



TWIN TOWNS SERVICES CLUB LIMITED CONTRACTORS INDUCTION HANDBOOK

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TWIN TOWNS SERVICES CLUB LIMITED

CONTRACTORS INDUCTION HANDBOOK.

Purpose and Objectives of this Handbook

Twin Towns Services Club Limited (TTSC) incorporating Twin Towns Services Club, Club Banora, Twin Towns Juniors and other entities is committed to ensuring the rights of everyone to a safe working environment are respected and maintained. This is regardless of whether they are workers, members, guests, Contractors (and their workers) or visitors potentially affected by activities on our premises.

This Contractor Handbook has been developed to outline the requirements for Contractors undertaking works (construction, maintenance, cleaning, technical, food service, consulting etc.) for or on behalf of Twin Towns Services Club Limited (TTSC).

As a prior condition to commencing any work within one of the TTSC entities, Contractors are required to read through this Handbook to ensure an understanding of the TTSC Work Health and Safety (WHS) Management Systems and Environmental requirements which provide specific rules for working on site. By reading and understanding this guide, everyone working within the TTSC will be able to play their role in maintaining a safe workplace for all. All Contractor workers are required to be familiar with the necessities of this document and effectively implement its requirements. This document is to be read in conjunction with the Workplace Health & Safety Policy and Policy Statement, TTSC Privacy Policy, Environmental Policy, Artist and Entertainers Policy and Code of Conduct. Any failure to obey and follow these rules at all times whilst onsite can result in:

- You or others around you being harmed or suffering injuries
- Your immediate removal from the site
- Your company's removal from the TTSC sites
- Your company ceasing contract work with Twin Towns Services Club Limited
- You / your company being fined and/or prosecuted by SafeWork NSW.

All Contractors are required to work to all imposed legislative requirements associated with their scope of engagement.

Culture Statement

Twin Towns Services Club has laid out a path towards obtaining best practice in the area of workplace health and safety with an ultimate goal of achieving a genuine commitment to health and safety by everyone involved with TTSC related activities, resulting in a positive WHS culture.

The way Contractors carry out their work, their behaviour, their appearance, communications with and attitude to others while on TTSC premises is a direct reflection of staff, members and guests. It is therefore essential that all Contractors keep this in the forefront of activities. This, along with the purposes and objectives outlined above, should provide a clear indication of TTSC expectations of Contractors.

Community Engagement

Twin Towns Service Clubs Limited is more than a workplace for our staff and an environment for our members and guests. We welcome visitors from all over the world and take particular pleasure in seeing local residents making the most of our services and cultural including our internal sporting and activity clubs, or simply enjoying the one of our many restaurants, entertainment facilities or top class sporting facilities including golf, tennis, swimming or lawn bowls.

Disclaimer

This Handbook has been prepared in order to assist Contractors and their employees to work safely on TTSC properties and abide by WHS legislation and TTSC policies relating to people, property, WHS and the Environment. All Contractors must comply with every requirement set out in this Handbook, which is in any way applicable to the activity they undertake for the TTSC group.

The TTSC Policies and Procedures identified in this Handbook are subject to change and as such the Contractor is responsible for ensuring adherence to current protocols which are available online or by application to the Facilities Manager. Every effort has been made to explain the local site rules and obligations of Contractors and their workers working at TTSC. However, responsibility to understand and observe relevant legislation and other legal obligations remains with the Contractor at all times.

In the event of contractors work posing a risk subsequent to installation they will be responsible for that risk until remedied. It is a requirement of all contractors undertaking work on behalf of TTSC you will respond, 'post work' to notice that a hazard has been created unintended or not, functioning or not and address the issue.

Qualification and Approval

Twin Towns Services Club Limited is committed to providing and maintaining the highest possible standard of health, safety and welfare for its workers (including workers, members, guests, visitors, contractors and labour hire staff) entering any of the TTSC properties.

TTSC aims to meet or exceed all relevant health and safety legislation. TTSC adopted a risk management approach by identifying, assessing, eliminating or controlling and monitoring all health and safety issues in the workplace. TTSC is committed to the implementation of preventative strategies that are integrated into day-to-day operational management. To achieve this goal, TTSC has set minimum health and safety standards and requires all Contractors to demonstrate their capacity to meet these standards as part of the qualification process to undertake work at TTSC.

TTSC personnel are accountable for workplace health and safety. This responsibility includes the evaluation of the health and safety aspects within the engagement of suitably qualified Contractors, provision of information to new Contractors and monitoring the safety performance of the Contractors.

The intent is to minimise risks to health and safety of Contractors and the TTSC community from any activities undertaken by Contractors engaged to perform works on behalf of the TTSC. This is achieved through the systematic approach to Contractor management by controlling risks associated with Contractor's works through:

- The design and implementation of systems of work that is safe
- Undertaking hazard identification and risk control activities
- Providing proper and safe equipment and substances
- Providing adequate instruction, training and supervision.

As part of the qualification and approval process the Contractor is also required to:

- Produce a copy of their WHS Policy/Plan/System including all safe systems of work statements, as required
- Provide copies of relevant experience, insurance coverage (Workers Compensation, Public Liability, Professional Indemnity insurance etc.), SafeWork NSW registrations and licence information
- Participate in annual review, as required

Induction and Location-Specific Inductions

All Contractors are required to pass or acknowledge the following inductions prior to commencing work:

- Contractor Online Induction and/or completion of the TTSC Contractor Induction Checklist
- Contractor location-specific inductions
- The Contractors own induction and training program.

Vehicles

Contractors and their personnel must observe all parking, road markings, directional and control signage within TTSC grounds. Pedestrians always have right of way and specified speed limits on TTSC grounds must be strictly obeyed at all times.

All vehicles entering the TTSC must park in accordance with the restricted parking area conditions and posted directions. Restricted and parking area conditions apply 7 days a week 24 hours a day and notice of 'Conditions of Entry' are located at the entrance to all carparks. The parking areas operate on a 24 hour basis.

Parking or driving across footpaths and grassed or landscaped areas is prohibited. Contractors are reminded that while on the TTSC property they are still required to wear seatbelts whenever travelling in a vehicle. Should a contractor be found not wearing a seat belt then the contract may be subject to review.

Mobile phones should not be used when driving, except with a hands free device when required for the work and only to answer or make calls and only if the phone is secured in a fixed mounting and does not require you to touch or manipulate the phone in any way.

Code of Conduct/Policy/Entertainment Code of Conduct

The TTSC Code of Conduct applies to all TTSC staff and affiliates. The Code of Conduct can be viewed by application to the Facilities Manager.

Smoking

TTSC has a Smoke-free Environment Policy. Smoking is banned on all TTSC properties, except for within designated smoking areas. Smoking in these areas is only allowed in the immediate vicinity of the "Smoking Area" sign and ash trays are provided for cigarette butts.

This prohibition applies to TTSC staff, Contractors, members, guests, visitors, clients, and any other people entering or using TTSC work areas, vehicles or facilities.

It should be noted that smoking zones have been established at all TTSC properties however smoking is prohibited by law in certain places, for example, where there is a risk of fire or explosion, in all enclosed areas including the parking station or in food preparation, handling and serving areas. Should a contractor be found to be smoking on TTSC properties then the contract may be subject to review or termination.

Alcohol, Drugs and Fitness for Work

No Contractor is to commence work, attempt to work, or return to the workplace whilst under the influence of, (or in possession of) alcohol or illegal drugs (or prescription drugs where side effect may affect their abilities).

Contractors found to be under the influence, or in possession of alcohol or illegal drugs will be subject to disciplinary action. This action may include cancellation of Contractor contracts and/or termination of any and all arrangements. Contractors whilst engaged by TTSC may be subjected to Drug & Alcohol testing in line with the TTSC Drug & Alcohol testing Policy.

Language and Printed Material

Contractors should not engage in offensive or inappropriate language including swearing, wolf whistles and inappropriate comments whilst working on any of the TTSC properties.

Contractors are not permitted to display printed material that may be offensive to others including pornographic, religious or racist images or unsavoury corporate signage/slogans.

Determination of whether any printed materials are suitable for use within the TTSC is at the sole discretion of the Duty Manager. This also includes those providing entertainment at TTSC venues.

Behaviour

Contractors must not be involved in:

- Theft, fraud, possession or removal of the TTSC property or the property of others (actual or attempted)
- Destroying, damaging, defacing or misusing TTSC premises or property
- The possession of firearms or dangerous weapons on the TTSC premises is prohibited unless licenced and have specific permissions to carry a firearm (i.e. Cash transit officer).

Equal Opportunity and Anti-Discrimination

The Contractor must ensure that the conduct of their workers and/or subcontractors during the contracted works does not compromise or infringe the rights of TTSC staff, members, guests in accordance with the Equal Opportunity Act 1984, and the TTSC Sexual Harassment Policy and Grievances Procedure.

Ethical Standards

Contractors are required to note that it is the expectation of TTSC that its relationship with the Contractor is based on, among other things, ethical standards that are above reproach.

It is expected that any Contractor conducting business with TTSC would also share and promote similar standards for mutual benefit. In the event of any evidence being presented that ethical standards have been compromised, TTSC reserves the right to take all necessary action, including legal, to sever existing arrangements with the Contractor concerned.

Dress Code

Singlets as well as any clothing depicting potentially offensive material are unacceptable. Footwear must be sturdy and suitable to the work activities and may not include thongs or sandals.

High visibility (HiViz) clothing must be worn by all outdoors/construction Contractors and their workers whilst on-site. This requirement does not apply in offices and amenity areas.

Clothing should enable easy identification of the company undertaking tasks i.e. cleaning contractors.

Children and Visitors

Under no circumstances are Contractors allowed to bring children onto TTSC work site.

Animals

Dogs, pets, or other animals are not permitted to accompany Contractors on TTSC premises at any time, unless for companion animal purposes or to undertake “work” etc.

Privacy

Contractors must respect the privacy of all TTSC staff, members, guests and visitors with respect to any information seen, heard, printed or electronic. Twin Towns Services Club has a Data Breach Response Plan which articulates our response to the event of a significant data breach. This plan is available for viewing from the Facilities/Compliance Manager. There is also an ‘Internal Club’ Privacy Policy which restricts the dissemination of information beyond the specific Internal Club.

Twin Towns Services Club’s privacy policy information can be found on the Twin Town Service Club website.

Work Health and Safety (WHS) General Requirements

Workers

While at work, any worker must:

- Take reasonable care for his or her own health and safety
- Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons
- Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by TTSC to allow the person to comply with the WPH & S Act
- Co-operate with any reasonable policy or procedure of TTSC relating to health or safety at the workplace that has been notified to workers
- Ensure that’s other workers are performing their work in a safe manner
- Be mindful of members, guests and workers at all times.

All persons entering TTSC grounds or premises have a responsibility in the course of performing their duties to:

- Comply at all times with all TTSC contract conditions and requirements
- Use safety devices and protective equipment correctly and not render them inoperative
- Report directly to their immediate supervisor any situation which they have reason to believe could present a hazard and which they cannot themselves correct (e.g. unsafe practices, unsafe equipment, etc.)
- Report any incident or injury to health that arises in the course of or in connection with their work.

Facilities Managers/Duty Manager/Supervisors

Managers are responsible for:

- Having knowledge of WHS as it applies to the work being undertaken and have appropriate training for this Handbook
- The implementation of these requirements in their area of responsibility and accountability
- Ensuring the induction of the Contractor, informing Contractors of site specific hazards, or other pertinent WHS information about the location, and ensuring the Contractor implements measures to minimise risk to TTSC staff, members and their guests.
- Liaising with the relevant local point of contact to obtain up-to-date information on any site-specific induction and other WHS requirements, and communicating requirements to the Contractor
- Ensuring a process of WHS audits and inspections is appropriately implemented for Contractors under their responsibility
- Consulting, coordinating, and cooperating with any relevant stakeholders when the work may impact the health and safety of any other workers, staff, members, guests and contractors
- Reviewing the risk assessments and health and safety plan developed by the Contractor prior to work commencing
- Working with the Contractor to ensure that specified safety systems and risk control measures are implemented for the duration of the contract works
- Report Contractor incidents and hazards accordingly to the Facilities/Duty/Compliance Manager
- Collecting Contractor WHS statistics and report for discussion at the TTSC WHS Committee meetings.

TTSC Staff

TTSC staff are responsible for:

- Not placing themselves or others at risk of injury
- Reporting work methods of Contractors that place TTSC staff at risk to the relevant manager
- Reporting any observed hazards as they relate to WHS, smoking, traffic and parking
- Not giving access to restricted areas to unauthorised workers and Contractors

Contractors

Contractors are responsible for:

- Ensuring compliance to WHS legislative requirements while engaged by TTSC
- Not placing themselves or others at risk of injury
- Working in accordance with relevant TTSC WHS Policy
- Complying with all requirements (as appropriate) contained within this Handbook
- Ensuring all of the Contractor's workers and subcontractors who will be directly involved in the contract works have completed the TTSC Contractor Online Induction, any other required site-specific induction(s) and received additional information as part of the project documentation or start-up workshop prior to the commencement of any work

- Report any WHS incidents to the TTSC Facilities or Duty Manager immediately.

Contractors have a responsibility to ensure the health and safety of their staff and TTSC personnel, members and visitors. Contractors are also required to observe the following responsibilities and the information contained in this induction Handbook, in addition to any other requirements which may be identified in the localised induction process. The Contractor must also, so far as is reasonably practicable, provide and maintain a work environment in which people are not exposed to hazards. In particular, Contractors must:

- Ensure their own safety and the safety of others
- Provide a workplace and safe system of work so that, as far as practicable, workers, staff or students are not exposed to hazards
- Provide workers with information, instruction, training and supervision to enable them to work in a safe manner
- Ensure that all workers and subcontractors workers comply with these instructions and procedures
- Ensure that all statutory law, regulations, standards and Building Codes which are enforceable in NSW & QLD are complied with at all times
- Ensure that all Permits to Work have been completed and approved prior to the work commencement
- Consult and cooperate with their health and safety representatives in matters related to safety and health in the workplace
- Provide appropriate protective clothing and equipment as required by particular types of work and/or work carried out in particular locations or conditions
- Practice good site housekeeping to minimise the risk of avoidable accidents, i.e. ensure work areas are left clean, tidy and vacuumed and that all rubbish and redundant materials are removed from site
- Tools and materials must never be left unattended where practicable
- Ensure work areas have appropriate barriers and signage when working on or near a thoroughfare (pedestrian or vehicle) or as required to prevent exposure to the hazard
- Immediately correct any hazard that they are aware of, or if unable to do so, contact the relevant Facilities/Duty Manager during normal working hours, or Security after hours
- Immediately contact emergency services for incidents that are considered serious and or life threatening and report any such emergencies to Duty Manager as a matter of priority
- Report WHS incidents or hazards accordingly to the TTSC Duty Manager
- Report any serious and or life threatening incidents to the appropriate authorities, i.e. SafeWork NSW and advise the Facilities/Duty Manager immediately.

Contractors must instruct their workers regarding WHS matters and ensure appropriate measures are undertaken to induct staff, i.e. information, education and training. The Contractor must also ensure workers are familiar with their own WHS plans and procedures as well as those of TTSC as relevant to their scope of work.

Instruction and direction from TTSC staff should be limited to the information required to understand and safely carry out the assigned task.

Regulators on Site

The expectation of contractors is that whenever a regulator (such as SafeWork NSW, Police etc.) arrive on site, TTSC Facilities/Duty Manager are immediately contacted so a determination can be made if a TTSC representative needs to be there.

Decisions by Regulators can have an impact on an organisation such as TTSC group of properties, potentially affecting costs, altering elements of process and strategy, and of course affecting reputation.

Supervision

The Contractors must provide adequate supervision to workers to the satisfaction of legislative requirements and TTSC Policy. A Contractor Supervisor must be nominated, present on site and supervise and control the works at all times.

Inspections & Breaches

TTSC treats all instances of WHS and Environmental negligence very seriously. Failure to wear protective clothing or safety equipment when it is necessary is an example of WHS negligence. Another example is the incorrect use of handling of hazardous materials.

The Contractor, as a Person Conducting a Business or Undertaking (PCBU) has a duty of care to provide and maintain a safe workplace for their workers, TTSC staff, Members, Guests and others and consequently has a responsibility to conduct workplace inspections on a regular basis. The Contractor must make available copies of WHS inspection reports when requested by the Facilities Manager.

Contractors are advised that the TTSC Facilities/Compliance or Duty Manager may carry out periodic and spot/unannounced WHS inspections on any TTSC premises.

TTSC staff identifying that a Contractor or workers are undertaking activities in an unsafe manner, are responsible for reporting the unsafe practice to the relevant TTSC Manager or nominated representative immediately advising them of the unsafe practice being undertaken.

Contractors must take immediate remedial action on any safety hazard, defect or any other issue associated with WHS matters identified during such inspections. If repeat 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.

Audits and Reviews

TTSC may upon request review information relating to the Contractor's WHS systems of work. This information may consist of the following:

- Site WHS Plan and system components
- Safe Work Procedures and Method Statements
- Certificates for Plant
- Certificate of Operations and Training Records
- Licences, i.e. for high risk works

- Risk Management Procedures
- Incident reports, internal and notifiable
- Evidence of compliance with Environmental Protection Agency (EPA) Code of Practice
- WHS audits, inspections and schedules

WHS Performance Monitoring

Contractor WHS performance is monitored throughout the progress of the contracted work, and should a Contractor not be performing their WHS duties the Facilities Manager will take steps to remedy the situation.

The Facilities/Compliance/Duty Manager or Principal Contractor must also monitor the WHS performance of Contractors by:

- Monitoring the work of Contractors for compliance against legal requirements
- Monitoring and following up on corrective actions where non-conformances are identified
- Reviewing accident and incident reports, third party reports and complaints
- Monitoring and Review of the Contractor's Monthly WHS Statistics
- Reviewing the Monthly Contractor Performance Report
- Auditing Contractor performance against the requirements of relevant approved safe work method statements
- Regular meetings with the Contractor to record any health and safety performance issues.

Disciplinary Action

Generally, TTSC will operate on a three-strike basis for each contractor. Contractors are informed that a failure to comply with the requirements of any corrective actions may result in suspension of personnel or termination of the Contract or additional actions.

TTSC reserves the right to immediately suspend and/or remove personnel and/or terminate contracts regardless of any previous non-conformances or noted issues the contractor may have recorded, for any serious breaches of the provision of this handbook or failure to adequately respond to reasonably requests by TTSC Managers.

All compliance issues, non-conformances and disciplinary issues are taken into consideration when reviewing the performance of a contractor with respect to future contract opportunities.

Workplace Violence

Workplace violence is classified as any task, role or activity which has the potential to cause physical or psychological harm as a result of physical, verbal or psychological abuse. TTSC is committed to providing a safe and violence free workplace. Violence will not be tolerated and is taken very seriously and may result in an individual being removed from site and prevented from returning for any purpose.

Managing Risks to Health and Safety

All Contractors are required to identify reasonably foreseeable hazards associated with their work that could give rise to risks to health and safety and then manage the associated risks.

All Contractors must work through the hierarchy of control when managing risk under the WHS Regulations. In controlling risks the priority is always to eliminate risks to health and safety so far as is reasonably practicable. Where it is not reasonably practicable to eliminate, it is a requirement to minimise those risks as far as is reasonably practical.

Where the risk cannot be eliminated, the risks must be minimised by doing one or more of the following:

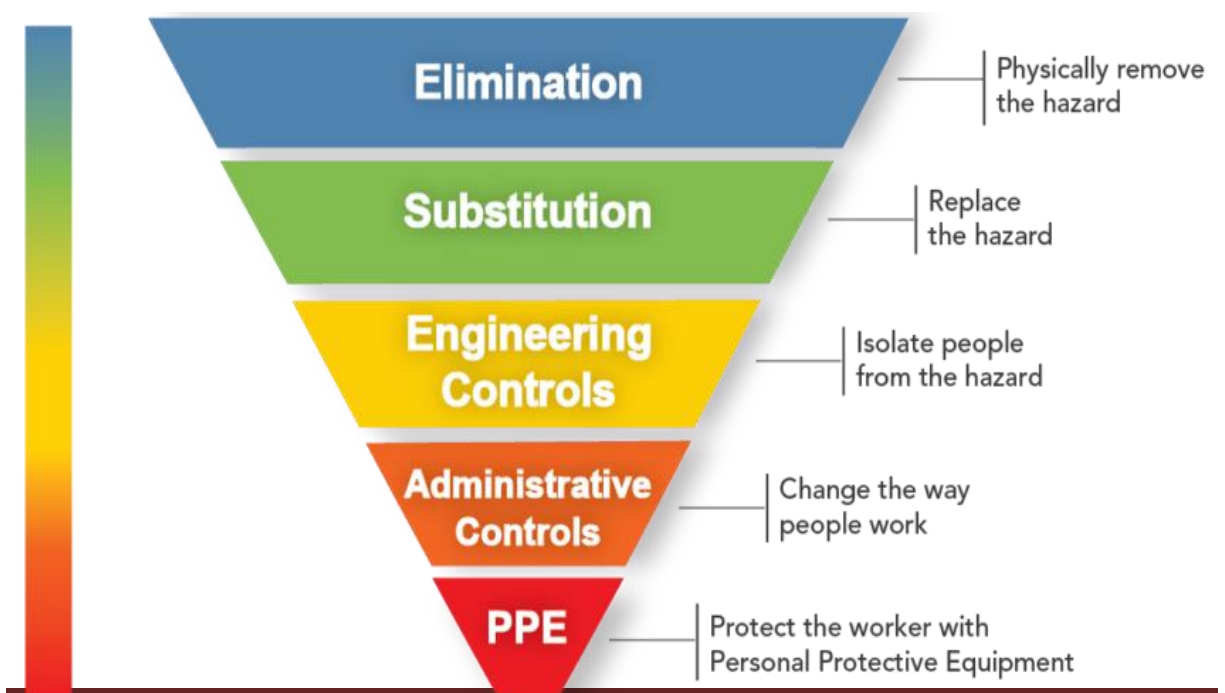
- Substituting (wholly or partly) the hazard giving rise to the risk with something that gives rise to a lesser risk
- Isolating the hazard from any person exposed to it
- implementing engineering controls

If a risk then remains, the remaining risk must be minimised, so far as is reasonably practicable, by implementing administrative controls.

If a risk still remains after the above has been implemented, the duty holder must minimise the remaining risk, so far as is reasonably practicable, by ensuring the provision and use of suitable personal protective equipment.

Note: A combination of the controls may be used to minimise risks, so far as is reasonably practicable, if a single control is not sufficient for the purpose.

Refer to Figure 1 for information on hierarchy of control reproduced from Code of Practice How to Manage Work Health and Safety Risks (2011)



Maintenance of control measures

Once a Contractor has implemented a control measure to eliminate or minimise risks they must ensure that the control measure is, and is maintained so that it remains, effective, including by ensuring that the control measure is and remains:

- fit for purpose
- suitable for the nature and duration of the work
- installed, set up and used correctly

Project Safety Management Plan

Contractors are required to develop a Safety Management Plan for each project and communicate the plan to Facilities Manager before commencement of works. Expectation is that the Safety Management Plan contains:

- Brief description of the scope of work / summary of major activities / high-risk works / specialist tasks
- A project specific risk assessment incorporating controls
- Identify person(s) with WHS accountabilities on the project
- Include specific inductions, local points of contact, permits, licenses to perform works, SWMS and procedures relevant to the work, consultation process
- Required site inspections, frequency and timing and specific areas targeted for inspection
- Plan for managing work area, segregation of work area, delivery of materials, rubbish out etc.
- Site specific emergency / evacuation plan (and impact / coordination with building occupants if the site effects them)
- Arrangements for incident and hazard reporting

SWMS and Documented Risk Assessments

Hazards identified, evidence of a risk assessment and the controls recommended must be documented and provided to the Facilities Manager (or where appointed Principal Contractor) as part of the Project Safety Management Plan. Often this will be in the form of a safe work method statement (SWMS).

A form of risk assessment must be provided by all Contractors undertaking 'high Risk' work. It is also mandatory to provide a SWMS to the Facilities/Contract Manager, or to the designated Principal Contractor, prior to the commencement of work for high risk construction works. SWMS must comply with the requirements of the WHS Legislation 2011 (NSW).

WHS Management Plan

The Work Health and Safety Act 2011 (NSW) requires that the Principal Contractor of a construction project greater than \$250,000 in value prepares a written WHS Management Plan for the workplace before work on the project commences.

In essence, a WHS Management Plan should outline the Principal Contractor's WHS structure, roles, responsibilities and authorities, methods of consultation, induction and training, risk management process, subcontractor's management, injury management and continuous monitoring and review.

The size and complexity of a WHS Management Plan will be relative to the size and complexity of the project and particularly to the amount of high-risk work being undertaken. However it must include:

- Names, positions and health and safety responsibilities of all persons involved with the work whose roles involve specific health and safety responsibilities
- The arrangements in place, between any persons working at the site, for consultation, cooperation and coordination of activities in relation to compliance with their duties under the WHS Act and Regulation
- The arrangements in place for managing any health and safety incidents, including reporting and incident notification
- Any site specific health and safety rules and the arrangements for ensuring that all persons are informed of those rules
- The arrangements to collect and assess, monitor and review safe work method statements

The Principal Contractor should provide the WHS Management Plan to the Facilities Manager at the project commencement, and after each review of the plan.

Consultation, Coordination and Cooperation

A safe workplace is more easily achieved when everyone involved in the work communicates with each other to identify hazards and risks, talks about any health and safety concerns and works together to find solutions. All Contractors must consult, so far as is reasonably practicable, with workers who carry out work for them and persons who are (or are likely to be) directly affected by a WHS matter.

The objective of consultation is to make sure everyone associated with the work has a shared understanding of what the risks are, which workers are affected and how the risks will be controlled. The exchange of information will allow the duty holders to work together to plan and manage health and safety.

Co-operation may involve implementing arrangements in accordance with any agreements reached during consultation with the other duty holder and involve not acting in a way that may compromise what they are doing for health and safety.

Co-operation also means that, if Contractors are approached by other duty holders wanting to consult with them on a health and safety matter, they should not obstruct communication, and respond to reasonable requests from other duty holders to assist them in meeting their duty.

The co-ordination of activities requires duty holders to work together so that each person can meet their duty of care effectively without leaving any gaps in health and safety protection. Contractors should plan and organise activities together with the other duty holders.

This will include ensuring that the measures each party puts in place work effectively together to control the risks. Contractors should identify when and how each control measure is to be implemented and ensure control measures complement each other.

Co-ordination of activities may include the scheduling of work activities so that each duty holder carries out their work separately. It may require work to be arranged in a way that will allow for necessary precautions to be in place or pre-conditions met before particular work is done.

In situations where Contractors share responsibility for health and safety with another person, the requirement to consult, co-operate and co-ordinate activities with other duty holders will help address any gaps in managing health and safety risks that often occur when:

- there is a lack of understanding of how the activities of each person may add to the hazards and risks to which others may be exposed
- duty holders assume that someone else is taking care of the health and safety matter
- the person who takes action is not the best person to do so.

The outcome of consulting, co-operating and co-ordinating activities with other duty holders is that each party understands how their activities may impact on health and safety and that the actions taken to control risks are complementary.

Talking to, and co-operating and co-ordinating activities with others who are involved in the work or things associated with the work will make the control of risks more likely and assist each duty holder comply with their duty. It can also mean that health and safety measures are more efficiently undertaken.

Contractors may also establish WHS Committees or have elections for health and safety representatives as required. Refer to the Code of Practice WHS Consultation, Coordination and Cooperation (2011) for practical methods for achieving this in the workplace.

Food Safety Requirement for Contractors.

Twin Towns Services Club Limited (Twin Towns Services Club) intends to manage its Food & Beverage Safety Program in accordance with the NSW Food Act 2003, NSW Food Regulation 2004, NSW Food Amendment Act (Food Safety Supervisors) Act 2009, Australian and New Zealand Food Standards Code, and the Twin Towns Services Club - FOOD & BEVERAGE SAFETY PROGRAM. This applies to all employees, management, directors, suppliers and contractors.

Contractors will;

- Be committed to customer satisfaction with regard to food and beverage safety.
- Establishing the needs of customers and satisfying their requirements.
- Implementing and maintaining a food & beverage safety program, that satisfies relevant food safety legislation and best practice initiatives.
- Understanding the food and beverage safety risks in the business and how these can be minimised.
- Employing skilled and competent employees who are trained in food & beverage safety hygiene and in the performance of their duties.

- Providing adequate staff training in all areas to ensure the consistent high standard of food and beverage safety is being met.
- Ensuring that the lines of communication between TTSC & Contractors to address and review procedures by investigating any issues that arise and discussing these at regular meetings.
- Ensuring all contractor staff involved in food & beverage handling are provided written instruction in food & beverage hygiene essentials.
- Ensuring that the necessary food & beverage handling equipment is available to contractor staff, so that food handlers handle food & beverage safely.
- Maintaining facilities, equipment, refrigeration and controls to ensure preservation and freshness of foodstuffs and beverage products.
- Using TTSC approved suppliers.
- Keeping our workplace safe.
- Developing and implementing policy to support the practical execution of TTSC FOOD & BEVERAGE SAFETY PROGRAM.

Use of Barricades, Fencing, Hoarding and Signs

All construction and maintenance work is to be isolated as far as practicable from other activities, members, guests and staff of TTSC. Where this cannot be controlled by closing off the area of the building or using signage to temporarily prevent access to an area, then barricades or more substantial hoardings are required to be used. If at any stage during construction or maintenance work, or from past experience, a chosen method of isolation is found not to be successful, then a more appropriate control is to be implemented.

Isolation of all works helps ensure the safety of all persons on the work-site, or passing by on campus. The Principal Contractor must supply, erect and maintain any necessary barricades, fencing and handrails appropriate to the work they are doing, including signage to suit specified works, and or as directed by the Facilities Manager. Unless directed otherwise, use of 1800mm high metal mesh proprietary barricade is required.

Personal Protective Equipment (PPE)

PPE appropriate for the work hazards is to be provided by the Contractor. The PPE and clothing must comply with relevant sections of the WHS Regulation 2011 (NSW), Codes of Practice and Australian Standard specifications.

Any PPE required is to be listed in the control methods on the Contractor risk assessment or SWMS document. PPE generally includes hard hats, safety shoes, respirator, gloves, safety glasses, etc.

Contractors must provide suitable protective clothing and equipment appropriate to the task. Contractors must ensure that protective equipment is maintained and used by their workers (including sub-Contractors) in relation to hazards associated with their work.

A blue sign indicates that appropriate safety equipment must be worn, depending on the nature of work undertaken and the hazards involved.

High visibility (HiViz) clothing must be worn by all outdoors and/or construction Contractors and their workers whilst on-site. This requirement does not apply in offices and amenity areas.

For all TTSC Construction sites the minimum PPE requirements are:

- Head protection such as hard hats
- Safety boots, e.g. steel-capped
- High visibility clothing or vest
- Gloves
- Safety glasses.

Not exclusive of construction work, the following PPE should be provided where it has been identified by risk assessment:

- Sun protective hats, sun protective work clothing (long sleeved collared shirts, long pants), sunglasses and SPF 30 or higher broad spectrum sunscreen
- hearing protection if the noise levels are not within the appropriate levels (e.g. ear plugs or ear muffs should be worn when working with or near jackhammers, grinders, explosive-powered tools or pile driving)
- respiratory protection (e.g. respirators, face masks or cartridge filters should be worn where there is a risk of exposure to hazardous chemical vapours, fumes, dust or fibres)
- body protection (e.g. aprons, safety harnesses, lanyards, shock absorbers and inertia reels)

Housekeeping, Storage of Equipment and Leaving the Work Area

Contractors must maintain a high standard of housekeeping while at TTSC. This means ensuring that the layout of the workplace allows, and the workplace is maintained so as to allow, for persons to enter and exit and to move about without risk to health and safety, both under normal working conditions and in an emergency.

It is the responsibility of the Contractor to maintain their materials; tools and other equipment in an orderly manner on-site so as to reduce risks and to ensure these are secure and tidy prior to leaving each day.

Equipment and plant that is not in use must be left in a state that does not create a risk to the health or safety of any person.

All debris and waste resulting from Contractor activity is to be removed by the responsible Contractor. Working areas, stairways, passages and safety exits must be kept clear of obstructions at all times.

If required, working areas must be barricaded off and appropriate warning notices erected. All materials and debris must be lowered and not dropped from elevated locations and platforms.

Contractors must avoid tracking dust and debris through the TTSC properties, operational areas, corridors and lifts etc. to help maintain a clean working environment. Where this is not feasible it is expected that the Contractor will provide floor protection or coverings that are appropriate for the work.

Plant, Tools and Equipment

Contractors must provide all necessary tools, equipment, PPE and access equipment that may be required to undertake the work. Only with the specific approval of the TTSC Facilities Manager are Contractors to use the facilities, plant or equipment owned by TTSC. Contractors must also ensure they (including their workers) are appropriately trained in the use and maintenance of plant and equipment used.

All Contractors are to manage the use of plant and equipment as directed in the following sections of this Manual, and as per the WHS Regulations 2011.

The Contractor must ensure that all plant and equipment used is:

- fit for purpose
- suitable for the nature and duration of the work
- installed, set up and used correctly

Performance standard

The following standards apply to all Contractors with regards to plant, tools and equipment:

- Only used by qualified or suitably trained personnel
- Use plant, tools and equipment for the purpose it was designed for and within its specified capacity limits
- Operators using plant requiring certificates of competency or licence must carry them on their person at all times while on site
- Ensure any safety features or warning devices are maintained, tested and used as intended
- Always seek instruction before using an unfamiliar piece of plant, tool or equipment
- Report any damaged plant, tools or equipment and do not use it until it has been repaired
- Where guards are provided, they must be kept in place
- Never distract the attention of another worker when operating plant or equipment
- Always use appropriate personal protective equipment
- Never use compressed air for cleaning clothing, plant or equipment
- Quantities of fuel, oil, solvents, cleaning fluids should be stored in approved containers in a cool, ventilated and where necessary, banded, areas
- Report ALL hazards, unsafe conditions and work practices.

Hand Tools

Picks, shovels, axes, crowbars, hammers, wrenches, files, screwdrivers etc. must be checked regularly. Use of an approved wrist-stop or lanyard to secure the tool is mandatory where there is a risk of it falling and injuring people below.

Explosive Power Tools

All explosive chargers for explosive powered tools must be kept in an approved, locked box. All operators of explosive powered tools must be trained and competent in using the tool. A warning sign must be displayed at each location the tools are used. Suitable protection must be worn when using the tools.

All work with any explosive tools or high vibration equipment must be approved by the Facilities Manager to commencement of work. Loud noise has a significant impact upon the operating environment of TTSC.

Lasers

Lasers may only be used by licensed persons. Lasers must be used with the following precautions:

- Up to Class 3A only to be used on the construction site
- Positioned so as not to be at eye level of workers in the area
- Warning signs must be erected

Compressed Air Equipment

Always use care when working with compressed air. If compressed air enters the blood stream through the skin it can be fatal.

Wear suitable eye protections to guard against airborne substances, ear protection where excessive noise is likely to occur and/or respiratory protection where dust is present. Never, under any circumstances, should compressed air be directed towards the body of a person.

Where compressed air equipment will be used for prolonged periods suitable signage must be displayed.

Traffic Management

Contractors using vehicles, powered mobile plant or other load shifting equipment for their activities on TTSC properties must carry out risk assessments and consider the following:

- Separating pedestrians and vehicles
- Vehicle routes
- Safe crossings
- Parking areas
- Loading and unloading of vehicles
- Forklifts and other powered mobile plant
- Reversing vehicles
- Signs and road markings
- Lighting

In shared areas, a spotter must be organised for each vehicle movement: this person should be in visual contact with the driver at all times and wear high visibility clothing.

Where the Contractor is required to use vehicles, powered mobile plant or other load shifting equipment they must develop and implement a traffic management plan. The traffic management plan should include details of:

- The desired flow of pedestrian and vehicle movements
- The expected frequency of interaction of vehicles and pedestrians

- Control measures for each expected interaction including illustrations of the layout of barriers, walkways, signs and general arrangements to warn and guide traffic around, past, or through a work site or temporary hazard
- How short term, mobile work and complex traffic situations will be managed
- Responsibilities of people managing traffic in the workplace
- Responsibilities of people expected to interact with traffic in the workplace
- Instructions or procedures for controlling traffic including in an emergency.

A traffic management plan should be monitored and reviewed at regular intervals or following an incident to ensure it is effective and takes into account changes at the workplace.

If you believe a driver to be impaired in any way you should immediately report the driver to the Facilities/Compliance/Duty Manager.

Essential Services

Essential services include the supply of gas, water, sewerage, telecommunications, electricity, chemicals, fuel and refrigerant in pipes or lines. The Contractor must manage the risks to health and safety associated with essential services at the workplace.

- All construction work that is carried out on or near:
 - Pressurised gas distribution mains or piping
 - Pressurised water mains or piping
 - Chemical, fuel or refrigerant lines
 - Energised electrical installations,

is considered as high risk construction work and a SWMS must be prepared before this work commences.

Before work commences, Contractors must confirm the services are at or near the location where the work is to be done that could create a risk if contacted or damaged. Services may be underground or hidden in floor slabs, behind walls, in wall cavities or even within wall render.

Contractors must locate and identify shut-off valves for essential services when cutting into slab, ground or wall. This must be communicated to workers and incorporated in the Project Safety Management Plan and Emergency Procedures.

The Facilities Manager will make available all known information of the area.

Contractors must apply for a 'Permit to Dig' for all excavation and ground penetration works to a depth greater than 150mm.

Electrical Safety

Prior to the commencement of any work involving electrical lines and/or equipment, Contractors must contact the Facilities Manager (or where appointed the Principal Contractor) who will define the scope and limits of the work.

Contractors must ensure that all electrical items are tested and tagged according to the WHS Regulation 2011 (NSW) and associated codes of practice and standards, specifically:

- Electrical practices for construction work
- Low voltage electrical work
- AS/NZ 3760 In-service safety inspection and testing of electrical equipment

Suitably qualified, licensed and trained personnel must carry out all electrical isolations. Work on any isolated equipment must not commence without tagging and locking the equipment out.

All works to electrical systems must be documented and the Contractor will send a Certificate of Compliance of Electrical Works (CCEW) to the responsible Facilities Project/Contract Manager.

The Contractor must refer to the Code of Practice Managing Electrical Risks in the Workplace when electrical risks are identified in their scope.

Electrical Leads

All electrical leads must be:

- Tested and tagged by a qualified person including by TTSC staff only after prior arrangement (see Entertainment Code of Conduct)
- Supported clear of the ground or floor wherever practical
- Only connected to the nearest power outlet
- Removed from the power outlet when not in use
- Protected if passing under doors, through doorways or across open areas (e.g. tapped down to prevent trip hazards)
- Must be kept as short as practicable and in good order
- Joints must be made with approved plugs and sockets or junction boxes

Residual Current Devices (RCD)

An RCD is an electrical safety device designed to immediately switch off the supply of electricity when electricity 'leaking' to earth is detected at harmful levels. RCDs offer high levels of personal protection from electric shock.

Contractors are required to manage any electrical risk associated with the supply of electricity to 'plug in' electrical equipment by the use of an appropriate RCD in certain higher-risk workplaces.

Contractors must comply with AS/NZS 3012 Electrical installations - Construction and demolition sites in relation to RCD requirements for construction and demolition sites.

Common examples of electrical equipment requiring an RCD include:

- Hand-held electrical equipment, for example drills and saws
- Electrical equipment that is moved while in operation, including jackhammers, electric lawn mowers, floor polishers and extension cords
- Electrical equipment that is moved between jobs in ways that could result in damage to the equipment, for example electric welders, electric cement mixers, portable bench saws and extension cords

Additional RCD requirements may be included in AS/NZS 3000 Electrical installations, local building and electrical safety laws.

High Voltage Works

Requirements for electrical work on high voltage equipment after switching, isolation, short circuiting and earthing are specialised requirements. Only competent electrical workers who have received appropriate training in high voltage electrical work are permitted to work on high-voltage electrical equipment.

High voltage works have specific requirements that will be detailed in Contractor scope of works and may require assistance of supply authorities.

Shut Downs

Contractors must notify the Facilities Manager in writing at least 10 working days prior to any power shutdown required. The notice will clearly specify which parts of the electrical system will require shutdown as this will form a part of the TTSC Communication that is required to be circulated to affected buildings prior to the event.

This notice has to be approved by the Facilities manager prior to commencement of works.

Electric Welding

Welders and assistants must wear suitable protective clothing and equipment. Welders must wear insulated footwear where danger of electric shock exists (damp or wet conditions). Any person assisting a welder must be competent and experienced in that area of work.

Welding screens must be used to prevent sparks from flying into adjacent areas and to screen nearby students, staff and workers from welding flash.

All electrical welding cables must be inspected weekly and maintained in good condition. There must be no bare wires and connections must be solidly made so that no sparking or hot spots will occur.

Working in the vicinity of overhead and underground electric lines

Contractors required to work in the vicinity of overhead and/or underground electric lines must follow legislative and code of practice requirements for such associated matters as:

- Risk management processes
- Approach distances
- Operating cranes and mobile plant
- Tree and vegetation management
- Scaffolding work
- Agricultural work
- Low voltage overhead electric lines near structures
- Transporting high loads

High voltage substations

A Contractor needing access to a high voltage Substation area must abide by all applicable Acts and Regulations. Access must be arranged through Facilities Manager and the relevant Council/Electrical Supplier with appropriate permits issued.

The Contractor must obtain written permission prior to accessing any high voltage substation and must abide by the following criteria:

- Obtain a Contractors permit to work from the CIS Project/Contract Manager
- Regulation under the Electricity Act 1996
- AS/NZS 3000 Electrical Installations (Australian/New Zealand Wiring Rules)
- WHS Regulations 2011 (NSW), Part 4.7

All electrical work completed by a Contractor must have an 'Electrical Certificate of Compliance' completed and forwarded to the Facilities Manager. Also refer to the Facilities Management Unit for Electrical Compliance Protocol which provides guidance on compliance with relevant State legislation concerning Electrical Certificates of Compliance (ECOC).

Work Health and Safety (WHS) Special Requirements

Permits to Work

Before particular work commences, a Work Permit or approval must be obtained. Work permits are required for the following tasks:

- Hot works (including welding)
- Dust works (creating excessive dust)
- Working at heights (including scaffolding, use of EWP, etc.)
- Accessing rooftops and roof spaces
- Working in confined spaces
- All excavation and ground penetration works to a depth greater than 150mm
- Fire systems interruption
- Isolation of services (power, water, gags, data, HVVAC, etc.)
- Asbestos removal
- Lead Paint removal

For other permits or approval to work, Contractors must consult with the Facilities Manager (or where appointed Principal Contractor).

In the certain circumstances the contractor will be able to use their own permit systems, or those of a principal contractor and this will be through consultation and agreement with the Facilities/Compliance Manager.

Each work permit details a checklist of minimum requirements and conditions for the safe conduct of the work by the Contractor. Specific permit requirements will be communicated to Contractors as required and as part of issuing these permits. No work can be commenced until the appropriate permits or approvals have been obtained and approved by the Facilities Manager.

It is the responsibility of the Contractor to liaise with the Facilities/Contract Manager to obtain approval of the Permit to Work or approval to work.

High Risk Work

Contractors performing any work that is considered 'high risk' must ensure that they comply with the requirements of WHS legislation for high risk work. Any Contractor performing work of this nature will be required to provide proof of training, competency level and/or valid licence, safe work method statements and where required a completed permit for the work. High Risk work has been outlined previously in this handbook.

Prevention of falls, working at heights and accessing roofs

Contractors must ensure that the Code of Practice Managing the Risk of Falls at Workplaces is adhered to when work is carried out at heights.

The Code provides practical guidance material and advice on ways to eliminate and minimise the risk of falls from height in workplaces and prescribes circumstances in which the provision of physical fall prevention is necessary. Guidance is also provided on adopting a risk management approach to fall prevention for working at heights , as well as guidance on risk assessment processes, preparation of SWMS and examples of physical fall prevention measures that are required when working at heights, so far as is reasonably practicable.

Rooftops and Roof Spaces

Access to the roof and roof spaces is only permitted when a Roof Access Permit/Approval has been authorised. The Facilities Manager is responsible for organising application of the permit or approval to work in TTSC roof space.

As part of the permit/approval process, consideration must be given to the following:

- Any special hazards specific to the TTSC building, or any other risks e.g. fragile roof, skylights, power lines, asbestos and hazardous materials, radio frequency radiation, work on/near cooling towers, weather, etc.
- Potential for the works to impact anything outside the work zone
- Risk of falling objects

A Roof Access Permit/approval can only be authorised if the risk of fall from heights, with control measures agreed with the permit/approval, is eliminated or minimised so far as is reasonably practicable and if the works do not include erection, alteration or dismantling of a scaffold or use of an EWP, workbox, BMU, temporary guardrails, safety mesh, work positioning system (restraint system), or a fall arrest system. Otherwise a Working at Heights Permit must be used in place of a Roof Access Permit.

Working at Heights

A Working at Heights Permit must be obtained to undertake any works where there is a risk of fall from heights. The Facilities or Principal Contractor is responsible for organising application of the permit. A Working at Heights Permit must complete if:

- The risk of fall from heights, with control measures agreed in a Roof Access Permit, is not eliminated or minimised so far as is reasonably practicable; or if
- Erection, alteration or dismantling of a scaffold is conducted; or if
- EWP, workbox, BMU, temporary guardrails, safety mesh, work positioning system (restraint system), or a fall arrest system is used as a control measure.

Any worker carrying out works at heights must be competent to carry out the task, and trained in Working Safely at Heights.

Scaffolding

Where scaffolding is required to be erected, it is to be located on solid foundations and care taken to secure work tools and materials, to prevent damage to scaffolding planks and prevent components from falling and striking persons below.

Scaffolds must be erected, maintained, repaired and dismantled by suitably qualified scaffolders. Any scaffold from which a person or object could fall more than four metres, or suspended/cantilevered/spur/hung scaffold must be erected, altered and dismantled by or under the direct supervision of a licensed person.

Scaffold from which a person or object could fall more than four metres or suspended/cantilevered/spur/hung scaffold, must be inspected with written confirmation by a competent person when completed and before use (e.g. Scaff Tags).

Scaffolding must be protected on site to prevent damage from vehicles moving in the immediate work vicinity. Furthermore, all scaffolding will be secured properly to prevent any unauthorised access to the scaffold during and after working hours. All lifting equipment and scaffolding must conform to relevant legislation governing the erection, use and maintenance of such equipment.

Elevating Work Platforms (EWP)

As captured in the Working at Heights permit, Contractors must have a high risk work licence for operating boom-type elevating work platforms with a boom length of 11 metres or more. Plant must be in good condition, serviced and inspected as per manufacturer requirements, and fitted with appropriate safety controls.

Contractors working in travel towers, boom lifts or cherry pickers must wear a properly anchored safety harness at all times.

Fall Arrest Systems

As captured in the Working at Heights permit, the fall arrest system and use of the system must comply with standards and that the fall arrest system must be inspected and certified.

Prior to the works, Contractors must establish and test emergency and rescue procedures and ensure they are effective. Relevant workers must be provided with suitable and adequate information, training and instruction in relation to the emergency procedures.

Ladders & Lifts

Contractors will undertake work from ladders in accordance with the Code of Practice Managing the Risk of Falls in the Workplace (SafeWork NSW, 2015) and where applicable Australian Standard 1892 (parts 1 & 2). Straight or extension ladders are to be used on TTSC Property only if absolutely necessary. Contractors must inspect ladders prior to use to ensure that they are in good condition for safe operation. Contractors must:

- Use ladders only for works of a minor nature
- Secure all ladders at the top and bottom
- Ensure that only one person works from a ladder
- Do not over reach when using a ladder
- Do not carry out any cutting or work involving the use of power tools from a ladder

Where fixed/extension ladders are used for access or egress, check:

- There is a firm and level work platform, free from obstructions, to step onto from the ladder.
- The ladder extends at least 900mm above the stepping-off point on the working platform.
- Sufficient platform area must be provided at the stepping-off point, and edge protection is provided at the stepping-off point where people access the working platform.

Portable ladders are one of the least stable but most commonly used tools for working at heights. Unlike passive fall prevention devices (eg scaffolding, EWPs or guardrails), portable ladders typically require users to be more vigilant about the risk of falling when working at heights. Before choosing to use a ladder, you must identify whether a ladder offers the highest level of protection that is reasonably practicable. This is performed by following the hierarchy of control for prevention of falls. Portable ladders should comply with the requirements of the latest editions of relevant Australian Standard: *AS/NZS 1892 Portable Ladders*.

There are separate parts which apply to metal ladders, timber ladders and reinforced plastic ladders. Fixed ladders must comply with the requirements of the most up to date relevant Australian Standard: *AS1657 Fixed Platforms, walkways, stairways and ladders – Design, construction and installation*; and also the Australian Building Code.

Before considering using a ladder Give consideration to whether:

- The job can be undertaken from the ground with extension tools
- The construction or repair of the item or part of it can be undertaken on the ground
- The item being accessed can be relocated to ground level to eliminate the need to work at height temporarily or permanently
- An elevating work platform such as a scissor lift or cherry picker, or a fixed or mobile work platform can be used
- Scaffolding or use of a mobile scaffold can be used

- A work positioning system such as a travel restraint or industrial rope access system can be used
- A step platform can be used; and
- Fixed stairs or steps can be installed that comply with relevant Australian Standards and building codes.

Fire Extinguishers

In some cases where Contractors are required to provide fire extinguishers they must comply with AS/NZS 1841 Portable fire extinguishers. Supply and installation must meet AS 2444 Portable fire extinguishers and fire blankets - Selection and location.

Fire extinguishers need to be regularly inspected and maintained in accordance with AS 1851 Routine service of fire protection systems and equipment. Located in TTSC buildings, fire extinguishers and associated hose reels are identifiable by relevant signage in the corridors.

Fire extinguisher types must be used to suit intended purpose. To allow for instant recognition of the most suitable fire extinguisher, identification discs are to be displayed on the can to indicate the particular types of fire it can be used on.

Hot Works

The Contractor must ensure that fire alarms are isolated by contacting the Facilities/Duty /Contract Manager to submit for a fire system interruption at least three working days PRIOR to the commencement of the isolation.

To conduct hot works (including welding, grinding etc.), Contractors must complete a Hot Works Permit, however this is a self-managed permit and no formal approval is needed.

Adequate fire protection must be present, with suitable fire extinguishers attached to, or near work area. Welders must use screens to protect all personnel from welding flashes and any hot waste produced during the welding process. Workers undertaking the hot works should wear the correct personal protective equipment.

Contractors must only use their own fire extinguishers and not rely upon the TTSC fire extinguishers.

A fire watch for 30 minutes must be required after the hot work activities have ceased and then the Facilities/Contract Manager must be advised on completion of the fire watch and sign off on the Permit.

The requirements of any NSW Fire Brigade (rural or otherwise) fire bans must be adhered to at all times.

Gas Works

Gas Work is defined as work on consumer piping, fittings, components, appliances, flues, sub-metres, apparatus and other devices an associated requirement.

Prior to commencement of any works on gas infrastructure the following procedures must be adhered to:

- The gas system must be isolated
- Smoking, open flamed, hot work and other ignition sources in the hazardous area will be identified and isolated
- Consumer gas piping (i.e. piping after the metre) must be purged prior to work commencing. Where purging is not practicable, the Contractor will notify the relevant Utility Authority prior to commencing work on any unpurged piping
- All open pipe ends must be sealed while the work is in progress
- All gas piping must be tested by the Contractor after works have been complete
- Testing for gas leaks must be conducted using either the soap and water method (external) or a gas 'sniffer'

Asbestos, Lead and other Hazardous Materials

If the Contractor should become aware of hazardous materials impacting on the works, the Contractor must immediately cease work and notify the Principal Contractor and the Facilities Manager within the hour. Such materials include:

- Asbestos
- PCB's
- Lead dust and lead paint
- Heavy metals
- Flammable or explosive liquids or gases
- Toxic, infective or contaminated materials
- Radiation from radioactive materials
- Noxious or explosive chemicals
- Tanks or other containers which have an unknown history

Prior to refurbishment works, the Facilities Manager will ensure that a visual asbestos survey (and where possible an invasive/destructive survey) is undertaken to identify any asbestos containing materials (ACM) has been conducted.

Asbestos

All asbestos work must be carried out in accordance with SafeWork NSW requirements and as set out in Code of Practice How to Safely Remove Asbestos. Contractors shall consult the Hazardous Materials Reports for current asbestos information on buildings. Each TTSC building that has been surveyed has a summary page containing asbestos information. These summary pages and reports are currently available through the Facilities Manager or Executive Business Manager.

If Contractors identify "new" ACM during their works, they must stop work immediately and contact the Facilities Manager to discuss further action.

ACM can only be removed and disposed of by an appropriately licensed asbestos Contractor.

Prevention of needle stick/sharps injuries

Sharps are defined as objects or devices capable of cutting or penetrating the skin, e.g. hypodermic needles, broken glass and scalpel blades. Various hard plastic items, such as broken plastic pipettes, are also classified as sharps.

All sharps have the potential to cause injury through cuts or puncture wounds. In addition, many sharps are contaminated with blood or body fluids, microbiological materials, toxic chemicals or radioactive substances, posing a risk of infection or illness if they penetrate the skin.

There is a risk of sharps injury in particular for workers handling sharps but also for cleaning workers and grounds workers. Needles and sharps can be found especially in bins, toilets, parks and gardens.

Where there is a risk of needle stick or sharp injury, appropriate personal protective equipment must be worn such as puncture resistant gloves, safety boots, long pants and long sleeve shirts. Contractors must undergo any and all inductions deemed necessary by the local duty manager. Contractors are to strictly adhere to all information provided by the local manager/contact.

Contractors are not to handle any needles or sharps and must immediately contact their manager and the area supervisor if needles or sharps are identified in the workplace.

Any incident involving needles or sharps must be treated as a notifiable incident to SafeWork NSW as it potentially exposes the person to a substance likely to create a serious risk to health or safety in the future. Refer to section "Notifiable Incident" for more details on notification requirements.

Trenching & Excavation

Any excavation work on TTSC grounds must be carried out in accordance with the provision of WHS Regulations and Code of Practice Excavation Work. All excavation and ground penetration works to a depth greater than 150mm require a Permit to Dig.

All excavation work is considered high risk work and therefore requires the Contractor to prepare and submit a SWMS.

Contractors must manage the risks to health and safety associated with excavation work before the work commences including but not limited to the risk of:

- a person falling into an excavation
- a person being trapped by the collapse of an excavation
- a person working in an excavation being struck by a falling object
- a person working in an excavation being exposed to an airborne contaminant

To manage the risks, all relevant matters must be considered including:

- the nature of the excavation
- the nature of the excavation work including the range of possible methods of carrying out the work

- the means of entry into and exit from the excavation (if applicable)

The requirements of Essential Services of this Handbook must be followed as part of the excavation process. Any excavations within 1.5 meters of known service is to be carried out by manual excavation (i.e. shovel) until the service is exposed.

All open excavations must be surrounded by suitable barricades or barriers at all times.

Any underground obstacle, unexpected service, unidentified materials, suspected archaeological items or artefacts identified requires an immediate stop of work and the Contractor must inform the Facilities Manager to assess the necessary course of action.

All trenches over 1.5 metres in depth must be protected against collapse and barricades must be erected around the trench and kept in place at all times.

Confined Spaces

A confined space means an enclosed or partially enclosed space that:

- is not designed or intended primarily to be occupied by a person
- is, or is designed or intended to be, at normal atmospheric pressure while any person is in the space
- is or is likely to be a risk to health and safety from:
 - 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

Confined spaces may include but are not limited to:

- Storage tanks, process vessels, boilers, pressure vessels, silos and other
- Tank-like compartments
- Open-topped spaces such as pits or degreasers
- Pipes, sewers, shafts, ducts and similar structures
- Any shipboard spaces entered through a small hatchway or access point, cargo tanks, cellular double bottom tanks, duct keels, ballast and oil tanks, and void spaces, but not including dry cargo holds

When working in confined spaces, Contractors and their workers must comply with WHS Regulations and Code of Practice Confined Spaces. Particular emphasis is placed on risk assessment, control of risks, entry permits, rescue arrangements and training and competency.

The Contractor must ensure that all staff working in or on confined spaces are trained in confined space entry safety standards and will be required by TTSC to provide proof of training.

Working Outdoors

Outdoor workers are exposed to many types of hazards that depend on their type of work, geographic region, season, and duration of time they are outside. Outdoor workers include farmers, foresters, landscapers, groundskeepers, gardeners, painters, roofers, pavers, construction workers, mechanics, and any other worker who spends time outside.

Contractors/Staff should train outdoor workers about their workplace hazards, including hazard identification and recommendations for preventing and controlling their exposures.

Outdoor hazards that should be considered as part of the works by Contractors are:

- Physical hazards such as extreme heat, extreme cold, noise, lightning, and ultraviolet (UV) radiation
- Biological hazards such as venomous wildlife and insects, and poisonous plants
- Vector-borne diseases such as those spread to workers by insects, such as mosquitoes, or ticks
- Working in the heat

To reduce UV exposure and the risks of heat illnesses Contractors should provide:

- Sun safety information, instruction, training and supervision
- Shaded rest areas and frequent rest breaks in addition to scheduled meal breaks
- Water and encourage workers to stay hydrated (200mL every 15-20 minutes)
- Personal protective equipment such as: o clothing with UPF 50+ rating, loose shirts with long sleeves, collars and long pants o broad spectrum sunscreen (SPF 30+)
- Sunglasses which meet Australian Standards for UV protection.

Snakes

Outdoor workers without appropriate personal protective equipment (PPE) in snake-prone areas during summer can be at serious risk of being bitten by venomous snakes. Although bite incidents are rare, gardeners and workers in agriculture and construction remain vulnerable to injury.

As with any other workplace hazard, it is essential Contractors take appropriate steps to protect workers from exposure to risks. Outdoors workers near creeks or rivers or open grassy areas need to be aware of potential danger and provided with PPE – ideally, puncture-proof gaiters, and thick gloves. First-aid trained staff and equipment and an emergency plan are also crucial.

Workers should proceed with caution if near or picking up objects where snakes might be resting during daytime – things like large rocks, piles of timber and corrugated iron sheeting.

Before carrying out work in or around tall grass, piles of leaves or bushes, make some noise and use long-handled tools to disturb vegetation to move snakes on.

If encountering a snake, the best option is to freeze as the slightest movement can signal predator or prey reaction and trigger a strike.

In addition to puncture-proof gaiters, wear loose pants, thick socks and sturdy footwear and gloves to protect against bites. If bitten, don't panic and keep calm to help prevent venom spreading through the lymph gland system. Apply a firm bandage over the bitten limb area, immobilise it and call emergency services.

Never try to kill the snake or apply a tourniquet to the wound area or attempt to suck out venom or cut or wash the bite. Do not apply any chemicals or antiseptics to the wound or take medication. Ensure the bitten person stays as still as possible and does not try to dislodge the compression bandage, which must be removed by hospital or medical staff.

Always treat a snake bite, no matter how seemingly superficial, as a medical emergency.

Sustainability Commitments

Twin Towns Services Clubs Limited environmental footprint; including energy and water efficiency, waste management and resource recovery, sustainable procurement / supply chain and protecting ecological systems is of significant importance.

Each individual has a duty of care to protect the environment and must exercise due diligence. Due diligence means that PCBUs and workers need to:

- Take all reasonable steps to prevent pollution and protect the environment
- Show that everything that could have been done to prevent an incident, has been done
- Ensure that all necessary pollution control measures are in place and are regularly checked and maintained to minimise the risk of an environmental incident
- Turn off non-essential equipment that is not being used where possible

Individuals and corporations may be fined or imprisoned for up to seven (7) years, for seriously polluting the environment. Smaller incidents of environmental pollution can incur fines and/or penalties by littering or accidentally polluting the environment. In these instances, ignorance is not considered an excuse. Contractors working on TTSC grounds must comply with all legislative environmental requirements.

Environmental Risk Assessment

All Contractors must identify environmental aspects of their work that could give rise to environmental impacts and then manage the associated risks. The contractor must document identified environmental aspects of their works that can have an impact on the environment. They must undertake and document an environmental risk assessment of their works to identify significant environmental impacts and measures and procedures to control them.

All Contractors must work through the hierarchy of control when managing environmental risk. In controlling risks the priority is always to eliminate risks to the environment so far as is reasonably practicable.

Where environmental risks cannot be eliminated, they must be minimised by implementing engineering controls. If a residual risk still remains, then it must be minimised by implementing documented operational control procedures.

Environmental Management Plan

Where specifically required by the contract or where there is a legislative requirement, contractors must develop a project specific environmental management plan (EMP) based on the environmental impacts identified. The EMP should set objectives and targets to minimise and control the environmental impacts of the project.

Hazardous Chemicals and Dangerous Goods

Contractors must obtain approval for any hazardous chemicals prior to delivery to site. In order to minimise risk, orders should be made for only 1-2 days' supply. Contractors will be responsible for:

- The safe keeping of all hazardous chemicals and materials used
- Correct storage when not in use in approved storage facilities (i.e. reliable, tightly sealed and labelled containers, indoors on an impervious floor with enough bunding to contain any spill, appropriately ventilated)
- All hazardous chemicals/materials must be appropriately labelled and Safety Data Sheets (SDS's) held on site
- All hazardous materials must be handled safely and according to detailed instructions as outlined on the product labels at all times
- Under no circumstance are any hazardous chemicals to be brought onto the site without an SDS
- No hazardous chemical is to be decanted without an appropriate container/label
- A written risk assessment of the hazardous chemicals relating to its use
- Training details of those required to use the substance

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.

The Contractor must ensure that the clean-up materials are appropriate for the chemicals used and that at least one person on the site at any time is trained to clean up a spill. This includes ensuring an adequate supply of clean-up materials is available and easily accessible at all times.

Waste Management

TTSC is committed to waste avoidance to the greatest extent possible.

The disposal of waste on TTSC properties or grounds is expressly forbidden. TTSC rubbish bins must not be used for the disposal of construction and demolition waste. TTSC has a strong commitment to environmental sustainability and encourages all Contractors and workers to identify waste minimisation options at the start of each job by:

- Working out costs and savings involved in minimising waste
- Avoiding over-ordering of materials
- Ensuring that sub-Contractors are aware of their responsibilities with regard to waste disposal
- Recycling materials where possible

- Purchasing materials with the minimum packaging, or ask suppliers to accept their packaging back

There are many opportunities for waste reduction and Contractors should encourage their workers to adopt a team approach to this and to raise awareness as much as possible.

Bins and Skips

The type, quantity and location of waste bins/skips must be coordinated with the Facilities/Duty Manager at the relevant TTSC property. Bins must not restrict traffic or access/egress to work areas and buildings.

Debris must not be stored within stairs, passage ways or exits. All debris must be removed from the site and placed in skips. The Contractor must ensure the site is kept clean and tidy, recyclables are separated from waste materials in dedicated bins/skips and bins/skips are emptied on a regular basis.

An industrial rubbish skip is required on most work sites. Skips must have a cover in place when not being used, to prevent the rubbish from being blown away and to minimise any rainwater ingress.

Chemical Waste

Any chemical wastes must be stored in their original packaging (packaging must be maintained in good condition) and care must be taken to ensure that the containers are properly sealed. Chemical wastes must be disposed of by licensed disposal operators.

It is expressly forbidden for chemical wastes to be tipped into sinks, onto the ground, or into sewers or storm-water drains e.g. paint, thinners, chemicals, solvents, detergents, oils etc.

Electrical Waste

Electrical cables, fuses, devices such as switches and similar material must be disposed of by a licensed Contractor.

Contaminated Waste

Contaminated construction waste (waste fuels / oils / lubricants, hazardous substance containers) must be stored in impervious bins / containers and stored in bunded areas.

It is forbidden to dispose of contaminated waste in general purpose or recycling rubbish bins.

Metals

Materials such as iron, steel, copper and lead must be disposed of only by suitable competent disposal Contractors. Advice should be sought from the Contractors with regard to correct labelling, packaging and storing of lead.

Electrical/Transformer Oils

These oils must be stored in special containers issued by licensed waste disposal companies. The containers must be collected only by such disposal companies. These containers must not be left on TTSC properties by a contractor.

Water Quality

It is against the law to place any material (other than clean water) in a position where it is likely to leak, fall or be blown into any drain or gutter that is used to collect rainwater.

Allowing this to occur may result in fines or legal proceedings against businesses or individuals, by the Environmental Protection Authority (EPA) whether the pollution was accidental or not.

To prevent this from happening, the footpath and gutter around the work site should be kept free of litter, soil and sand, particularly at the close of each working day. Litter, leaves or other debris must never be swept into drains or gutters and rubbish bins must be covered.

First Aid

Contractors are responsible for providing first aid equipment and access to first aid facilities for their workers. They must also provide access to trained personnel to administer first aid where required.

First aid kits and access information may be kept in Contractor's or worker's vehicles. However the Contractor must assess the storage location with consideration to the actual work location and/or distance of the vehicle.

Emergency Procedures

Significant Contractors are required to prepare, maintain and implement emergency procedures and plans for each of their various workplaces. Contractor emergency plans must provide the following and be 'inline' with TTSC Emergency Procedures:

- emergency procedures, including:
 - an effective response to an emergency
 - evacuation procedures
 - notifying emergency service organisations at the earliest opportunity
 - medical treatment and assistance
 - effective communication between the Contractor and TTSC to coordinate the emergency response and all persons at the workplace.
- testing of the emergency procedures, including the frequency of testing
- information, training and instruction to relevant workers in relation to implementing the emergency procedures

The Contractor emergency plans and procedures must consider all relevant matters, including the following:

- the nature of the work being carried out at the workplace

- the nature of the hazards at the workplace
- the size and location of the workplace
- the number and composition of the workers and other persons at the workplace

When setting up workplaces Contractors are to ensure the following:

- the layout of the workplace allows, and the workplace is maintained so as to allow, for persons to enter and exit and to move about without risk to health and safety, both under normal working conditions and in an emergency
- lighting levels are maintained in a manner which enables safe evacuation in an emergency.

Contractors are expected to periodically test their emergency procedures to ensure they remain effective.

TTSC emergency procedures are displayed in all buildings describing the alarms, emergency exits, firefighting equipment, assembly areas and so on. In the event that a TTSC staff member asks the contractor to evacuate, the Contractor must:

- Leave the building immediately by the nearest exit
- Proceed to the assembly area indicated on the evacuation plan
- Remain in the assembly area. Do not re-enter the building until it is safe to do so by fire warden or fire brigade

Contractors must immediately notify any emergency to the Emergency Services on 000 then the Duty Manager on 07-55360249. When calling the Duty Manager, please advise the:

- Nature of the emergency
- Location (i.e. building, floor, room number)
- Any casualties
- Whether emergency services have been notified
- The level of assistance required

Twin Towns

If an evacuation is initiated, the primary designated safe assembly area for Twin Towns Services Club is 'Chris Cunningham Park' located south of the Cenotaph on the mall/South-West side of the club (see photo).



On the authority of the Head Warden, the alternative assembly location is located north of the Club.

The Emergency Warning system at Twin Towns Services Club is by intermittent tone and voice instruction:

- On alarm activation, a warden will be disseminated to your area to advise of the situation
- On voice instruction, either by system or warden, commence evacuation in a calm manner and be aware of others evacuating
- Report to the supervisor on arrival at the safe assembly area.

Club Banora

If an evacuation is initiated the primary designated safe assembly area for Club Banora is the CARPARK located adjacent (North) of the bowling green. On the authority of the Head Warden the alternative assembly area is the Golf Car Park, located on the mall/Shopping Centre side of the Club (See Photo).



Do not leave the safe assembly area until you have received instruction from the Head Warden (white hat and orange vest).

The Emergency Warning System at Club Banora is consistent bells and voice instruction.

Twin Towns Juniors

If an evacuation is initiated the primary designated safe assembly area for Twin Towns Juniors is the area located at the Northern most corner of the carpark. The Emergency Warning System, at Twin Towns Juniors is by voice instruction using a Megaphone (see photo).



Hazard and Incident Reporting

The reporting of incidents and identification of hazards is critical in achieving a safe workplace as it prompts action to prevent any future accidents and injuries.

All incidents and/or near misses arising from the activities undertaken by Contractors should be reported to the Responsible Duty Manager in writing within 24 hours.

All contractor notifiable incidents must be notified to the Regulator (i.e. SafeWork NSW) by the contractor. While contacting SafeWork NSW is an obligation of the Contractor, TTSC will also notify SafeWork NSW to satisfy their obligations.

Separate to notifiable incidents, all incidents and hazards that affect the TTSC community are required to be notified in writing to the Facilities/Duty Manager in writing if the incident/event is likely to impact upon TTSC community. For example;

- Infrastructure/essential services related, fire, event causing evacuation etc.
- Where a hazard or incident occurs (1) outside a designated contractor work perimeter, and (2) within the TTSC Group, and (3) has the potential to impact the TTSC community,

All hazards that do not satisfy one of these conditions should be reported and managed using the Contractor own hazard reporting system.

If in doubt about whether an identified hazard requires reporting, the Facilities Manager will provide direction.

Notifiable Incidents

Any notifiable incident (fatality, serious injury/illness and dangerous incident – potentially resulting in injury) is to be reported immediately to the Emergency Services on 000 and then to TTSC Duty/Compliance Manager for first aid and preservation of the scene if required.

In the instance of a notifiable incident as described below, SafeWork NSW must also be contacted immediately on 13 10 50 as an urgent investigation may be needed.

A notifiable incident includes the following in relation to a place of work: a) Fatality; b) immediate treatment as an in-patient in a hospital, or c) immediate treatment for:

- the amputation of any part of his or her body, or
- a serious head injury, or o a serious eye injury, or
- a serious burn, or
- the separation of his or her skin from an underlying tissue (such as delving or scalping), or
- a spinal injury, or
- the loss of a bodily function, or

serious lacerations, or d) medical treatment within 48 hours of exposure to a substance, or e) an uncontrolled escape, spillage or leakage of a substance, or f) an uncontrolled implosion, explosion or fire, or g) an uncontrolled escape of gas or steam, or h) an uncontrolled escape of a pressurised substance, or i) electric shock, or j) the fall or release from a height of any plant, substance or thing, or k) the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the regulations, or l) the collapse or partial collapse of a structure, or m) the collapse or failure of an excavation or of any shoring supporting an excavation, or n) the inrush of water, mud or gags in workings, in an underground excavation or tunnel, or o) the interruption of the main system of ventilation in an underground excavation or tunnel.

Any of the above incidents must be followed up with a full written report by the contractor detailing the incident, actions taken and recommendation to avoid a re-occurrence.

Non-disturbance provisions apply to the scene of a serious incident.

Where a notifiable incident has occurred on site, the Contractor must take measures to ensure, so far as is reasonably practicable, that the site where the incident occurred is not disturbed until an inspector arrives at the site or any earlier time that an inspector directs. This does not apply where interference is necessary to aid or revive any person involved in an accident or to prevent further injury to persons or property.