



Tenant Handbook

Annexure C

To be read in conjunction with the Lease Agreement

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Essential Information

Welcome!

This document forms part of your lease agreement.

Ask, and Ask Early

CTC adopts a collaborative approach to everything we do and try to work with our tenants towards achieving your desired outcomes. Should you wish to sublet your premises or alter your tenancy in any way (including but not limited to electrical works, fit outs etc.) you need to discuss these requests with CTC as soon as possible and obtain written approval before undertaking any works.

Fit – Out / Tenancy Changes

CTC understands that Tenants may wish to amend areas of their tenancy or fit-out. Any proposed changes need to be discussed with CTC, and written approval obtained via a [Precinct Works Authority](#). Please contact the CTC team at service@ctc.qld.edu.au to obtain a copy of the Precinct Works Authority or download from the [website](#).

All proposed works must be in accordance with prescribed legislation and regulations. No works are permitted before approval is received.

Subletting

Tenants should note that subletting must be pre-approved by the Landlord in writing. While this approval will not be unreasonably withheld, there are some matters that require CTC's CEO's consideration such as quiet enjoyment, safety and insurance issues. Please discuss your intentions with the CTC CEO as soon as possible.

24/7 Access

Due to CTC's zoning, **you have access to your tenancy premises 24/7 for work purposes only, no residential/accommodation use is permitted for any reason.**

Should you be working past 10:00pm, please contact GMR Security on 0412 984 002.

Communications Infrastructure & 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.

Compliance and Suitability

It is the Tenant's responsibility to ensure the premises that are offered for lease are compliant and fit for purpose for particular demands made by registration or other bodies that are over and above the Building Code and safety requirements placed on the Landlord. Where a tenant undertakes a particular kind of training it is their responsibility to ensure that the premises as presented to them are either up to the specification (including any additional Build Code requirements) or capable of being altered to become compliant. In the event that changes to premises may be necessary to achieve the Tenant's compliance requirements the Tenant must first obtain the agreement of CTC and make themselves aware of any make good demands that will be made upon them at the end of the tenancy.

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. Only CTC's Approved Electrician may be used on the precinct (contact the office for the current Electrician's details).

All proposed electrical works need to be approved by CTC **prior to commencement**. Any approved electrical work can only be carried out by CTC's approved electricians. Please contact our office for their contact details.

Tenants are responsible to ensure that all their electrical equipment utilised on the CTC premises must be electrically safe.

Note that there are 4 fenced, secured electrical high voltage transformers on the premises. Tenants are to ensure that their students, visitors and staff are advised of their locations, and cautioned not to enter these due to danger of electrocution. Refer to [Appendix O](#) for their locations.

Fees and charges

Rents are on a gross basis. Electricity is separately metered and charged at the Queensland government's gazetted rate per kwh consumed

and a meter fee for each day which is amended annually each July.

Rent is invoiced for the full month in advance (or pro rata for the part month on commencement) and is required to be paid in advance for the month. All other invoices are on 14 day payment terms.

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. Some issues you should be aware of here include (but are not limited to) the following:

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

In order to avoid setting off the alarms, please contact the CTC office who can organise for a temporary isolation of the detectors for the activity which may cause the problem. **If in doubt, always ask first.** Once the work has been completed, please notify the CTC office so this can be de-isolated.

It is the Tenant's responsibility to ensure that all their contractors are made aware of the following:

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 occasion. 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 instance of isolation of the system requires completion of a register and is an exception rather than the rule.

Insurance

It is the Tenant's responsibility to ensure that they obtain and maintain adequate insurance for the liabilities that they carry. Tenants must provide their current certificates of currency in relation to Public Liability Insurance to CTC when these are updated.

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 and how material items attached to walls may require make-good well in advance of the departure date. Please liaise with CTC's Facilities & Operation Manager on requirements prior to lease termination and departure.

Mail

Tenants should be aware that no street mail is delivered to CTC. A post office box will be required, CTC will pick up your mail from the Salisbury Post Office - see [Mail & Mail Collection](#) for further information.

Maintenance & Service Requests

Emergencies (like burst water pipes) should be raised by phone call to the CTC Office (3216 6711). All other maintenance matters will require

submission of a Service Request via the Tenant Portal (<http://portal.ctc.qld.edu.au/>). This allows us to both prioritise jobs and track our response rate.

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.

Parking

At times car parking at the precinct can be limited.

Tenant's staff and students/visitors must not park in reserved car parks unless these have been assigned to you, nor where line markings or signage prohibits parking. Do not use disabled car parks (unless disabled). Cars or other vehicles parked illegally may be towed. Please refrain from parking in any unauthorised area, as this may also result in your vehicle being towed at your expense.

Should there be any issues arising from unauthorized parking within a CTC officially allocated car space, the Tenant should raise this matter with CTC to resolve. At no times should a tenant attempt to resolve any parking issues directly.

Transformers

CTC has numerous electrical transformers on the precinct which cannot be accessed or interfered with.

Security

CTC has numerous security measures in place including CCTV, alarm systems, mobile patrols and key access.

Aerial Surveillance

Tenants are advised that periodic aerial surveillance is undertaken by use of authorised drones capturing video and photographic images.

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 request new alarm codes through the Key or Code Request on the Tenant Portal (<http://portal.ctc.qld.edu.au/>). Each Tenant will be granted access to this portal for administrative matters.

The process of arming and disarming is simple:

To ARM (when you are locking up and leaving your tenancy):

- Press in your four digit code
- Press OK
- Scroll to your tenancy area (an identified area will be provided to you – it may be the name of your company)
- Press ON
- Note that if your code has multiple areas, you need to scroll to all and repeat the process
- Press END

To DISARM (when you are entering your tenancy):

- Press in four digit code
- Press OK

- Scroll to your tenancy area (an identified area will be provided to you – it may be the name of your company)
- Press OFF
- Note that if your code has multiple areas, you need to scroll (up or down) to all and repeat the process
- Press END

The disarming of your tenanted area also disarms the common areas so that access to toilets associated with your tenancy can be accessed without setting off the alarm.

No one is permitted to tamper or attempt to alter any part of the CTC alarm system including motion detectors (PIR's), reed switches or keypads for insurance reasons. Should any damage or change be noted, please contact CTC office immediately.

CCTV

Tenants should be aware that there are a number of CCTV cameras located on the site and that your staff and visitors 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.

Keys

Keys signed out to Tenants are recorded. Tenants will be required to return all issued keys upon departure. Lost or additional keys will be charged for.

Should any keys be lost upon departure, re-keying of the locks will be required and charged to the Tenant.

Public Address System

As part of an overall safety approach for the Precinct there is a Precinct-wide public address system. Alerts on this system are generally of an emergency nature and announcements made should be listened to closely and action taken immediately as announced. On rare occasions some public service announcements may be made e.g. vehicles with lights left on. If you notice a vehicle in this situation please advise CTC so that an announcement can be made.

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.

Security Patrols and Alarm Monitoring

GMR Security provide our manned patrols and our alarm system is remote monitored by GMR.

On occasions CTC's security patrols may send armed patrols to the Centre where an armed response vehicle is closer than our normal patrol officer.

Threat Response Team

CTC has a well-trained threat response team who have expertise in a range of conflict situations from de-escalation of emotionally charged interactions to responding to an active armed person or bomb threat. If the services of this team are required you should contact CTC and be very clear and concise with your requirements so a rapid response can be taken.

Weekend/Out of Hours Access

Tenants have 24 hour 7 day a week access to their premises subject to a CTC CEO initiated lock-out situation. Tenants should be mindful of the need to be secure during this time and not make other tenants' areas vulnerable.

Safety

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. These include (but are not limited to):

- notifiable incidents such as dangerous electrical events
- damage to CTC property
- damage to property on CTC
- Or injury.

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.

Hazard Identification and Notification

Should a Tenant or their staff or students notice a hazard at CTC, the Tenant must notify CTC Management of the hazard immediately. This can be done in three ways. Firstly by using the QR code by emailing service@ctc.qld.edu.au or by calling the CTC office on 3216 6711.

AED and Bleeding Control Boxes

CTC has 3 Automated External Defibrillators located in:

- The CTC Precinct Management Office
- Build Fitness Gym
- Building 12 (the new toilet block in the main carpark)

All 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 (3216 6711).

The Bleeding Control boxes are for controlling excessive bleeding in an injured person. They are located in the Building 1 and Building 12 amenity blocks. The boxes have been designed to provide easy (tamper evident) access for all on the Precinct and have easy to follow instructions. Call CTC immediately once you have started to use your bleeding control packs and THEN call for an ambulance. Please do not interfere with these boxes unless you require a pack for an actual emergency.

Asbestos

Given the age of the precinct there may be 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.

Refer to [Appendix N](#) for locations

Assembly Areas

CTC has 5 assembly areas across the precinct:

- Main precinct - Assembly A, Assembly B, Assembly C
- South Precinct – Assembly D & Assembly E

All staff, visitors and students must heed evacuation sirens and directions of the CTC Head Fire Warden.

Refer to [Appendix C](#) for locations.

Battery Charging

The charging of lithium batteries is a potential safety issue due to fire risks. **Under no circumstances must scooters, e-bikes or similar objects be charged within tenanted areas.** Where a tenant has an item of plant used in their training e.g. forklift, scissor lifts and EWPs etc. that are electrical and charged on the premises CTC must give prior approval requiring a full risk assessment and advice from CTC's electrical contractor, fire contractor and EHS consultant. If approval is given this might be contingent on adherence to agreed procedures and the placement of fire fighting equipment e.g. fire extinguishers.

Where mass docking charging stations are used for laptops and tablets etc. these will also be subjected to a risk assessment and if required advice from our electrical contractor, fire contractor and WHS consultant prior to approving their use.

All electric vehicle charging on the Precinct can only occur at the two EV fast chargers (4 bays) located in the Building 4 car park. **Under no circumstances are PHEVs or plug in hybrid vehicles (PHEVs) permitted to be charged on the premises outside of the EV chargers. This includes any casual charging from a GPO within a tenanted area, regardless of who is responsible for the payment of the electrical account.**

Domestic and family Violence

The scourge of domestic and family violence impacts within the workplace as well as the home. CTC believes that to address this scourge employers need to play their part to get the message across about what constitutes domestic and family violence and the role we can all play as active bystanders in the event of a situation presenting itself at work. Information posters feature in amenity blocks and CTC staff have undergone specialist training in the issues of a person using violence and a person experiencing violence. Where a person experiencing violence has taken a Domestic Violence Protection Order out against a person using violence, and they are happy to share this information with CTC in

confidence, then CTC can use its powers as landlord to remove persons from the premises who it deems are trespassing. Staff have been trained in de escalation and are able to assist if a staff member has been approached inappropriately, until such time as the Police arrive.

Emergency, Evacuation and Fire

Tenant's staff and visitors/students/contractors must follow the direction of Fire Wardens (including Floor and Area Wardens) and go to the nearest assembly areas when a Fire Alarm is heard. Appendix C 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.

CTC requires each tenant to ensure that at least one Fire Warden attends the Emergency Preparedness Committee Meeting (EPC), and a representative from each Tenant is required to attend the Emergency Control Organisation (ECO) meetings.

Fire Wardens

It is the Tenant's responsibility to ensure that they have a nominated and appropriately trained fire warden. 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. This must be agreed with CTC so that it is in line with the overall plan for the precinct. Each tenancy will be required to have at least one Fire Warden. CTC will arrange for a minimum of 1 fire warden per Tenancy to be trained annually on the precinct (at CTC's nominated date and time). Should the Tenant's representative not be able to attend this training, or should the Tenant's CTC's trained fire

warden subsequently leave their employment or no longer be based at CTC, then the Tenant must ensure they have an appropriately trained fire warden at their own expense.

The Tenant must advise CTC of any changes to their nominated fire warden/s.

Wardens may 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 cap. The instructions of the Chief Fire Warden must be followed at all times.

First Aid and CPR

The Tenant is responsible for their Staff and Visitors first aid management and must ensure that their team are adequately trained to manage any incidents that arise.

CTC has its own First Aid room located immediately across from its office in Building I. CTC has qualified occupational first aiders who may assist 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, the precinct has three defibrillators in the event of a cardiac arrest and medical air. All CTC staff are familiar with its operation and all CTC staff are holders of current CPR and First Aid Certificates.

All CTC staff are also trained to deal with a massive bleed. As indicated on page 6 there are public access Bleeding Control boxes on the Precinct containing bleeding control packs with easy to follow instructions. For emergencies like cardiac arrest and major bleeding time is of the essence and CTC first aid attendance will increase

the effectiveness of response. An ambulance should be called for such events.

The First Aid room is stocked with Naloxone to assist in opioid overdose. This is a serious emergency and is time critical. CTC should be called immediately so that a suspected opioid overdose can be managed quickly and effectively. Again an ambulance should also be called.

Hazard Maps

CTC has a number of Hazard Maps that reflect some of the more hazardous situations that exist throughout the Precinct, and can be made available to you. Hazards include:

- Electrical Transformers ([Appendix O](#));
- Noise ([Appendix J](#));
- Asbestos ([Appendix N](#));
- Plant ([Appendix E](#));
- Spray Painting;
- Vehicle-Pedestrian Interface;
- Lead ([Appendix L](#));
- Forklift Use;
- Solar UV & Dust;
- Solvents & Other Ototoxics ([Appendix I](#));
- Pressure Plant ([Appendix F](#));
- Contaminated Land;
- Welding;
- Registerable plant;
- Poisonous Plants & Venomous Animals ([Appendix G](#));
- Legionella ([Appendix K](#));
- High Voltage Electricity;
- Crane Use ([Appendix D](#));
- Heights ladders & Scaffolds ([Appendix M](#)); and
- Lithium battery charging

Hazardous Substances and Dangerous Goods

Tenants must maintain their own Safety Data Sheets (SDS'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. The Tenant is responsible for managing hazardous substances stored within their tenancy for the protection of persons and property.

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, these should be communicated to the CTC Precinct Office.

Overhead Lines & Underground Cables

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 to CTC immediately and this will be charged back to the Tenant.

Similarly digging in the ground runs the risk of underground services being damaged causing potential safety issues as well as disruption to tenant business. Any intention to dig on the Precinct will require approval by CTC and require the Tenant to engage in DBYD (Dial Before You Dig) services. This information must be shared with CTC once in hand.

Pedestrian Crossings

CTC has 2 marked pedestrian crossings in Peter Lyons Drive, where normal road rules apply (i.e.

pedestrians have right of way) which must be complied with.

Please be aware that there are numerous pedestrians onsite and follow the 20 km speed limit onsite.

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.

Plant – Pedestrian Interactions

Tenants must be mindful that they have Work Health and Safety obligations under the 2011 Act to ensure that where plant is used in training or other roles, that any interaction with people or property including persons not employed by or being trained by the Tenant should be taken into account.. Without being prescriptive because each circumstance will be different a risk assessment should be undertaken and necessary measures put in place to ensure that any interaction with peons, other plant and property is avoided. This includes any path of travel for the piece of plant to and from its home location. Careful consideration needs to be given to how exclusions zone can be set up, how access within danger zones can be controlled and how alert notifications are made. Any significant use of plant outside of a tenancy area must be authorised by CTC.

Principal Contractor

In each and every case the Tenant who undertakes pre-approved construction work within their tenancy commissioned by the Tenant becomes the Principal Contractor for the purposes of the Workplace Health and Safety law operating at the time.

Psychosocial Hazards and Psychological Safety

CTC as Precinct managers have a legal obligations under the Work Health and Safety Act (Qld) 2011 to provide a Precinct that is free of Psychosocial hazards. Risk assessments have been undertaken and are reviewed on at least an annual basis. The physical and psychological safety on staff, students, contractors and visitors on the Precinct is taken seriously and concerns with respect to psychosocial Hazards can be reported via the Safety Reporting portal.

Safety Reporting Portal

The common areas and CTC Reception have a sign featuring QR codes for the Safety Reporting portal, the precinct Code of Conduct and Site Conditions.



The Precinct Code of Conduct can also be accessed on our website:

<https://ctc.qld.edu.au/initiative/code-of-conduct/>

Sexual Harassment

Since December 2023 employers on the Precinct have been under a legal obligation to demonstrate positive duty with respect to reducing the likelihood and harm arising from sexual harassment. Posters have been placed in common areas to raise awareness. Complaints of sexual harassment, sex discrimination and victimization when reported can be investigated by the Australian Human Rights Commission and they have enforceable powers. As outlined in the Precinct's Code of Conduct such behaviour will not be tolerated and there are sanctions that can be put in place by CTC which include requiring someone to leave the property and be prevented from returning.

As part of CTC demonstrating its positive duty, there is a document all new tenants are required to sign to acknowledge the role we all play together to prevent sexual and sex or gender-based harassment at CTC. The CTC Harassment Prevention Onboarding Guide will be given to you in hardcopy to read and sign and a copy maintained with your lease documents.

Site Conditions

As part of the Safety Reporting Portal signs there is a site conditions QR Code which provides the following:

- Weather forecast,
- UV Index;
- Any works or other matters that tenants and visitors may wish to take into account; and
- Precinct Map.

Spills

The Tenant should immediately contact the CTC office on 3216 6711 in the event of an environmental or chemical spill 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.

Examples of reportable spills include (but are not limited to) fuels, herbicides and other chemicals.

Supervision

It is important for Tenants to supervise students, 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.

Traffic

The precinct can, at times, be very busy and a 20 km/h speed limit is in place. Because there may be parking shortages from time to time, 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 over the prescribed speed limit or in an erratic fashion. Similarly you should impress upon 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. Crossing the line is only permitted at the main crossing points. Refer to 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.

Workplace Health & Safety

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 and provides a framework for action and for the setting of our occupational health and safety objectives and targets. Our OH&S policy can be viewed on our website or at Reception.

As part of our commitment to keeping people safe at work, we have adopted a "Don't Walk By" initiative. 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.

Work Health and Safety Audit

Every year CTC undertakes a precinct-wide external WH&S audit. When the report is received from the consultant, any 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.

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.

Benefits at CTC

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 I has been especially equipped to create a relaxing environment in which mums may breast-feed or express milk. CTC has the keys and is happy for any tenant staff/visitors to use the facility.

Caught Short

CTC is mindful that you can be caught out from time to time. To that end those who need a tampon or pad should feel comfortable approaching CTC staff to request this as we have some emergency supplies. Similarly if you are incontinent and have found yourself in need of a pad or underwear please feel free to approach CTC without embarrassment to request some emergency items to tide you over.

CTQ Boardroom

Our Boardroom is available for meetings for free and is located 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. For availability enquiries, please contact us on bookings@constructiontrainingcentre.au

Conference Facility

CTC has its own conference facility with an excellent room available for casual hire. The Hugh Hamilton room is quite large and can comfortably seat 180 (Theatre Style). The facility has recently been upgraded to an iPad controlled lighting, sound and visual system, and includes free wi-fi. CTC is well used to supporting a range of

organisations in conducting successful events at our facility. For any enquiries, please contact us on bookings@constructiontrainingcentre.au.

Tenant discounts may apply.

EV Charging

CTC has introduced EV charging for those who have electric vehicles and also for members of the public. These chargers are located in the main carpark and there are 4 bays to charge from, the setup is 4 CCS2 charging bays. The charging intermediary is Charge Fox. To charge you will need to download their app. This is a reasonably priced service to the Precinct and the local community.

Gym – Build Fitness 24/7

CTC has created a small gym located in Ian Barclay Building in order to address healthy work life balance issues for tenants and their staff. Applications are limited to current tenants and their staff. In addition, an amenity fee is payable annually to access these facilities (terms and conditions apply).

Hot Leasing

This is a business line provided by CTC that is designed to provide RTOs with the



wherewithal to deliver high risk training without large capital commitments. Effectively CTC provides the space and capital items required for the training and the RTO delivers the training paying a fee for use only. High risk training areas offered include: Heights, Confined Spaces, Domestic Heights, Asbestos, EWP, Scissor Lift, Scaffolding, Forklift and Swing Stage. Tenants who wish to utilise these facilities, need to complete the Hot Leasing Agreement (for access to the facility), have their trainers inducted by CTC and

provide the trainers qualifications. Contact CTC on bookings@ctc.qld.edu.au for further details.

Tenant discounts may apply.

Incontinence Friendly Toilets

CTC provides 4 main toilets across the Precinct with incontinence bins to enable those wearing pads or underwear to dispose of these in a safe and sensitive way. Each toilet with disposal facilities are identified on the entry door.

Internet / Bandwidth

Tenants located on the main precinct have an opportunity to participate in fast internet connections through Vocus on an uncontended bandwidth. Contact the CTC office for their details.

Justice of The Peace

CTC has one JP on staff (Phil Diver).

This is a free service available to tenants. Neither party can sign documents that relate directly to CTC. Should bulk declarations be required, please call ahead for an appointment to ensure availability.

Mail and Mail Collection

As part of CTC's concierge services, we provide a postage pick-up service for those Tenants who have a Salisbury Post Office P O Box. Contact CTC for details about how to engage this FREE service.

Please note that mail does not get delivered to the street address, nor can CTC's PO Box be used for Tenant mail. CTC is unable to distribute mail for those Tenants without their own mail box.

Training Room Hire

There may be times when you require additional space for training. CTC can assist with these needs with our reasonably priced rooms for hire. See our website for further details <http://ctc.qld.edu.au/services/training-room-hire/> or by email bookings@ctc.qld.edu.au for further information.

Tenant discounts may apply.

Transgender Inclusive Toilet

There is a transgender inclusive toilet located through Entry 2 that is available for female staff as well. It is also used from time to time for Drug Testing. In the event that the toilet is occupied and the outer door is locked there is a PWD and women's toilet in the amenity block just next door. Where anyone has a safety concern with respect to the availability and use of this toilet they should raise the matter with CTC management.

Website

CTC has a website where a lot of information about what we do is contained. This includes lists of our tenants, training provided by Tenants and other useful information. Visit 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 their scope of training changes so this can be updated on our website to maximize their marketing opportunities.

Worker well-being initiatives

CTC promotes well-being through a number of services offered to tenants and their staff. Benefits may include:

- Annual hearing tests
- Skin cancer checks
- Flu vaccinations
- Healthy eating options in the Café
- Gym
- Smoking cessation programs
- 5R's Room for research, reading, rest, quiet reflection and recording.

Other

Amenities

CTC provides amenities that are available to Tenants and their visitors/students. These include a Café, toilets and shower facilities, First Aid Room and Breastfeeding room. In the case of the First Aid Room refer to First Aid Room overleaf.

Caring for the environment

CTC has implemented an Integrated Management System 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.

CTC is gradually improving its green credentials and runs its office, cafe and Hot Leasing area as 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.

Catering

Four Hearts Cafe offers delicious, hand-made meals and barista made coffees. It is the precinct café and are able to provide catering at your office

or training rooms. Please contact the café team on directly for menu options.

The café is open 7am to 1 pm Monday to Friday.

Cleaners

Tenants will need to make their own arrangements with a cleaning company in relation to their tenancy. New tenants can only utilize the CTC nominated cleaner for security reasons.

All tenant garbage needs to be placed in CTC's existing garbage bins which are located in Peter Lyons Drive opposite the Ian Barclay Building carpark and the main carpark north of Building 4.

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.

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.

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. Every driver 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 passengers 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 current 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 securely and comply with current legislation.
- 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 unauthorised drug and alcohol misuse. Tenants 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 your staff are appropriately trained for the serving of alcohol where this is required by Law.

Entry to Tenant Premises

At times, CTC may require access to tenanted areas for compliance matters (such as fire equipment monthly inspections), repairs or general maintenance. CTC will email Tenants with a minimum of 48 hours' notice for entry in relation to compliance matters. In all other cases, CTC will liaise with the Tenant in order to schedule any proposed works to minimise inconvenience.

In the event of an emergency, no notice will be provided.

Environment

CTC is committed to doing our best to help the environment and we cannot do this without the

cooperation of our tenants. There is an on-going program and 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 an evacuation chair on the first floor by the stairwell. 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 and 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.

Hours of Operation

CTC's office is staffed from 7 am until 5:00 pm each 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.

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. Refer to [Appendix L](#) for locations.

Living Laboratory

'Living Laboratory' is the name CTC gives to its overall initiatives in creating a



sustainable built environment. Bob Marshman Building is a prime example of the Living laboratory in action where certain features of the building have a QR code attached to them that provides greater detail about that particular aspect of the building. In most cases the Living laboratory concept highlights environmental sustainability and resilience items that make CTC unique.

Manhole – Ian Barclay Building

On the top level of Ian Barclay Building there is an access manhole to the roof space that requires completion of a Work Permit before access is permitted. If you need to access to the roof space, please contact the CTC Office (3216 6711) or send a Service Request via the Tenant Portal (<http://portal.ctc.qld.edu.au/>).

Map

CTC is able to provide you with a map to use for directing your customers/suppliers etc. to CTC. Please contact the CTC team by email:

finance@constructiontrainingcentre.au

Or access the Tenancy Site Map through our website: <https://ctc.qld.edu.au/our-tenants/>

You can also access very good directions for getting to CTC from our website

<http://ctc.qld.edu.au/contact-us/>.

If/when adding your tenancy to Google Maps, please make sure to choose your building specifically rather than the entire CTC site.

Newsletters

Tenants 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.

Feedback from our tenants is important to us to be constantly improving – this is why a link to feedback is now a permanent addition to each Newsletter.

You can also access the Tenant Feedback Form here:

<https://forms.monday.com/forms/cf9338081044836f6cadb3d85930988b?r=use1>

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 85dB (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. Once hearing is lost it is lost permanently.

If the exposure to noise is above 85dB(A), then the Tenant should employ appropriate noise controls.

Quality

CTC has implemented an 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.

‘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 the matter with our Facility Manager so attempts can be made to resolve the issue amicably before it is exacerbated.

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 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.

Rubbish

Tenants must make their own appropriate arrangements for removal of rubbish and ensure that their rubbish and waste is appropriately dealt with on the precinct. Tenants are asked to be mindful in flat-packing cardboard boxes before putting them in the recycled bin which significantly reduces landfill.

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 undertake high risk 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 and most of the precinct. Tenants wishing to smoke should do so only in the designated smoking areas. This applies to e-Cigarettes and vaping as well as traditional smoking products. The smoking areas are located outside the Building 1 (entry 3) and Building 4 (entry 6) amenities areas.

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, LinkedIn, Facebook, Instagram as well as having some You Tube videos. Following us on our social media platforms is the easiest way to keep up to date with what is happening on our Precinct. Click on the icons above to follow us.

Tenant Satisfaction Surveys

CTC distributes a tenant satisfaction survey from time to time. If you receive one it would be appreciated if you could complete it.

Tenant Portal

<http://portal.ctc.qld.edu.au>

The CTC Tenant Portal is your online method to request maintenance assistance, keys or alarm access codes.

To request access to this system, email service@ctc.qld.edu.au and a member of the CTC team will contact you with your login details.

Unacceptable Behaviour & Code of Conduct

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'

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.

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.

APPENDIX A – AERIAL VIEW OF CTC PRECINCT

Photo Taken 8/4/2024



APPENDIX C – MUSTER POINTS – CTC PRECINCT

