



## **Hot Leasing Operations Handbook**

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# Essential Information

## WELCOME!

Welcome to CTC and Hot Leasing. 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, other RTOs 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 ensure that the RTOs working at CTC are kept safe and contribute to our overall safety.

## About the Hot Leasing area

The Hot Leasing area has been developed to provide RTOs with affordable access to training equipment and facilities for high-risk work licenses. As a quality resource owned by the Queensland Government and the Queensland Building and Construction Industry, CTC would like to see as many RTOs as possible access the facility. Therefore, bookings will generally be on a first come, first served basis. However, regular long-term users may be given the opportunity to make extended bookings.

Prior to accessing the Hot Leasing area, RTOs will be required to sign a Hot Leasing Agreement. This Handbook forms part of the Terms and Conditions of the Hot Leasing Agreement. For each and every booking, the RTO must make a request to use the facilities preferably by email. Information required at time of booking includes:

- type and duration of training

- number of attendees (which determines classroom suitability)
- trainer's name (to check if inducted).
- If the Request is accepted, a booking confirmation and invoice will be sent to the RTO.

CTC, at its sole discretion, will determine whether an RTO can operate from the Hot Leasing facility. The RTO is not permitted to transfer or assign their booking to another RTO, person or entity.

### **Requirements to enable access to Hot Leasing facilities:**

1. Sign our Hot Leasing License Agreement.
2. RTO's training and assessment staff will be required to undertake a site induction for the first time they use the site (which takes about 40 minutes).
3. RTOs will be required to provide certificates of currency for insurance.
4. Should Mobile Plant and Equipment (being forklift, boom lift or scissor lift) be hired, the trainer will be required to show/provide the CTC staff their valid licenses/qualifications.
  - Scissor lift hire:
    - EWP yellow card stating SL (Scissor Lift)
    - Or statement of attainment CPCCM3001A/B/C Operate elevated work platforms
  - Genie knuckle boom over 11 m:
    - License to perform high risk work (valid 5 years) WP Boom elevated work platform
  - Forklift hire:
    - License to perform high risk work (valid 5 years) LF (Forklift)

Where a license/special qualification is required to operate a high-risk activity or MPE, the trainer will be required to provide this license for a visual inspection to CTC staff at each booking commencement.

**It is the RTO's responsibility to ensure their staff or contractors are appropriately and currently licensed to use our equipment.**

RTOs, including their staff and students, who access the Hot Leasing area must observe and strictly follow the following rules:

- Comply fully with the Work Health and Safety Act 2011 and the Work Health and Safety Regulation 2011
- Install and maintain safety barriers where appropriate and without encroaching on other areas. Safety barriers are mandatory where there is a risk to safety of others.
- Ensure that there are adequate access and egress for evacuation
- Advise CTC if there are issues with any persons attending a course in relation to evacuation
- Ensure that where there are plant and pedestrian interface that adequate measures are in place to secure the safety of course participants, trainers, visitors, staff and others
- Ensure the area being used is kept clean and tidy at all times
- Ensure the area is safe and immediately report to CTC staff any damage to MPE or property and make safe the area
- Immediately report to CTC staff any accident or injury such as damage to property, injury to persons, environmental spills such as chemical spills).

The Hot Leasing area is approximately 1850 square metres under roof in the eastern end of Buildings 3 and 4 towards the rear of the precinct. See [Appendix A](#).

The area is divided into the following sectors:

Building 3 –

- Scaffolding
- Swing Stage

- Materials Hoist
- Forklift
- EWP

Building 4 -

- Asbestos removal
- Working at Heights
- Confined Space
- Domestic Heights
- Telco Tower
- Pole top rescue

## 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 Hot Leasing period. Signing in/out is important for several reasons:

- You need to collect the keys for equipment and space hired;
- 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.

On arrival, there will be a form to complete FOR-081 HL Equipment Handover Checklist which acknowledges the training area/equipment allocated and the trainer's responsibility to adhere to all requirements and advise CTC of any issues within 30 minutes. Should any High-Risk licenses be required to use equipment, this must be sighted by a CTC staff member and noted on this form before keys can be provided to the trainer.

## Supervision

It is important for RTOs to supervise apprentices and/or trainees to the proper degree. The same is true where a licensed operator is supervising or being assisted by an unlicensed operator.

The RTO is responsible for ensuring that the level and degree of supervision required for safety is exercised at all times.

## Safety Requirements

The Hot Leasing area is provided for High-Risk training. High Risk means the risk to “life and limb” is higher than from normal training activities. Therefore, safety is paramount.

Any RTO or student of an RTO not found to be adhering to these rules 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.

RTOs 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 (CEO or Facility Manager).

Under no circumstances may any electrical equipment not complying with the Electrical 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. All equipment brought into the facility is done so at the risk of the RTO.

The RTO must employ safety barriers, barricades and safety signage when required to ensure others safety.

## Personal Protective Equipment (PPE)

RTOs 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 Person/Party

In each and every case the RTO who undertakes work at the CTC facility fulfills the role of Principal Person/Party for the purposes of the Workplace Health and Safety law operating at the time. [Refer Chapter 6 of the WHS Regulations 2011 for more information.

## Licenses and Certificates

It is the RTO's responsibility to ensure 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 critical where there are various levels of license.

CTC staff will examine the RTO's trainers' current licenses/qualifications for the following in relation to high-risk movable plant/equipment:

- EWP
  - Knuckle Boom - WP license as our machine is over 11 m
  - Scissor lift - yellow card
- Forklift license

If the RTO fails to show the appropriate license the RTO may be asked to leave the precinct, and CTC may refuse to provide a refund for that event. The onus is on the RTO to ensure that their staff are appropriately qualified, trained and licensed to use CTC's available Hot Leasing equipment.

The RTO is responsible for supervising students while using machinery in the Hot Leasing area, whether this is their own equipment or CTC's.

## Compliance with Legal Requirements

RTOs are expected to be compliant with legislation relevant to their operations. The RTO is expected to be compliant with and knowledgeable of (including but not limited to) the following legislation:

- 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

## Danger Signage

Consideration should be given by each RTO 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 RTO's responsibility.

## Mobile Plant & Equipment (MPE)

There may be times when RTOs requires their own MPE on site. This is only permitted with the express consent of CTC management. Should this MPE be approved, whether this MPE is provided for them by CTC or hired direct by the RTO, the RTO must ensure that their staff or contractors are competent and appropriately licensed to operate the size and type of the MPE being used.

RTOs must ensure that any approved plant they bring onto the Precinct is fit for purpose, properly

serviced and safe to operate. Their operator is responsible for conducting operator checks to ensure this is safe to operate and has all necessary safety and other certifications. All required insurances must also be in place to adequately protect both the RTO and those on the Precinct.

The RTO or RTO Staff Member must report any damage or faults on CTC equipment to the CTC office as soon as possible.

## Interface Areas

There are a number of areas where different training zones may interface with others. Each training area within Hot Leasing are clearly defined. RTOs must not train outside of the allocated areas for each High-Risk equipment, nor leave these demarked zones and interfere with another training area.

RTO's, their trainer's and students must always only use the allocated walkways so as not to endanger themselves.

The RTO must employ safety barriers, barricades and safety signage when required to ensure others safety.

Please refer to the training areas in [Appendix D](#).

## Emergency Evacuation and Fire

RTOs 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.

CTC's Chief and Deputy Fire Warden wear white hats while CTC's area wardens wear yellow caps. The CTC Chief Fire Warden is normally our CEO, and the Deputy is normally our Facility Manager. Personnel should not leave the site without first speaking to a CTC Team member so that their



names can be ticked off for any rollcall. Refer to the Appendices for the evacuation 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. RTOs 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.

Appropriately trained RTO staff can use CTC fire hose reels and extinguishers in Hot Leasing if required to fight a fire. Please refer to the Evacuation Diagram at [Appendix E](#) for location of this equipment.

**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 breach of the Hot Leasing Agreement and may result in refusal to re-offer the facilities to the RTO in the future.**

## Hydrants & Hose Reels

Hydrants and Hose reels are strictly for use in emergency situations only. They must not be used for personal purposes, training or any other activity without prior written approval from CTC Management. Under no circumstances may water be drawn from them. Unauthorised use may result in liability for any damages, including the cost to replace hoses, nozzles, or other equipment damaged through misuse, as well as a charge for the estimated volume of water taken.

## Risk Assessments

As part of your Hot Leasing obligations you will be required to undertake a risk assessment to ensure you have adequate controls in place for any

identified hazards. The risk assessments should be undertaken in line with the Code or Practice.

## Safe Work Method Statements

To be safe we require our RTOs to undertake risk assessments and if appropriate Safe Work Method Statements (SWMS) for all high-risk training and high-risk license training. The onus is on the RTO to conduct rigorous risk assessments and implement risk controls appropriate to their training on CTC premises. These must be maintained in a current format and be provided to CTC staff upon request. If your training (and therefore, your SWMS) does not change from course to course, your original SWMS will suffice for future courses.

## Insurance

It is the RTO's responsibility to ensure that they obtain and maintain adequate insurance for the liabilities that they carry for their RTO, students and any contractors they may use. The RTO must provide CTC with certificates of currency on an annual basis.

## Isolation of Fire System

RTOs 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 RTO 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 RTO.

## White Card

Formerly known as the “Blue Card”, a White Card is required to access construction sites. If the training and/or assessment being undertaken falls within the heading of construction, RTO staff and students undertaking that work must hold a White Card or the predecessor Blue Card.

## Contacts

The operation of the Hot Leasing area is managed by the CTC Team. Any RTO enquiries, be they training related or general enquiries whilst RTOs are on the facility should be directed to the CTC office.

A CTC team member will take bookings and allocate the appropriate training and assessment space for RTOs. CTC can be contacted on 07 3216 6711 or email [bookings@ctc.qld.edu.au](mailto:bookings@ctc.qld.edu.au).

## Cancellations and Refunds

Fees apply to the use of the Hot Leasing facilities, MPE and classrooms. Rates are subject to confirmation at the time of the booking. CTC reserves the right to cancel confirmed bookings where the client does not have an account within terms or has not paid in full by the due date if they have a cash account.

Charge for late notification of cancellation. Where notification of cancellation is received by CTC 5 working days prior to the event, the applicant shall be liable for 50% of the quoted costs for the applicant's proposed event. Where notification of cancellation is received by CTC less than 3 days prior to the event, the applicant shall be liable for 100% of the quoted costs for the proposed event.



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## Other important information

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### Amenities

CTC provides amenities that are available to RTOs 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. Catering is provided by CTC's onsite Café and include options to suit all requirements.

### Accidents & Incidents

We do our best at CTC to avoid accidents and untoward incidents but where they do occur, they must be reported. Where an injury has occurred, there are statutory reporting responsibilities.

CTC's policy does not override yours but if there is an accident or incident on our precinct involving you or one of your staff, we need to know about it to determine whether it is reportable to authorities, 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 RTO reporting requirements. Examples of types of incidents that would require notification include (but are not limited):

- Physical injury
- Damage to CTC property
- Damage to another's property on CTC property
- Electrical safety incidents etc.

### AED

CTC has 3 Automated External Defibrillator within our Precinct management Office, Build Fitness Gym and Building 12. CTC 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, and a member of the CTC team will bring the AED over to assist you in this emergency.

### CCTV

RTOs should be aware that there are a number of CCTV systems located on the site and RTO staff and students are liable to be recorded as a result. This is for security purposes only.

### Code of Conduct

CTC has agreed a Precinct-wide Code of Conduct which outlines commonly agreed behaviour and indicates what is not acceptable. This can be accessed via the QR Code that is displayed in the amenity areas or through our website.

### Contaminated Land

CTC was previously an industrial complex so there was the presence of petroleum and heavy metals. The areas affected by this were remediated and there is a site plan indicating where some of this soil was buried. It is important that before you dig into any land at CTC that CTC has given you all clear.

### '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 RTOs 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 Precinct management 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 RTO 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.

## First Aid and CPR

CTC has its own First Aid room located immediately across from its office in Building I. The keys to this are held by the CTC staff. In addition, CTC has 3 defibrillators in the event of a cardiac arrest – located in:

- Building 4, entry 6
- Ian Barclay Building
  - CTC Office
  - Build fitness Gym

All CTC staff are familiar with its operation and all CTC staff are holders of current CPR and First Aid Certificates.

## Hazard Maps

CTC has a series of Hazard Maps that identify a range of hazards on site. RTOs should request copies of these should these be required for any work outside the designated hot leasing zones in Buildings 3 + 4 when drawing up their own risk assessments and operational plans. RTOs should also advise CTC when any of their activities would warrant inclusion onto existing Hazard Maps.

## Hazardous Substances and Dangerous Goods

CTC uses Safety Data Sheets (SDS) to identify substances that may be harmful and maintains a file with the relevant sheets included. Any items determined to be hazardous/dangerous will

undergo a risk assessment where the appropriate measures for storing, using and disposing are highlighted. This information is included with the register and the items labelled appropriately.

Where appropriate, RTOs must maintain their own SDS and be prepared to provide copies to CTC on request.

## Hot Works and Other Hazards

No Hot Works are permitted within the Hot Leasing zone without prior approval from CTC. To be aware of any hazards operating from time to time that are not outlined in this handbook the RTO 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 RTOs should be mindful of this when undertaking work.

## Hours of Operation

Office hours are 7:00 am until 5:00 pm Monday to Friday. RTOs must sign-in and sign-out at the CTC Precinct Office on each and every occasion during Hot Leasing use. 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 fire alarm systems other arrangements may have to be made to work outside of normal working hours. Please contact CTC staff to discuss.

## Lead

Some parts of the facility, particularly Buildings I to 4, have lead paint on the steel frame which has been painted over with a two-pac coat. If you are on the precinct to deal with any issues that requires

working on the steel structure you must first consult CTC staff. There is a lead procedure that should be followed. Please request a copy as required.

## ‘Mates in Construction’

CTC is conscious of the issue of Mental Health within the Building and Construction industry. All CTC staff have undertaken Connector Training. CTC staff can guide individuals to the most appropriate agency if there are issues with their mental health. RTOs are encouraged to take advantage of joining the Mates in Construction Scheme for the overall benefit of their workforce (see <http://www.matesinconstruction.com.au>).

## Overhead Lines

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

## Parking

At times car parking at the precinct can be limited. It is appreciated if RTOs did not park in tenant designated car parks or disabled car parks. The best parking for access to the Hot Leasing area is shown in Yellow in [Appendix A](#). Cars or other vehicles parked illegally may be towed.

## Payment

Licence fees apply to the use of the facilities and services. Rates are subject to confirmation at the time of the booking.

Fees can be paid via EFT, Cheque or Credit Card. When purchasing from CTC, card details are transmitted through an EFTPOS machine with no credit card information retained by CTC after processing.

## 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 RTO to create dust or create noise etc. to undertake training. If this is to occur the RTO is to advise CTC prior to commencing and any disturbance should be kept to a minimum. The RTO must 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

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

## Rubbish

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

## Services

Due to its long history the precinct has a number of services that exist or are no longer operable, but ducts and conduits remain in place. Refer to Dial Before You Dig for the action to take as necessary.

The RTO must never interfere with services nor dig in any part of the precinct without express permission from CTC Management prior to undertaking these activities.

## 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. [Appendix B](#) provides a guide to the building numbering to assist with orientation.

## Smoking

CTC maintains a non-smoking policy in and around the buildings. RTOs with students wishing to smoke should direct them to the designated smoking areas located by the amenities in Building 4 (entry 6) and Building I (entry 3). See [Appendix E](#).

## Spills

Immediately there is an environmental or chemical

3216 6713 and a CTC staff member will organize for a spill kit to be deployed. RTOs must NEVER cause or take actions or not take actions that might cause for any spills to enter waterways including storm water drains.

Examples of spills which require notification include (but are not limited to) fuel, herbicide or any chemicals.

## 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. 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 RTO staff and students that the speed limits and sensible driving must be maintained for everyone's safety.

## Train

RTOs 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 F](#) 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 behaviour on the precinct. This includes littering, swearing, inappropriate use of a vehicle, dangerous behaviour, offensive behaviour towards any CTC tenant or visitor, sexual harassment, bullying or fighting.

In the event that RTO 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 RTO 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.



## APPENDIX A – HOT LEASING AREA AND PARKING (AERIAL VIEW)



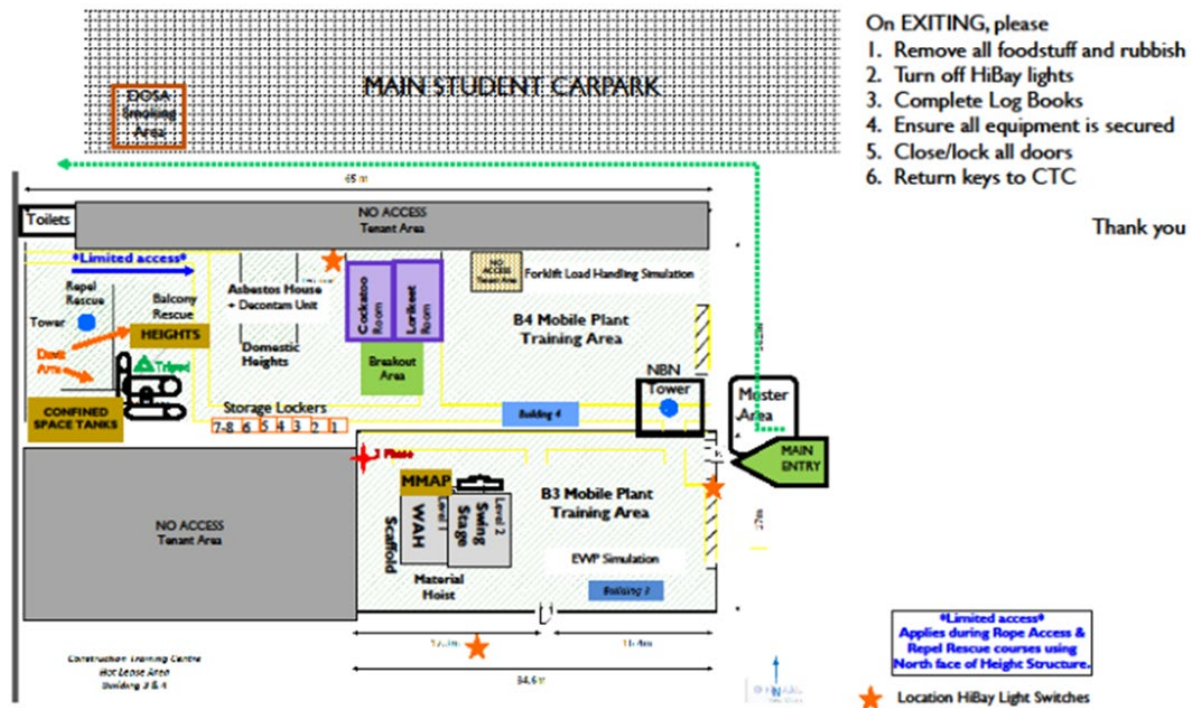


## APPENDIX B – AMENITY AREAS & MUSTER POINTS – CTC PRECINCT



## APPENDIX C –HOT LEASING TRAINING ZONES

### HOT LEASING HIGH RISK SIMULATION TRAINING AREA



## APPENDIX D –EMERGENCY EVACUATION DIAGRAMS

