LAING O'ROURKE AUSTRALIA
JOB DICTIONARY
TRADE ASSISTANT (SELECT)

June 2025

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INTRODUCTION & PURPOSE

Introduction

This document is a Job Dictionary of the critical inherent requirements of the role of Trade Assistant (Select) within Laing O'Rourke Australia.

The Job Dictionary has been developed for Laing O'Rourke Australia by Senior Rehabilitation Consultant Emma Tuite, Physiotherapist, of The Recovre Group.

The worksite visit incorporating discussion with relevant employees and observation of tasks was conducted on 04 June 2025.

The duties were assessed with the assistance of Mr Paul Kelly, Stores Person. All employees contributed their time and expertise and consented to the use of their photographs.

Purpose of the document

Job Dictionaries are a versatile tool used by organisations in a number of different contexts.

The purpose of a Job Dictionary includes:

- To assess and analyse the range of duties available at Laing O'Rourke Australia.
- Assist when providing reasonable adjustment or alternative roles to employees.
- To enable Laing O'Rourke Australia to provide suitable duties to injured employees. This assists in improving return to work rates and return to work sustainability following a workplace injury.
- To assist with identifying key risk areas within the business.
- To provide criteria for physical and psychological demands of work roles within Laing O'Rourke Australia in order to assist with recruitment, including pre-employment screens.
- Provides an objective description of work roles for assessments such as fitness for duties, independent medical examinations, functional capacity evaluations etc.
- Enables effective communication with treating health practitioners by outlining the physical and psychological requirements of each work role. The treating health practitioner can then objectively decide which duties an injured employee is fit to perform.

DEMAND & FREQUENCY KEY DEFINITIONS

Physical Demands Key

Term	Definition
Sedentary work	Exerting up to 4.5kg of force occasionally or a negligible amount of force frequently to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time, but may involve walking or standing for brief period of time. Jobs are Sedentary if walking and standing are required only occasionally and all other Sedentary criteria are met.
Light work	Exerting up to 9kg of force occasionally, up to 4.5kg of force frequently, or a negligible amount of force constantly to move objects. Physical demand requirements are in excess of those for sedentary work. Even though the weight lifted may be only a negligible amount, a job should be rated as light work: 1. When it requires a significant degree walking or standing: or 2. When it requires sitting most of the time but entails pushing or pulling of arm or leg controls. 3. When the job requires working at a production rate pace entailing the constant pushing or pulling of materials even though the weight of those materials is negligible.
Medium work	Exerting 9 to 22.6kg of force occasionally, 4.5 to 11.4kg frequently, or greater than negligible and up to 4.5kg of force constantly to move objects. Physical demand requirements are in excess of those for light work.
Heavy work	Exerting 22.6 to 45.4kg of force occasionally, 11.4 to 22.6kg of force frequently, or 4.5 to 9kg of force constantly to move objects. Physical demand requirements are in excess of those required for medium work.
Very heavy work	Exerting in excess of 45.4kg of force occasionally, in excess of 22.6kg of force frequently, or in excess of 9kg of force constantly to move objects. Physical demand requirements are in excess of those required for heavy work.

Reference: *U.S. Department of Labor Dictionary Of Occupational Titles (DOT) standards*

Psychological Demand Key

Term	Definition
Lowest	The role mostly involves well-defined and familiar tasks, following known procedures, with support available if problem solving is required. The role involves minimal emotional demands, for example, it may be performed independently, or in small autonomous teams, and does not involve customer facing interactions. The role does not involve managing others, and has a well-defined and relatively narrow scope of tasks. The role may be performed autonomously or within a small team.
Light	The role involves a combination of well-defined and familiar tasks, following known procedures, as well as solving routine problems, using prior knowledge or accessible information. The role may involve some emotional demands, such as perceiving other's responses during customer/colleague facing interactions. The role does not involve managing others, and may be performed independently, or in a small to medium sized team.
Medium	The role involves some degree of unpredictability requiring critical thinking, problem solving, and decision making. The role involves some degree of "emotional labour", for example, negotiating with customers/clients and colleagues and responding and managing one's own emotional responses. The role may involve some supervision and management of others, for example, a small to medium sized frontline team. This includes responsibility for the work of others and allocation of resources at the team level.
High	The role involves a significant degree of unpredictability, requiring critical thinking, complex problem solving, and analysing new information to draw conclusions and make decisions. The role involves significant emotional demands, for example, managing others, frequent customer facing interactions, managing conflict. The role may involve a significant degree of supervision and management others, for example, a larger team or department, and supervision of line managers. This includes responsibility for the work of others and allocation of resources at a departmental level.

Reference: *https://www.onetonline.org/*

Frequency Key

Term	Definition
Exposure:	Time spent completing task **over a full shift**
Duration:	Time spent completing task **without rest break**
(N) Never:	Activity or condition does not exist, 0% **of the working day**
(O) Occasional:	1-33% of **duration of the working day**
(F) Frequent:	34-66% of **duration of working day**
(C) Constant:	67-100% of **duration of working day**

Reference:

Pendleton, H. M. & Schultz-Krohn, W. (2017). Pedretti's Occupational Therapy: Practice Skills for Physical Dysfunction (8th ed.). St Louis, Missouri: Elsevier Mosby

TRADE ASSISTANT / OVERVIEW

Description

- A Trade Assistant supports Laing O'Rourke Tradespeople by assisting with labouring tasks and preparing work sites. They maintain tools and equipment, help construct and install components, and ensure safety compliance on site. Additionally, they may assist with logistics, including driving vehicles and moving materials.

Mandatory Requirements

- White Card.
- Drivers Licence.
- Forklift Licence.
- Prior experience within construction industry.

Training Requirements

- Site specific induction and onsite training provided.

Shift Pattern

- Subject to change:
  - 7:00am to 3:00pm
  - Overtime and weekend work.

Work / Group Structure

- Working individually and in pairs for heavier tasks.
- Liaison with all warehouse personnel, plant and procurement teams.

Emergency Response

- First aid kits, defibrillator, eyewash station and chemical shower available onsite.
- First Aiders trained and present onsite.
- Fire Wardens trained and present on site.
- Emergency procedures in place including muster points.
- All staff are inducted prior to being onsite.

Environment

- Working in large warehouse.
- Exposure to weather elements when working in the yard.

Workplace Accessibility

- The warehouse is accessible at ground level.
- Office based environment accessible via ground entrance or stairs according to location.
- Security controlled site.

Equipment

- General Warehousing Tools.
- Forklift.
- Manual Pallet Jack
- Computer, keyboard, mouse.

PPE Requirements

- Steel Cap Boots.
- High Visibility Clothing.
- Full Length Sleeved Shirts and Pants.
- Ear protection as required.
- Eye protection as required.
- Gloves as required.

TRADE ASSISTANT | OVERALL TASK LIST / MEDICAL INPUT

Below is a quick reference list of all tasks performed by a Trade Assistant (Select) at Laing O'Rourke Australia. Please indicate suitability of each task:

Please note: *The physical and psychological demand ratings are a general guide. A person's capacity to complete each task will vary depending on various factors. Prior to indicating suitability, please refer to individual task analysis for a more detailed assessment.*

Task	Physical Demand	Psych Demand - Cognitive	Psych Demand - Emotional	Psych Demand - Role	Key Tasks	Suitable?	Comments / modifications
Safety Preparation	Light work	Light	Lowest	Medium	• Completion of pre-mobilisation checks and associated paperwork on a tablet. • Checking equipment systems, steering, tyres, fluid and oil levels, electricals, lighting, equipment, signage, and safety checks. • Equipment cleaning and basic vehicle maintenance is conducted ad hoc.	☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No	• Breaks can be taken as required on this task. • Task has other workers available for any assistance as required. • Task can be performed in a supervisory capacity. • Training available if required for new tasks. • Completion of task at own pace. • Task may be rotated to prevent sustained concentration. • Additional practical assistance available when performing challenging tasks. • Availability of onsite support person. • Debrief and support available in time of crisis (EAP, Mental Health First Aid etc). • Workload is reviewed regularly to ensure sufficient resources.
Dispatch / Receipt	Medium work	Light	Light	Light	• Verify orders and ensuring equipment availability for dispatch. • Completion of pre-mobilisation inspections. • Tagging equipment that is safe for dispatch. • Liaison with personnel to coordinate the loading and/or unloading to assets into the truck. • Handling of equipment and trolleys to load and unload assets into and out of the trucks. • Spotting personnel operating heavy equipment or forklifts and providing verbal cues and gestures to ensure safety. • Forklift driving. • Completion of inspections of returned assets. • Tidy/clean stores and workshop.	☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No	• Task can be rotated with other tasks. • Breaks can be taken as required on this task. • Task has other workers available for any assistance as required. • Training available if required for new tasks. • Supervisory support available. • Completion of task at own pace. • Align task within individual's cognitive capacity. • Task may be rotated to prevent sustained concentration. • Additional practical assistance available when performing challenging tasks. • Availability of onsite support person. • Debrief and support available in time of crisis (EAP, Mental Health First Aid etc). • Workload is reviewed regularly to ensure sufficient resources.
Data Entry	Sedentary work	Light	Lowest	Light	• Use of tablet or computer to maintain accurate stock records. • Completing paperwork and inputting information into the database regarding stock. • Taking photographs of incoming and outgoing machinery. • Liaison with internal and external stakeholders in person, over the phone or via email.	☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No	• Ergonomic considerations for this task include standing workstation, mouse and keyboard options, lumbar chair supports. • Breaks can be taken as required on this task. • Task has other workers available for any assistance as required. • Training available if required for new tasks. • Supervisory support available. • Completion of task at own pace. • Provision of simple/basic tasks. • Align task within individual's cognitive capacity. • Task may be rotated to prevent sustained concentration. • Availability of onsite support person. • Debrief and support available in time of crisis (EAP, Mental Health First Aid etc). • Workload is reviewed regularly to ensure sufficient resources.

Moving Materials	Heavy work	Lowest	Lowest	Light	• Lifting and carrying stock and assets weighing between 1kg and 10kg. • Lifting and carrying stock and assets weighing between 11kg and 20kg. • Lifting and carrying stock and assets weighing between 21kg and 30kg. • Pushing and pulling of trolleys to manoeuvre stock. • Use of a manual pallet jack to manoeuvre stock. • Manually wrapping of pallets using shrink wrap. • Manual strapping palletised stock to secure for dispatch.	☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No	• Task can be rotated with other tasks. • Breaks can be taken as required on this task. • Task has other workers available for any assistance as required. • Training available if required for new tasks. • Supervisory support available. • Completion of task at own pace. • Provision of simple/basic tasks. • Availability of onsite support person. • Debrief and support available in time of crisis (EAP, Mental Health First Aid etc). • Workload is reviewed regularly to ensure sufficient resources.
General Labouring	Medium work	Light	Lowest	Lowest	• Sweeping and general cleaning of warehouse which includes wiping down workstations. • Emptying of bins. • Lifting and stacking miscellaneous items onto pallets for storage. • Manual strapping of palletised stock. • Pressure washing various plants. • Use to manual pallet jack to relocate palletised stock.	☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No	• Task can be rotated with other tasks. • Breaks can be taken as required on this task. • Task has other workers available for any assistance as required. • Supervisory support available. • Completion of task at own pace. • Provision of simple/basic tasks. • Align task within individual's cognitive capacity. • Task may be rotated to prevent sustained concentration. • Availability of onsite support person. • Debrief and support available in time of crisis (EAP, Mental Health First Aid etc). • Workload is reviewed regularly to ensure sufficient resources.
Forklift Operation	Light work	Light	Lowest	Light	• Pre-start check - visual inspection. • 3-point contact to climb in/out of the forklift. • Driving the forklift requires constant bilateral upper limb use, visual scanning, occasional neck and trunk rotation and bilateral plantarflexion and dorsiflexion.	☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No	• Task can be rotated with other tasks. • Training available if required for new tasks. • Supervisory support available. • Completion of task at own pace. • Provision of simple/basic tasks. • Align task within individual's cognitive capacity. • Additional practical assistance available when performing challenging tasks. • Availability of onsite support person. • Debrief and support available in time of crisis (EAP, Mental Health First Aid etc). • Workload is reviewed regularly to ensure sufficient resources.
Operation of Large Plant	Medium work	Light	Light	Lowest	If competent, Trade Assistants can operate large plant: • Visual inspection and pre-start checklists to be completed prior to operation. • Climb into large plant using 3 points of contact. • Drive large plant to designated area. • Liaise with truck driver. • Unload large plants from low loader trailer.	☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No	• Task can be rotated with other tasks. • Seat adjustments include backrest tilt and seat slide backwards and forward. • Breaks can be taken as required on this task. • Tipper and large telehandler have two points of entry. • Dependant on large plant; location of foot positioning on break can be adjusted due to a fixed bipedal break. • Align task within individual's cognitive capacity. • Task may be rotated to prevent sustained concentration. • Additional practical assistance available when performing challenging tasks. • Availability of onsite support person. • Debrief and support available in time of crisis (EAP, Mental Health First Aid etc). • Workload is reviewed regularly to ensure sufficient resources.

Medical Restrictions:

Signed (Doctor): _____

Doctor Name: _____ Date: _____

Worker Name: _____

Select

SAFETY PREPARATION

Frequency Key	(N) Never	0% of duration	(O) Occasional	1-33% of duration	(F) Frequent	34-66% of duration	(C) Constant	67-100% of duration

Task Description

Prior to equipment and machinery leaving the depot, Trade Assistants complete pre-mobilisation checks to ensure it is compliant with safety regulations and standards. Trade Assistants follow a standardised checklist.

- Visual inspections – fire extinguisher present, relevant equipment and signage in place, general cleanliness and free of damage, etc,
- Systems check – ensure braking and steering is functional,
- Wheel and tyre safety – review tread and air pressure,
- Fluid and oil levels and checking for leaks,
- Electrical and lighting checks to ensure functionality,
- General maintenance checks.
- All faults and damage must be reported.
- Completion of mandatory paperwork.

Equipment cleaning and basic maintenance is conducted ad hoc.

Exposure

- **Exposure of Task:** 3 hours to complete task over a full shift.

Duration

- **Duration of Task:** 30 minutes completing task without a rest break.

Modification Options

- Breaks can be taken as required on this task.
- Task has other workers available for any assistance as required.
- Task can be performed in a supervisory capacity.
- Training available if required for new tasks.

Cognitive:

- Completion of task at own pace.
- Task may be rotated to prevent sustained concentration.
- Additional practical assistance available when performing challenging tasks.

Emotional:

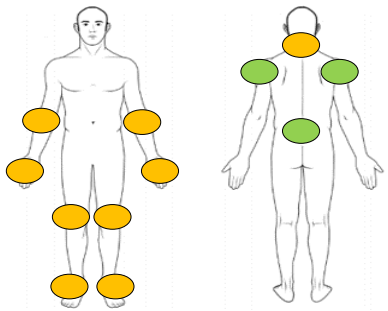
- Availability of onsite support person.
- Debrief and support available in time of crisis (EAP, Mental Health First Aid etc).

Role:

- Workload is reviewed regularly to ensure sufficient resources.

Task Analysis – Physical Demand:	N	O	F	C
Neck movement: extension / flexion / rotation			X	
Shoulder movement: below / above shoulder height		X		
Trunk movement: extension / flexion / rotation		X		
Elbow movement: flexion / extension			X	
Hand movement: grasping / fine motor			X	
Knee movement: flexion / extension			X	
Foot movement: plantar / dorsi flexion			X	
Standing:				X
Sitting:		X		
Walking:				X
Squatting / kneeling:			X	
Lifting: average weight: <1kg		X		
- maximum weight: 5kg		X		
Climbing / stairs:		X		
Push / pull:			X	
Vibration:		X		

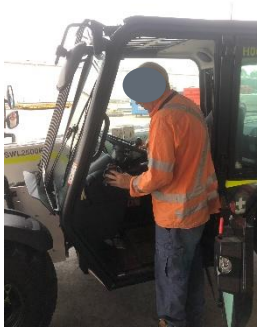
Body Map – Physical Demand



Overall Demands Category

Physical Demand	Cognitive Demand
LIGHT WORK	LIGHT
Emotional Demand	**Role Demand**
LOWEST	MEDIUM

Task Analysis – Psychological Demand:	N	O	F	C
Cognitive Demands				
Reading comprehension		X		
Oral comprehension			X	
Oral expression		X		
Writing			X	
Numerical reasoning	X			
Diagrammatic		X		
Critical thinking		X		
Attention to detail				X
Judgment and decision making			X	
Active listening		X		
Complex problem solving		X		
Memory		X		
Concentration				X
Emotional Demands				
Social perceptiveness	X			
Stress tolerance		X		
Persuasion	X			
Dealing with customers	X			
Resolving conflicts & negotiating with others	X			
Deal with unpleasant or angry people	X			
Work independently				X
Work with work group or team		X		
Role Demands				
Adaptability and flexibility		X		
Time pressure			X	
Time management			X	
Coordinate and lead others	X			
Instructing	X			
Management of financial resources	X			
Management of personnel resources	X			
Impact of decisions on co-workers or company results			X	
Structured work			X	
Responsibility for outcomes and results				X

Images – Safety Preparation

Image 1 - Cleaning/preparing asset for hire.

DISPATCH / RECEIPT

Frequency Key	(N) Never	0% of duration	(O) Occasional	1-33% of duration	(F) Frequent	34-66% of duration	(C) Constant	67-100% of duration

Task Description

Trade Assistants are required to oversee the dispatch and receipt of equipment and asset hires.

- Prepare equipment and assets for dispatch by verifying orders and ensuring equipment availability in line with the job cards and run sheets.
- Completion of pre-mobilisation inspections and tagging assets which are safe for dispatch.
- Liaison with delivery drivers and onsite personnel to coordinate the loading and/or unloading to assets into the truck.
- Assisting with loading and unloading equipment and assets onto and off trucks. Trade Assistants may be required to handle stock, push/pull trolleys, use of pallet jacks, etc.
- Spotting personnel when loading and unloading equipment by providing verbal cues and gestures to ensure safety.
- Use of forklift to manoeuvre stock into the truck.
- Inspect and document the condition of returned assets.
- Tidy and clean the stores and workshop as required.

Exposure

- **Exposure of Task:** 2-3 hours to complete task over a full shift.

Duration

- **Duration of Task:** 30 minutes completing task without a rest break.

Modification Options

- Task can be rotated with other tasks.
- Breaks can be taken as required on this task.
- Task has other workers available for any assistance as required.
- Training available if required for new tasks.
- Supervisory support available.

Cognitive:

- Completion of task at own pace.
- Align task within individual's cognitive capacity.
- Task may be rotated to prevent sustained concentration.
- Additional practical assistance available when performing challenging tasks.

Emotional:

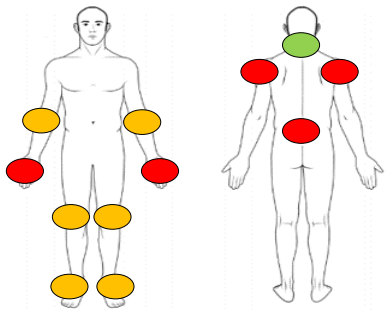
- Availability of onsite support person.
- Debrief and support available in time of crisis (EAP, Mental Health First Aid etc).

Role:

- Workload is reviewed regularly to ensure sufficient resources.

Task Analysis	Frequency			
Physical Demand:	N	O	F	C
Neck movement: extension / flexion / rotation		X		
Shoulder movement: below / above shoulder height				X
Trunk movement: extension / flexion / rotation				X
Elbow movement: flexion / extension			X	
Hand movement: grasping / fine motor				X
Knee movement: flexion / extension			X	
Foot movement: plantar / dorsi flexion			X	
Standing:				X
Sitting:		X		
Walking:			X	
Squatting / kneeling:		X		
Lifting: average weight: 5-10kg			X	
- maximum weight: 20kg		X		
Climbing / stairs:		X		
Push / pull:			X	
Vibration:		X		

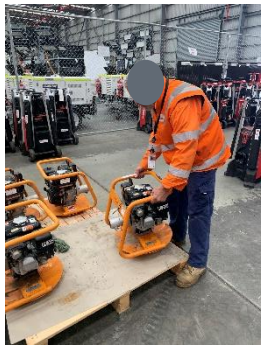
Body Map – Physical Demand



Overall Demands Category

Physical Demand	Cognitive Demand
MEDIUM WORK	LIGHT
Emotional Demand	**Role Demand**
LIGHT	LIGHT

Task Analysis	Frequency			
Psychological Demand:	N	O	F	C
Cognitive Demands				
Reading comprehension		X		
Oral comprehension			X	
Oral expression			X	
Writing		X		
Numerical reasoning	X			
Diagrammatic	X			
Critical thinking		X		
Attention to detail			X	
Judgment and decision making		X		
Active listening		X		
Complex problem solving		X		
Memory			X	
Concentration			X	
Emotional Demands				
Social perceptiveness			X	
Stress tolerance	X			
Persuasion	X			
Dealing with customers			X	
Resolving conflicts & negotiating with others		X		
Deal with unpleasant or angry people		X		
Work independently			X	
Work with work group or team			X	
Role Demands				
Adaptability and flexibility			X	
Time pressure		X		
Time management			X	
Coordinate and lead others		X		
Instructing		X		
Management of financial resources	X			
Management of personnel resources	X			
Impact of decisions on co-workers or company results		X		
Structured work				X
Responsibility for outcomes and results			X	

Images – Dispatch / Receipt			
			
Photo 1 – Use of tablet to obtain equipment list.	**Photo 2 –** Lifting equipment in preparation for dispatch.	**Photo 3 –** Racking with equipment for dispatch.	**Photo 4 –** Driving forklift.

Select

DATA ENTRY

Frequency Key	(N) Never	0% of duration	(O) Occasional	1-33% of duration	(F) Frequent	34-66% of duration	(C) Constant	67-100% of duration

Task Description

Trade Assistants are required to engage in data entry duties to maintain accurate records of inventory, receipt of machinery and deliveries.

- Duties are completing using a tablet or computer.
- Completing relevant paperwork and inputting information into the database regarding stock levels, deliveries, asset condition, etc.
- Taking photographs of incoming and outgoing machinery and adding these into the database.
- Liaison with internal and external customers/stakeholders if required over the phone or via email regarding goods and materials.

Exposure

- **Exposure of Task:** 1-2 hours to complete task over a full shift.

Duration

- **Duration of Task:** 20 minutes completing task without a rest break.

Modification Options

- Ergonomic considerations for this task include standing workstation, mouse and keyboard options, lumbar chair supports.
- Breaks can be taken as required on this task.
- Task has other workers available for any assistance as required.
- Training available if required for new tasks.
- Supervisory support available.

Cognitive:

- Completion of task at own pace.
- Provision of simple/basic tasks.
- Align task within individual's cognitive capacity.
- Task may be rotated to prevent sustained concentration.

Emotional:

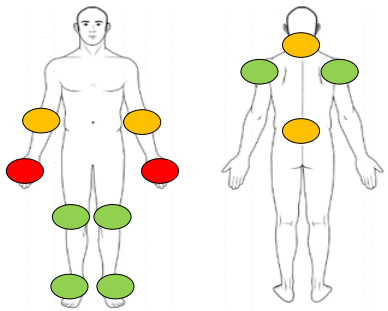
- Availability of onsite support person.
- Debrief and support available in time of crisis (EAP, Mental Health First Aid etc).

Role:

- Workload is reviewed regularly to ensure sufficient resources.

Task Analysis	Frequency			
Physical Demand:	N	O	F	C
Neck movement: extension / flexion / rotation			X	
Shoulder movement: below / above shoulder height		X		
Trunk movement: extension / flexion / rotation			X	
Elbow movement: flexion / extension			X	
Hand movement: grasping / fine motor				X
Knee movement: flexion / extension		X		
Foot movement: plantar / dorsi flexion		X		
Standing:		X		
Sitting:			X	
Walking:			X	
Squatting / kneeling:		X		
Lifting: average weight: <1kg		X		
- maximum weight: 2kg		X		
Climbing / stairs:		X		
Push / pull:		X		
Vibration:		X		

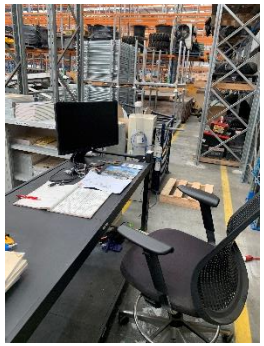
Body Map – Physical Demand



Overall Demands Category

Physical Demand	Cognitive Demand
SEDENTARY WORK	LIGHT
Emotional Demand	**Role Demand**
LOWEST	LIGHT

Task Analysis	Frequency			
Psychological Demand:	N	O	F	C
Cognitive Demands				
Reading comprehension				X
Oral comprehension			X	
Oral expression			X	
Writing		X		
Numerical reasoning		X		
Diagrammatic		X		
Critical thinking		X		
Attention to detail				X
Judgment and decision making		X		
Active listening		X		
Complex problem solving		X		
Memory			X	
Concentration				X
Emotional Demands				
Social perceptiveness		X		
Stress tolerance		X		
Persuasion		X		
Dealing with customers			X	
Resolving conflicts & negotiating with others	X			
Deal with unpleasant or angry people	X			
Work independently			X	
Work with work group or team			X	
Role Demands				
Adaptability and flexibility		X		
Time pressure		X		
Time management			X	
Coordinate and lead others		X		
Instructing		X		
Management of financial resources	X			
Management of personnel resources	X			
Impact of decisions on co-workers or company results			X	
Structured work				X
Responsibility for outcomes and results			X	

Images – Data Entry	
	
Photo 1 – Use of tablet for reporting.	**Photo 2 –** Desk set-up within the depot.

MOVING MATERIALS

Frequency Key	(N) Never	0% of duration	(O) Occasional	1-33% of duration	(F) Frequent	34-66% of duration	(C) Constant	67-100% of duration

Task Description

The Trade Assistant is responsible for efficiently and safely moving materials and assets around the warehouse.

- Lifting and carrying of stock of various weights from <1kg to 30kg onto and off pallets or shelving for storage.
- Pushing and pulling of trolleys to manoeuvre stock.
- Use of a manual pallet jack to manoeuvre palletised stock within the warehouse.
- Manual wrapping of pallets using shrink wrap. Required to walk around the pallet repeatedly with shrink wrap with gradual overlapping passes.
- Manual strapping of palletised stock to secure for dispatch.
  - Involves feeding the strapping through the bottom board of the pallet.
  - Tightening strapping manually with heavy duty tensioner.

Exposure

- **Exposure of Task:** completed as required, up to 1-2 hours over a full shift.

Duration

- **Duration of Task:** 10-20 minutes completing task without a rest break.

Modification Options

- Task can be rotated with other tasks.
- Breaks can be taken as required on this task.
- Task has other workers available for any assistance as required.
- Training available if required for new tasks.
- Supervisory support available.

Cognitive:

- Completion of task at own pace.
- Provision of simple/basic tasks.

Emotional:

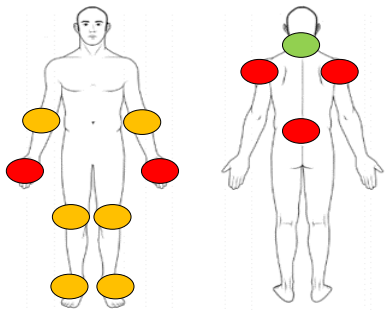
- Availability of onsite support person.
- Debrief and support available in time of crisis (EAP, Mental Health First Aid etc).

Role:

- Workload is reviewed regularly to ensure sufficient resources.

Task Analysis	Frequency			
Physical Demand:	N	O	F	C
Neck movement: extension / flexion / rotation		X		
Shoulder movement: below / above shoulder height				X
Trunk movement: extension / flexion / rotation				X
Elbow movement: flexion / extension			X	
Hand movement: grasping / fine motor				X
Knee movement: flexion / extension			X	
Foot movement: plantar / dorsi flexion			X	
Standing:				X
Sitting:		X		
Walking:			X	
Squatting / kneeling:		X		
Lifting: average weight: 5-10kg			X	
- maximum weight: 30kg		X		
Climbing / stairs:		X		
Push / pull:			X	
Vibration:		X		

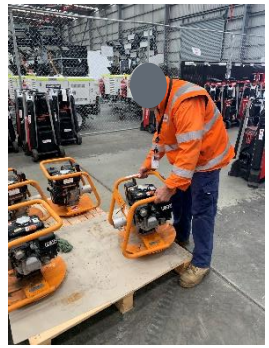
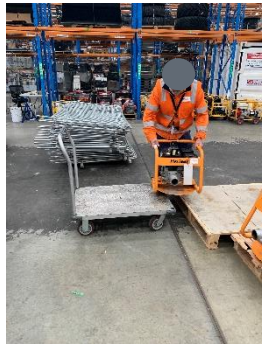
Body Map – Physical Demand



Overall Demands Category

Physical Demand	Cognitive Demand
HEAVY WORK	LOWEST
Emotional Demand	**Role Demand**
LOWEST	LIGHT

Task Analysis	Frequency			
Psychological Demand:	N	O	F	C
Cognitive Demands				
Reading comprehension		X		
Oral comprehension		X		
Oral expression		X		
Writing	X			
Numerical reasoning	X			
Diagrammatic	X			
Critical thinking		X		
Attention to detail			X	
Judgment and decision making		X		
Active listening	X			
Complex problem solving	X			
Memory		X		
Concentration			X	
Emotional Demands				
Social perceptiveness		X		
Stress tolerance	X			
Persuasion	X			
Dealing with customers	X			
Resolving conflicts & negotiating with others	X			
Deal with unpleasant or angry people	X			
Work independently			X	
Work with work group or team			X	
Role Demands				
Adaptability and flexibility			X	
Time pressure		X		
Time management		X		
Coordinate and lead others		X		
Instructing		X		
Management of financial resources	X			
Management of personnel resources	X			
Impact of decisions on co-workers or company results	X			
Structured work			X	
Responsibility for outcomes and results			X	

Images – Moving Materials		
		
Photo 1 – Picking overhead stock.	**Photo 2 –** Picking up equipment from the racking.	**Photo 3 –** Lifting equipment.
		
Photo 4 – Moving materials onto a trolley.	**Photo 5 –** Pallet jack utilised to move stock.	

GENERAL LABOURING

Frequency Key	(N) Never	0% of duration	(O) Occasional	1-33% of duration	(F) Frequent	34-66% of duration	(C) Constant	67-100% of duration

Task Description

Trade Assistants engage in a variety of labouring type tasks within the workshop throughout the course of their day. Duties are inclusive but not limited to:

- Sweeping and general cleaning of warehouse which includes wiping down workstations and operation of the industrial sweeper.
- Emptying of bins.
- Lifting and stacking miscellaneous items onto pallets for storage e.g. shelving, temporary fencing and tyres.
- Manual strapping of palletised stock.
  - Involves feeding the strapping through the bottom board of the pallet.
  - Tightening strapping manually with heavy duty tensioner.
- Infrequent handling of stock of various weights from <1kg to 20kg.
- Pressure washing various plants using petrol pressure washer.
- Relocation of palletised stock with the use of manual pallet jack.
- Manual break down of pallets.
- Manual wrapping of pallets using shrink wrap. Required to walk around the pallet repeatedly with shrink wrap with gradual overlapping passes.

Exposure

- **Exposure of Task:** completed infrequently during shift. Approximately 1-2 hours per shift.

Duration

- **Duration of Task:** Approximately 10-20 minutes without a rest break.

Modification Options

- Task can be rotated with other tasks.
- Breaks can be taken as required on this task.
- Task has other workers available for any assistance as required.
- Supervisory support available.

Cognitive:

- Completion of task at own pace.
- Provision of simple/basic tasks.
- Align task within individual's cognitive capacity.
- Task may be rotated to prevent sustained concentration.

Emotional:

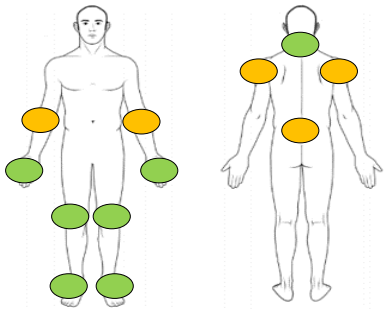
- Availability of onsite support person.
- Debrief and support available in time of crisis (EAP, Mental Health First Aid etc).

Role:

- Workload is reviewed regularly to ensure sufficient resources.

Task Analysis	Frequency			
Physical Demand:	**N**	**O**	**F**	**C**
Neck movement: extension / flexion / rotation		X		
Shoulder movement: below / above shoulder height			X	
Trunk movement: extension / flexion / rotation			X	
Elbow movement: flexion / extension			X	
Hand movement: grasping / fine motor		X		
Knee movement: flexion / extension		X		
Foot movement: plantar / dorsi flexion		X		
Standing:				X
Sitting:	X			
Walking:			X	
Squatting / kneeling:			X	
Lifting: Average weight: <5kg			X	
- Maximum weight: 20kg		X		
Climbing / stairs:	X			
Push / pull:		X		
Vibration:	X			

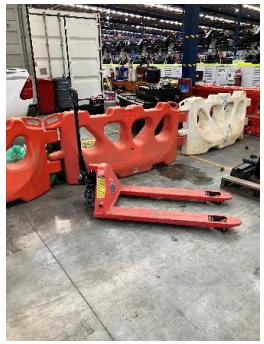
Body Map – Physical Demand



Overall Demands Category

Physical Demand	Cognitive Demand
MEDIUM WORK	LIGHT
Emotional Demand	**Role Demand**
LOWEST	LOWEST

Task Analysis	Frequency			
Psychological Demand:	**N**	**O**	**F**	**C**
Cognitive Demands				
Reading comprehension		X		
Oral comprehension		X		
Oral expression		X		
Writing	X			
Numerical reasoning	X			
Diagrammatic	X			
Critical thinking		X		
Attention to detail		X		
Judgment and decision making		X		
Active listening	X			
Complex problem solving	X			
Memory		X		
Concentration			X	
Emotional Demands				
Social perceptiveness	X			
Stress tolerance	X			
Persuasion	X			
Dealing with customers	X			
Resolving conflicts & negotiating with others	X			
Deal with unpleasant or angry people	X			
Work independently			X	
Work with work group or team		X		
Role Demands				
Adaptability and flexibility		X		
Time pressure		X		
Time management		X		
Coordinate and lead others	X			
Instructing	X			
Management of financial resources	X			
Management of personnel resources	X			
Impact of decisions on co-workers or company results	X			
Structured work			X	
Responsibility for outcomes and results		X		

Images – General Labouring			
			
Photo 1 – Workstations to be cleaned as well as equipment used for sweeping including industrial sweeper pictured behind the bin and use of a workshop vacuum.	**Photo 2 –** Set up of warehouse includes areas for parking of equipment and palletised racking.	**Photo 3 –** Palletised stock which has been hand loaded to the pallet and then manual strapped using a tensioner.	**Photo 4 –** Manual Pallet Jack.

FORKLIFT OPERATION

Frequency Key	(N) Never	0% of duration	(O) Occasional	1-33% of duration	(F) Frequent	34-66% of duration	(C) Constant	67-100% of duration

Task Description

This task involves operating a Forklift to manoeuvre pallets and heavy equipment around the depot. The Trade Assistant is required to complete the following:

- Pre-start check consisting of a visual inspection.
- 3 Points contact whilst climbing in and out of the forklift.
- When driving, the driver is required to constantly visually scan the surroundings, which often relies on trunk rotation, in addition to plantarflexion/dorsiflexion to regulate speed.
- Operation of the Forklift requires constant bilateral upper limb use and fine manipulation to steer, change gears and manipulate the tynes.

Exposure

- **Exposure of Task:** 2 hours to complete task over a full shift.

Duration

- **Duration of Task:** 10-20 minutes completing task without a rest break.

Modification Options

- Task can be rotated with other tasks including data entry and dispatch and receipt.
- Training available if required for new tasks.
- Supervisory support available.

Cognitive:

- Completion of task at own pace.
- Provision of simple/basic tasks.
- Align task within individual's cognitive capacity.
- Additional practical assistance available when performing challenging tasks.

Emotional:

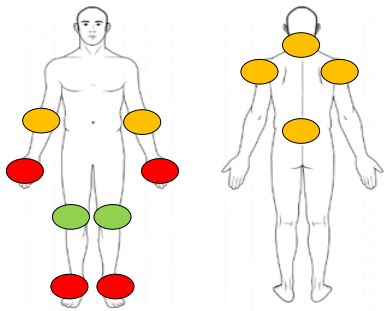
- Availability of onsite support person.
- Debrief and support available in time of crisis (EAP, Mental Health First Aid etc).

Role:

- Workload is reviewed regularly to ensure sufficient resources.

Task Analysis	Frequency			
Physical Demand:	N	O	F	C
Neck movement: extension / flexion / rotation			X	
Shoulder movement: below / above shoulder height			X	
Trunk movement: extension / flexion / rotation			X	
Elbow movement: flexion / extension			X	
Hand movement: grasping / fine motor				X
Knee movement: flexion / extension		X		
Foot movement: plantar / dorsi flexion				X
Standing:		X		
Sitting:				X
Walking:		X		
Squatting / kneeling:	X			
Lifting: average weight: 2kg		X		
- maximum weight: 5kg		X		
Climbing / stairs:		X		
Push / pull:			X	
Vibration:		X		

Body Map – Physical Demand



Overall Demands Category

Physical Demand	Cognitive Demand
LIGHT WORK	LIGHT
Emotional Demand	**Role Demand**
LOWEST	LIGHT

Task Analysis	Frequency			
Psychological Demand:	N	O	F	C
Cognitive Demands				
Reading comprehension		X		
Oral comprehension		X		
Oral expression		X		
Writing	X			
Numerical reasoning	X			
Diagrammatic	X			
Critical thinking			X	
Attention to detail			X	
Judgment and decision making			X	
Active listening		X		
Complex problem solving		X		
Memory			X	
Concentration				X
Emotional Demands				
Social perceptiveness		X		
Stress tolerance		X		
Persuasion	X			
Dealing with customers		X		
Resolving conflicts & negotiating with others	X			
Deal with unpleasant or angry people	X			
Work independently				X
Work with work group or team		X		
Role Demands				
Adaptability and flexibility			X	
Time pressure		X		
Time management			X	
Coordinate and lead others	X			
Instructing	X			
Management of financial resources	X			
Management of personnel resources	X			
Impact of decisions on co-workers or company results		X		
Structured work			X	
Responsibility for outcomes and results		X		

Images – Forklift Operation			
			
Photo 1 – Climbing into forklift maintaining three points of contact.	**Photo 2 -** Climbing into forklift maintaining three points of contact.	**Photo 3 –** Driving forklift.	**Photo 4 –** Manoeuvring light tower with forklift.

OPERATION OF LARGE PLANT

Frequency Key	(N) Never	0% of duration	(O) Occasional	1-33% of duration	(F) Frequent	34-66% of duration	(C) Constant	67-100% of duration

Task Description

If competent, Trade Assistants operate large plant inclusive of the terrain forklift, skid steer, tippers, large and small telehandlers.

- General visual inspection and prestart checklists to be completed prior to commencement of operation.
- Climb into large plant using 3 points of contact where applicable.
- Drive large plant to designated loading area outside. Trade Assistants are required to load large plant onto low loader trailer.
- Liaise with Truck Driver.
- When a large plant returns from a site, Trade Assistants are required to unload large plants from low loader trailer.
- Operator not required to assist with chaining and tying down of large plants.

Exposure

- **Exposure of Task:** Approximately 1-1.5 hours per shift.

Duration

- **Duration of Task:** Approximately 10-25 minutes without a break.

Modification Options

- Task can be rotated with other tasks including general labouring, forklift operation and administrative tasks.
- Seat adjustments include backrest tilt and seat slide backwards and forward.
- Breaks can be taken as required on this task.
- Tipper and large telehandler have two points of entry.
- Dependant on large plant; location of foot positioning on break can be adjusted due to a fixed bipedal break.

Cognitive:

- Self-paced task.
- Align task within individual's cognitive capacity.
- Task may be rotated to prevent sustained concentration.
- Additional practical assistance available when performing challenging tasks.

Emotional:

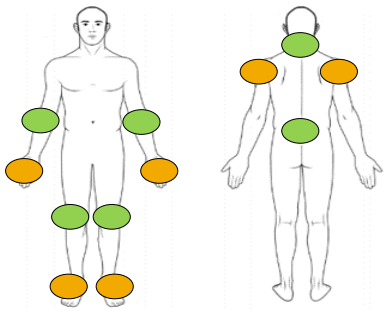
- Availability of onsite support person.
- Debrief and support available in time of crisis (EAP, Mental Health First Aid etc).

Role:

- Workload is reviewed regularly to ensure sufficient resources.

Task Analysis	Frequency			
Physical Demand:	N	O	F	C
Neck movement: extension / flexion / rotation		X		
Shoulder movement: below / above shoulder height			X	
Trunk movement: extension / flexion / rotation		X		
Elbow movement: flexion / extension		X		
Hand movement: grasping / fine motor			X	
Knee movement: flexion / extension		X		
Foot movement: plantar / dorsi flexion			X	
Standing:	X			
Sitting:				X
Walking:	X			
Lifting:	X			
Squatting / kneeling:	X			
Climbing / stairs:		X		
Push / pull:	X			
Vibration:		X		

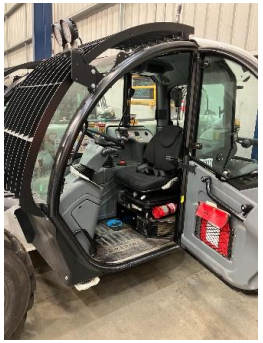
Body Map – Physical Demand



Overall Demands Category

Physical Demand	Cognitive Demand
MEDIUM WORK	LIGHT
Emotional Demand	**Role Demand**
LIGHT	LOWEST

Task Analysis	Frequency			
Psychological Demand:	N	O	F	C
Cognitive Demands				
Reading comprehension		X		
Oral comprehension			X	
Oral expression			X	
Writing	X			
Numerical reasoning	X			
Diagrammatic	X			
Critical thinking			X	
Attention to detail		X		
Judgment and decision making		X		
Active listening		X		
Complex problem solving		X		
Memory		X		
Concentration				X
Emotional Demands				
Social perceptiveness			X	
Stress tolerance	X			
Persuasion	X			
Dealing with customers			X	
Resolving conflicts & negotiating with others		X		
Deal with unpleasant or angry people		X		
Work independently				X
Work with work group or team		X		
Role Demands				
Adaptability and flexibility		X		
Time pressure		X		
Time management		X		
Coordinate and lead others	X			
Instructing	X			
Management of financial resources	X			
Management of personnel resources	X			
Impact of decisions on co-workers or company results	X			
Structured work		X		
Responsibility for outcomes and results	X			

Images – Operation of Large Plant			
			
Photo 1 – Size of largest plant required to be operated. Largest plants include tippers and large telehandlers. Access and size of equipment varies according to plant age, purpose and manufacturer.	**Photo 2 –** Tipper Access 1350mm height to cab entry. First step on tipper height is 530mm. Second and third step are both 410mm. Requires three points of contact for entering and exiting the tipper.	**Photo 3 –** Large Telehandler Access. 536mm per step. Three steps with entry and exit with 3 points of contact.	**Photo 4 –**Small Telehandler Access. Entry and exit via the left of the plant with one step. Step height = 540mm.
			
Photo 5 – Skid Steer Access. Skid steer only able to be accessed from forward entry. Trade Assistant required to step onto bucket and reach forward to contact safety rails. Operator then required to step forward onto step located just outside cabin and twist to sit in the skid steer.	**Photo 6 –** All Terrain Forklift Access. Entry and exit via the left of the plant with one step. Step height= 540mm.		

DEMAND TERMINOLOGY DEFINITIONS

PHYSICAL DEMANDS TERMINOLOGY DEFINITIONS

Abduction: Movement of a body part away from the median plane (of the body, in the case of the limbs; of the hand or foot, in the case of digits).	**Lordosis**: An abnormal extension deformity; anteroposterior curvature of the spine, generally lumbar with the convexity looking anteriorly.
Adduction: Movement of a body part toward the median plane (of the body, in the case of the limbs; of the hand or foot, in the case of digits).	**Lumbar:** Relating to the loins, or the part of the back and sides between the ribs and the pelvis.
Bending: To force into a different or particular, especially curved, shape, as by pressure.	**Lumbosacral joint**: Joint between fifth lumbar vertebra and sacrum.
Biceps: A muscle with two origins or heads. Commonly used to refer to the biceps brachii muscle.	**Medial:** Relating to the middle or centre; nearer to the median plane.
Deltoid: Large muscle of the shoulder that abducts and otherwise moves the upper arm about the shoulder joint against external loads.	**Plantar flexion**: Bending about the ankle joint in the direction of the sole of the foot.
Distal: Situated away from the centre of the body, or from the point of origin; specifically applied to the extremity or distant part of a limb or organ.	**Prehensile**: Adapted for taking hold of or grasping.
Dorsiflexion: Turning upward of the foot or toes or of the hand or fingers.	**Pronation of the forearm**: Rotation of the forearm in such a way that the palm of the hand faces backward when the arm is in the anatomical position, or downward when the arm is extended at a right angle to the body.
Dynamic: The science of motion in response to forces.	**Proximal**: Nearest the trunk or the point of origin, said of part of a limb.
Ergonomics: A branch of ecology concerned with human factors in the design and operations of machines and the physical environment.	**Range of motion**: The range of translation and rotation of a joint for each of it degrees of freedom.
Extension: The act of bringing the distal portion of a joint in continuity (though only parallel) with the long axis of the proximal portion.	**Rotation**: Turning or movement of a body round its axis.
Flexion: The act of flexing or bending, e.g. bending of a joint so as to approximate that parts it connects.	**Stiffness:** Rigid or firm in substance; not flexible, pliant or easily bent.
Force: That which tends to produce motion in a body.	**Strain:** To make an effort to the limit of one's strength; or, the change in shape that a body undergoes when acted upon by an external force.
Frontal plane: In front; relating to the anterior part of a body.	**Supination**: Supination of the forearm: Rotation of the forearm in such a way that the palm of the hand faces forward when the arm is in the anatomical position, or upward when the arm is extended at a right angle to the body.
Gross gripping: Grasping, seizing, holding with a large finger span.	**Torsion:** Twisting or rotation of a part upon its long axis.
Isometric: In physiology, denoting the condition when the ends of a contracting muscle are held fixed so that the contraction produces increased tension at a constant overall length.	**Transverse**: Crosswise; lying across the long axis of the body.
Kyphosis: A deformity of the spine characterised by extensive flexion.	

PSYCHOLOGICAL DEMANDS TERMINOLOGY DEFINITIONS

Cognitive Demands	
Reading comprehension	Understanding written sentences and paragraphs in work related documents.
Oral comprehension	Listen and understand information and ideas presented though spoken words and sentences.
Oral expression	Communicate information and ideas in speaking so others will understand.
Writing	Communicate effectively in writing as appropriate for the needs of the audience.
Numerical reasoning	Choosing the right mathematical methods or formulas to solve a problem.
Diagrammatic	Analyse diagrams, sequences and transformations, which is critical to success in areas such as Computer Programming, Engineering, Electronics and Science.
Critical thinking	Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
Attention to detail	Being careful about detail and thorough in completing work tasks.
Judgment and decision making	Considering the relative costs and benefits of potential actions to choose the most appropriate one.
Active listening	Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate and not interrupting at inappropriate times.
Complex problem solving	Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
Memory	Remember information such as words, numbers, pictures, and procedures.
Concentration	Concentrate/focus attention on a task over a period of time without being distracted.
Emotional Demands	
Social perceptiveness	Understanding of other's verbal and nonverbal behaviour and actions. This can include having to interpret a combination of what they are saying as well as their tone of voice, body language, gestures and facial expression.
Stress tolerance	Accepting criticism and dealing calmly and effectively with high stress situations.
Persuasion	Persuading others to change their minds or behaviour.
Dealing with customers	Working with customers (Internal/external).
Resolving conflicts and negotiating with others	Handling complaints, settling disputes, resolving conflicts, and negotiating with people.
Deal with unpleasant or angry people	Dealing with unpleasant, angry, or discourteous individuals as part of the job requirements.
Working independently	Working alone with little or no supervision.
Work with work group or team	Working with others in a group or team.

Role Demands	
Adaptability and flexibility	Being open to change (positive or negative) and to considerable variety in the workplace.
Time pressure	Job requires meeting strict deadlines.
Time management	Requirement to organise, plan and prioritise one's own time and time of others.
Coordinate or lead others	To coordinate or lead others in accomplishing work activities in this job (e.g., leading a team/group of people).
Instructing	Teaching others how to do something.
Management of financial resources	Determining how money will be spent to get the work done, and accounting for these expenditures.
Management of personnel resources	Motivating, developing, and directing people as they work, identifying the best people for the job.
Impact of decisions on co-workers or company results	Employee makes decisions that impact the results of co-workers, clients or the company.
Structured work	Job is structured for the worker, rather than allowing the worker to determine tasks, priorities, and goals.
Responsibility for outcomes and results	Responsible for work outcomes and results of other workers.



CONTACT

The Recovre Group
T: 1300 550 276
F: 1300 720 769
Feedback@Recovre.com.au

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