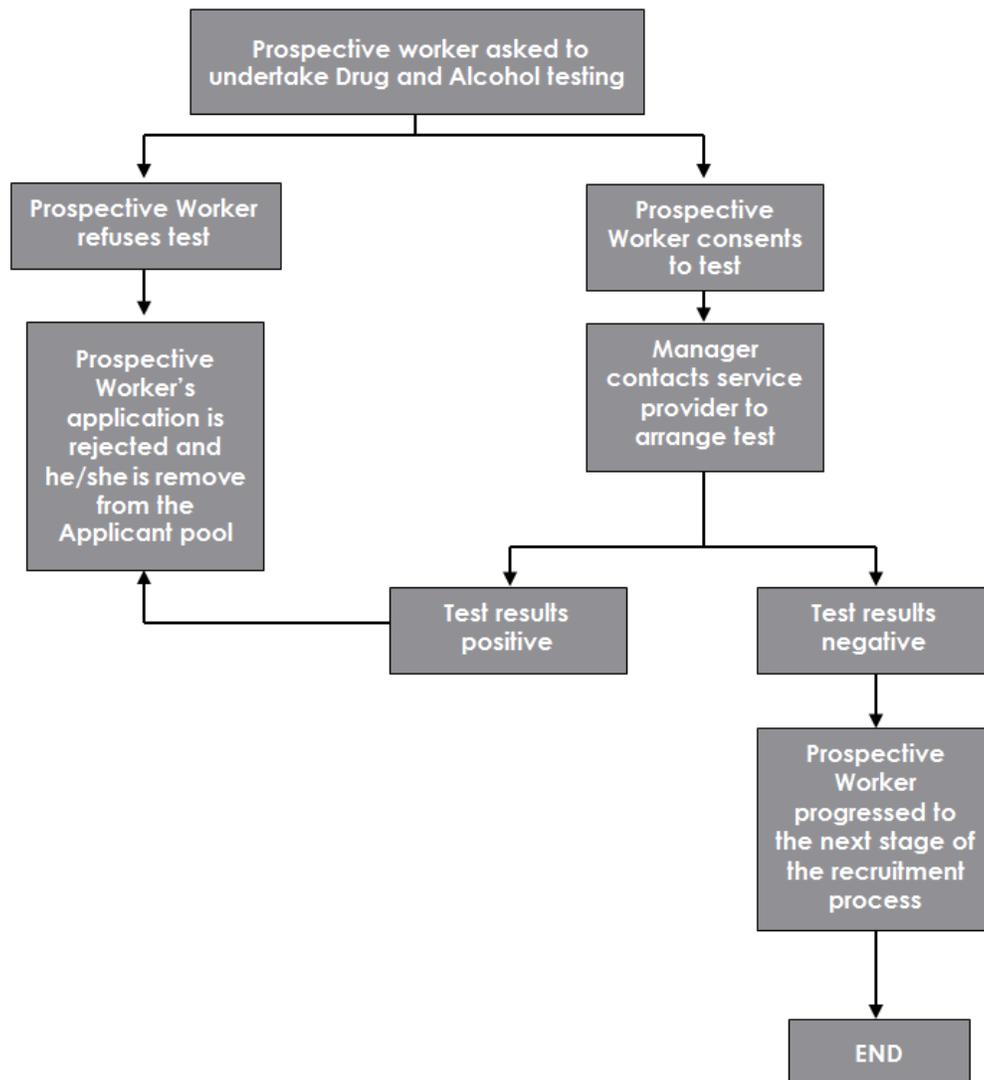
This Standard Operating Procedure (SOP) is to be reviewed every 2 years or earlier if:

- There is an identified risk to the business;
- A significant WHS or unplanned event occurs;
- There is evidence safety is not effectively being considered in design at QUU workplace;
- Incident investigation or audit results demonstrate that the procedure is failing to deliver the required outcomes;
- There are changes in associated legislation; or
- There is evidence that the SOP is not having a positive impact on WHS-related KPIs.

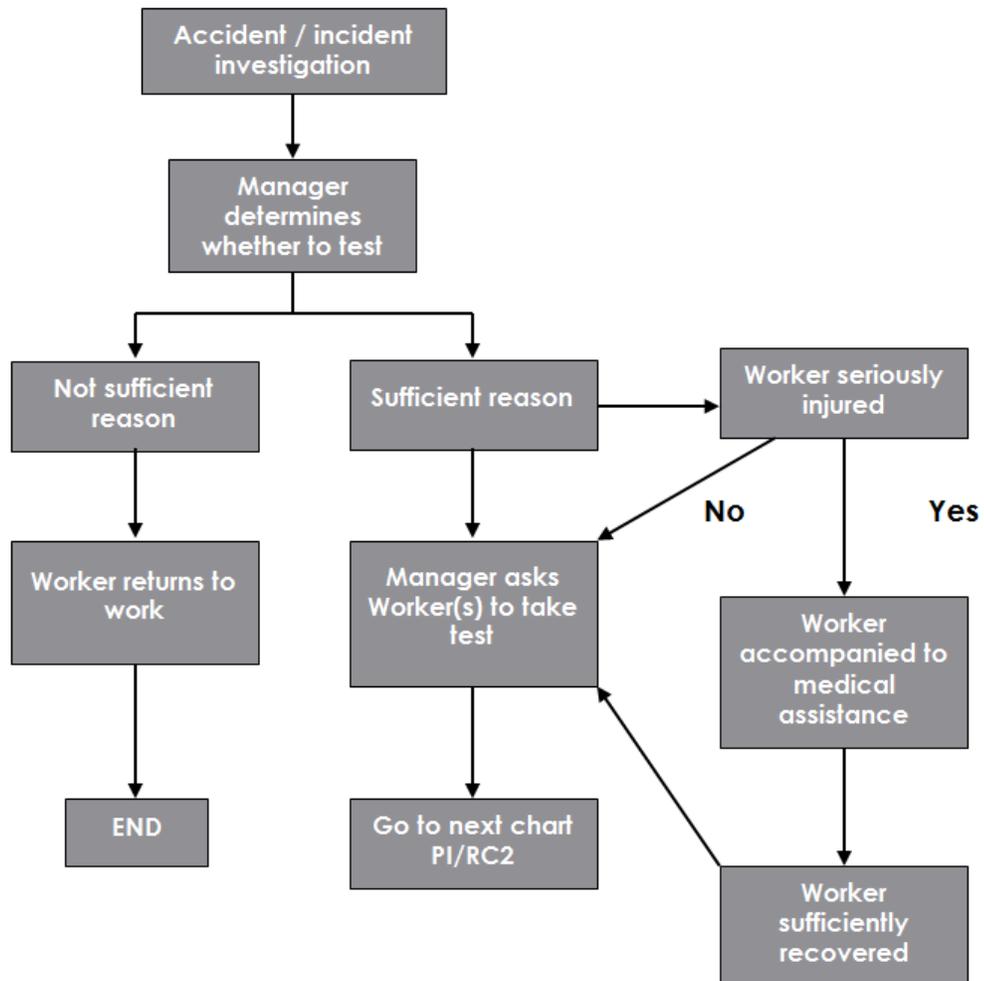
18. FURTHER INFORMATION

For further information, contact your Health and Safety Representative (HSR) or a member of the QUU WHS Team.

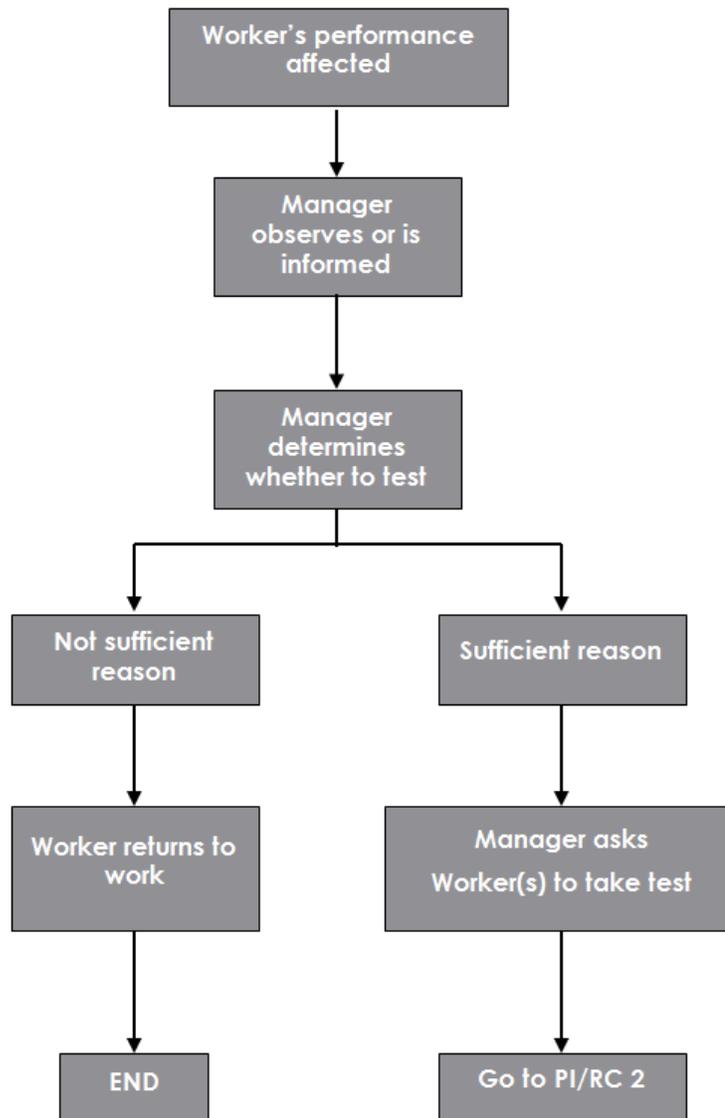
19. APPENDIX A - PRE-EMPLOYMENT/ENGAGEMENT TESTING FLOWCHART



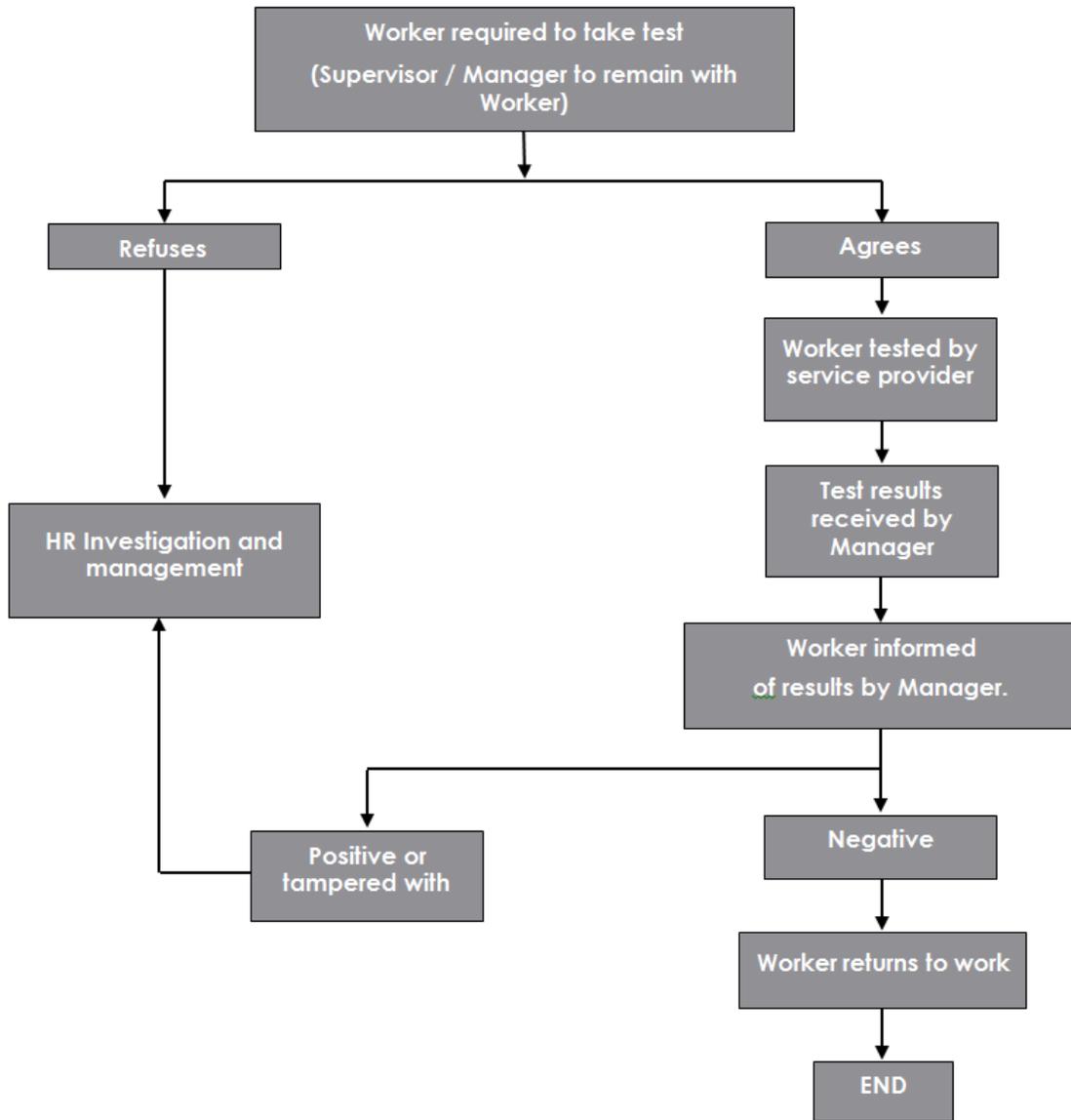
20. APPENDIX B - POST INCIDENT TESTING FLOWCHART (PI 1)



21. APPENDIX C - REASONABLE CAUSE TESTING FLOWCHART (RC 1)



22. APPENDIX D: POST INCIDENT & REASONABLE CAUSE TESTING FLOWCHART (PI/RC 2)



23. SCHEDULE A: REASONABLE CAUSE INDICATORS PROCESS FORM

When determining "reasonable cause", physical symptoms and/or unusual or out of character on-site observable behaviours must be considered. Examples of physical symptoms or behaviours include, but are not limited to:

- excessive lateness
- absences often on Monday, Friday or in conjunction with holidays
- increased health problems or complaints about health
- emotional signs – outbursts, anger, aggression
- changes in personality or alertness (difficulty with attention span)
- changes in appearance – clothing, hair, personal hygiene
- less energy
- involvement in various minor accidents
- feigning sickness or emergencies to get out of work early
- going to the bathroom more than normal
- defensive when confronted about behaviour
- dizziness
- slurred speech
- violent behaviour
- impaired motor skills
- bloodshot eyes
- impaired or reduced short term memory
- reduced ability to perform tasks requiring concentration and co-ordination
- intense anxiety or panic attacks
- impairments in learning and memory, perception and judgement
- irritability
- depression
- odour of alcohol or drugs
- inability to walk in a straight line
- irrational laughter and foolish behaviour

Reasonable grounds testing may also take place where QUU learns, from a credible source, that the Worker is working under the influence of Drugs and/or Alcohol, or where the Worker is observed using, possessing, distributing or consuming Drugs or Alcohol during work time, during any breaks and/or during QUU social event or work related function, whether on or off QUU premises or during our outside normal working hours.

WORKER'S NAME: _____

DEPARTMENT: _____

DATE(S): --- / --- / -----

SUPPORT PERSON: Yes No **NAME:** _____

SUPERVISOR'S NAME: _____

DEPARTMENT: _____

APPROVED PERSON'S NAME: _____

DEPARTMENT: _____

DATE(S): ---- / ---- / -----

Supervisor to record below the physical symptoms or behaviours observed:

Comments/explanation of worker (if offered)

Comments of Supervisor/Approved Person

DETERMINING REASONABLE CAUSE

Yes No From your observation is there a risk to the health and safety of this person and others?

Yes No Are you satisfied that it is reasonably possible that the risk is a result of the possible use of drugs or alcohol?

DO NOT proceed with reasonable cause testing unless the above questions are answered **YES**.

TAKING ACTION

Reasonable cause established: Yes No

TIME: ---- : ---- am/pm **DATE:** ---- / ---- / -----

ACTION TAKEN:

SUPERVISOR'S SIGNATURE: _____

DATE: ---- / ---- / -----

TIME: ---- : ---- am/pm

APPROVED PERSON'S SIGNATURE: _____

DEPARTMENT: _____

DATE: ---- / ---- / -----

TIME: ---- : ---- am/pm

24. SCHEDULE B – SAFETY & OFFENCE ACKNOWLEDGEMENT

Central SEQ Distributor-Retailer Authority t/a Queensland Urban Utilities (QUU)
Safety and Offence Acknowledgement

WORKER'S NAME:

I acknowledge and confirm that, as a result of alcohol and other drugs testing today:

I have been expressly instructed by QUU not to drive or operate a QUU motor vehicle, truck, machinery or mobile equipment because of my non-negative test sample result until such time as I return a negative test sample result.

I further agree that in the event that I am working off-site and / or staying on QUU arranged accommodation (i.e. when away from my principle place of residence), that I cannot drive or operate any motor vehicle, truck, machinery or mobile equipment until such time as I return a negative test sample result.

I am also aware that my non-negative test sample result may exceed prescribed legal thresholds for blood alcohol / drug levels, and that depending on my license status and type, I may commit an offence to drive or operate any motor vehicle, truck, machinery or mobile equipment if my blood alcohol / drug levels exceeds prescribed legal thresholds.

WORKER: _____

HR SERVICES: _____

WITNESS: _____

DATE: --- / --- / -----