



The Construction Training Centre

Version – 1.0

FOR-ASM-065

Issue Date: 18/08/2015

SITE HANDBOOK



**CTC SITE
HANDBOOK**

CONTENTS

Introduction and purpose of handbook	4
Quick Facts about CTC	4
The Precinct	4
Accidents & Incidents	4
AED/Defibrillator	4
Amenities	4
Café	4
CCTV	4
Contacts	4
Cleaning/Rubbish Removal?	5
‘Danger’ Signage	5
‘Don’t Walk By’	5
Drugs and Alcohol	5
Emergency Evacuation and Fire	5
First Aid and CPR	5
Other Hazards	5
Hours of Operation	5
Insurance	5
Isolation of Fire System	6
Interfering with Building	6
Licenses and Certificates	6
Mobile Plant & Equipment (MPE)	6
Overhead Lines	6
Parking	6
Payment	6
Personal Protection Equipment (PPE)	6
Principal Contractor	6
Quality, Safety & Environment	6
‘Quiet Enjoyment’	6

RCD's	7
Rubbish	7
Shortcuts	7
Signing In and Signing Out	7
Signage	7
Smoking	7
Supervision	7
Sustainability	7
Traffic	7
Train	7
Unacceptable Behaviour	7
Vehicle-Pedestrian Interface	8
Safety Requirements	8
APPENDIX A – PRECINCT SENSITIVE AND POTENTIAL SAFETY RISK AREAS	9
APPENDIX B – AMENITY AREAS – CTC PRECINCT	10
APPENDIX G – MUSTER POINTS.....	11

Introduction and purpose of handbook

Welcome to CTC – The Construction Training Centre. Safety is of paramount concern to both the Directors and the CTC Team. On a precinct as varied in nature as CTC, safety issues require us all to be constantly vigilant. The potential for an untoward incident to occur is significant. At any one time we may have school children visiting, young adults on pre-vocational courses, new apprentices visiting for the first time, other Clients working, a train coming through and people unfamiliar with our precinct attending a conference in our conference room. For this reason we are wishing to insure that the Clients working at CTC are kept safe and contribute to our overall safety.

Quick Facts about CTC

- Have been around since 1994
- Is on 12.2 Hectares
- About 25% of land is built on
- Has around 45 tenants
- Has 9 staff

The Precinct

The precinct is divided into three parts. North of the Creek - Industry Park; the middle section; and across the railway line is the southern portion. At any one time there may be as many as 45 different tenanted organisations and hundreds of course participants and staff. A significant number of these may not be familiar with the precinct. Care needs to be taken at all times. See Appendix A and B for particular issues of safety and where key buildings are identified.

Accidents & Incidents

We do our best at CTC to avoid accidents and untoward incidents but where they do occur they should be reported to the CTC Office so that we can learn from them. Where an injury has occurred there are statutory reporting responsibilities. CTC's policy does not override yours but if there is an accident on our precinct involving you or one of your staff we need to know about it to determine whether it was preventable and what lessons can be learned for the future. This should be reported to CTC as soon as practical but does not supersede any statutory or Client reporting requirements.

AED/Defibrillator

CTC has an Automated External Defibrillator within our Precinct management Office and staff are trained in its use. In the event that defibrillation is required (i.e. someone has stopped breathing and has no pulse) the CTC office should be called immediately after the ambulance is called on 000.

Amenities

CTC provides amenities that are available to Clients and students. These include a Café, toilet and shower facilities and a First Aid Room. In the case of the First Aid Room refer to First Aid & CPR section overleaf. Refer Appendix B for locations.

Café

CTC has a café run for the benefit of clients and customers. The Café can also cater for courses where you may wish to provide food and beverages as part of your course offerings. The café is run on CTC's behalf by the CTC Café company which is operated by Neil and Gareth. They are only too happy to discuss your requirements. Offsite catering is not permitted without CTC's express permission.

CCTV

Clients should be aware that there are a number of CCTV systems located on the site and Client staff and students are liable to be recorded as a result. This is for security purposes only. Compliance with legal requirements

Clients and their students are expected to be compliant with the legislation relevant to their operations. While CTC is not able to be prescriptive for each Client there are a number of key pieces of legislation with relevant regulations that each is expected to be both knowledgeable of and compliant with:

- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011
- Environmental Protection Act 1994
- Environmental Protection Regulation 1994
- Fire and Rescue Service Act 1990
- Building Fire Safety Regulation 2008

Contacts

The first point of contact for Clients will usually be Lynn Starkey-Neate. Lynn is responsible for taking bookings and allocating the appropriate training and assessment space for Clients. Lynn can be contacted on 32166711 or email bookings@ctc.qld.edu.au.

Facility and Work Health and Safety matters are managed by Tony Kavanagh. Tony's contact details are mobile 0407330121. Email tony.kavanagh@ctc.qld.edu.au.

Cleaning/Rubbish Removal

Your classroom will be cleaned each evening after you have left. Please do not leave food in the classroom overnight. Anything you bring onto the site, must be taken off the site at the conclusion of your hire. Waste bins are provided on Central Drive past the Café for leftover food and light waste.

'Danger' Signage

Consideration should be given by each Client as to the nature of their activity and whether danger signs and barriers need to be deployed. If deployment will affect the free flow of pedestrian and/or road traffic, CTC staff must be advised beforehand. Consideration should always be given to the need for trip hazard signage around the immediate vicinity of the work being undertaken. While CTC has some signage available, the supply and deployment of appropriate signage is the responsibility of the Client.

'Don't Walk By'

This initiative is about the generation of a culture in the precinct where if something needs addressing it is done by the person discovering the issue.

This is particularly important as part of our commitment to ensuring a safe work site that has minimal impact on the environment. Where Clients or their students see an event or situation where they feel safety is or could be compromised they should intervene as necessary. At the very least a verbal report to the CTC Office would be appreciated.

Drugs and Alcohol

CTC is committed to maintaining a productive, safe, and healthy work environment, free of unauthorised drug and alcohol misuse. The Client is to ensure that their staff and/or students do not enter the precinct if they suspect they are under the influence of alcohol or drugs. Drugs include prescription medication that, when taken, it may be inappropriate for the person to operate equipment or machinery.

Emergency Evacuation and Fire

Clients must follow the direction of Fire Wardens (including Floor and Area Wardens) and ensure their staff, students and contractors go to the nearest muster point when a Fire Alarm is heard. Personnel should not leave the site without first speaking to a CTC Team member so that their names can be ticked off for any roll-call. At the rear of this Handbook is the Fire Diagrams which identify the muster points and the evacuation routes. There is a guide as to which staff member is appropriate for which emergency in the CTC

Precinct Management foyer. Clients should discuss with CTC their own fire response including how they will induct their staff and students for each training session and how a roll-call system will be initiated so that for any muster a complete list of attendees can be used to try and account for all personnel.

Failure to muster even when it would appear obvious that it is a false alarm and/or isolated to another part of the precinct is a serious matter and may result in refusal to re-offer the facilities to the Client in the future.

First Aid and CPR

CTC has its own First Aid room located in Building 1, immediately across from the main office. The keys to this are held by the CTC staff. In addition CTC has a defibrillator in the event of a cardiac arrest. All CTC staff are familiar with its operation and all CTC staff are holders of current CPR and First Aid Certificates. There is a guide as to which staff are appropriate for which emergency in the CTC Precinct Management foyer.

In the event of an Asthma attack CTC holds both a spacer and Ventolin and if someone has an allergy that causes Anaphylaxis CTC also has epi-pens with staff trained in the delivery of both.

Other Hazards

In order to be aware of any hazards operating from time to time that are not outlined in this handbook the Client should, on signing in, ask if there are any safety issues that need to be aware of in addition to those outlined here. There is a white board at the CTC Reception that indicates any areas of concern. Note that these will highlight issues relating to common areas or areas over which CTC has control. CTC cannot be across issues relating to a particular tenancy and Clients should be mindful of this when undertaking work.

Hours of Operation

Office hours are 7.00 am until 5.00 pm Monday to Friday. Clients should be mindful of the sign-in sign-out procedure if starting earlier than the standard office hours. CTC is open every business day of the year. For particularly dangerous work, noisy work, dusty work or work that can cause interference with the tenant's normal business arrangements may have to be made to work outside of normal working hours. Please contact CTC staff to discuss.

Insurance

It is the Client's responsibility to ensure that they obtain and maintain adequate insurance for the liabilities that they carry for their business, students and any contractors they may use. The Client may be asked to produce evidence of current insurance from time to time.

Isolation of Fire System

Clients should be aware that the work they undertake, including the operation of some vehicles and plant, could interfere with the Fire Alarm System and potentially activate smoke or other alarm systems resulting in activation of CTC's fire alarm. If the Client is undertaking work that could cause this event they should liaise beforehand with CTC, giving adequate notice so arrangements to isolate the fire system can be made. Failure to do so and the alarm is activated will result in the cost of the false alarm being charged to the Client.

Interfering with Building

Clients should be aware that they should not interfere with the building frame, structure or slab without the prior permission of CTC beforehand. This particularly includes anything that may need to be affixed on a temporary basis.

Licenses and Certificates

It is the responsibility of the Client to make sure that those being sent to do the training and/or assessing and/or operate equipment/plant that requires certain prescribed licenses or certificates have the required licenses or certificates to do so. This is particularly important where there are various levels of license. CTC staff reserve the right to examine any license and it must be shown by the Client on request from CTC. If the Client fails to show the appropriate license the Client may be asked to leave the precinct and CTC may refuse to provide a refund for that event.

Mobile Plant & Equipment (MPE)

There may be times when Clients requires their own MPE on site. Whether MPE is provided for them by CTC or hired direct by the Client, the Client must ensure that their staff or contractors are competent to operate the equipment and that they have the necessary license for the size and type of the MPE being used. Clients must ensure that any plant they bring onto the Precinct is fit for purpose and has all necessary safety and other certifications. All required insurances must also be in place to adequately protect both the Client and those on the Precinct.

Overhead Lines

There are overhead power and telecoms lines on the precinct on the southern portion. Clients need to be mindful of this when bringing any vehicles or plant to the precinct. Any damage should be reported immediately and this will be charged back to the Client.

Parking

Entrance to the main Car park is via **Gate I**. Clients should direct their students to this gate and carpark. At times car parking at the precinct can be limited. It is

appreciated if Clients did not park in tenant designated car parks or disabled car parks. If you or your staff are finding it difficult to find a park please call into the CTC office and we can assist you. Cars or other vehicles parked illegally may be towed. There is a separate procedure relating to this which is available on request.

Payment

Licence fees apply to the use of the facilities and services. Rates are subject to confirmation at the time of the booking. Invoices are issued at the time of booking. Fees can be paid via EFT, Cheque or Credit Card. When purchasing from CTC, card details are transmitted through an application programming interface. Card details are hosted by CISC Pty Ltd after processing.

Personal Protection Equipment (PPE)

Clients must ensure that they and their students wear the appropriate PPE relevant to the work they are undertaking. **It is a mandatory requirement that all persons attending training in the Hot Leasing area MUST wear hi-vis PPE at all times.**

Principal Contractor

In each and every case the Client who undertakes work at the CTC facility fulfills the role of Principal Contractor for the purposes of the Workplace Health and Safety law operating at the time.

Quality, Safety & Environment

CTC has implemented an integrated management system which is designed to satisfy the requirements of ISO9001:2008 (Quality); ISO14001:2004 (Environment) and AS/NZS4801:2001 and OHSAS18001:2004 (OHS). Certification in each of these standards is your assurance that we are committed to meeting customer requirements at all times, that we recognise our environmental responsibilities and we are committed to achieving a safe workplace for all people who attend the CTC precinct.

We strive to continually improve across all areas of our business, and we encourage feedback from our customers. At the conclusion of your hire period, we would appreciate it if you took a few minutes to complete the Customer Feedback Form (available from the Customer Support Officer).

'Quiet Enjoyment'

The tenants of CTC have the right to 'quiet enjoyment' and to be able to go about their business without hindrance or interference. It is acknowledged that at times it may be necessary for the Client to create dust or create noise etc. to undertake training. If this is to occur the Client is to advise CTC prior to commencing and any disturbance should be kept to a minimum. The Client should never interfere with any service provision (including water, electricity, power, or telecoms/IT) of

any Tenant unless prior approval has been given by CTC.

RCD's

Clients are to ensure staff and students always use a portable RCD when carrying out electrical work. The RCD should be tested three monthly and in date on the tag. All electrical equipment should similarly be tested and tagged.

Rubbish

Clients are responsible for removing all their rubbish and debris from the precinct at the completion of their hire period. Please contact Precinct Management if you are in any doubts regarding food/rubbish/debris/soil etc. that has been generated as a result of the training undertaken.

Shortcuts

While at times it may be tempting to take a shortcut through a Tenant's premises this is prohibited except where CTC has prior agreed access with the Tenant. Many tenants conduct potentially dangerous training activities and if they are not aware of who might wander through their premises they cannot take this into account. If in doubt ask a CTC staff member before entering any area which you are unsure of.

Signing In and Signing Out

It is imperative that before you commence training on the precinct that you sign-in at the Precinct Management Office (next door to the CTC Café). You must sign back out at the end of your hire period. Sign in/out is important for a number of reasons:

- You need to collect the keys and utility box for the space hired. Please ensure all contents are accounted for on return of the box or a fee may be charged;
- It provides the opportunity to relay important safety information to you;
- It gives us a record of who is on site in the event of a Fire or other emergency;
- It enables you to communicate any issues including safety or equipment issues to us;

Signage

On any given day there can be a large number of sometimes confusing signs that make it difficult for your customers to find you. We ask that before you put up temporary signs you discuss with CTC the best way for customers to be directed to where you are undertaking your training session.

Smoking

CTC maintains a non-smoking policy in and around the buildings. Clients with students wishing to smoke should direct them to the designated smoking areas. See appendix B.

Supervision

It is important for Clients to supervise all students to the proper degree. The same is true where a licensed operator is supervising or being assisted by an unlicensed operator. The Client is responsible for ensuring that the required level and degree of supervision is exercised at all times.

Sustainability

CTC endeavours to be as environmentally friendly as it can be. We would appreciate any endeavours you can make to play your part by ensuring lights are switched off after use. CTC is partly carbon neutral which includes the Hot Leasing area. You may wish to include this information in your company marketing.

Traffic

The precinct can, at times be very busy. Therefore, a **20 km/h speed limit** is in place. Because of parking shortages some cars may be parked close to pedestrian crossings so care should be taken when crossing roads even at the crossings. This is particularly true if carrying tools or materials that may partially obscure vision. You should impress on all staff and students that the speed limits and sensible driving must be maintained for everyone's safety.

Train

Clients and their staff should be aware that there is an operational railway line that runs through the precinct. Care needs to be taken when crossing this line. See Appendix A for the main crossing points as well as the location of the rail easement. Additional care should be taken when the locomotive is actually on the line.

Unacceptable Behaviour

CTC does not tolerate unacceptable behavior on the precinct. This includes littering, swearing, inappropriate use of a vehicle, dangerous behavior, offensive behavior towards any CTC staff, tenant or visitor, sexual harassment, bullying or fighting. In the event that Client's staff or students are deemed to be behaving inappropriately they may be asked to leave and may not be refunded for the facility use.

Vehicle-Pedestrian Interface

The Precinct is particularly busy with many vehicle-pedestrian interface points. These occur not only in the various car-parking areas around the Precinct but also where MPE that may be involved as part of contracting work, or as part of another training course by one of our permanent tenants. Extra caution should be applied when walking or driving in these areas and all Client staff and students need to be aware of vehicles and pedestrians at all times. Consideration will need to be given to barricading or isolating areas of training as necessary.

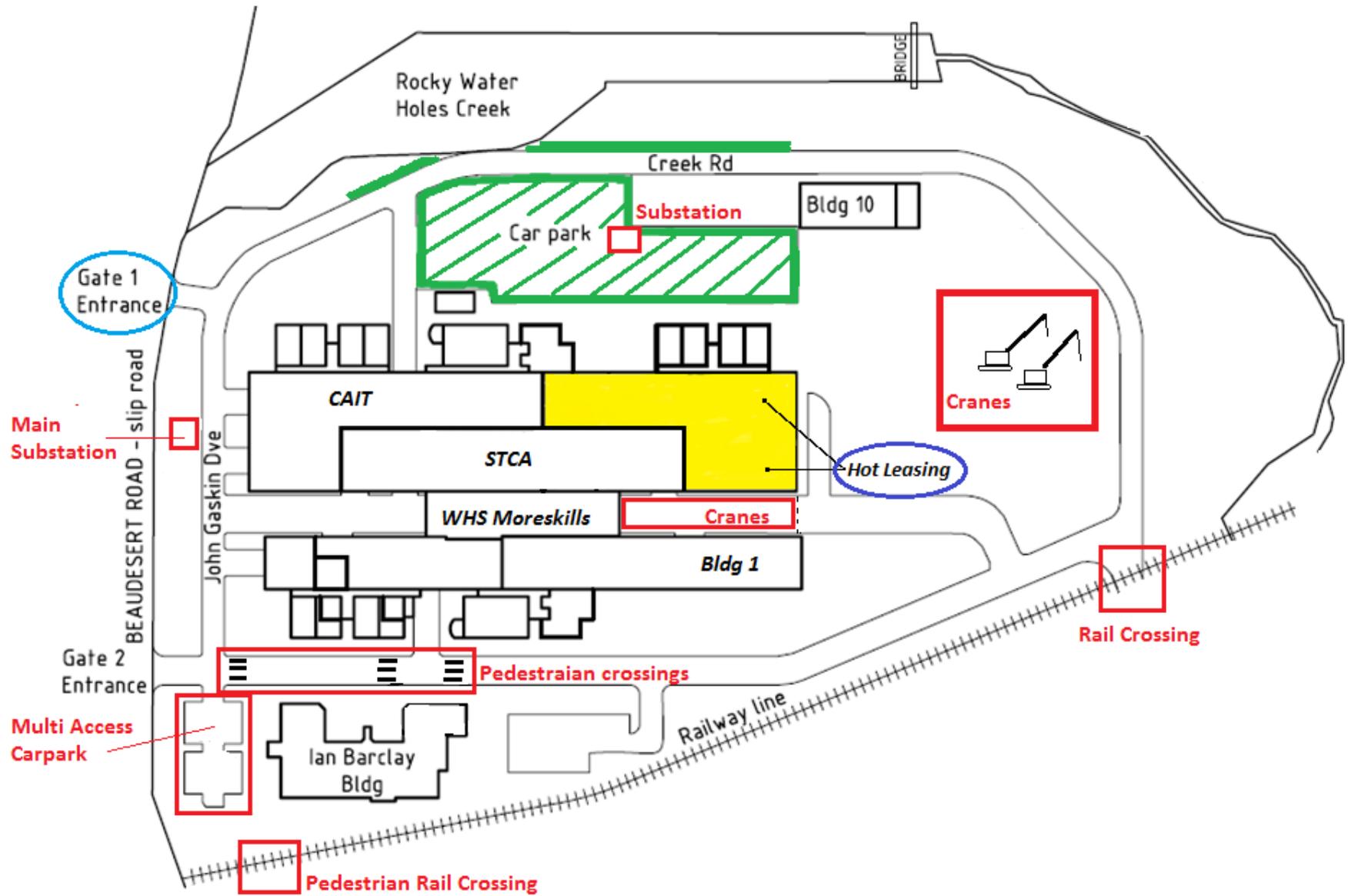
Safety Requirements

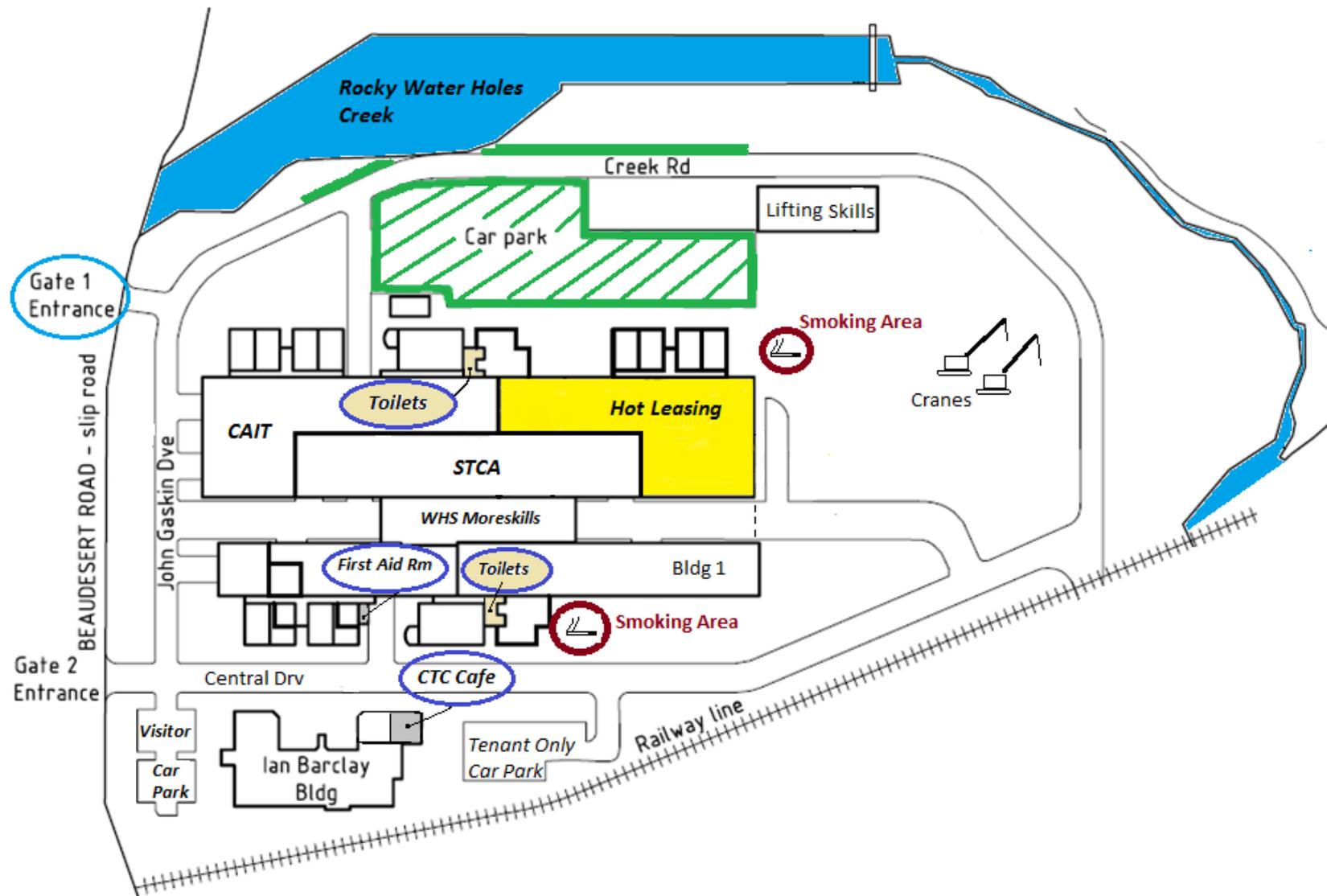
Any Client or student of a Client not found to be adhering to the requirements of this Handbook may be evicted immediately and may not be provided with another opportunity to return to the facility. In the event of a serious WH&S breach, regardless of whether or not an injury has occurred, inspectors from WH&S Queensland may be called to investigate.

Clients wanting to bring hazardous substances onto the precinct for training purposes must first gain approval from CTC and provide Safety Data Sheets pertaining to the hazardous substances to the CTC WH&S officer.

Under no circumstances is any electrical equipment not complying with the Workplace Health and Safety Act and Regulations to be brought into or used in the facility. For safety and security reasons, equipment that has not been checked and tagged, bearing a current and valid safety tag, is not to be brought into CTC without prior approval. All equipment brought into the facility is done so at the risk of the Client.

APPENDIX A – PRECINCT SENSITIVE AND POTENTIAL SAFETY RISK AREAS





EVACUATION DIAGRAM THE CONSTRUCTION TRAINING CENTRE - SALISBURY

460-492 Beaudesert Road
Salisbury, Qld. 4107

EMERGENCY EVACUATION PROCEDURE

In the event of any emergency requiring the evacuation of any or all of the buildings in this complex, all tenants, staff, students and visitors are to comply with this Evacuation Plan.

FIRE

- Upon hearing the audible alarm and/or so ordered to evacuate by Centre Management, all personnel are to proceed to the Assembly Area as marked on the room/office/work area Evacuation Plan.
- Each organisation occupying facilities in the Centre is responsible to have a record of their staff, students and visitors for Assembly Point roll call.
- Regular drills will be conducted.
- **DO NOT RE-ENTER THE BUILDING UNTIL THE FIRE BRIGADE / CHIEF WARDEN DECLARE IT SAFE TO DO SO.**

BOMB THREATS

- Upon receiving a bomb threat you are requested to keep the fire open = **DO NOT HANG UP.**
- Immediately notify the Police Service on 000 and Centre Management on 3216 6711.
- In the event of your own evacuation, Centre Management will advise the rest of the complex.
- Evacuate to an area well back from suspected bomb area.

FIRE EXTINGUISHER OPERATION

Stand well back from the fire
Always face the fire with back to clear exit
Always be in pairs
Use the PASS method
P - Pull pin from extinguisher
A - Aim extinguisher at base of fire
S - Squeeze handle of extinguisher
S - Sweep extinguisher from side to side

TAKE HOSE REEL OPERATION

Go to the hose reel
Turn water supply handle (NOT Nozzle) to the ON position
Take hose reel to the fire
Stand well back from the fire
Always face the fire with back to clear exit
Always be in pairs
Aim at base of fire
Open nozzle
Sweep from side to side

IN CASE OF FIRE Fire/Evac Procedure

- R** REMOVE PEOPLE FROM IMMEDIATE DANGER AREA
- A** ALERT PEOPLE NEARBY AND RAISE AN ALARM
- C** CONFINE FIRE AND SMOKE
- E** EVACUATE

SAFETY MEASURES IN CASE OF FIRE

- Turn off electrical appliances and shut ALL doors.
- Only fight fire if safe to do so and you feel confident to do so.
- Mobility Impaired persons should evacuate immediately on hearing alarm assisted by nominated person.

LEGEND & FIRE FIGHTING EQUIPMENT

- | | | |
|-----------------------|-------------------|-------------------------|
| Path of Exit | Hazmat Box | Manual Call Point |
| Fire Hydrant Booster | First Aid Room | Fire Hose Reel |
| Fire Hydrant | EXIT = Exit Signs | Fire Extinguisher - DCP |
| Assembly Areas A to H | EXIT = Exit Signs | |



Date: 29.05.2012

