


CONTRACTOR INDUCTION MANUAL

CONTRACTOR MANAGEMENT



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Work Health and Safety

Contractor Induction Manual

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1. Introduction

This guide is designed to give contractors information on Centacare's Work Health and Safety (WHS) Contractor Management System and provide specific requirements when working at Centacare owned and/or controlled sites. By reading and understanding this guide, everyone working within Centacare sites will be able to play their role in maintaining a safe workplace.

The key purpose of this guide is to advise of:

- work health and safety obligations under the WHS Act 2011 and WHS Regulation 2011
- hazards and their associated controls relevant to specific Centacare sites, and
- any relevant operational issues in the management of contractors.

2. Contractor Management Information

The following documents are available to accompany this manual.

- Contractor Pre-Commencement Checklist
- Site Specific Requirements

3. Disclaimer

Centacare has prepared this guide in order to assist contractors to work safely on Centacare sites and abide by Centacare WHS requirements relating to people and property. It should be noted that these requirements are in no way an attempt to summarise legislative requirements. The contractor should be familiar with all relevant legislative requirements with current work health and safety legislation.

The contractor has full responsibility with regards to:

- identification and implementation of all applicable requirements from work health and safety legislation and the environment in relation to their work
- comprehension of the full extent of the contractor's legal obligations, and
- implementation of all necessary measures to ensure that the safety of all persons working on, or near the contractor's site of work.

4. On Arrival

All contractors arriving on Centacare sites must report to the reception to sign in to the visitor book and wait for the nominated Centacare representative. Contractors, their employees and subcontractors will not be provided with access to the site unless the person has successfully completed Centacare's Induction Program (see below).

The Contractor is also responsible for ensuring that the site area is secure at the end of each day. Before any work being carried out on site, the Centacare Service Manager or authorised delegate must ensure that the Contractor is aware of all risks and hazards relevant to the worksite and associated tasks by running through the site specific requirements document.

This information is provided as part of the project documentation and is also incorporated into the induction process and or project start-up meeting.

5. Contractor Management

INDUCTION

Before the commencement of work on Centacare sites, all contractors and their employees or subcontractors must make themselves aware of the general requirements outlined in this Contractor Induction Manual. This also applies to contractors appointed by Housing Operations to provide services to external third parties in properties not owned by Centacare. Once they have read and understood this document they must sign the Contractor Induction Register which is held at the site. Understanding of this document and its contents is required as part of the contractor approval process and forms part of the overall contractor management process.

Contractors may still be required to participate in a range of other forums designed to provide further health and safety project specific information. This may include but is not restricted to prestart construction meeting, site specific safety requirements as part of the local induction process.

Where **construction** work is being performed, all contractors, their employees and any subcontractors will have successfully completed the general construction induction training (white card); and if the worker completed the training more than 2 years previously—the worker has carried out construction work in the preceding 2 years.

ACCESS/EGRESS

Other than agreed alternative and temporary arrangements arising from consultation with the Centacare Service Manager, access ways to exits must be kept clear at all times. Also, objects must not be placed or allowed to remain, and vehicles must not be parked or allowed to stand, in the path of travel from an exit leading out of a building.

HOUSEKEEPING/ WASTE REMOVAL

The Contractor shall maintain a clean site throughout the contract period and ensure that the site is cleared of all rubbish, refuse and completed materials at the end of each day. The Contractor is responsible for the supply and removal of bins/skips used specifically for the removal of debris and materials associated with all works. Centacare rubbish bins cannot be used for the disposal of construction and demolition waste and all waste must be removed from sites by the contractor.

A suitable location for any bins/skips shall be coordinated with the Service Manager or their authorised delegate.

On completion of the contracted works, the Contractor is required to clean and clear away from the

site all debris, rubbish, surplus building materials etc. to the satisfaction of the Centacare Service Manager and to leave the site in a condition suitable for occupation. Should Centacare need to arrange additional cleaning to satisfy the requirements of this clause, the Contractor will be invoiced.

CONDUCT OF CONTRACTORS AND THEIR EMPLOYEES WHILST ON SITE

All Contractors have a responsibility to act appropriately around Centacare staff and clients.

Centacare has a duty of care and other legislative responsibilities regarding the protection of children or vulnerable people within their care.

Inappropriate language, harassment or sexual behaviour of any nature is unacceptable and will not be condoned at any Centacare Sites.

Contact with children is to be avoided at all times and use of toilets provided for children is prohibited. Any misconduct towards children will be dealt with by the Service Manager in the first instance and appropriate authorities, for example, the Queensland Police Service, will be contacted if necessary.

CONTINUED OCCUPATION

The Contractor will be advised if the Centacare site or areas adjacent to the site will continue to be occupied. Where necessary the Contractor shall allow for liaison with occupants and coordinate their activities in such a manner as to minimise disruption to normal operations of the building's occupants. This consultation may at time include other Non-Centacare entities such as Brisbane Catholic Education, the Local Catholic Parish.

Work of a disruptive nature includes: work that generates excessive noise; disruption to essential services, and work that generates excessive dust, vapors or fumes.

FIRST AID

The contractor is responsible for providing first aid equipment unless alternate arrangements have been agreed to by the contractor and the Centacare site, and have been noted in the site specific requirements.

REPORTING INCIDENTS

Any concerns regarding suspected harm to Centacare clients from any source are to be immediately reported to the Service Manager.

Any health and safety incident which incurs medical treatment may be investigated by Centacare's WHS Team to determine root causes and appropriate corrective actions. It is expected that the contractor will fully cooperate with any reasonable instructions that form part of the investigation.

Where the regulator issues the contractor with a compliance notice such as an improvement or prohibition notice, Centacare will be advised of the notice and provided with a copy of the compliance notice.

SAFETY INSPECTIONS / BREACHES

The Contractor as an employer has a duty of care to provide and maintain a safe workplace for their employees, Centacare staff and clients. The Contractor has a responsibility to conduct workplace inspections on a regular basis.

The Centacare Service Manager or their nominated representative may conduct random WHS observations of contractor conformance to contractor documentation provided. Non-conformances relating to WHS will be recorded and conveyed to the contractor for rectification and used as part of the review process for contractor performance.

Centacare staff who identify that a Contractor or the Contractor's employees are operating in an unsafe manner, are responsible for reporting the unsafe practice to the Service Manager immediately advising them of the unsafe practice being undertaken. Contractors shall take immediate remedial action on any safety hazard, defect or any other issue associated with WHS matters identified during such inspections.

If there are any unsafe practices which present an immediate risk of serious injury or fatality to a person; and/or if repeated lower risk incidents are observed, the Contractor may be instructed to cease work until the situation has been rectified and the work site and/or operational procedures are deemed safe.

SIGNAGE

Where a Principal Contractor (PC) has been appointed for a construction project (over \$250K), the PC must ensure that signs are installed, that—

- show the Principal Contractor's name and telephone contact numbers (including an after-hours telephone number)
- show the location of the site office for the project, if any, and
- are clearly visible from outside the workplace, or the work area of the workplace, where the construction project is being undertaken.

SMOKE-FREE WORK ENVIRONMENT

Smoking (including tobacco and electronic cigarettes) is prohibited at any time in Centacare buildings and clients' homes. Smoking is only allowed in designated smoking areas whilst on site, and this applies during and after business hours and on weekends.

SUPERVISION

The Contractor must provide adequate supervision to their employees to the satisfaction of Centacare and is responsible for the conduct of all employees and subcontractors under its control whilst on and about the site and shall ensure that they abide by Centacare procedures, instructions and safety signage at all times.

TOILETS

Excluding major contracts where a Principal Contractor has been appointed (where it is expected that the PC will provide toilet facilities), the Contractor shall have shared access to staff toilets at the site where the works are being undertaken. The use of toilets used by children who are clients of Centacare is strictly prohibited.

VEHICLES

Vehicles shall only be driven and parked in designated areas. Speed limit and other traffic signs must be observed. Any exceptions must be on agreement with the Service Manager. When a vehicle is to be driven on site in an area that is not designated as a roadway, vehicles must have their hazard lights on and should not exceed walking speed. The Contractor will discuss with the Service Manager on the need to have a spotter accompany any mobile plant moving through the site/

Pedestrians have right of way at all times. Any permission given to park or drive in the site may be revoked if unsafe driving is observed.

WORK-SITE BOUNDARIES

All places where contractors perform work are to be delineated by an agreed site boundary. The boundaries shall be constructed according to the work environment and the nature of work taking place and may include welded mesh fences, barricades, warning signs, locked doors/gates, "witches hats", total enclosure and/or other agreed methods.

In determining site boundaries every effort shall be made to minimise disruption to the normal activities in the area while ensuring the health and safety of the Centacare staff and clients and Contractor.

6. Safe Systems of Work

ELECTRICAL WORK

Electrical work must be undertaken in accordance with the requirements of the Electrical Safety Regulation 2002 and AS/NZS3000:2000. Electrical work must only be performed by an appropriately licensed electrical contractor.

Prior to the commencement of works, electrical contractors are to undertake a review of the existing switchboard and confirm that:

- access to the board can be restricted.
- circuits can be isolated via suitable lock and tag
- circuits are RCD protected (where RCD protection is not available then temporary RCD will need to be installed).

Contractors are required to ensure that appropriate Electrical Isolation is used in accordance with legal and best practice requirements applicable to the site, task or person performing the work.

Any live electrical work requires a safe work permit which must be approved by the appropriate Centacare representative.

EMERGENCY EVACUATION AND LOCKDOWNS

In the event of an emergency, such as a fire or lockdown situation, Contractors on Centacare sites are deemed to be visitors to the site. In the event of the fire alarm sounding, the Contractor and their representatives must evacuate the site, following exit signage and the directions of Centacare staff to the assembly point nominated.

Contractors shall either be provided with site emergency plans or will be made aware of the assembly point at start up.

PERMIT TO WORK

A Permit to Work is a written record that authorizes specific work, at a specific work location, for a specific period of time. The permit is an agreement between the issuer and the receiver that documents the conditions, preparations, precautions and limitations that need to be clearly understood before work begins. Permits to Work must be reviewed and approved by the relevant WHS Team member. High risk activities which require safe work permits include the following:

Hot Works	Any construction or maintenance work that could serve as an ignition source involving open flames or producing heat and/or sparks. E.g. cutting, heating, grinding, welding.
Working at heights	Any activities which create a risk of falling such as work performed: <ul style="list-style-type: none"> • off the ground (e.g. up ladders, on a roof, on work platforms); • on the ground close to holes (e.g. excavations) edges or ledges (e.g. retaining walls); • openings through which people could fall (e.g. skylight); or • in areas where objects may fall from higher levels and cause injury.
Asbestos work	Any work which is likely to disturb asbestos containing materials.
Live Electrical Work	Electrical work performed in circumstances in which the part of the electrical equipment that is the subject of the work is energised. Examples include but are not limited to: live testing of components, electrical equipment and apparatus, live testing to ensure correct connections (including polarity),

	tightening the terminals of live circuit breakers and replacing fittings or components when they are live.
Excavation & Earthworks	An excavation where there is a risk of a person falling more than 2 metres or when a trench has an excavated depth greater than 1.5 metres. Any time where earthworks may be at risk of disturbing underground cabling and services, or where there is the use of Powered Mobile Plant near the excavation,
Confined Space	<p>A Confined Space means an enclosed or partially enclosed space that:</p> <ul style="list-style-type: none"> • Is not designed or intended primarily to be occupied by a person and • Is, or is designed or intended to be, at normal atmospheric pressure while any person is in the space and <p>Is or is likely to be a risk to health and safety from:</p> <ul style="list-style-type: none"> • An atmosphere that does not have a safe oxygen level, or • Contaminants, including airborne gases, vapours and dusts, that may cause injury from fire or explosion, or • Harmful concentrations of any airborne contaminants, or • Engulfment.

WORKING IN CONFINED SPACES

The contractor is required to provide evidence to the site that they have a safe system for working in a confined space. This system extends to tasks such as entry into the confined space, inspection, maintenance and work. Particular emphasis will be placed on the following:

- risk assessment
- control of risks
- atmospheric monitoring
- entry permits
- rescue arrangements, and
- training and competency.

The contractor will be required to use their own permit for work for entry into confined spaces on Centacare sites. Confined space permits must be approved by the appropriate representative of the WHS Team prior to the commencement of work.

INTERRUPTION OR ISOLATION OF SERVICES

To ensure minimal impact on the Centacare site, the Contractor and Service Manager (or authorised delegate) are required to confirm that isolations for services such as electricity, water, gas, telephone or data have been arranged and that individuals affected have been advised in advance of intended works.

The contractor is required to provide to the Service Manager details of the nature of the work to be done, the time and the expected duration of the shutdown. All interruptions shall be kept to an absolute minimum and only at such times as has been agreed by the Service Manager or authorised delegate.

Should services be shut down accidentally, the Contractor must advise the Service Manager or delegate immediately.

ISOLATION OF FIRE & SECURITY ALARMS

It is the Contractors responsibility to contact the Service Manager to arrange for the isolation of fire and smoke detectors and security alarms to prevent false alarms. No welding or other heat or dust producing work is to be carried out in any internal area before the fire alarm detectors are isolated.

Failure to comply with this requirement may result in a false alarm calling out the Queensland Fire and Rescue Service (QFRS) and the relevant Service Provider, the cost of which will be invoiced to the Contractor. On the conclusion of the works the Contractor must contact the Service Manager to arrange for the de-isolation of fire installations. The Contractor is to ensure responsibility for coverage of smoke and security alarm activities during the down times of the Contract Term.

SAFE WORK METHOD STATEMENT (HIGH RISK CONSTRUCTION WORK)

The Contractor must provide a Safe Work Method Statement (SWMS) for all construction work including all work deemed to be *High Risk Construction Work* as per the Section 291 of the Work Health and Safety Regulation 2011.

7. Safe Plant, Structures and Environment

DUST, FUMES AND NOISE

Where work is arranged within existing buildings or in the vicinity of occupied buildings, the work shall be arranged to minimise nuisance to the staff and clients and to ensure their safety at all times. This provision shall include protection against weather, noise, dust, water, fumes or other nuisances, by means of temporary screens, exhaust equipment or other measures. Every effort shall be made to:

- Control the emission at the source; and/or
- Contain the emission within the work site; and/or
- Find a more appropriate work method and/or time of work.

Noise from equipment being used must not exceed prescribed levels for hearing conservation or recommended levels for areas of occupancy. Where high noise levels are expected to be produced by certain operations, consideration must be given to carrying out the process during a time which will cause minimal disruption for the service.

Personal Protection Equipment should also be worn by contractors working above the prescribed

recommended noise, dust and fume levels as appropriate.

ELECTRICAL EQUIPMENT

Use of electrical equipment on Centacare sites is subject to the following:

- All electrical equipment is to be connected to an approved Residual Current Device (RCD)
- Be tested and tagged in accordance with the Electrical Safety Act 2002
- The electrical cord is protected from damage.
- Be removed from the power outlet when not in use
- Not pass through doorways unprotected or use piggyback lead and double adaptors

Upon becoming aware of the situation, the contractor must not allow defective electrical equipment to be used on Centacare sites and must be withdrawn immediately.

Safety switches belonging to the contractor must be tested in accordance with the Electrical Safety Regulation 2002.

HAND TOOLS

Tools such as picks, shovels, axes, crowbars, hammers, wrenches, files, screwdrivers and similar must be checked regularly. Where damaged or defected tools are present, these items must be removed from site and repaired or disposed of in an appropriate manner.

MAINTENANCE OF EQUIPMENT, PLANT AND TOOLS

All plant and equipment must be regularly serviced and maintained in sound working order. All machinery and equipment must have appropriate guarding. Only trained and authorized operators are allowed to turn on, operate and turn off equipment. All faulty equipment must be tagged out of service and removed from site and repaired or disposed of in an appropriate manner. Equipment carrying "Danger" or "Out of Service" tags must not be used.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Where hazards cannot be controlled by other means, the contractor must provide and wear adequate PPE.

If PPE has been identified as one of the control measures to minimise exposure to a risk, the contractor must make sure such equipment is provided to its workers. The contractor must also provide training and instruction in the use of the PPE.

8. Hazardous substances and dangerous goods

ASBESTOS

Contractors should ask at the reception of the Centacare site for the Asbestos Register. The Contractor is responsible for making themselves aware of the condition of any site relevant Asbestos Containing Materials. In the event that the register is not available or possible Asbestos Containing Material has not been identified on the register, and there is reasonable suspicion that Asbestos may be present then the material is to be tested prior to works commencing, by a NATA accredited provider. Responsibility for the cost of this testing is to be negotiated by the Contractor and relevant Centacare representative. Where contract work is to be done in the proximity of any asbestos containing materials (“ACM”), or where it is likely that the asbestos may be disturbed, the contractor shall be given a copy of the Centacare Asbestos Register or the outcomes of relevant asbestos testing.

HAZARDOUS CHEMICALS / HAZARDOUS SUBSTANCES

Prior to contract work commencing the contractor must provide a list of the chemicals which will be brought onsite, and during the course of the project must ensure that copies of relevant Safety Data Sheets (SDSs) are readily accessible for the chemicals to be used. All hazardous material brought onto Centacare sites must be clearly labelled, and safe handling and storage instructions as outlined on the product labels must be complied with at all times.

Clean-up materials must be provided in case of spillage. Liquid spills may be mopped up with rags, sawdust or commercially available absorbent products. DO NOT wash chemicals or other hazardous substances down the drain or pour chemicals onto the ground.

9. Related Centacare Documents

- Managing Work Health and Safety Risks Policy
- Contractor Management Procedure
- Asbestos Management Policy and Procedure
- Emergency Management Procedures