



GREATER
DANDENONG
City of Opportunity

Contractor Induction Handbook

June 2018



OurSafetyWay

Leadership
Behaviour
Systems

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Introduction

The City of Greater Dandenong (CGD) recognises its responsibility for the health and safety of Contractors, Consultants and their respective employees when engaged to perform work or provide services to CGD. All contractors, subcontractors and their respective employees are expected to conduct health and safety due diligence in performing their work, so that they do not pose a risk to themselves or others. Contractors must at all times comply with all relevant legislation, codes of practice, and Australian Standards, as well as their own company policy(s) and procedures.

CGD acknowledges that contractors and consultants perform work that potentially has different hazards and greater risks than those that occur during normal CGD operations. Accordingly, a greater level of scrutiny has to be taken when considering the hazards and risks that may arise from the activities or services of contractors. Contractors are expected to have a combination of relevant skills, knowledge, experience and training necessary to safely undertake the work for which they have been engaged.

City of Greater Dandenong (CGD) Policy Statement

CGD is committed to fulfilling both its moral and legal responsibility under the *Occupational Health and Safety Act 2004* to provide a safe and healthy work environment for employees, contractors, customers, volunteers and visitors. This commitment extends to ensuring that operations undertaken by CGD do not place the community at undue risk of injury or illness. CGD is committed to continuous improvement with respect to all areas of occupational health and safety. CGD's OHS Policy statement can be viewed on Council's Website under Policies & Procedures.

Occupational Health & Safety Act 2004

The *Occupational Health and Safety Act 2004* requires employers to provide and maintain, so far as is practicable for all employees, a working environment that is safe and without risk to health.

Employers owe the same duty to independent contractors and their employees who are working at the workplace. This duty extends only to matters over which the employer has or would have management and control.

Employer Responsibilities

Under Section 21 of the *Occupational Health and Safety Act 2004*, Employers must:

- provide a safe and healthy place to work;
- ensure that safe plant and equipment and safe systems of work are provided and maintained;
- initiate a consultation process with all employees involved in a process;
- provide information, instruction, training and supervision to employees to enable;
- employees to perform their work in a manner that is safe and without risks to health.

Duties Of Employees

While at work employees must under Section 25 of the Occupational Health and Safety Act 2004:

- protect their own health and safety.
- take reasonable care of the health and safety of others at their workplace.
- co-operate with their employer to ensure health and safety.

Contractor Responsibilities

It is the responsibility of all Contractors to:

- maintain their own Occupational Health and Safety policies, procedures and work instructions
- inform the CGD of any sub-contractors engaged;
- induct the contractor's employees and sub-contractor and their employees on site and keep appropriate records on site at all times;
- provide the sub-contractor with the relevant information required to complete the job safely (Risk Assessments, permit to work, etc.);
- fulfill their legal obligation as an employer;
- fulfill their legal obligations as an employee in relation to matters which CGD has management and control; and
- inform the contract manager of any non-conformances, incidents or issues on site
- report any reportable incidents to WorkSafe
- report to reception or site contact for any works conducted at CGD staffed facilities before and after conducting any works – see Visitors sections. –

Equal Opportunity

Equal Opportunity is about giving everyone a FAIR GO.

CGD is an equal opportunity employer and is committed to the provision of a workplace free of discrimination and harassment.

CGD aims to ensure a culture of openness and transparency, where all employees are not discriminated against in the workplace, by fostering a work environment which provides mutual employee respect and working relationships.

This policy applies to all CGD full-time, part-time and casual employees, agents and contractors of CGD.

Insurance

Dependent on terms of engagement all Contractors/Consultants and sub-contractors will provide proof of insurance(s), prior to commencement of works. Examples of Insurance(s) that may be required are as follows:

- Workers Compensation Insurance.
- Public Liability Insurance (minimum \$20,000,000).
- Professional Indemnity Insurance (minimum \$10,000,000).
- Contract works insurances – when the Scope of Work deems it is required.
- Motor Vehicle and general property Insurance.

Behaviour in the Workplace

Certain types of behaviours are not tolerated in CGD workplaces, including:

- Bullying
- Fraud
- Vandalism or causing intentional damage to property
- Harassment
- Horseplay
- Fighting or acts of violence.
- Interfering with safety equipment

Discrimination

It is illegal to discriminate against employees and potential employees, contract employees on the basis of:

- Age
- Industrial activity
- Marital status
- Political belief or activity
- Race
- The sex of a person
- Impairment
- Lawful sexual activity
- Physical features
- Pregnancy
- Religious activity

Children in the Workplace

Contractors must not bring children in to the workplace unless prior permission is granted by the Contract Superintendent or their representative.

Pets in the Workplace

Contractors must not bring pets in to the workplace.



Attending Council staffed sites

Upon arrival and departure at any CGD premises, you will be required to report to reception or site contact, sign / out in the visitor book and obtain / return a visitor's pass (where applicable).

Contractors are required to make the Contract Superintendent or their representative **and** reception staff or site contact aware of the works that will be undertaken at any staffed facility and if any of the works will present a hazard.

Under no circumstances are security (swipe card access) doors to be propped open and unattended, allowing unauthorized persons access to restricted areas.

Accident & Incident Notification & Investigation Procedure

All accidents & incidents including near misses that occur while engaged in CGD works must be reported to Contract Superintendent or their representative for the relevant works within 1 hour.

A written notification must be made to CGD within 24 hours of the incident occurring.

Contractors are required to co-operate with CGD staff in incident investigations as requested.

Hazard Identification & Reporting

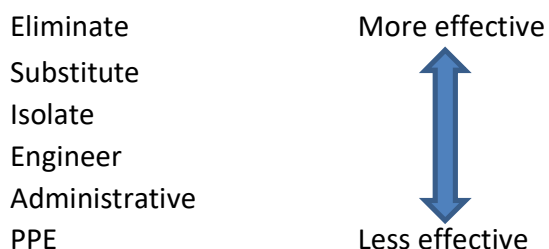
All hazards must be identified through a SWMS for high risk construction work (see ref. later), JSA / risk assessment or hazard identification process prior to work commencing.

Further hazards in the workplace may be identified:

- during a scheduled workplace inspection;
- during the course of normal day to day duties;
- from a near miss or occurrence or incident in the workplace.

All risk and hazards must be eliminated, or if unable to be eliminated, so far as is reasonably practicable risks are to be reduced using the Hierarchy of Control. (See below)

Risk Control Measures



Smoking

CGD is committed to providing a safe and healthy work environment for all CGD employees and contractors by reducing the risks associated with cigarette smoke, misuse or abuse of drugs and alcohol.

Smoking is not permitted in CGD owned buildings and vehicles.



No smoking within 10 metres of 'No Smoking' signs or entrances to CGD buildings, not within 10 metres of petrol bowsers, and not within 10 metres of air-conditioning intake vents.

Emergency Procedures

Contractors must have a documented procedure in place to deal with emergency situations that may arise in the course of work.

Contractor employees and sub-contractors must have received training in the procedures and the procedure practiced regularly.

Contractors working in non-staffed facilities:

- Evacuation procedures are displayed at the entrances and exits to CGD facilities.

Contractors and employees (including sub-contractors) must make themselves aware of these procedures and follow them in the event of an emergency.

Contractors working in staffed facilities.

- Visitors to staffed facilities shall follow the emergency procedures in place for that facility and emergency instructions issued.

Action in the Event of an Emergency

- Contractors should familiarise themselves with emergency procedures in all CGD facilities where they are working.
- The emergency evacuation alarm, when sounded, is heard throughout CGD facilities where staff or public are stationed.
- All work must stop and all ignition sources must be eliminated (Even in practice drills).
- Follow the instructions of the fire warden or the people/person in charge of the facility and exit the building and proceed to the designated assembly area.
- Where there is no fire alarm or staff/public stationed at the facility in which you are working, emergency services should be called on '000' and the contract supervisor must be contacted immediately following contact with 000. (
- Offer assistance in an emergency situation only if it is safe to do so.
- Under no circumstances should staff or contractors place themselves at risk when offering assistance in an emergency situation (This includes fighting fires, rescuing others, dealing with aggressive persons).

First Aid

All Contractors must provide their own suitable and readily accessible first aid kits.

Contractors must have adequate first aid facilities and first aid supplies and determine whether qualified first aiders are required.

Isolation & Tag Out System

The purpose of this is to ensure that employees and public are not exposed to hazards with a high likelihood of injury.

Contractors involved in the maintenance of equipment or plant must ensure that all hazardous energies associated with energised equipment or plant are de-energised and made safe by way of positive isolation, locked out and tagging to ensure staff, contractors and visitors are made aware of any equipment and or plant that are out of service.

Any work/task area requiring isolation and being tagged out **must** be appropriately barricaded with signage to keep out any unauthorised persons entering work area.

Permit to Work

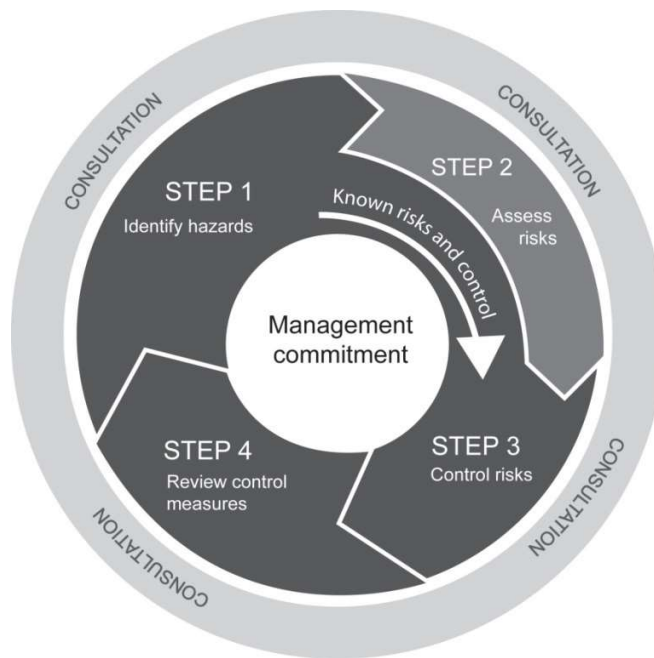
The CGD uses a permit to work system to ensure the safety of personnel undertaking high risk tasks. Contractors who perform any of the works listed below are to ensure they have their own Permit to Work system in place for these processes.

High-risk works that require a permit to work:

- Welding, grinding and similar activities outside of normal maintenance facilities, where potential for fire has been identified – **No hot work is allowed outdoors on total fire ban days;**
- Working at height for maintenance works such as roof works, air condition maintenance or other high risk works, over a height of 2 metres or 4 metres for scaffolding;
- Trenching works over 1.5 metres; (WorkSafe must be notified)
- Electrical maintenance works where de-energising processes or lock-out/tag-out processes need to be applied;
- Work in confined spaces; and
- Any other activities which are considered to be over and above normal operations and are classified as high risk; and the level of risk cannot be effectively reduced.

Risk Assessments

The contractor is to ensure that risk assessments have been carried out for all hazards in accordance with the Model Code of Practice: How to manage work health and safety risks, and any relevant legislative requirements under Occupational Health and Safety laws.



Safe Work Method Statement

Safe Works Method Statements are to be prepared for all High Risk Construction Works as defined by the *Occupational Health and Safety Regulations 2017* and be made available for inspection to the Contract Superintendent or their representative and to relevant authority upon request.

Safe Work Procedure

Safe work procedures are a set of written instructions that identify health and safety issues that may arise from the jobs and tasks that make up a system of work.

Safe work procedures must be in place for all tasks before the contractor can be awarded a contract from CGD. Safe Work Procedures must be maintained, and copies made available for inspection to the Contract Superintendent or their representative upon request.

Site Risk Assessments

Site specific risk assessments may be requested by the Contract Superintendent or their representative before the commencement of any works.

Site Safety Plans

In accordance with *Occupational Health and Safety Regulations 2017* for construction works over \$350,000, Site Safety Plans must be prepared, maintained and made available for inspection to the Contract Superintendent or their representative and to relevant authority upon request.

Safety Signage

All workplaces are to be appropriately signed indicating personal protective equipment/clothing requirements and identified hazard information for all employees, contractors, sub-contractors, visitors and the public.

All signage shall comply with AS1319-1994 – Safety signs for the occupational environment.

Signage shall be erected in locations where a hazard exists. This includes roads, road sides, parks, playgrounds, wet floors and works in progress. Signage must remain in the area until the works are complete.

Safety Breaches are Breach of Contract

CGD places a high value on health and safety. Any breaches of relevant health and safety laws, codes, standards, policies or procedures will be considered a fundamental breach of the contract between CGD and the Contractor. Contractors will be advised in writing of any non-conformances identified by the Contract Superintendent or their representative. Repeated non-conformances or a single serious breach of health and safety laws may result in suspension or termination of the contract.

Workplace Inspections

Workplace inspections must be regularly carried out and documentation maintained. (

Construction works should have site inspections carried out daily which include signage, trenches etc.

Management Of Specific Hazards

Alcohol & Drugs

Contractors, subcontractors or their employees must not present themselves for work at any of CGD's premises or work locations under the influence of alcohol or drugs.

Contractors, subcontractors or their employees who have been determined to be affected by drugs or alcohol, the supervisor or Contract Supervisors may be requested to undertake alternative duties or cease work for the remainder of the day.

Asbestos

The Contract Supervisor shall inform any contractor undertaking work if asbestos is on site and make available the Asbestos Register for the site.

If asbestos is found or suspected in a job, report it to the contract supervisor immediately and do not proceed with works.

Asbestos must only be removed by licensed contractors, with a clearance certification given before works commenced.

Confined Spaces

No persons are to enter a confined space unless they comply with all of the following:

- Are appropriately trained in confined space entry; and
- Have an approved permit to work, and a completed confined space entry permit; and
- Completed an approved Risk Assessment/JSA.

Electrical Safety

Any electrical equipment found to be faulty shall be immediately removed from operation and be tagged with a warning tag stating “**DANGER DO NOT OPERATE**”.

All items of electrical equipment including power boards, extension leads, safety switches etc. that are to be used in CGD workplaces must undergo testing and tagging by a qualified person as per Australian Standards AS 3760 – 2001 Safety Inspection and Testing of Electrical Equipment.

All hazards associated with the use of electrical equipment or work processes undertaken near power lines/sources must be identified.

Not all of CGD’s facilities are fitted with Residual Current Devices (RCD’s). Assume that they are not installed. The use of portable RCD’s is recommended.

Hazardous Substances & Dangerous Goods

All hazardous substances and chemicals used on CGD premises must have:

- Supplier label attached. This applies to products purchased by CGD and brought on site by contractors.
- Material Safety Data Sheet (MSDS) available for reference by users of the substance.

Contractors will be responsible for the safe keeping of all chemicals and flammable materials used by them. When not in use, they must be kept in approved storage facilities, supplied by the Contractor.

Contractors should store their own chemicals off CGD property unless otherwise agreed to by contract or facility supervisor.

House-Keeping & Waste Disposal

It is the responsibility of the contractor to maintain good house-keeping and material storage standards in the work area at all times.

No dumping of debris, refuse or waste etc. is permitted in the work area. At the conclusion of the job, the areas must be left clean and tidy.

- Clean up spills.
- Put leads and tools away to avoid tripping, leave area safe.

Ladders

Use of ladders is to be in accordance with the WorkSafe publication; [Prevention of Falls – Ladders](#).

Manual Handling

Manual handling is any activity that requires the use of force exerted by a person to lift, lower, push, pull, carry or otherwise move, hold or restrain any person, animal or thing.

Contractors are to ensure they have their own procedures in place which adequately address manual handling for the tasks being performed.

Noise Management

Where Contract activities expose employees of the CGD or their own employees, sub-contractors or the public or volunteers to noise, a risk assessment will be required to determine the level of exposure and adequate controls to be applied to ensure the risk exposure is eliminated or reduced.

Ear protection must be worn where signposted or where employees are exposed to noise levels in excess of 85db. Where noise levels are judged to be high, noise levels need to be measured.

Contractors should also note the relevant Local Laws requirements for Public noise.

Personnel Protective Equipment & Clothing

All Contractors working on site are responsible for providing their own PPE for work they are undertaking.

Plant Safety

Any plant operated by Contractors shall have all hazards identified, assessed and controlled to ensure safe operations on CGD sites.

All personnel operating plant must have the appropriate licenses and/or competencies. Licenses and/or competencies must be kept on site for auditing.

Pre-start checks must be performed and recorded.

No contractor is to use CGD's plant without the Contract Superintendent or their representative permission and the plant familiarisation process undertaken.

Trenching & Excavation

Trenches over 1.5m and shafts over 2m and all tunnels must have:

- A competent person in control of the work.
- Given notice of intention to WorkSafe at least 3 days prior to commencing of excavations.

All excavations greater than 1.5 metres deep are subject to the provisions of the Mines Act 1958.

All underground services must be located (e.g. gas or power). Contact 'Dial Before You Dig' on 1100 or www.dialbeforeyoudig.com.au.

UV Radiation In The Workplace

CGD is committed to reducing the UV radiation exposure to its employees, and Contractors.

Consideration should be given to the management of work activities and workplaces where there is an identified risk of UV radiation exposure.

It is recommended that contractors who are required to work predominantly outdoors wear the following PPE and clothing.

- Shirts – cotton or UV protective polyester, long sleeved with collars (AS/NZS 4399).
- Long trousers or skirts.

- Hat with broad brim or bucket hats that adequately protect the face, ears and neck.
- Safety glasses with UV protection (AS/NZS 1337:1992).
- Sunscreen – broad spectrum SPF 30.

Working at Heights

Contractors must have available for Council Contract Superintendent or their representative's inspection a Permit to Work for all jobs that include working at height which clearly describes the hazards and how the work will be undertaken safely, any equipment to be used, and emergency plans. Contractors are to also make available any relevant training records of Contractor employees or sub-contractors who are performing work at heights.