

Contractor Induction Handbook



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SAFETY

The Precinct

The precinct is divided into three parts:

1. North of the Creek CTC Industrial Park
2. Central section
3. Southern (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 & B for hazard maps and an aerial photo of the precinct and the boundary.

Compliance with legal requirements

Contractors are expected to be compliant with the legislation relevant to their operations. While not able to be prescriptive for each contractor 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

Occupational Health & Safety Requirements

CTC has implemented an Integrated Management System (IMS) which incorporates Occupational Health & Safety to meet the requirements for management standards OHSAS 18001 and AS/NZS4801. Contained within the OH&S Management System is our Safety Policy, which describes the overall intention and direction of CTC in relation to its overall occupational health and safety performance. Our Safety Policy also provides a framework for action and for the setting of our occupational health and safety objectives and targets.

Contractors and their workers must meet the requirements of our OH&S Management System particularly the spirit of the

system which is designed to protect visitors, students, staff and property. They must be competent to perform tasks that impact on OH&S on the basis of appropriate education, training or experience. Refer Licenses and Certificates below.

Contractors and their workers must follow a process to identify and communicate hazards and to evaluate and control the OH&S risks arising from their activities at CTC. Job specific Safe Work Method Statement should be completed when undertaking any high risk work activities. The furnishing of SWMS, JSAs risk assessments etc. to CTC does not warrant that CTC approves of their content, relevance or suitability for the job that CTC has engaged the Contractor to undertake. In undertaking their assessment of risk and capability, Contractors should focus particularly on the following aspects without excluding other activities they would be expected to undertake;

- Producing documentation that is contextualised to the Precinct and the specific tasks in hand rather than using generic documentation that hasn't been made more specific to match the nature of CTC and the tasks involved;
- Risks to visitors, students, staff and property;
- Interfaces with visitors, students, staff and property particularly those associated with an adjacent area;
- Consideration for how you might manage the safety of circumstances over which you may not exert direct control e.g. delivery of supplies and plant to the Precinct to allow you to undertake your work. Traffic management and access and well as safety zones if the potential for falling objects, including tools, must also be taken into account;
- How you might implement your safety plans drawn up for the completion of the work. You may wish to include where any rescue kits might be located to enable rapid resolution of an actual safety event;
- Where you might locate spotters (when required) and how the safety of the spotter is assured;
- Means of communicating directly with CTC (particularly if the job has been assessed on your risk assessment as Major) i.e. involves high risk activities;
- How you might discharge your obligations under the law with respect to co-ordination, communication and participation in the activity you are to undertake and the extent to which this is done e.g. the immediate area where the work will be carried out and adjacent areas. Where a crane will be used, for example, you may need to take into account the full reach of the boom as an area of potential concern.

Some activities require a Permit to Work to be completed and approved by an authorised CTC officer before work can commence. CTC will advise if this is required.

It is the responsibility of the Contractor to ensure that their workers sent to do the work have the required licenses or certificates to do so and/or operate equipment/plant that requires certain prescribed licenses or certificates. This is particularly important where there are various levels of license. Contractors must ensure that their workers licenses and qualifications performing tasks at CTC that can impact on OH&S, are checked by the Contractor and are appropriate and current to safely complete the job at hand. The Contractor must retain copies of these licenses and qualifications which CTC may inspect from time to time. Due to data retention concerns CTC does not hold copies of these records but requires the Contractor to do so on its behalf.

CTC reserves the right to ask for a copy of the licence to be furnished either by the individual worker or their employer. Should these fail to be produced in a timely manner, CTC reserves the right to immediately halt any work and accepts no liability or responsibility for additional costs associated therefrom. Where the Contractor is using CTC supplied plant, additional requirements are in place for the production of documentation of proof that they are licenced to operate that plant. See Elevated Work Platforms (EWP)

Often Contractors quote for jobs excluding the provision of an EWP. When this is provided for them by CTC or hired direct by the Contractor and charged to CTC the Contractor must ensure that they are competent to operate this equipment and that they have the necessary license for the size of the EWP hired. Should the CTC Genie knuckle boom be required, the High Risk license stating WP (to cover over 11 meters) must be provided for sighting by CTC even if the use is not required to extend beyond 11 metres. For privacy reasons CTC will not be taking a copy of the license so it will need to be produced on each occasion unless you are a frequent user with us. Should the CTC scissor lift be required, a yellow card stating SL would suffice. The same applies to this as the EWP license in terms of data retention. If you are unable to produce the required licence then CTC will not be able to provide the plant for your use. If you bring your own plant onto the Precinct then you may be asked to provide proof that you hold the required, current license. If you are unable to produce a copy then you will no longer be able to use that plant until you are able to do so or an alternate, with the correct qualifications is able to operate the plant for you. CTC will not be held liable or bear any costs with the re-hire of this plant to complete the job. Where other plant of CTC's e.g. scissor lift or forklift are used the same rules apply as per EWP. Refer also Plant Hire.

Plant Hire Contractors 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 Contractor and those on the Precinct. From time to time CTC may ask you to furnish proof of the currency of your insurance documentation. Prior to quoting for a job that requires the Contractor to hire in plant the Contractor should contact CTC to see if the plant can be hired directly from CTC at very competitive rates. This may include:*

- EWP
- Scissor Lift
- Forklift;
- Some cranes

Prices are available from CTC.

Electrical Safety

Electrical Safety is of paramount concern to all. In some cases CTC may allow other electrical contractors to work on the Precinct. This can only happen with CTC's express consent which will not be automatically given.

Before any electrical contractor may be used on the Precinct they must be approved by CTC. A prospective electrical contractor must undergo an Electrical Pre-Qualification Interview and be assessed as suitable against prescribed criteria contained in the Weighted Interview Form for Electrical Pre-Qualification.

If successful, they will undergo an induction which may mean they need to discuss the project with CTC's Electrical Engineer or Electricians. The cost of these discussions will be passed through to the Tenant's electrical contractor.

This induction will outline the documentation that CTC needs to ensure that work undertaken is notated on CTC's overall electrical plans for the Precinct and what guarantees that the work has been completed safely. CTC cannot warrant the safety or fitness of any electrical switch/distribution board or its circuitry and therefore any electrical contractor must make their own determination to ensure they are working on circuits that are not live. All requirements of the Electrical Safety Regulation (Qld) will need to be met.

It is also the responsibility of any Electrical Contractor working on the Precinct to advise CTC of any issues that cause them concern either in the area in which they are undertaking their project or some other area that they have observed.

Before commencing work, electrical contractors must ensure that electrical equipment has been safely isolated from all relevant sources of electrical supply and locked off to prevent the electrical equipment from being inadvertently re-energised

in accordance with relevant Electrical Safety Queensland regulations.

It is also a requirement that any Electrical Contractor working on the Precinct has to take instruction from CTC staff or CTC's Electrical Contractor in relation to safety matters including electrical safety. In the case of CTC's Electrical Contractor they are empowered by CTC to act as a CTC employee in this respect.

Where so concerned CTC may call for a halt to work and require an area to be cordoned-off, isolated or treated in such manner as to render it safe until remediation can occur. In such cases the Electrical Contractor has no redress whatsoever including in law to recover any costs associated with this including consequential losses.

Signing In and Signing Out

It is imperative that before you commence work on the precinct that you sign-in at the Precinct Management Office (next door to the CTC Café). On completion of the job it is important to sign back out. This is important for a number of reasons:

- This allows for important safety information to be advised 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 issues to us;
- It enables us to calculate how long a job is taken. We can then compare this to any invoice;

We will NOT pay any invoice where the contractor has failed to sign in and out.

Entry into Tenants Premises

Contractors are not to enter any Tenant Premises without gaining permission by firstly reporting to the Tenant's reception. CTC is required to provide Tenants with a minimum of 48 hours' notice of entry (unless in an emergency).

Should the work be monthly compliance maintenance instigated by the Contractor, the Contractor should send an email request of scheduled work detail, date of entry and areas affected via email to the CTC Facility Manager and service@ctc.qld.edu.au

Accidents & Incidents

We do our best at CTC to avoid accidents and untoward incidents but where they do occur they must be reported so

that we can learn from them. Where an injury has occurred there are statutory reporting responsibilities and staff are to complete an Incident Report (FOR-COM-025) each time an accident or near miss occurs. This is CTC's responsibility to CTC staff. 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 Contractor reporting requirements.

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 contractors 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.

Refer to **Error! Reference source not found.** and Caring for the environment for more information.

If the exclusion zone will affect the free flow of traffic, CTC staff should be advised beforehand. CTC may require the contractor to produce a traffic management plan (TMP) or comply with one produced by CTC.

Safety Hazards & Environmental Aspects

In order to be aware of any hazards/aspects operating from time to time that are not outlined in this handbook the Contractor should on signing in ask if there are any safety or environmental 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 Contractors should be mindful of this when undertaking work.

Personal Protection Equipment (PPE)

Contractors must ensure that they wear the appropriate PPE for the job that they have been asked to do. If in doubt the

Contractor must undertake their own risk assessment to determine what PPE is required.

Exclusion Zones

To protect the safety of other workers and visitors while contractors carry out work on site, an appropriate exclusion zone must be maintained at all times around the work area.

Although the responsibility is with the Contractor, CTC has an Exclusion Zone kit that contains a variety of barricades and signage that contractors can borrow by contacting the Facility staff prior to or upon arrival on site.

Hazardous Substances and Dangerous Goods

CTC uses Safety Data Sheet (SDS) information to identify substances that may be harmful and maintains a file with the relevant sheets included. Any items determined to be hazardous/dangerous will have a risk assessment where the appropriate measures for storing, using and disposing are highlighted. This information is included with the register and the items labeled appropriately. The handling of hazardous substances and dangerous goods are in accordance with CTC's Using Hazardous Substances Safe Work Method Statement.

Contractors must maintain their own Safety Data Sheets (SDS's) and be prepared to provide copies to CTC on request. They must ensure hazardous substances are stored adequately to prevent spills and an emergency response procedure is in place.

Fire Systems

Emergency Evacuation and Fire

Contractors 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. Contractors should not leave site without first speaking to a CTC Team member so that their names can be ticked off for any roll-call.

Appendix G is the Fire Diagram which contains 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.

Fire Protection Systems

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 EVVPs 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.

Isolation of Fire System

Refer Fire Protection Systems.

First Aid

First Aid and CPR

CTC has its own First Aid room located immediately across from its office in Building 1. The keys to this are held by the CTC staff. In addition, CTC has 3 defibrillators in the event of an arrest. 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 in the CTC Precinct Management foyer.

AED

CTC has 3 Automated External Defibrillators (AEDs) at CTC located in the Precinct Management Office, Building 4 Entry 6 and the BuildFitness gym. 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 on 3216 6711.

Drugs and Alcohol

CTC is committed to maintaining a productive, safe, and healthy work environment, free of unauthorised drug and alcohol misuse. The Contractor should ensure that their staff 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.

OTHER IMPORTANT INFORMATION

Licenses and Certificates

It is the responsibility of the Contractor to make sure that those being sent to do the work have the required licenses or certificates to do so and/or operate equipment/plant that requires certain prescribed licenses or certificates. This is particularly important where there are various levels of license. Contractors must provide CTC with copies of licenses and qualifications of workers performing tasks that can impact on OH&S, which will be retained on the contractor's file. Licenses and qualifications are reviewed annually and contractors must supply CTC with updated documents as required.

Insurance

It is the Contractor's responsibility to ensure that they obtain and maintain adequate insurance for the liabilities that they carry. The Contractor must provide certificates of currency at each renewal date to CTC.

Amenities

CTC provides amenities that are available to Contractors. 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](#). Refer Appendix F for locations.

Asbestos

Given the age of the precinct there has been some asbestos. The vast majority of it has been removed or successfully encapsulated. The onus is on the contractor to ensure that they have checked our asbestos register prior to quoting or commencing works at CTC. The CTC Asbestos Register is available on our website for your review.

If you are unsure of whether the area you are working in contains asbestos please consult one of the CTC Team. In the event that Contractors encounter any suspected asbestos, or have any concerns they are to contact the CTC Facility Manager or Supervisor immediately and cease work until the matter is clarified.

CCTV

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

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 the all clear.

Elevated Work Platforms (EWP)

Often Contractors quote for jobs excluding the provision of an EWP. When this is provided for them by CTC or hired direct by the Contractor and charged to CTC the Contractor must ensure that they are competent to operate this equipment and that they have the necessary license for the size of the EWP hired. Should the CTC Genie knuckle boom be required, their current High Risk license stating WP (to cover over 11 meters) must be provided to CTC staff to sight. Should the CTC scissor lift be required, a current yellow card stating SL would suffice.

Contractors must complete any applicable log books for CTC plant and equipment used.

Please ensure these are requested at the time the works are being scheduled.

Caring for the environment

CTC has implemented [Integrated Management System \(IMS\)](#) which incorporates Environmental Management to meet the requirements for international management standard ISO14001. It demonstrates our commitment to improved environmental performance wherever it can be achieved in our business activities. We are a sustainability focused organisation. We do what we can, mainly at a micro-level to address climate change and reduce waste.

Contained within the Environmental Management System is our Environment Policy (available on our website and at Reception) which describes the overall intention and direction of CTC related to our environmental performance.

Contractors and their workers contribute to the effectiveness of our Environmental Management System and must meet requirements of our system by familiarising themselves with

our Environmental Policy, being aware of actual or potential environmental aspects and impacts related with their work and ensuring that they comply with legal requirements.

Hours of Operation

Office hours as a rule are 7 am until 5:00 pm, Monday to Friday. Contractors 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.

Integrated Management System (IMS)

CTC has established an Integrated Management System (IMS) which will be continually improved in effectiveness as a prime business objective.

Our Integrated Management System is externally audited to meet the requirements of international standards for Quality (ISO9001), Environmental (ISO14001) and Occupational Health and Safety (ISO45001 :2018), Facility Management (ISO 44000:2018) and Asset Management (ISO 55001:2014).

Quality management input provides CTC with a framework to achieve customer satisfaction through process control.

Environmental input provides a framework to help protect the environment and respond to changing environmental conditions in balance with socio-economic needs.

Occupational health and safety input provides CTC with a framework to control its OH&S risks and improve its OH&S performance.

An integral part of our IMS are our Quality, Environmental and OH&S policies which can be accessed on our [website](#) or at the CTC front counter.

Man Hole (Plant Room) – Ian Barclay Building

On the top level of Ian Barclay Building there is an access manhole to the plant room that is covered by a Safe Work Method Statement (SWMS060). The procedure in the Work Method Statement must be followed at all times. Contractors are required to complete a Permit to Work (FOR-ASM-187) which must be approved by a CTC staff member before access is allowed to the Plant Room. Only those familiar with this may access this area and then only if they have the required

PPE. Personnel accessing this space must hold a current Working at Heights Licence. Should the contractor not have a certified harness with them, a harness can be signed out at CTC reception.

‘Mates in Construction’

CTC is conscious of the issue of Mental Health within the Building and 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 agency if there are issues with their mental health. Contractors are encouraged to take advantage of joining the Mates in Construction Scheme for the overall benefit of their workforce (see www.matesinconstruction.com.au). Further information is available from their website.

Overhead Lines

There are overhead power and telecoms lines on the precinct on the southern portion. Contractors 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 Contractor.

Parking

At times car parking at the precinct can be limited. For this reason, we have allocated a dedicated car park for contractors near the café. It is appreciated if contractors park here and not 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.

Plant Hire

Contractors 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 Contractor and those on the Precinct. Prior to quoting for a job that requires the Contractor to hire in plant the Contractor should contact CTC to see if the plant can be hired directly from CTC at a very competitive rate. This may include:

- EWP;
- Scissor Lift
- Forklift; and
- Some cranes

Prices are available from CTC.

Principal Contractor

In each and every case the Contractor who undertakes work on behalf of CTC fulfills the role of Principal Contractor for the purposes of the Workplace Health and Safety law operating at the time. Refer Chapter 6 of the WHS Regulations 2011.

Purchase Orders

It is CTC's policy to only pay invoices based on the production of a valid Purchase Order. Contractors should not undertake work without an official Purchase Order, unless in the event of urgent call-out work as detailed below. The invoice related to a particular service should include the order number.

Urgent call-out work to be attended based upon a verbal request to the nominated contractor contact in the first instance to facilitate prompt response.

A maximum of \$500 can be charged by the contractor to CTC under the urgent call-out work policy.

An honest and pragmatic approach is to be taken regarding reasonable chargeable time for call-outs, rather than deferring to a default maximum chargeable time period.

CTC management reserves the right to request full justification for time spent, subject to the nature of any given work carried out.

Once known, the total cost of the initial call-out can be raised as a Purchase Order with reference to the original Service Request Number.

Any work outstanding once the three hour site visit timeframe has passed is to be quoted on. No further work is to be carried out until the quote is accepted with a Purchase order from the CTC Finance Team.

Quality

CTC has implemented Integrated Management System (IMS) which incorporates Quality to meet the requirements for international management standard ISO9001.

Contained within the Quality Management System is our Quality Policy (available on our website and at Reception) which provides a framework for setting and reviewing quality objectives to meet customer and legal requirements and to continually improve our performance.

Services provided by contractors on behalf of CTC contribute to our quality performance and accordingly must conform to our requirements.

CTC has established criteria for the evaluation, selection, monitoring of performance and re-evaluation of contractors to ensure the services provided do not adversely affect our ability to consistently deliver quality to our customers.

'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 to terminate power to some area, switch off phones, create dust or create noise etc. to do the job asked of the Contractor by CTC. The Contractor should never interfere with any service provision (including water, electricity, power, gas and telecoms/IT) of any Tenant unless CTC has been notified and the opportunity to discuss with the tenant has occurred.

RCD's

Contractors and apprentices should always use a portable RCD when carrying out work. The RCD should be tested three monthly and in date on the tag. All electrical equipment should similarly be tested and tagged.

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. (refer to Hazard Map – Lead) in Appendices. If you are on the precinct to deal with any issues that requires working on the steel structure you should first consult CTC staff. There is a Red Lead SWMS that should be followed. Please request a copy as required.

Rubbish

Contractors are responsible for removing all rubbish and debris from the precinct. Please contact Precinct Management if you are in any doubts regarding rubbish/debris/soil etc that has been generated as a result of the work 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.

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.

Smoking

CTC maintains a non-smoking policy within the buildings. Contractors wishing to smoke should do so in the designated smoking areas.

Spills

Immediately there is a spill the Contractor should call the CTC office 3216 6711 and a CTC staff member will organize for a spill kit to be deployed. Contractors must NEVER cause or take actions or not take actions that might cause for any spills to enter waterways including storm water drains.

Sub Station

No-one (CTC staff included) may enter the sub- station at the front of the property. There is a major risk of electrocution if you do so. Similarly there are fenced off transformers on the precinct. These should not be entered or interfered with in any way. To enter the sub-station or get access to the transformers the person must be accompanied by a suitably qualified person from Energex.

Supervision

It is important for Contractors to supervise apprentices and trainees to the proper degree. The same is true where a licenses operator is supervising or being assisted by an unlicensed operator. The Contractor is responsible for ensuring that the required level and degree of supervision is exercised at all times.

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.

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 contractor staff that the speed limits and sensible driving is for everyone's safety.

Train Line & Locomotives

Contractors 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. 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 to any CTC tenants or visitors, sexual harassment, bullying or fighting. In the event that a contractor is deemed to be behaving inappropriately they may be asked to leave and may not be paid for the visit.

Underground Services (Dial Before You Dig)

It is the Contractor's responsibility to ensure that if they are digging on the CTC precinct that this is done in a safe manner.

We reside in a Precinct which has seen vastly differing purposes over many decades. Due to this, the convenience of following a *Dial Before You Dig* protocol is largely lost, as records are inadequate to ensure workers are safe from the risk of hitting services hidden underground.

Underground services include, but are not limited to:

- Sewerage
- Telecommunications
- Water
- Electrical
- Storm water

Contractors are required to contact the CTC Facility Manager to arrange a services scan by an authorised contractor in order to map any services. It is strongly recommended that this mapping is referenced in an operational risk assessment for the dedicated site.

You should confirm with CTC's provider "*Dial before You Dig*" to ensure that you do not damage any services. If you do not, the cost of repair will be passed onto to you.

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 Plant that may be involved as part of the Contractor's work, or as part of a training course by one of our permanent or temporary training organisations. Extra caution should be applied when driving in these areas and all Contractor staff will need to be aware of the likelihood of pedestrians at all times.

Consideration will need to be given to coning-off or isolating areas of work as necessary. Refer **Error! Reference source not found.** above.

White Card

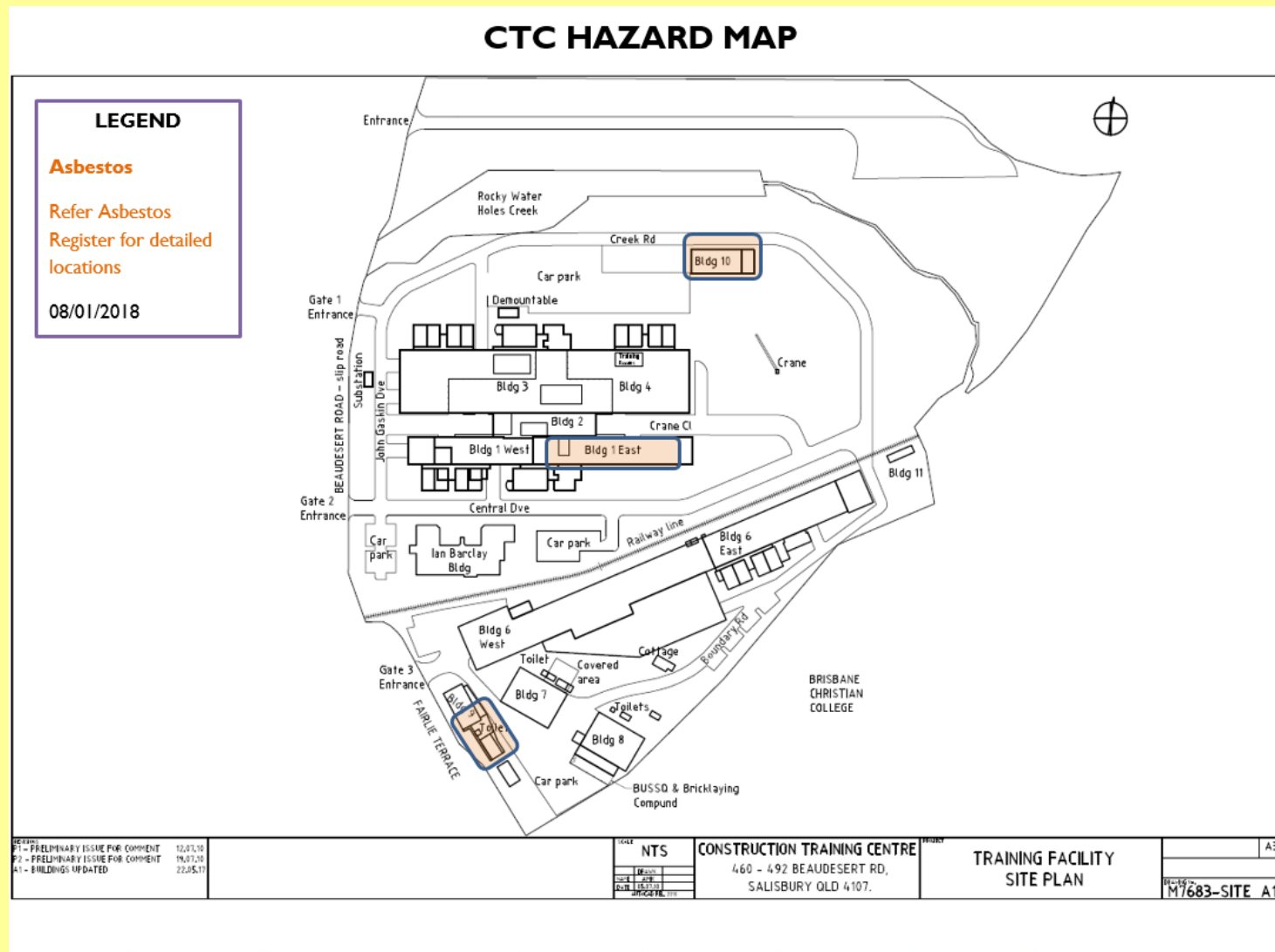
A Construction Industry Induction White Card is required to access construction sites. If the work being undertaken falls within the heading of construction, workers undertaking that work must hold a White Card or the predecessor Blue Card, and a copy retained for our records.

Signature of Acceptance

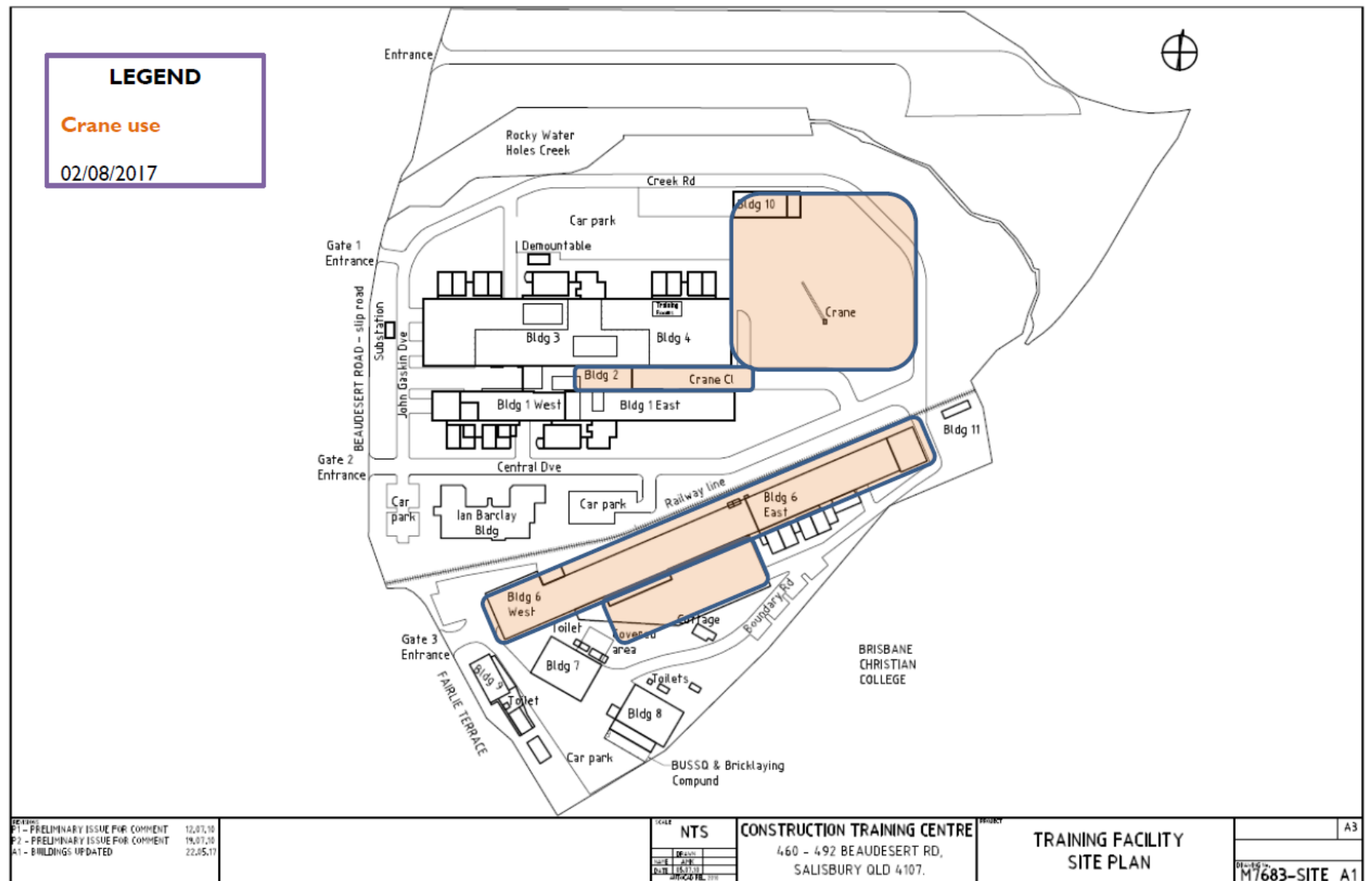
Authorized Contractor Representative Sign in acceptance of CTC Contractor Engagement Terms:

Name:	
Signature:	
Date	

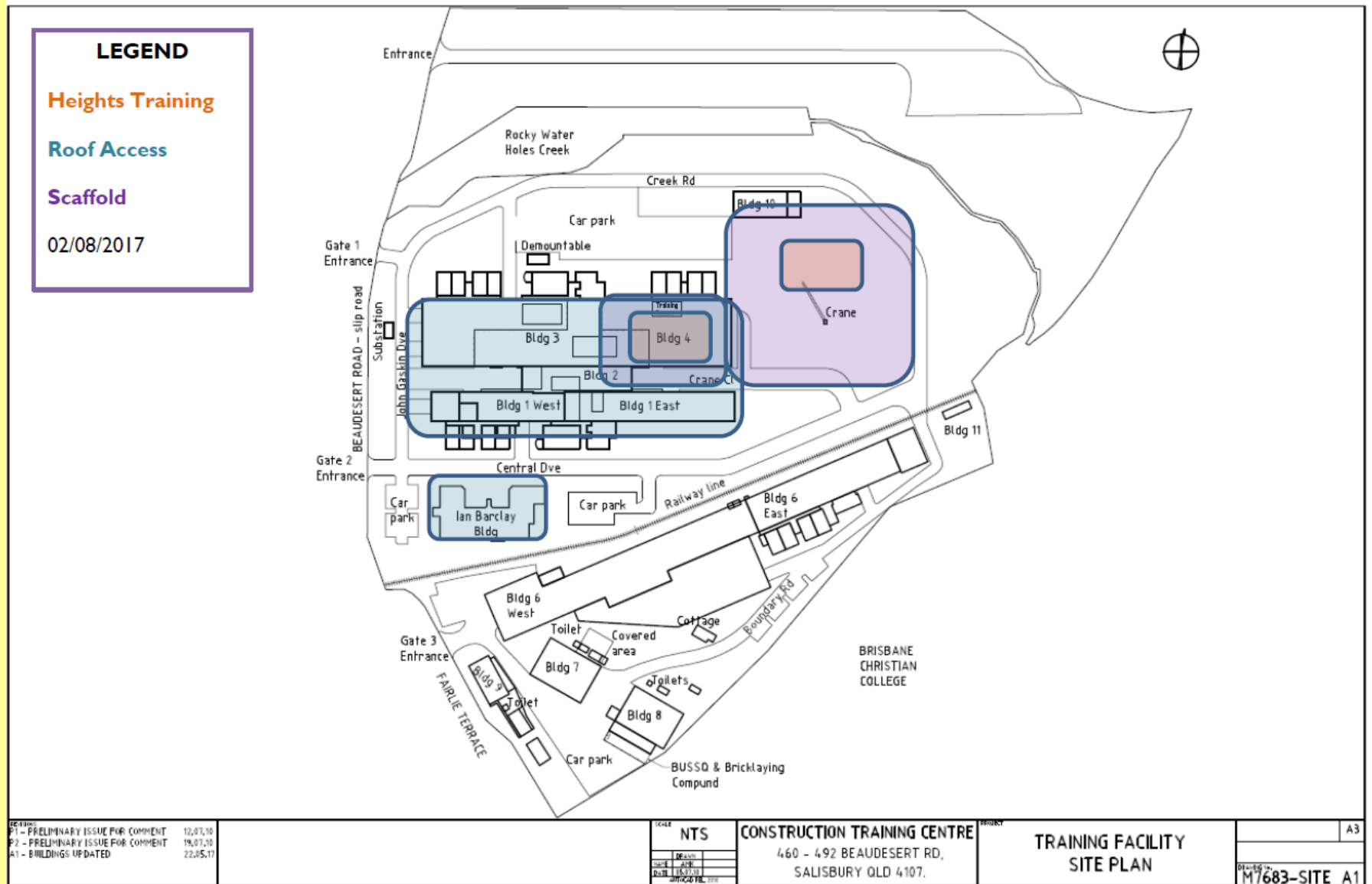
APPENDIX A - HAZARD MAPS



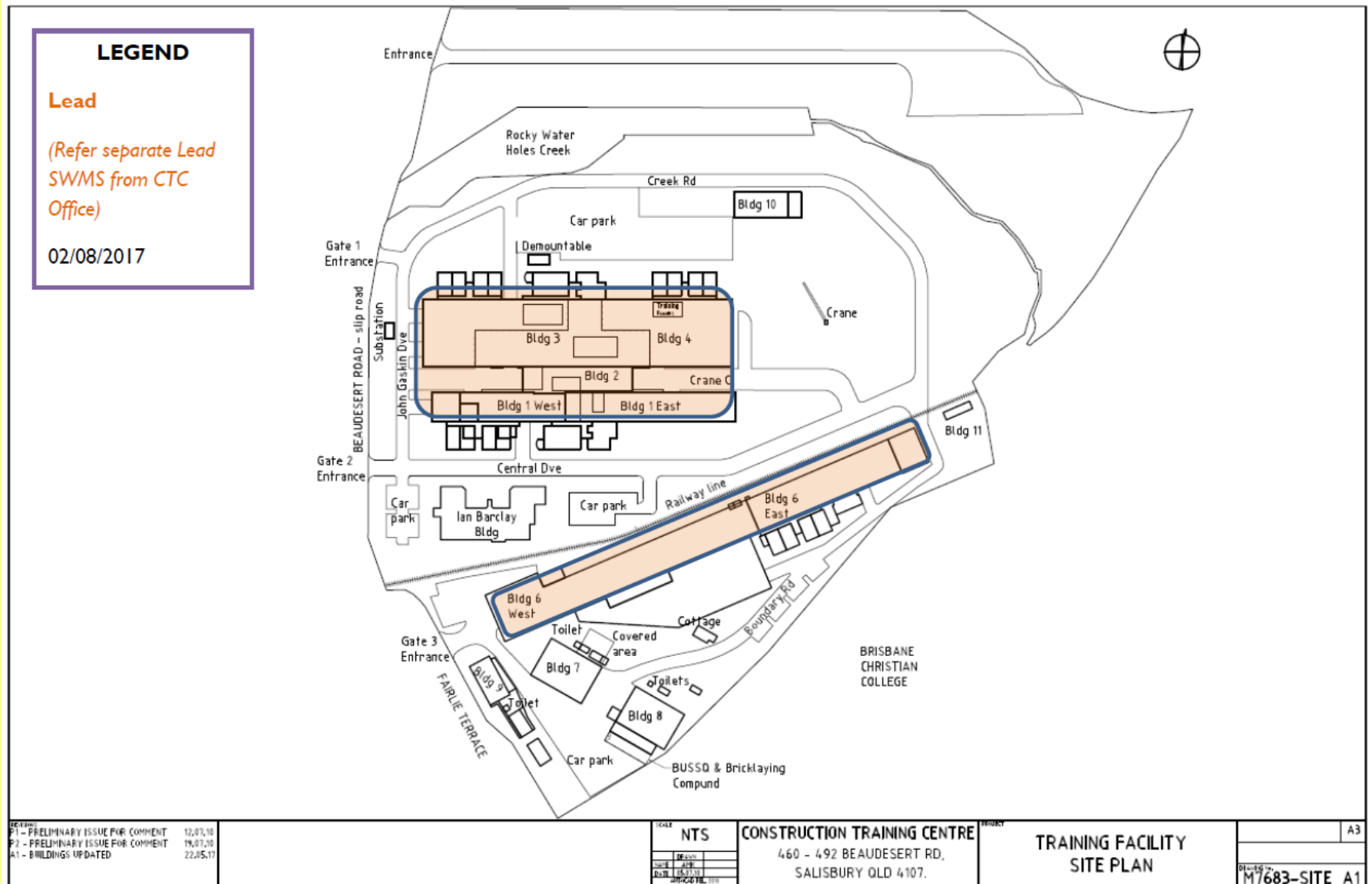
CTC HAZARD MAP



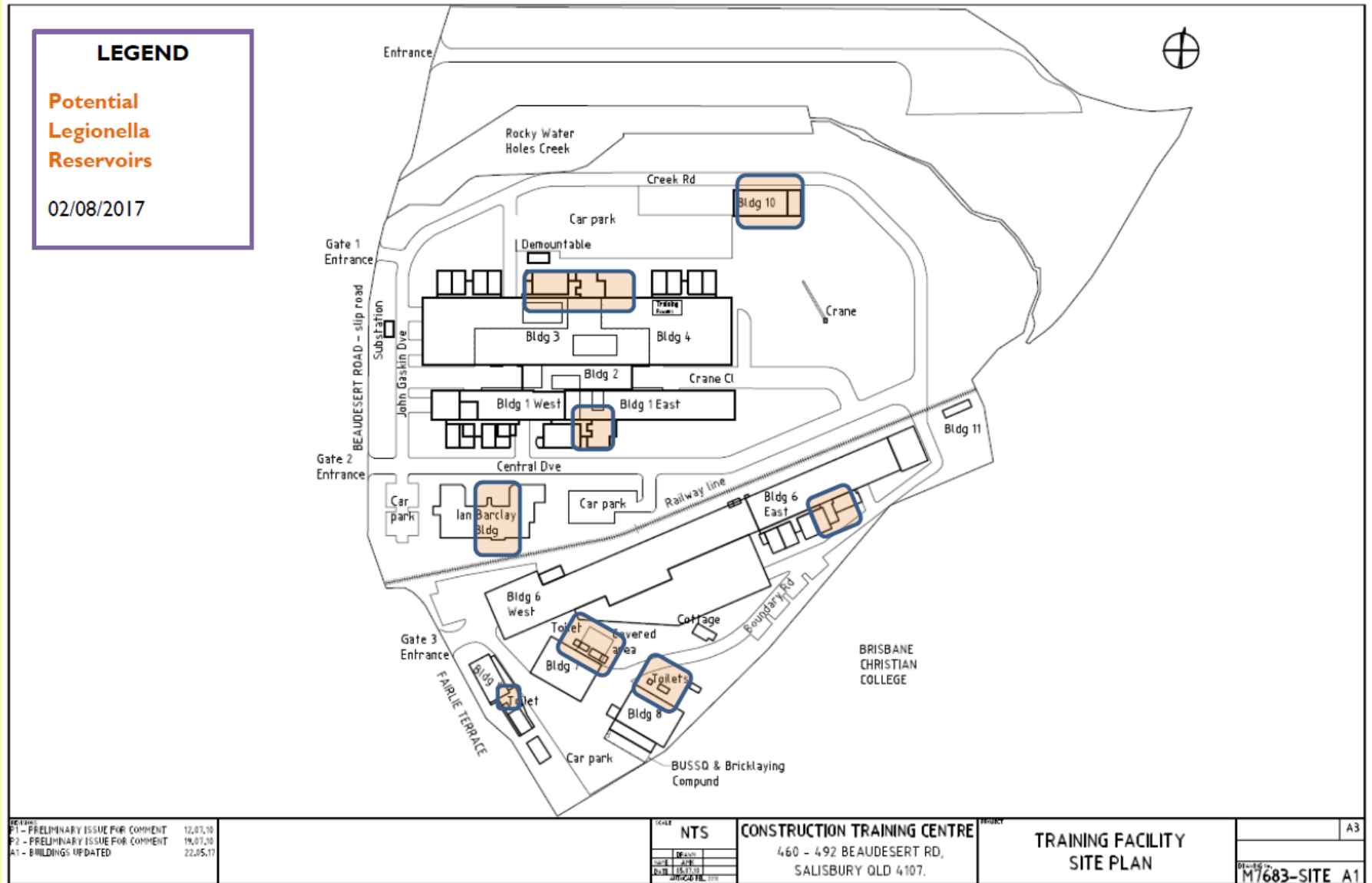
CTC HAZARD MAP



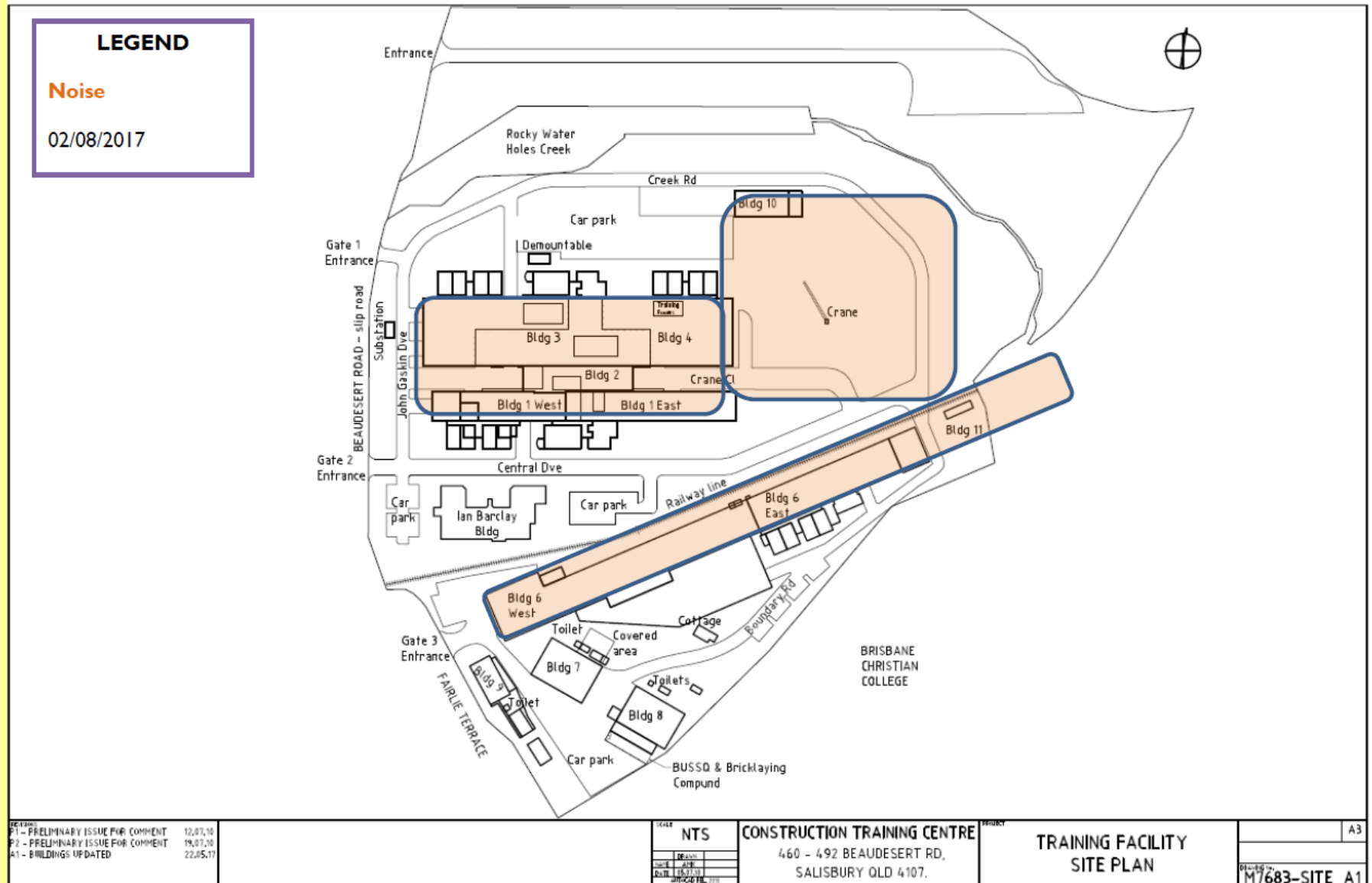
CTC HAZARD MAP



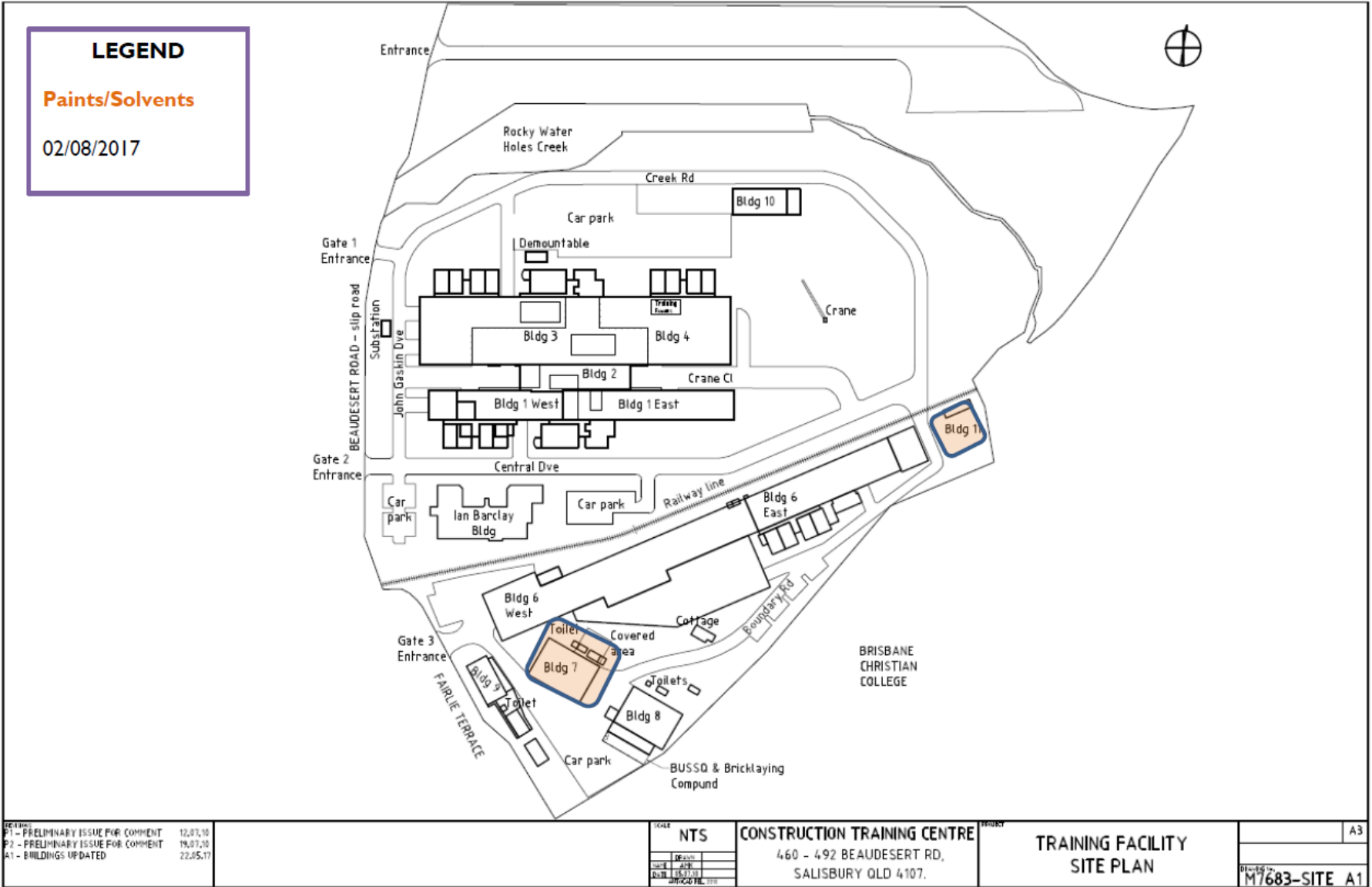
CTC HAZARD MAP



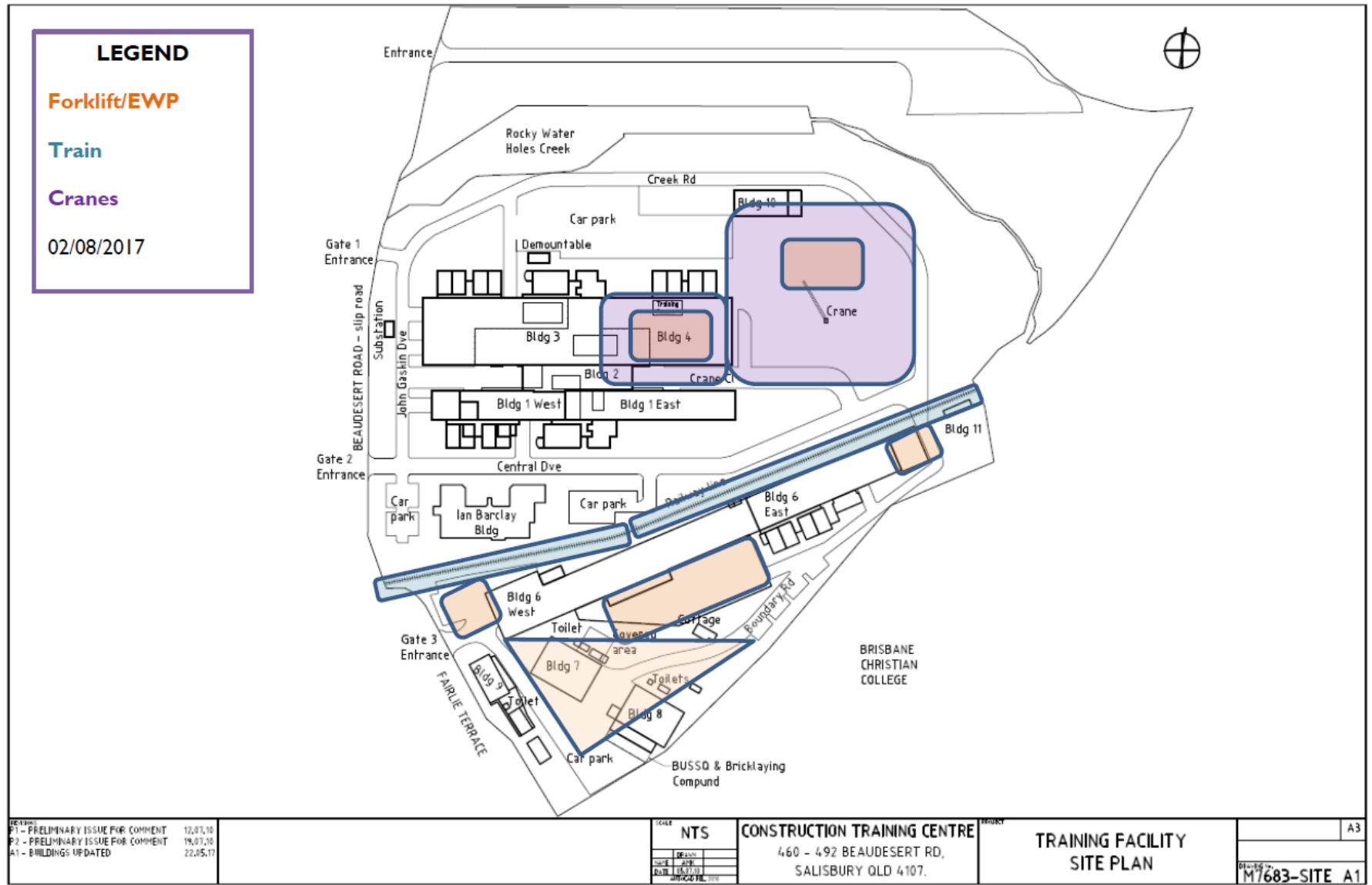
CTC HAZARD MAP



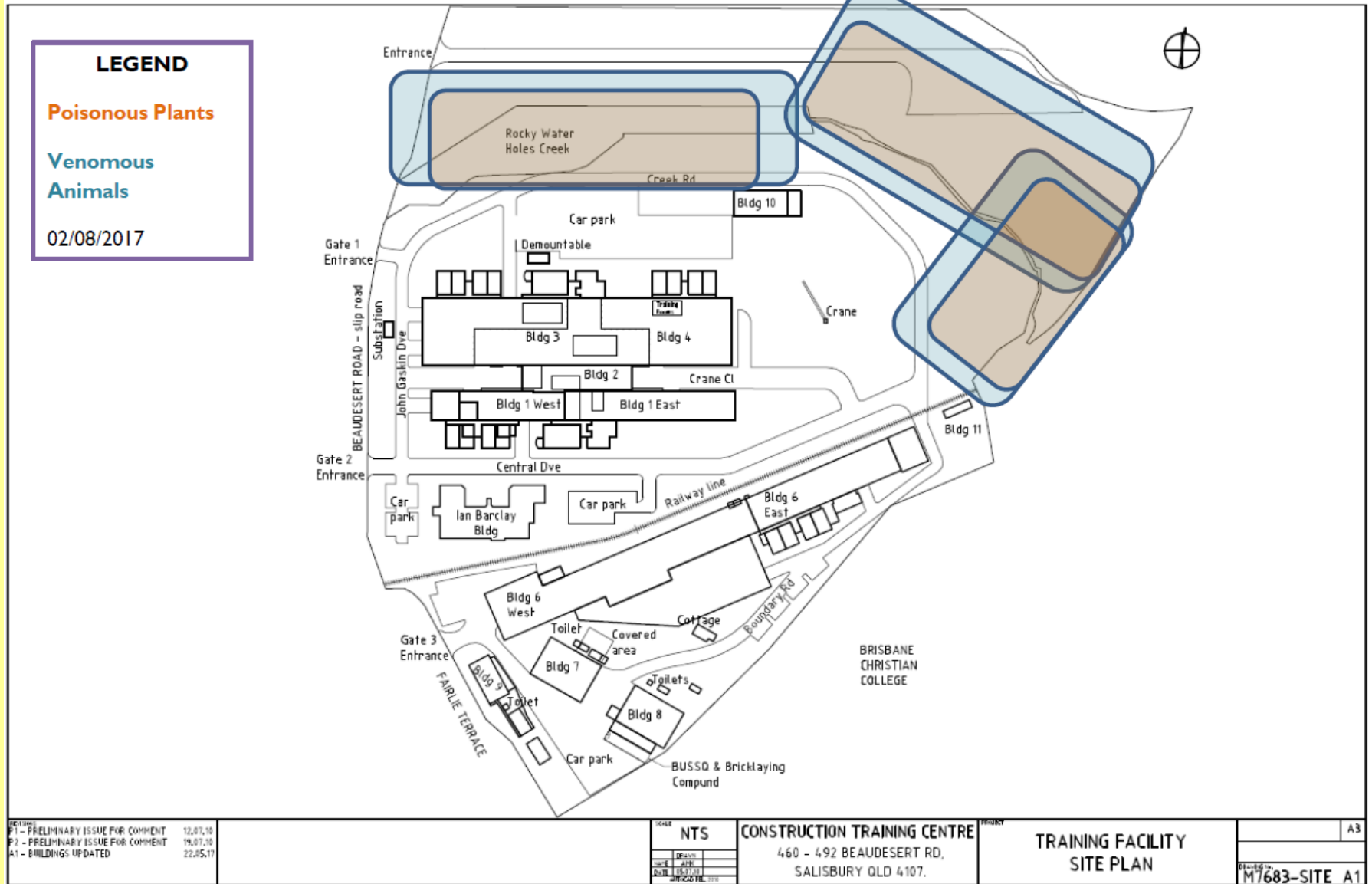
CTC HAZARD MAP



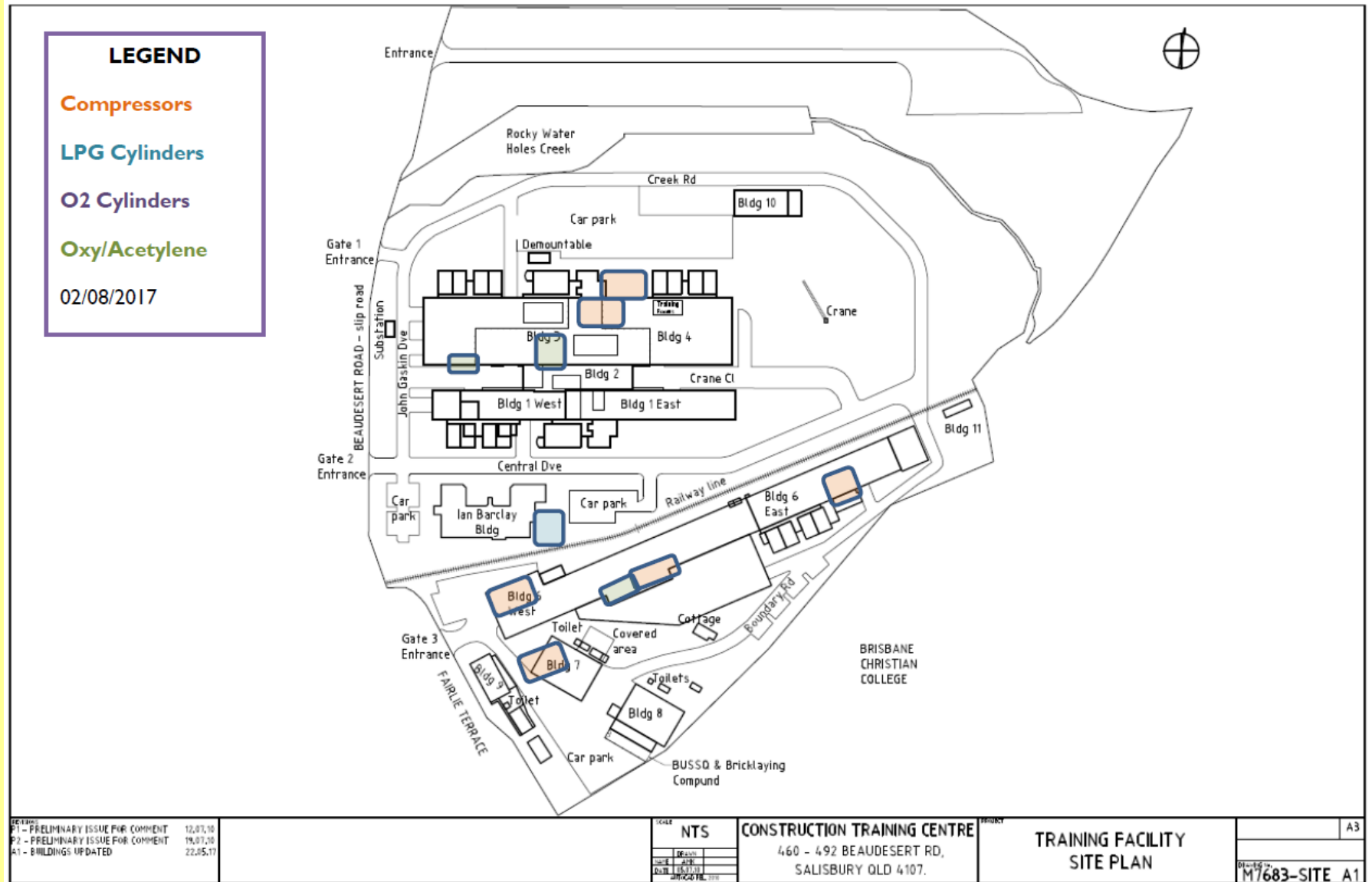
CTC HAZARD MAP



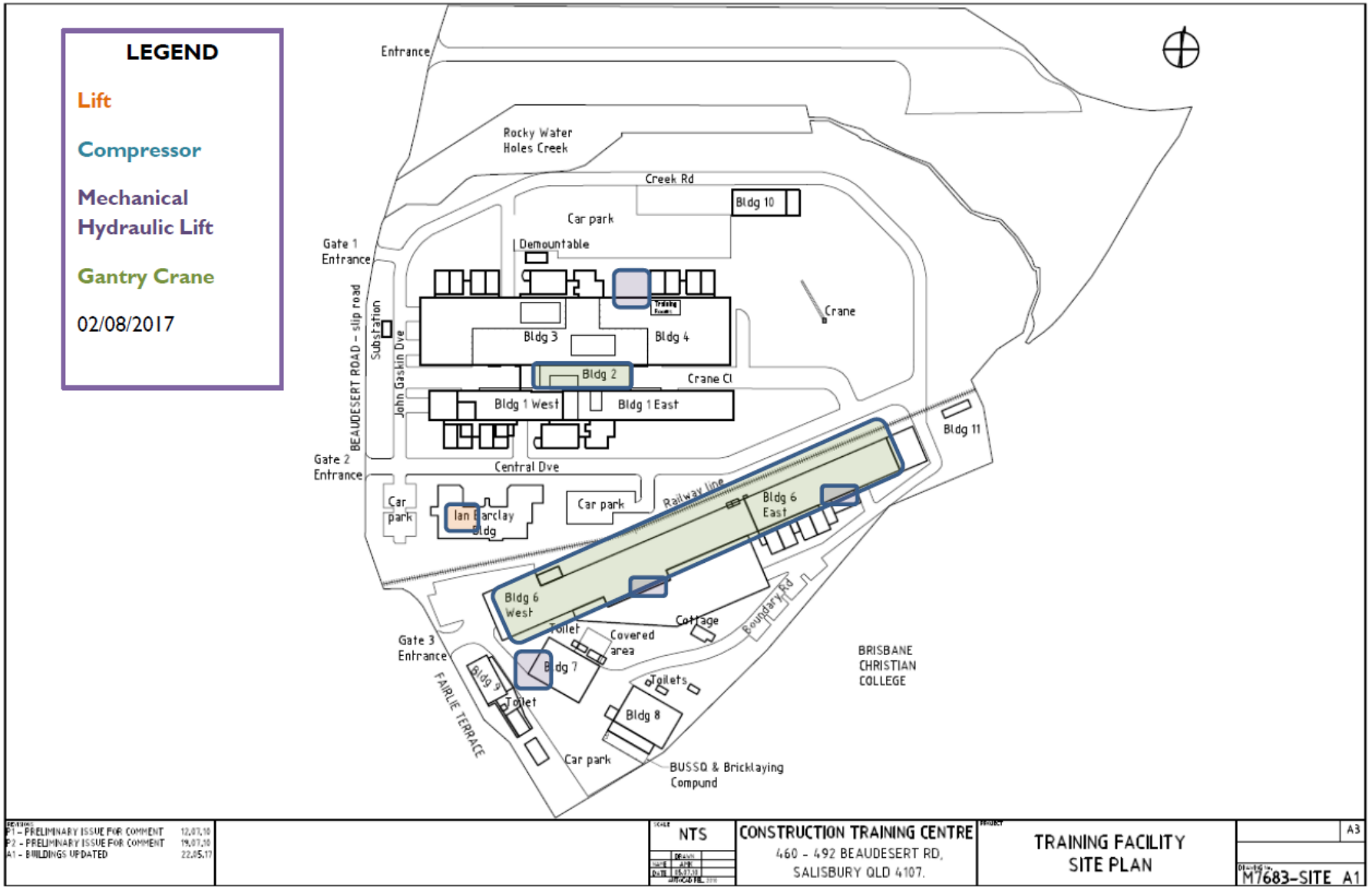
CTC HAZARD MAP



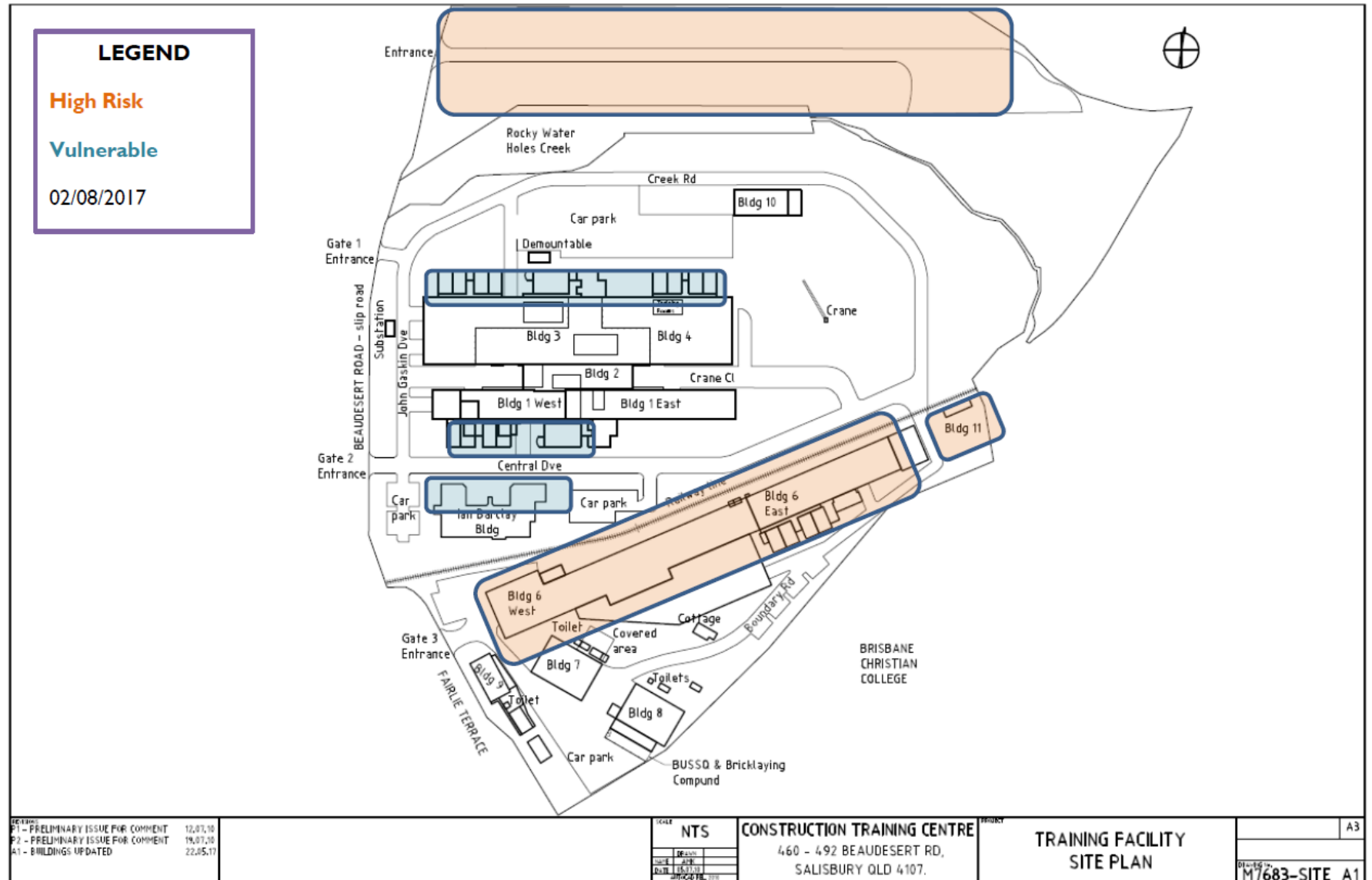
CTC HAZARD MAP



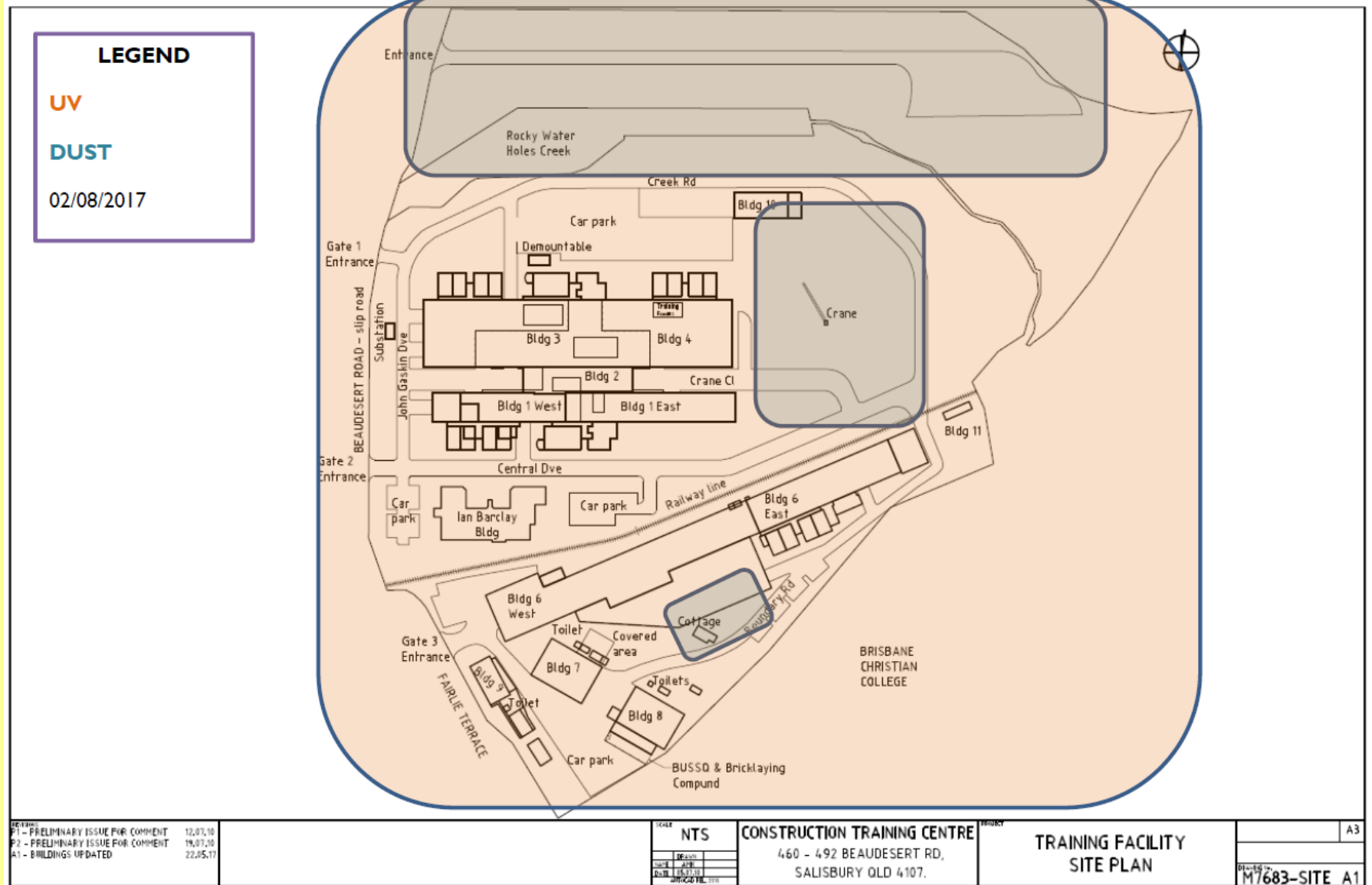
CTC HAZARD MAP



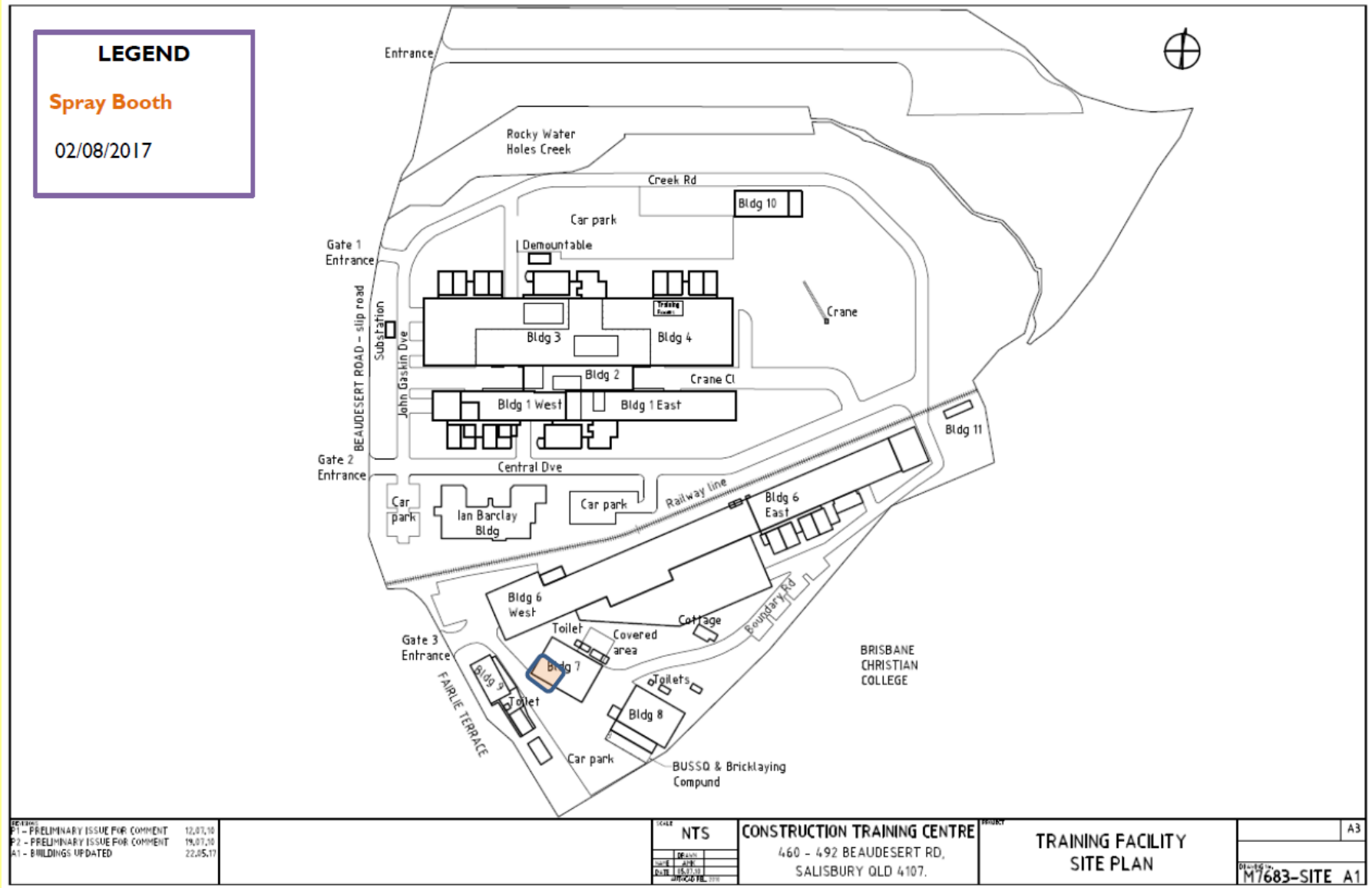
CTC HAZARD MAP



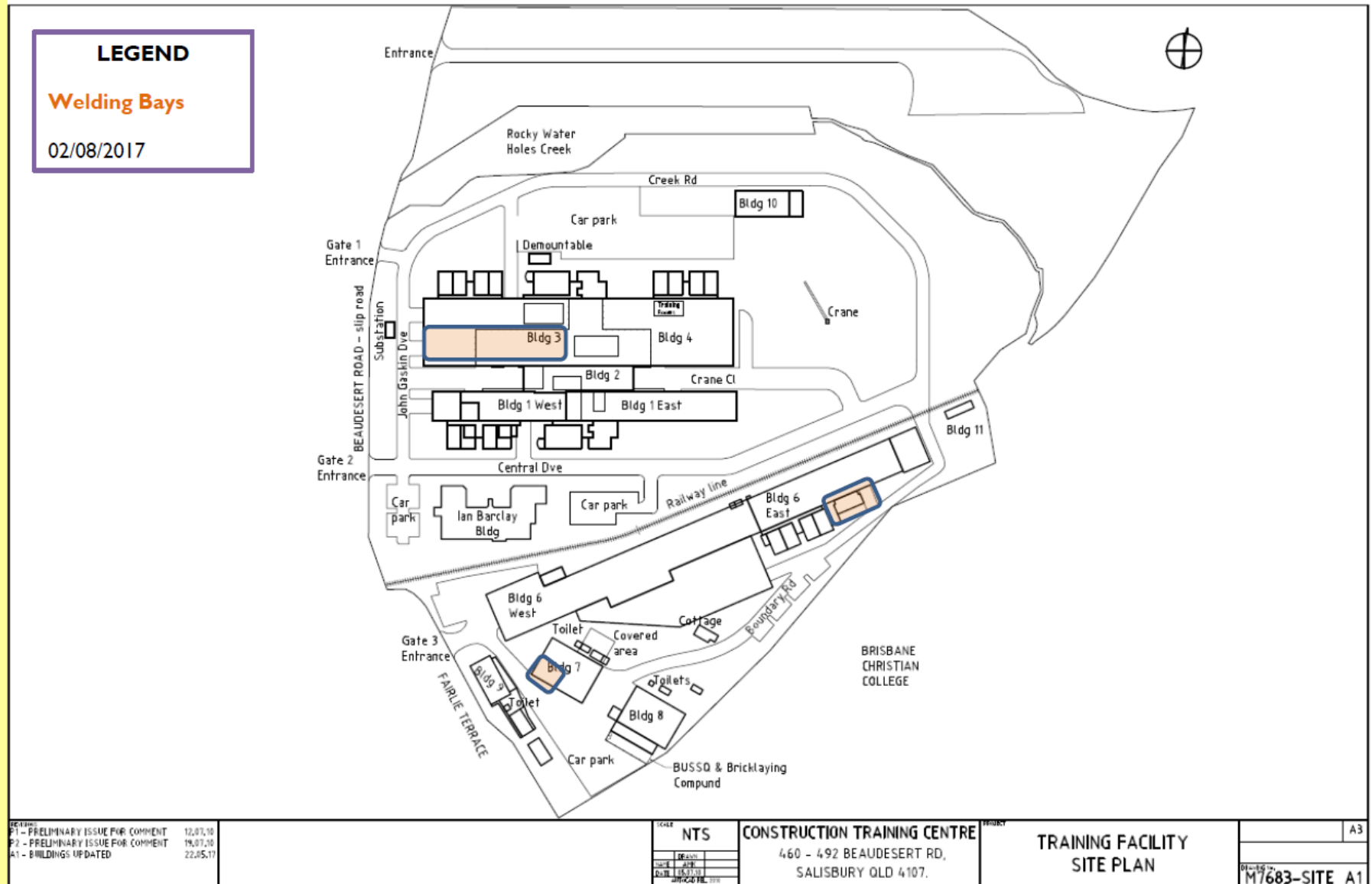
CTC HAZARD MAP



CTC HAZARD MAP



CTC HAZARD MAP



APPENDIX B – CTC OFFICE & BOUNDARY

