

# WORK HEALTH AND SAFETY INDUCTION MANUAL



## Accident Investigation and Notification

- If you are injured or become ill while at work, seek medical attention.
- All accidents must be reported to a supervisor or manager. The accident should be reported as soon as possible.
- All accidents including property damage and near hits must be recorded on Omni-Com accident report form following notification of the accident to your manager.
- All accidents involving the general public, injury, or accidents with significant potential for property damage or injury will be investigated and actioned if required by Omni-com staff.
- All legislative reportable accidents will be reported to the appropriate Regulator.

## Emergency Procedures

The following procedures are created to provide the emergency control, structure and directions which will prevent injury to personnel, visitors, and neighbouring people/premises in the event of an emergency. The procedures also aim to minimise damage to the organisation’s assets.

Throughout your contract with Omni-Com you may be required to work on multiple sites. It is important that you are aware of the specific emergency procedures and assembly areas on any given site prior to commencing work there.

- Risks to be monitored to minimise the potential of an emergency.
- The safety of personnel is foremost.
- Emergency plans will be formulated and reviewed in consultation with personnel, emergency service specialists and in line with statutory requirements.
- Plans should be simple but effective.
- Emergency control personnel will be trained in their appointed duties
- All personnel will be regularly trained in response procedures.

| <b>EMERGENCY PROCEDURES FOR WORKERS</b> |  |
|---|--|
| <b>1</b>                                | <b>The alarm will be raised by (an audible alarm or instruction over PA System)</b>                                |
| <b>2</b>                                | <b>Assist anyone in danger if safe to do so</b>  |
| <b>3</b>                                | <b>If safe use extinguisher to smother fire</b>  |
| <b>4</b>                                | <b>Move to assembly point on signal, on instruction from supervisor or when it is unsafe to remain in the area</b> |
| <b>5</b>                                | <b>Assist visitors and disabled persons to evacuate.</b>   |
| <b>6</b>                                | <b>Remain at Assembly Area until instructed by Supervisor</b>  |

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**BOMB THREAT/SUSPIOUS PACKAGE**

**☒ Threat received**

**Step 1 Record all details**

**Step 2 Notify the Manager**

**Step 3 Contact the police on 000 if Manager has not already**

**Step 4 Open as many doors and windows as possible**

**Step 5 Evacuate to evacuation areas**

**☒ Bomb found**

**Step 1 Do not touch it – clear the area and do not re-enter**

**Step 2 Advise the Manager immediately**

**Step 3 Contact Emergency Services on 000 Manager has not already**

**Step 4 leave doors and windows open, await further instruction**

**MEDICAL EMERGENCY**

**Step 1 Check for any threatening situation and control it if safe to do so**

**Step 2 Remain with casualty (unless there is no other option) and provide appropriate support**

**Step 3 Do not move any casualties unless in a life-threatening situation**

**Step 4 Notify the Manager and the first aider**

**Step 5 Notify the ambulance if not already done and designate someone to meet them**

**Step 6 Provide support to first aider or ambulance if required**

**Fire Prevention**

Fire hydrants and firefighting extinguishers must not be moved or be obstructed. Learn the locations of the firefighting equipment and fire alarms and read the instructions so that in an emergency you know how to act. If you are uncertain as to how to use emergency equipment, seek assistance from someone who has been trained.

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## Fire Extinguisher Types and Use

Fire extinguishers are a first line of defence in the event of a fire. Make sure that extinguishers are recharged or replaced after use. Report any fire extinguisher deficiencies to a manager / supervisor.

| TYPE                        | COLOUR              | USE   |
|-----------------------------|---------------------|---|
| <b>Water</b>                | Red                 | Works by cooling the fire – intended for use on fires involving combustible materials e.g., wood and paper etc.<br><br><b>DO NOT USE</b> on fires involving electrical equipment.   |
| <b>Foam</b>                 | Blue                | Works by smothering (depriving the fire of oxygen) with a blanket of foam – intended for use on fires involving flammable liquids.<br><br><b>DO NOT USE</b> on fires involving electrical equipment.  |
| <b>CO2 (Carbon Dioxide)</b> | Red with Black band | Works by smothering the fire with gas – intended for use on fires involving electricity, flammable liquids and, as a last resort, combustible materials<br><br>Note that CO2 extinguishers have a short discharge time (approximately 15 seconds) and the discharge noise will change when spent. |

## Manual Handling

### Responsibilities

#### *Managers and Supervisors*

- Ensure that all manual handling activities, which are likely to be a risk to health and safety, are identified, assessed, controlled, and evaluated.
- Ensure that hazardous manual handling induction and training is provided, documented, and recorded.

#### *Workers*

- Follow Omni-Com’s procedure for performing hazardous manual handling.
- Report incidents associated with hazardous manual handling

### Risk Identification

The following activities may assist in identifying hazardous manual handling within Omni-Com, which may lead to injury:

- Use past incident forms and hazard forms to see if any of them were the result of hazardous manual handling.
- Consult with workers to see where they think the main manual handling problem areas are.

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- Use checklists to identify those tasks and conditions which may increase the risk of a manual handling injury.

### **Risk Assessment**

When those manual handling tasks which are likely to cause risks to health and safety are identified, they then need to be assessed to determine the risk factors.

Factors which may increase the risk or severity of a hazardous manual handling injury include:

- Forceful exertions;
- Working postures;
- Repetition and duration;
- Vibration;
- Work area design;
- Hand tool use;
- Nature of loads;
- Load handling;
- Individual factors;

### **Risk Control**

When selecting controls to reduce the risk of hazardous manual handling injury, the hierarchy of control should be utilised, and consideration should always be given to eliminating or engineering out the risk.

Where it is not practicable to eliminate the risk, the following general procedures should apply:

- Always plan a manual lift prior to attempting the lift;
- Stagger your stance;
- Ensure that the route taken is clear of obstacles or obstructions;
- Check that the load is not too heavy to lift or carry alone. If the load is too heavy, get assistance either from a fellow worker or use a mechanical lifting device;
- If carrying a load with a fellow worker, always keep in step;
- When carrying a load with a fellow worker, always ensure that you tell each other of any action you are about to perform, such as, lowering or adjusting the load;
- Keep a firm grip on the load;
- Lower the load using your body weight by putting the weight of the load on your legs and bending your knees;
- Never carry a load that blocks your vision, as you may trip or run into another object; and
- Maintain the natural curve of the spine, keeping your back straight throughout the lift.

### **Electrical Equipment**

- Electrical power tools must be double insulated and electrically earthed.
- All electrical power tools, appliances and extension leads must be fitted with a current “electrical compliance tag” (AS/NZS 3760:2010) attached by an authorised electrician.

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- Any defective electrical equipment should not be used and be reported to your manager for remedial action.
- Never attempt to carry out electrical repairs unless you are employed by Omni-Com as a qualified electrician.
- Do not trail electrical extension leads through water or where they could be damaged by forklift trucks, trolleys, or vehicles.
- If a person is in contact with live electrical circuits (receiving an electrical shock) do not attempt to pull them away. First switch off the power then seek medical assistance.

### **Danger Tags and Lock Out Systems**

Danger tag and lock out systems are used when plant and equipment is being maintained or is out of service. If you discover a danger tag or lock on the controls of plant and equipment do not remove it unless it was you who placed it on the plant or equipment.

If you are performing maintenance work on plant and equipment or are authorised to place a danger tag or lock out on defective equipment, follow Omni-Com danger tag and or lock out system.

### **General Housekeeping**

- All areas of Omni-Com must be kept clean and tidy.
- Ensure that spills and leaks are cleaned up immediately.
- Emergency exits and other walkways, floors and passageways must be maintained obstruction-free.
- All members of staff are responsible for maintaining housekeeping standards.

### **Personal Protective Equipment**

On every site, Omni-Com provides a selection of Personal Protective Equipment (PPE) as well as ensuring adequate supply, use, replacement, maintenance, training and instruction, storage and keeping of appropriate records.

#### **Procedure**

Provision of PPE will be after an assessment of the risk has been conducted and in consultation with the workers, and it is agreed no alternative solution is available to protect the workers.

#### **Purchase Specifications**

Omni-Com will ensure all items of PPE are manufactured, used, and maintained in accordance with the relevant Standard.

#### **Usage, Care and Replacement of PPE**

- Manufacturer’s instructions shall be used as the guide to determine effective usage, care and replacement requirements for PPE used.
- Each worker will be instructed and trained in the correct use of each PPE item prior to use, including ensuring that the selected PPE properly fits each worker.
- Workers must not misuse or damage the equipment and PPE will be kept in good, hygienic condition.

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- Workers must report any damaged or defective PPE.
- Managers are responsible for supervising and enforcing the PPE program.
- The effectiveness of the PPE program shall be evaluated on a regular basis during audits and inspections.
- Reviews of the need for and adequacy of PPE will be conducted regularly. All reviews will be in consultation with workers using the PPE.

### **Non-Compliance**

Workers who fail to comply with the health and safety requirements of the company, or those who demonstrate consistently poor safety performance, shall be subject to disciplinary measures.

### **Drugs and Alcohol**

Omni-Com strives to maintain a safe and healthy work environment for all workers and visitors; any worker found to be under the influence of drugs or alcohol will be dealt with in a supportive, fair, and constructive manner.

### **Responsibilities**

Everyone is responsible for their own conduct in the workplace.

Specific responsibilities for Managers/Supervisors are as follows:

- Implement the requirements of the Omni-Com Drug and Alcohol Policy.
- Implement and communicate procedures for identifying workers who are found to be under the influence of drugs or alcohol whilst at work.
- Make available external resources to assist workers who are found to require help.

Specific responsibilities for Workers are as follows:

- Workers have a duty of care to ensure their own safety and health at work and to avoid adversely affecting the safety and health of any other person. Workers are therefore required to:
  1. Notify their supervisor of any concerns regarding their ability to perform their work safely as a result of being under the influence of drugs or alcohol or the adverse effects of any prescription medication they may be taking.
  2. Ensure that they do not operate any machinery if under the influence of drugs, alcohol or prescription medication which may affect their ability to do so safely.
- The sale or supply of any prescription drugs in the workplace by a worker may result in termination of employment.
- The sale, supply, or possession of illegal drugs in the workplace by a worker may result in termination of employment.
- The unauthorised sale, supply, or possession of alcohol in the workplace by a worker may result in termination of employment.

### **Harassment**

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Omni-Com is committed to providing a work environment that is pleasant and conducive to good workplace relations. Omni-Com aims to ensure workers are not subjected to unwanted workplace harassment/bullying.

Harassment/bullying in the workplace decreases productivity, increases absenteeism and is also against the law. For these reasons, harassment/bullying will not be tolerated at Omni-Com. For the purpose of this policy 'harassment' includes bullying.

Harassment/Bullying - Workplace harassment/bullying is where a person or persons are subjected to unreasonable behaviour, other than sexual harassment, that is unwelcome and unsolicited, the person considers to be offensive, intimidating, humiliating, or threatening and/or a reasonable person would consider to be offensive, humiliating, intimidating, or threatening.

Examples of unreasonable behaviour include, but are not limited to:

- Abusive, insulting or offensive language or comments;
- Unjustified criticism or complaints;
- Repeated threats of dismissal;
- Exclusion from activities where deliberate;
- Spreading rumours;
- Setting unreasonable work tasks or timelines;
- Sabotaging a person's work performance by withholding information or giving incorrect information;
- Changing of rosters/work arrangements so as to deliberately inconvenience a worker or workers.

What is not considered unreasonable behaviour:

- Setting reasonable work tasks and timelines;
- Reasonable rostering/work arrangements;
- Deciding not to select a worker for promotion where a reasonable process is followed;
- Informing a worker about unsatisfactory work performance in an honest, fair and constructive way;
- Informing a worker about inappropriate behaviour in an objective and confidential way;
- Implementing organisational changes or restructuring;
- Taking disciplinary action, including suspension or terminating employment.

Omni-Com has a legal responsibility to take reasonable steps to prevent harassment from happening in the workplace. This involves educating workers about harassment, putting in place this policy, setting behaviour standards, implementing grievance and complaint handling procedures, and ensuring compliance by all in the workforce.

Harassment in the workplace can create unpleasant or even hostile work environment. Harassment makes work difficult for everyone – the person being harassed, as well as workers witnessing the harassment. The harasser also is not concentrating on their work when he/she engages in this type of behaviour. It can also damage the reputation of a company.

### **Harassment outside the Workplace**

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Workplace harassment can take place off site. Examples would be harassment occurring at a work Xmas party, unwanted phone calls to a worker’s home, and following workers home from work, text messaging, internet chat rooms or other social media channels.

**Harassment of Customers**

The way workers treat clients and customers contributes to the image of the company. Harassment is not only bad for business; it is against the law and can result in legal action being taken by the customer or client.

**Bullying and Workplace Violence**

Workplace violence is any action, incident, or behaviour in which a person is physically assaulted, threatened, harmed or injured in circumstances relating to their work. The risk of workplace violence must be eliminated or minimised so far as is reasonably practicable.

Incidents of workplace violence (i.e., physical assault or threat of physical assault) should be reported to the police as these are criminal matters.

**Victimisation**

Victimisation happens where a worker is treated harshly or subjected to any detriment because they have made a complaint of discrimination or harassment. Victimisation will also happen if a person is subjected to a detriment because they have furnished any information or evidence in connection with a discrimination complaint.

A complaint of victimisation is made in the same way as a complaint of discrimination or harassment. Victimisation is either dealt with as an offence punishable by fine, or can be the subject of a damages award, depending on which law the complaint is brought under.

**Responsibility:**

*Managers/Supervisors*

- Managers and supervisors must ensure that they do not harass or bully workers, other managers or supervisors, clients or customers.
- Carry out risk assessments and implement control measures to prevent workplace harassment within Omni-Com.
- Ensure all workers have been provided with information regarding their rights and responsibilities in relation to workplace harassment.
- Ensure they have the appropriate training in handling workplace harassment complaints, including an understanding of both informal and formal complaint resolution options.

**All Workers**

- Each worker must ensure they do not engage in harassing/bullying behaviour towards other workers, managers or supervisors, clients or customers.

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- Workers should be aware that they can be held legally responsible for their unlawful acts. Workers, who aid, abet or encourage other persons to harass, and bully can also be held legally liable.
- Raise issues or concerns relating to workplace harassment with Supervisor.
- Ensure they understand the options to resolve workplace harassment issues.

**Procedure**

*Behaviour standards*

Omni-Com has standards of behaviour for workers to:

- Act in a responsible and professional manner;
- treat others in the workplace with courtesy and respect;
- listen and respond appropriately to the views and concerns of others;
- be fair and honest in their dealings with others.

*Complaint Handling System*

Any complaints of workplace harassment must be treated seriously and investigated promptly, confidentially, and impartially. Harassment complaints can be lodged informally or formally. The complaint system developed must therefore be capable of managing both types of complaints.

Informal Complaints: An informal complaint handling system may encourage workers to raise their concerns with an appropriate contact person within the workplace and the matter resolved in an informal and fair manner.

Formal Complaints: The system implemented to manage formal complaints of harassment must include the following:

- a formal reporting procedure;
- an investigation procedure;
- a complaint resolution procedure;
- an appeals process;

*Grievance Procedure*

If you believe that you are being harassed/bullied, there are a number of important steps you should take:

- a) Tell the person that their behaviour is unacceptable, and that it must stop. It is important to say these things to the harasser otherwise they may interpret your silence as consent.
- b) Report the behaviour or incident to your manager. If the alleged perpetrator is a manager then report the manager to a top management.
- c) Keep your complaint confidential – this will avoid idle gossip and the possibility of defamation proceedings against you or the company.

If you make a complaint of workplace harassment/bullying it will be taken very seriously and will be dealt with sympathetically and in a confidential manner. The complaint will be investigated, and appropriate warnings or other disciplinary action will be taken against the harasser. In serious cases, the harasser may be dismissed. You will not be victimised or treated unfairly for making a complaint.

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If you are not satisfied with the way in which the company has dealt with your complaint, you can apply to the Fair work Commission for an order to stop the workplace bullying. Such workers should contact the Fair Work Commission to find out if they are eligible to apply for an order.

### **Education and Training**

Omni-Com will ensure that all workers are provided with the appropriate training and education on issues of workplace harassment which will enable them to:

- Understand the behaviours that are or are not workplace harassment.
- Understand the consequences of workplace harassing behaviours.
- Understand the process for lodging complaints of workplace harassment.

### **Sun Safety**

Throughout your contract with Omni-Com, you will be required to complete work where you will be exposed to the sun. Omni-Com aims to ensure when outdoors in the sun there is a system to control the risk of UV (Ultraviolet) radiation exposure from sunlight and the development of skin cancer.

### **Responsibilities**

Everyone is responsible for ensuring that they keep themselves safe and prevent unhealthy exposure to the sun.

Specific responsibilities for Managers/Supervisors are as follows:

- Ensure hazard identification and risk assessments are carried out where workers are required to work outdoors in the sun.
- Determine and implement effective sun protection procedures including the provision and training in the use of Personal Protective Equipment.
- Arrange education/training for Omni-Com workers at risk of sun exposure on dangers of UV Radiation and identification of early signs of skin cancer.

Specific responsibilities for Workers are as follows:

- Comply with all Omni-Com procedures and instructions regarding sun safety.
- Ensure use of PPE when working outdoors in the sun.
- Ensure they do not put themselves or others at risk.
- Advise Management if replacement of protection measures is required or additional protection measures are needed.

### **Risk Factors**

A safe system of work should be set up which will include a risk assessment of workers' sun exposure, identification of tasks that may place workers at risk, and sun protection measures for controlling exposure. The degree of risk is largely dependent on the duration and extent of exposure.

**Some of the risks associated with over exposure to the sun are:**

- Sunburn - this is a type of radiation burn.

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- Eye damage – over exposure to UV can damage to the eyes lens or cornea.
- Premature ageing of the skin will result from over exposure.
- Sun spots - dry or rough spots on the skin. Like premature ageing, these are indicators of excessive exposure to UV. These can develop into cancers.
- Skin cancers

**Control Measures**

The most effective way of reducing the risk of UV exposure is to use a combination of control measures. The following is an example of the hierarchy of controls that could be implemented, in order of effectiveness:

**1. Work Organisation**

Where possible:

- Minimise the amount of outdoor work.
- Move jobs undercover.
- Scheduling outdoor work to minimise UVR exposure during the peak periods of UV i.e. 10.00 - 3.00pm (EST). For example, scheduling outdoor tasks in the early mornings or late in the day.
- Alternate outdoor and indoor work to minimise overexposure.

**2. Using Shade**

Where the job or work times cannot be changed, workers will be encouraged to make maximum use of shade. The following options will be considered.

- Use of natural or existing shade from buildings, trees and other structures at the worksite.
- Use of portable canopies or erected shade structures made from fabrics such as canvas, awning, umbrella fabric or shade cloth. Shade cloth should provide at least 94% protection from UV rays.
- Have lunch or any breaks in shady spots; and
- Replace lost fluids by keeping up your liquid intake.

**3. Personal Protective Clothing (PPE)**

- Wear light, loose coloured clothing made of natural fibres which will provide proper ventilation, reflect heat and allows sweat to evaporate; Shirts will have long or three-quarter length sleeves and a collar and be made from a close weave, breathable fabric. Clothing that offers excellent protection with an UPF rating of 40, 45, 50 or 50+ is recommended. Choose clothing with UPF50+ for best protection.
- Loose fitting long trousers offer the best protection. If shorts are to be worn they should be to the knee.
- Broad Brimmed hats. If hard hats are to be worn, then brim attachments with neck flaps are to be attached. Hats or brim attachments are required to have a broad brim, measuring no less than 8cm in width.
- Hats should be comfortable and be made of a close weave material. Hats that have gauze or mesh sections are not suitable as UV rays will penetrate.

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- Use maximum protection sunscreen to areas which cannot be protected with clothing;
- Eye protection is to be worn where necessary; Sunglasses must comply with AS/NZS1067 and screen out at least 99% of ultraviolet light. If safety glasses are required, then sunglasses need to comply with AS/NZS 1337 and AS/NZS 1338. Sunglasses should be glare resistant, light weight, comfortable and fit closely to the face. Wraparound sunglasses offer the best protection. Clip Ons are available for persons with prescription glasses.

#### 4. Sunscreen

- A broad spectrum, water-resistant sunscreen with an SPF 30+ is recommended for workers who are required to work outdoors.
- Sunscreen will be placed in areas accessible for all workers and stored in a cool place out of the sun.
- As sunscreen does not offer 100% protection it is to be used in conjunction with additional protective measures such as clothing, hats and sunglasses.
- Sunscreen should be applied generously to all areas of exposed skin at least 20 minutes before going outside. Sunscreen should be reapplied every two hours as it easily wipes, sweats or washes off.

### Fit for Work

#### Responsibilities

##### *Managers and Supervisors*

- Take measures to help workers maintain alertness while working
- Increase awareness in the Omni-Com workplaces about fitness for work
- Identify signs of Fatigue or other factors which could influence fitness for work
- Devise sift timetables to take account of the need to minimise fatigue
- Provide support for effective management of fitness for work

##### *Workers:*

- Report problems with fitness for work
- Contribute to the assessment of risks
- Contribute to the design and implementation of control measures, and comply with such measures, and comply with such measures
- Manage individual factors which affect fitness for work
- Ensure they are able to carry out their duties in a safe manner, unimpaired by fatigue, drugs or alcohol.

### Conclusion

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The Work Health and Safety rules contained in this handbook have been devised with regard to the hazards and management systems likely to be encountered by staff while working at or for Omni-com. Your cooperation with and support of Omni-com WHS management system is an essential component of your duties at Omni-com.

At any stage of your employment with Omni-com if you feel that your health, safety or welfare is being compromised, please raise the issue with your manager, or safety committee representative.

### Document Control

| Version | Date Created / Amended | Administered By | Approval Date | Review Date | Amendment         |
|---------|------------------------|-----------------|---------------|-------------|-------------------|
| 1.0     | June 2024              | Director        | June 2024     | June 2025   | Document created. |

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