CTC TENANTS’ INDUCTION HANDBOOK

...building skill solutions.
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Introduction and purpose of handbook

Welcome to CTC. We hope you enjoy a long and mutually beneficial relationship with us. 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, 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 those who share our precinct, are kept safe and contribute to our overall safety.

About CTC

CTC’s registered name is CISC Pty Ltd which stands for the Construction Industry Skills Centre and we trade under the name CTC (The Construction Training Centre).
CTC’s Mission
To equip people with the skills they need for the future, to develop the Queensland building and construction industry with the highest quality workforce and specialist knowledge.

CTC vision is
...building skill solutions.

Some quick facts about CTC
- Have been Around Since 1994
- Is on 12.2 Hectares
- Is a Proprietary Ltd Company
- Has two shareholders: 1 is Industry (50%) and 1 is Government (50%)
- About 25% of land is built on
- Has around 30 tenants
- Has around 10 staff

The Precinct
The precinct is divided into three parts. North of the Creek is CTC Industry Park, the middle section and across the railway line 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 & B for an aerial photo of the precinct and the boundary. Appendix C provides the building numbering system to provide orientation. Particular issues of safety and key buildings are identified in Appendix E.

Accidents & Incidents
We do our best at CTC to avoid accidents and untoward incidents but where they do occur they should be reported so that we can learn from them. Where an injury has occurred there are statutory reporting responsibilities and you should contact Workplace Health and Safety as required. Serious incidents/accidents on the precinct should also be reported to CTC as Landlord so that we can determine whether there are any issues pertinent to us in our Landlord role. This is CTC’s responsibility to CTC staff.

AED
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 (32166711).

Alarm System
A number of tenancies within the precinct are covered by an alarm system. This requires a key code to de-activate and arm. Please contact the Precinct Maintenance Manager to establish your keypad codes. The process of arming and disarming is simple:
To ARM:
- Press in four digit code
- Scroll to your tenancy area (an identified area will be provided to you – it may be the name of your company)
- Press OK
- Press ON
- Press END

To DISARM:
- Press in four digit code
- Scroll to your tenancy area (an identified area will be provided to you – it may be the name of your company)
- Press OK
- Press OFF
- Press END
The disarming of your tenanted area also disarms the common areas so that access to toilets etc. is possible without setting off the alarm.

Amenities
CTC provides amenities that are available to Tenants and their visitors/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 Room overleaf. Refer Appendix E for locations.

Asbestos
Given the age of the precinct there is some asbestos. The vast majority of it has been removed or successfully encapsulated. If you are not sure of whether the area you are working in contains asbestos please consult one of the CTC Team. CTC has staff with expertise in bonded asbestos removal. CTC also has an asbestos register that is available for you to view. Appendix E details the general construction type for each major building on the precinct. This may be important if you engage a contractor to do some work for you.

Breast Feeding Friendly Workplace
CTC has been accredited by the Australian Breastfeeding Association as a Breastfeeding Friendly Workplace. The First Aid Room located across for the CTC Café in Building 1 has been especially equipped to create a relaxing environment in which mum's may breast-feed or express milk. CTC has the keys and is happy for any tenant staff/visitors to use the facility. There is also a nappy changing facility in the room.

Catering
The CTC Café is able to cater for your dietary needs whether it be for a small meeting with sandwiches to a much larger function in one of our training or conference rooms. Please contact Gareth or Neil Lai in the Café for a quote. The Café is also a great amenity for students coming in for training. If Tenants have a large cohort of students for a long or short time it may be that special dietary arrangements can be made. Please contact the Café for further discussions. The Café features sustainable fair trade coffee and we are working hard to make this facility environmentally friendly.

CCTV
Tenants should be aware that there are a number of CCTV systems located on the site and that your staff are liable to be recorded as a result. This is for security purposes only. If there is a break-in our CCTV coverage may have captured it. Please speak to a member of staff to get access to our archival footage.

Cleaners
Tenants need to make their own arrangements with a cleaning company. If you wish we can put you in touch with our main precinct cleaners (Pickwick) who will provide you with a competitive quote.

Collaboration Leasing
While the general attitude to Tenants in industrial leasing situations is one of ‘quiet enjoyment’, CTC believes that a better model is one where we work in collaboration with our tenants to assist them deliver their business outcomes for the benefit of the precinct as a whole. This means getting to know our tenants more intimately and assisting where we can to encourage inter-Tenant cooperation and mutual working. What this means on the ground is quarterly Tenant Seminars and a range of Whole of Precinct Initiatives (WOPIs) where CTC provides a services to the benefit of the Precinct as a whole. A number of WOPIs are identified in this induction pack and these are added to or change as requirements change across the Precinct.

Conference Facilities
CTC has its own conference facilities with two excellent rooms available for casual hire. The largest room the Hugh Hamilton Room can comfortably seat 180 (Theatre Style) while the associated breakout room (George Englert Room) seats 40 (Theatre Style). Both have state of the art AV and CTC is well used to supporting a range of organisations in conducting successful events at our facility.
CTQ Boardroom

An example of the collaboration leasing above CTC offers free of charge the use of the CTQ Boardroom on the ground floor of the Ian Barclay Building. There is a fair use policy that applies to ensure that there is equal access to the room. Contact our Customer Support Officer for further details. A copy of the policy is available from CTC and is also in the room. The conditions for continued access to the Boardroom include regular attendance at the CTC Tenant Seminars.

Disaster Management

Management of any disaster is conducted from the Control Room which is set up in CTC’s Precinct management Office lunchroom. This has access to generator power and radio and television transmissions. Members of the EPC or Eco may be requested to join the CTC Disaster Management Team in the event of a major emergency.

‘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 tenants see an event or situation where they feel safety is or could be compromised they should intervene as necessary. A verbal report to the Precinct management office, at the very least would be appreciated.

Driving Within the Precinct

As authorised drivers within the CTC Precinct, Tenant representatives which includes staff and contractors employed by Tenant’s organisations are required to obey all motor vehicle laws, and must hold a current valid driver's licence issued in the state of residency for the class of vehicle being operated and must be able to drive the vehicle.

Tenants are provided parking to support business activities All drivers authorised to drive within the CTC precinct must abide by the following rules:

- No vehicle is to be driven while under the influence of alcohol or any controlled substance.
- Possession or consumption of alcohol by anyone in a vehicle within the precinct is not allowed.
- Possession or consumption of illegal drugs by anyone in a vehicle within the precinct is not allowed.
- Drivers and passenger must wear available personal restraints at all times, while travelling in vehicles within the precinct.
- All drivers’ infants/children must be restrained in accordance with the standards and motor vehicle laws at all times.
- Accidents must be reported immediately to CTC Management immediately and Police if appropriate.
- The Precinct speed limited is 20km, drivers must obey all speed limits and motor vehicle laws at all times.
- When using trailers ensure all safety checks are carried out prior to use.
- Ensure all loads on trailers and utility vehicles are tied down and secure.
- The use of hands free/blue tooth should be kept to a minimum when driving.
- The use of hand-held mobile phones is illegal and must not be used at all when driving.
- When operating forklifts or other machinery on site, the load must be such that vision is not impaired and flashing light must be activated.
- Under no circumstances are warning devices (audible and visual) to be deactivated (audible and visual).

CTC promotes courteous driving and encourages employees to drive appropriately for all road conditions. Please drive courteously by letting other vehicles merge, and being patient at pedestrian crossings.
Drugs and Alcohol

CTC is committed to maintaining a productive, safe, and healthy work environment, free of unauthorized drug and alcohol misuse. The Tenant should ensure that their staff do not enter the precinct if they are under the influence of alcohol or drugs. Alcohol used within the tenanted area is the responsibility of the Tenant. You will need to ensure that staff are appropriately trained for the serving of alcohol where this is required by Law.

Emergency Evacuation and Fire

Tenants staff and visitors/students must follow the direction of Fire Wardens (including Floor and Area Wardens) and go to the nearest muster point when a Fire Alarm is heard. Appendix F is the Fire Diagram which contains the muster points and the evacuation routes. Each tenanted area will have an evacuation diagram located near its main exit point.

Electrical Safety

In January 2014 the new Electrical Safety Regulation 2013 was released where the person in charge of a business or undertaking (PCBU) would need to demonstrate a system is in place beyond just relying on that used by the Electrician. This may not be pertinent for many, but it is very relevant in a multi-tenanted precinct such as CTC. This and a number of other electrical concerns means that CTC has strengthened its approach to electrical safety to provide further assurance of the safety of all who enter the site.

CTC is multi-tenanted and also multi-serviced. In other words at any one time a range of tradespersons may be working on the Precinct for CTC or a tenant. Where electrical contractors are concerned, this generates the highest potential for danger given the dangerous nature of electricity. CTC also acknowledges that in a number of cases tenants have long-established relationships with their own contractors or may have multi-site agreements in place. Therefore in order to be flexible, CTC is willing to allow for the continuation of tenant-contractor arrangements with respect to electricians.

There is one important caveat to this and that is that any electrician working on the CTC Precinct must be pre-qualified. The pre-qualification will involve a panel of electrical experts who will assess the suitability of an applicant company and decide whether they will be granted an entitlement to work on the Precinct.

Refer to CTC’s Electrical Safety Procedure for more detail about pre-qualification and the process for undertaking electrical work at CTC.

Environment

CTC is committed to doing its bit to help the environment and we cannot do this without the cooperation of our tenants. There is an on-going program of investment in climate smart initiatives; however many small actions that require some degree of behavior change can be just as effective. We would ask that you jump on board with these as they are introduced. Tenants are required to comply with all relevant environmental legislation.

Evacuation Chair IBB

Ian Barclay Building has on the first floor by the stairwell an evacuation chair. This is located on the wall and is accompanied by a set of instructions for use. It is designed to be used in the event of fire to enable a disabled person to be assisted down the stairs to avoid the use of the lift which must not be used when a fire situation exists. Please contact CTC if you wish to have some training in its use.

Firearms

On occasions CTC’s security patrols (Waterloo Security) may send armed patrols to the Centre where an armed response vehicle is closer than our normal patrol officer. CTC also uses a firearm to address issues of feral animals on-site. There is an established protocol for its use and CTC team members are licensed operators. This activity normally happens out of hours.

Fire & Fire Wardens

You will need to ensure you are compliant with the Building Fire Safety Regulation 2008. This may mean you will need to develop your own Fire and
Evacuation Plan. If you do this should be agreed with CTC so that it is in line with the overall plan for the precinct. You may also be required to play the role of Fire Warden in the overall fire response of the precinct. You will be advised of this requirement by CTC. Larger organizations within the precinct may also be required to have their own Fire Safety Advisor/s. Tenants should ensure that they comply with the Regulation pertinent in this area. CTC has its own Fire Safety Advisors. The Chief Fire Warden for the Precinct is identified by a White High Viz top and suitably labeled helmet. The instructions of the Chief Fire Warden must be followed at all times.

Fire Protection Systems
CTC uses a fire protection system throughout the buildings to protect life and property. It is imperative that all care is taken NOT to do anything to cause the detectors to be activated to cause the fire alarm to sound. This automatically connects to the QFRS and we will be billed for a false alarm if we exceed our allocation of false alarms for the period in question. In such an event the cost of this will be passed to the Tenant. Issues to be aware of here include:

- Smoke from toasters;
- Urns left to run dry and over-boiling;
- Painting and other activities;
- Vehicles inside the workshops emitting fumes; and
- Welding or other activities that give off smoke.

In order to avoid setting off the alarms speak to the Facility Manager who can organize for a temporary isolation of the detectors for the activity which may cause the problem. If in doubt always ask first. It is worthwhile including here the section from the Contractor Induction Handbook.

Contractors should be aware that CTC has a range of fire protection systems in place. These should not be interfered with without the prior consent of CTC for each and every equation. Contractors MUST be mindful of any activities (especially where dust, smoke or heat is involved) that may trigger the fire detection system. In the event of a false alarm being tracked back to a contractor they will be presented with the QFRS bill for the false alarm call-out. Should there be concerns (which may even extend to operating equipment inside the sheds e.g. diesel engines or EWPs that cut the beams) then the Contractor should approach CTC staff to have a temporary isolation of the fire system put in place. Each isolation of the system requires completion of a register and is to be by the exception rather than the rule.

First Aid and CPR
CTC has its own First Aid room located immediately across from its office in Building 1. CTC has a qualified occupational first aider and contact details can be found on the outside of the First Aid Room door. The keys to this are held by the CTC staff. In addition CTC has a defibrillator in the event of a cardiac arrest and oxygen. All CTC staff are familiar with its operation and most CTC staff are holders of current CPR and First Aid Certificates. There is a guide as to which staff are appropriate for which emergency on the CTC website under the Our Team – The Team tab and the Team Board in the Precinct Management foyer.

Generation One
CTC has signed up to Generation One which is aiming to address the issues of indigenous disadvantage in one generation. If you are interested in assisting in this the Generation One website www.generationone.org.au has all the relevant information.

Hazard Maps
CTC has a number of Hazard Maps that reflect some of the more hazardous situations that exist throughout the Precinct. These will be made available to you at Induction. Hazards include:

- Noise;
- Asbestos;
- Plant;
- Spray Painting;
- Vehicle-Pedestrian Interface;
- Lead;
- Forklift Use;
- Solar UV & Dust;
- Solvents & Other Ototoxics;
- Security;
- Pressure Plant;
- Contaminated Land;
- Welding;
- Registerable plant;
- Poisonous Plants & Venomous Animals;
- Legionella;
- High Voltage Electricity;
- Crane Use; and
- Heights ladders & Scaffolds

A list of these is included in the appendices at Appendix G.

Hazardous Substances and Dangerous Goods

Tenants must maintain their own Materials Safety Data Sheets (MSDS’s) and be prepared to provide copies to CTC on request. In terms of volumes of hazardous substances tenants will be required to advise CTC where they carry more than just a small stock as their volumes may cause the precinct to exceed the overall level for an area of our size.

Healthy Inside & Out

This is a WOPI whereby CTC provides a range of health, well-being and wellness services on a Precinct-wide basis for the benefit of all Tenants. These vary from time to time but may include cessation of smoking programs, healthy café food, fair trade organic coffee, yoga, group fitness, etc. A Steering Committee may exist from time to time to guide CTC’s workplace health and well-being initiatives and tenants are encouraged to nominate a representative to sit on the committee.

Hot Leasing

This is a business line provided by CTC that is designed to provide RTOs with the wherewithal to deliver training without the need to commit themselves to large capital or operating outlay. Effectively CTC provides the space and capital items required for the training and the RTO delivers the training paying a fee for use only. In some cases Tenants taking out a tenancy may wish to use the Hot Leasing area as a means to deliver courses when their existing capacity is stretched, or they may wish to provide a wider range of service offerings by using an existing Hot Leaser to do that element of the training that they would otherwise not be able to deliver. Contact CTC’s Training Enterprise Manager for further details.

Hot Works and Other Hazards

In order to be aware of any hazards operating from time to time, the Tenant should familiarise themselves with significant safety issues through visiting the CTC Precinct Management Office. Any issues that would pose a significant risk will be notified to tenants as a matter of course. Where Tenants engage contractors which involves risks then these should be communicated to the CTC Precinct Office.

Hours of Operation

Office hours as a rule are 8:30 am until 5:00 pm. In reality the office is generally staffed from 7.00am to 6.00pm Monday to Friday. CTC is open every business day of the year. The CEO has under exceptional circumstances the authority to close and lock-off the entire precinct. Where this is the case the gates will be padlocked and notices attached to the entry gates accordingly. It is essential that Tenants do NOT access the precinct during such lock-out periods even if they access by foot.

Insurance

It is the Tenant’s responsibility to ensure that they obtain and maintain adequate insurance for the liabilities that they carry. The Tenant will be asked to produce evidence of current insurance from time to time.

Keys

Keys are signed out to Tenants and this information is kept in our Key Register. You will be asked to return the keys on departure. Keys will be charged for and replacement keys also carry a cost.
Justice of The Peace/Commissioner for Declarations

CTC has two JP's on staff (Phil Diver and Peter Walker) and a Commissioner for Declarations (Pam Anderson). This is a free service available for tenants for both their personal and work-related matters. Neither party can sign documents however that relate directly to CTC.

Lease Agreements

The contractual basis on which tenants rent at the Centre is covered in a Lease Agreement. Where items in the Lease Agreement are at variance to what is included in this agreement, the Lease Agreement will prevail.

Legal & Other Obligations

Most tenants will be led by a Person Conducting a Business or Undertaking (PCBU). The PCBU is the person who in many cases bears the ultimate responsibility for the safety and well-being of their staff. In order to discharge this responsibility there are a number of obligations placed upon them. Through some of the CTC WOPIs these obligations can be partly met e.g. hearing tests, flu vaccinations etc. To understand the full legal framework in which your business operates is a core responsibility for managers. To this end it is necessary to identify the full range of legal and other requirements that apply to your business. This extends beyond the legislation like the Work Health and Safety Act 2011 and extends into Codes of Practice and Australian Standards as well. CTC can assist through sitting with your senior managers and working through how the legal requirements for your Company are determined. This is a further added value service from CTC as part of our Collaboration Leasing.

Living Laboratory

‘Living Laboratory’ is the name CTC gives to its overall initiatives in creating a sustainable built environment. This underpins the Master Plan for the site which outlines a program of development over the next 20 years.

Maintenance Requests

If there is an issue that isn’t absolutely urgent (like a burst pipe) then a maintenance request should be completed. This allows us to both prioritise jobs and track our response rate. A copy of the form can be found at www.ctc.qld.edu.au

Manhole – Ian Barclay Building

On the top level of Ian Barclay Building there is an access manhole that is covered by a Work Method Statement. The procedure in the Work Method Statement must be followed at all times. Only those familiar with this may access this area and then only if they have the required PPE.

Make Good

Tenants should be aware that when they terminate their tenancy agreement at the end of the lease period there are make-good requirements. Thought should be given to this well in advance of the departure date.

Map

CTC is able to provide you with a map to use for directing your customers/suppliers etc. to CTC. You can also access very good directions for getting to CTC from our website. http://www.ctc.qld.edu.au/find.htm

‘Mates in Construction’

CTC is conscious of the issue of mental health within the Building & Construction industry. A number of staff at CTC have Connector Training as well as Assist Training. CTC staff can guide individuals to the most appropriate pathway if there are issues with their mental health. Tenants are encouraged to take advantage of joining the Mates in Construction Scheme for the overall benefit of their workforce (see

It is CTC’s wish to be a Mates in Construction Precinct. In order to maintain this credential it is necessary to have a high level of Suicide Awareness among Tenant staff. CTC holds training at regular intervals and Tenants should avail themselves of this opportunity, especially as it goes some way to assisting in their legal obligations as a PCBU.

Meet and Greet Screen
If you are in Ian Barclay Building and you have a VIP coming you might wish to avail yourself of our meet and greet screen in the foyer. Contact the Precinct Management Office for further information.

Newsletters
Outside of the Tenant Seminars (refer page 14), all workers at CTC are kept informed of various happenings at the precinct through regular e-Newsletters. These tend to be issues of greater magnitude than what is covered through Facebook and Twitter (refer Social Media). Tenants should advise CTC of staff changes to ensure new workers get added to the Mailing List, and those who have left are removed.

Noise
This issue can be a serious one given that CTC is primarily an aggregation of workshops. At any one time noise may be an issue. If Tenants have a concern they should contact the Facility Manager and we can use our noise meter to assess the situation. It should be noted that while 85dBA (A) is the maximum safe noise level over an 8 hour period hearing may still be compromised if the staff member in a relatively noisy area is exposed to noise and they are taking ototoxic medication. Such medication can include antibiotics, chemotherapy etc. If a Tenant has a concern they should contact an Occupational Health Specialist.

Also to be remembered is that exposure above 85dBA means that the staff members working day will need to be shortened such that the maximum exposure across the 8 hour period averages back out to 85dBA. This will mean retiring to a quiet area.

Once hearing is lost it is lost permanently. As part of CTC’s WOPIs an annual hearing test is provided on the Precinct, generally in August each year.

Overhead Lines
There are overhead power and telecoms lines on the precinct on the southern portion. Tenants 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 Tenant.

Parking
At times car parking at the precinct can be limited. It would be appreciated if Tenant’s staff and students/visitors did not park in 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.

PEEP’s
This stands for Personal Emergency Evacuation Plans. If you have a disabled member of staff or anyone who requires assistance in the event of an evacuation and/or emergency then it is necessary to create a PEEP that is specific to their needs addressing a range of issues including how they might safely be assisted in the event of an emergency. This information should be kept by the Tenant and a copy given to CTC to update their Fire & Evacuation information.

Post Pick Up
CTC provides a postage pick-up service for Tenants who have a Salisbury Post Office P O Box. Contact CTC for details about how you can get a Post Office Box and to engage this FREE service.
Principal Contractor

In each and every case the Tenant who undertakes pre-agreed work on their tenanted area fulfills the role of Principal Contractor for the purposes of the Workplace Health and Safety law operating at the time.

‘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. This means that a degree of cooperation and tolerance is needed to ensure all Tenants can get about their business. If there is an issue with a fellow Tenant please raise with the Facility Manager so attempts can be made to resolve the issue before it gets too big to solve.

Racism

CTC has signed up to the “Racism. It Stops With Me” campaign which is sponsored by the Australian Human Rights Commission. CTC appreciates the co-operation of its tenants in promoting a positive and welcoming atmosphere on the site to all.

Raffles

While the use of raffles, particularly for charity fundraising is laudable, Tenants are not permitted to canvas sales on the Precinct outside of their immediate tenanted area without the express permission of the Landlord. This permission will not be unreasonably withheld. Where the prize for the raffle is alcohol Tenants should be mindful of the Queensland Liquor Act 1992 which places restrictions on who can do this and what quantities are permitted. The Act applies to the sale of raffle tickets even within a Tenant’s leased area.

Red Lead

Some parts of the facility, particularly Buildings 1 to 4, have red lead on the steel frame which has been painted over with a two-pac coat. There is a red-lead procedure that should be followed if Tenants engage contractors for work that involves the steel frame. Please request a copy as required.

Rubbish

Tenants should ensure that their rubbish and waste is appropriately dealt with on the precinct.

Security Patrols and Alarm Monitoring

Waterloo Security provide our manned patrols and our alarm system is remote monitored by Alarm Industries.

Seminars

Every quarter CTC conducts Tenant seminars to share information about what is happening on the Precinct and provide a forum for Tenants to get together and encourage cooperation. Attendance at these by at least two senior Tenant staff is encouraged and is a requirement to be eligible for use of the CTQ Boardroom without charge.

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 operate potentially dangerous training 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. Appendix C provides a guide to the Building numbering to assist in orientation.

Signage

Signage is important to every company. Please speak to CTC about how our signage contractor may present your business within our overall precinct.
Smoking
CTC maintains a non-smoking policy within the buildings. Tenants wishing to smoke should do so in the designated smoking areas. This applies to e-Cigarettes as well as traditional smoking products.
CTC is registered with QuitLine – all workers at CTC as well as family members (conditions apply) are eligible for quit smoking assistance such as nicotine replacement therapy and counselling. Ask CTC for more details.

Social Media
CTC has a social media presence which it uses to attract attention to our business but also to comment quickly on issues and bring matters to the attention of our stakeholders particularly our Tenants. We are on Twitter (CTC-Brisbane) and Facebook (the constructiontrainingcentre), as well as having some YouTube video (youtube.com/user/CTCBrisbane). Liking us on Facebook and following us on Twitter is the easiest way to keep up to date with what is happening on our Precinct. CTC also has its own LinkedIn page.

Spills
Immediately there is a spill the Tenant should call the CTC office 32166711 and a CTC staff member will organize for a spill kit to be deployed. Tenants must NEVER cause or take actions or not take actions that might cause any spills to enter waterways including storm water drains.

Supervision
It is important for Tenants to supervise apprentices and trainees to the proper degree. The Tenant is responsible for ensuring that the required level and degree of supervision is exercised at all times.

Sustainability
CTC is gradually improving its green credentials and runs its office carbon neutral. Increasingly we are looking to extend this across the Precinct as resources, time and technology allow. Tenant participation in this would be much appreciated and can be a great help, even little initiatives like turning off lights when not in the room and not having PCs and screens left on standby. This also helps in reducing the electricity bills for each Tenant.

Telecoms Access
Given the importance of computer systems and telecoms entry to the various telecom cupboards throughout the precinct is now strictly limited. Access to these areas will not be granted without the express permission of CTC and may require the presence of CTC’s preferred telecoms/IT contractor.

Tenant Satisfaction Surveys
CTC send around a tenant satisfaction survey from time to time. If you receive one it would be appreciated if you could fill it out and return.

Tenant Seminars
Each quarter CTC holds a Tenant Seminar where information is shared about latest Precinct developments and Tenants get an opportunity to mix with each other to develop relationships and possible collaboration and partnership. It is also the case that there is a range of service offerings from Tenants which may mean some of the expertise or services needed by a particular Tenant might be available from within. Attendance at the seminars is a prerequisite to being given free access to the CTQ Boardroom.

Traffic
The precinct can, at times be very busy and 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. Because young adults attend the precinct you should be aware of the hazards associated with them driving their cars in
excess of the prescribed speed limit or in an erratic fashion. Similarly you should impress on all staff that the speed limits and sensible driving is for everyone’s safety. Tenants should report any instances of irresponsible driving to CTC.

Train
Tenants 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 E 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. Generally the train arrives and departs before 7.00 am.

Training Room/
Conference Room Hire
There may be times when you need a bit more space for meetings, conferences, training or Board meetings. CTC can help with our reasonably priced and well equipped rooms for hire. See our website for further details (http://www.ctc.qld.edu.au/pdfs/Facility-Hire.pdf) or contact Jackie on 32166711.

Unacceptable Behaviour
CTC does not tolerate unacceptable behavior on the precinct. This includes littering, swearing, inappropriate use of a vehicle, dangerous behavior, offensive behavior to any CTC tenants or visitors, sexual harassment, racism, bullying or fighting. There is zero toleration of graffiti and in some cases, including all racist graffiti the Police are notified. CTC, in co-operation with the Tenant reserves the right to check student workbooks for identifying tagging ‘signatures’.

Vehicle-Pedestrian
Interface
One of the most dangerous aspects of CTC is the mix of vehicles and pedestrians in an increasingly busy Precinct. As mentioned earlier driver behavior is paramount to safety. In terms of vehicle-pedestrian interfaces Tenants should advise their staff, students, visitors and contractors about the danger of mishap. This is particularly the case where training is being delivered through the use of plant and students are in the vicinity, either as part of that course or another course altogether. CTC is in that respect a simulated site and the precautions that one would have in a construction site should be taken when on the Precinct. Tenants should be mindful of the safety of those for whom they are responsible as well as others associated with fellow Tenants or users of the Precinct. Hot Leasing is worthy of additional attention in this respect as this area has the highest concentration of different companies working in close proximity with vehicles and other plant being deployed. In addition the danger of deliveries being made by vehicle should also be factored in to how Tenant staff etc. conduct themselves about the Precinct.

Vending
CTC has a vending relationship with Coca-Cola Amatil for the provision of all food and beverage vending across the Precinct. This applies to common areas and within Tenanted areas. Vending outside of this is not permitted. The commission from the vending machines goes entirely to a charity/charities chosen at the Tenant Seminar.

Website
CTC has a website where a lot of information about what we do is contained. This includes news stories, lists of our tenants and other useful information. www.ctc.qld.edu.au.

The website provides an opportunity for tenants to promote their courses through the “Find Training” function. Tenants should advise CTC if they want to add or change service offerings listed on the website.

WOPI
A WOPI is what we call a Whole of Precinct Initiative. This is a service provided by CTC as Landlord for the benefit of all the Tenants. Examples may include:

- Annual hearing tests
- Flu jabs before Winter
- Access to CTQ Boardroom
- Healthy eating options in the Café
- Weekly Yoga
- Group Fitness
- Smoking cessation programs etc.

Work Health and Safety Audit

Every year CTC undertakes a precinct-wide WH&S audit. When the report is received from the consultant, points relevant to each tenant are shared with them with the expectation that the matters will be closed out with the degree of urgency indicated. Tenants should, however not rely on this audit to be a comprehensive overview of their operations and should make their own arrangements to ensure they comply with all relevant legislation and codes of practice.

Weekend/Out of Hours Access

Tenants have 24 hour 7 day a week access to their premises subject to the lock-out situation mentioned earlier. Tenants should be mindful of the need to be secure during this time and not make other tenants’ areas vulnerable. At weekends it is requested that you close and lock the gate when you enter the precinct which prevents access to opportunistic passers-by. This will help both your and fellow tenants security. You should always lock the gate on departure, regardless of whether you know other tenants may still be present.
APPENDIX D – PRECINCT SENSITIVE AND POTENTIAL SAFETY ISSUE AREAS
HAZARD MAP – LEAD

LEGEND

Lead

(Refer separate Red Lead Plan from CTC Office)

Date: 09/12/2013
HAZARD MAP – POISONOUS PLANTS & VENOMOUS ANIMALS

LEGEND

Poisonous Plants
Venomous Animals

Date: 06/12/2012