



# OHS & Contractor Management Manual





# OHS & Contractor Management Manual

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## 1 Introduction

### 1.1 Who is this Manual for?

This Manual has been specifically developed for all workers of Total Property Services including contractors/subcontractors (and their workers) who are undertaking work for or on behalf of Total Property Services.

The information contained in this Manual provides an overview and sets the minimum safety standards and expectations of Total Property Services. The information is to be read and applied in conjunction with relevant Victorian and National health and safety legislation requirements relevant to the contracted activity performed at a client's site. It is not intended to replace specific procedures or processes that are in place by Total Property Services or by the contractor/subcontractor undertaking the work. Specific projects or circumstances may require additional safety requirements which will be agreed upon with the contractor/subcontractor, prior to work commencing.

Contractors/subcontractors are expected to have reviewed and acknowledged understanding of all safety requirements noted in this Manual prior to undertaking work for or on behalf of Total Property Services.

This Manual prescribes general safety information and requirements that apply to all Total Property Services' workplaces.

We ask that if you are uncertain or require additional information (e.g. information regarding high risk work), please **ASK** your Total Property Services' representative.

## 2 General Information

### 2.1 Corporate Social Responsibility

Total Property Services takes its broader obligations as a responsible corporate citizen seriously. We focus on servicing clients by adopting socially and environmentally responsible practices to the best of our ability. Total Property Services has grown to its present state on principles of trust, integrity and concern for both its clients and workers (including contractors, subcontractors, labour-hire personnel etc.). As such, Total Property Services conducts its activities in such a way that workers, clients and members of the public can be proud to be associated with organisation. These principles are reflected in our Workplace Mission and Values.

### 2.2 Workplace Mission and Values

Total Property Services' mission is to deliver outstanding service to our clients. We pride ourselves on delivering excellent results. We strive to exceed all client, worker and organisational expectations and we provide high levels of customer service and financial returns by focusing on our:

#### PEOPLE, SERVICE & CLIENT SERVICE DELIVERY

Our values that support the management function include:

- Strive to provide a work environment where the safety and wellbeing of workers, contractors/subcontractors, clients and members of the public are paramount;
- Establish and maintain open communication with our workers and clients, respecting confidentiality;
- Conduct all relations with workers, clients and members of the public in a fair and respectful manner;
- Honesty;
- Flexibility;
- Transparency; and
- Delivery of sustainable operations.



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## 2.3 Environmental and Sustainability Statement

Total Property Services is committed to developing, implementing and maintaining standards to minimise adverse environmental impacts and promote sustainability in accordance with environmental legislation and principles by:

- Establishing and incorporating environmental sustainability principles, awareness and understanding into our work practices.
- Efficient, effective and economical procurement, including:
  - The assessment of products on a whole-of-life cycle basis;
  - Adopting (where possible) environmental standards and practices for energy use, materials waste, general waste disposal, disposal of hazardous chemicals and water and electricity usage.

Total Property Services recognises its responsibility to practice and promote behaviours that support activities which contribute to environmental sustainability within the local and global community.

As required, Total Property Services will meet with workers and contractors/subcontractors to review current environmental and sustainability practices, including chemical and waste disposal with a view to identify how we can improve our practices across our operations.



## 3 Health & Safety Policy

At Total Property Services, we recognise our legal and moral responsibility for protecting the health and safety of all persons performing work for the organisation and people affected by our undertakings including clients, visitors and third parties. This policy applies to all workers (including contractors/subcontractors), clients and visitors to our workplace.

### **This commitment will be achieved through:**

- Complying with statutory requirements, codes, standards and guidelines;
- Setting up objectives and targets with the aim of eliminating work related incidents in relation to our activities and services;
- Ongoing review of our health and safety performance, with the intention to identify continuous improvement opportunities; and
- Defining roles and responsibilities for health and safety.

### **Strategies we adopt include:**

- Ensuring health and safety management principles are included in all organisational planning activities;
- Providing information, instruction and training to workers, contractors/ subcontractors, visitors and clients to support safe working environments;
- Consulting with workers and other parties to improve decision-making on health and safety matters;
- Ensuring incidents are investigated and lessons are learnt within the organisation;
- Distributing health and safety information, including this policy, to all workers and interested parties;
- Providing sufficient resources to ensure health and safety is a central part of the organisation; and
- Ensuring effective injury management and rehabilitation is provided to workers.

### **Responsibilities**

**Management** (and people in positions of responsibility and accountability including supervisors) will be responsible for:

- Developing, promoting and implementing environmental, health and safety policies and procedures;
- Actioning any requests or health and safety issues raised by workers (including contractors/ subcontractors); and
- Providing adequate resources and information to meet Total Property Services' commitment to health and safety.

**Workers** (including contractors/subcontractors) will be required to:

- Follow all reasonable procedures detailed within this Manual; and
- Report any incident, injury, illness, hazard or unsafe work practice(s) to the Director of Total Property Services, as they occur.

### **Authorised:**

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**Andrew Ellul, Director**

Dated: 28 February 2019

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## 4 General Requirements

All workers and contractors/subcontractors are expected to:

- Conduct themselves in a professional manner, at all times, while performing work for or on behalf of Total Property Services;
- Complete tasks in a manner which does not place themselves or any other worker, client, or member of the public at risk.

### 4.1 Code of Conduct

Total Property Services will not accept inappropriate behaviour in the workplace. This includes, but is not limited to discrimination, harassment, sexual harassment and/or bullying.

#### Purpose

This policy clarifies the standards of behaviour that are expected of all Total Property Services' workers and contractors/subcontractors when working or attending any Total Property Services' or client premises including when working on behalf or as an agent of Total Property Services.

#### Principles

Total Property Services:

- complies with all Equal Opportunities in the workplace and the Human Rights Charter
- is diligent in its focus on the health and wellbeing of its workforce, contractors/ subcontractors, clients and members of the public
- observes high standards of integrity and fair dealing with its workers, contractors/ subcontractors and clients

#### Policy

Our Code of Conduct applies to all workers, contractors/subcontractors, clients and visitors and provides the framework for working successfully with others at the Total Property Services workplaces and client premises.

The Code of Conduct is not meant to replace legislation and if any part is in conflict, then legislation will take precedence.

This policy requires all workers, contractors/subcontractors (and their employees) to:

- Act and maintain a high standard of behaviour conducting themselves with integrity in a professional, ethical and socially acceptable manner of the highest standards
- Be responsible and scrupulous in the proper use of Total Property Services' and client information, equipment, and facilities
- Be considerate and respectful of any workplace environment
- Exercise fairness, equality, courtesy, consideration and sensitivity in dealing with other workers, professionals and members of the public
- Avoid apparent conflict of interests, promptly disclosing to Total Property Services, any interest which may constitute a conflict
- Promote the interests of Total Property Services
- Perform work with skill, honesty, care and diligence; in accordance with their skill level and level of competency
- Abide by policies, procedures and lawful directions that relate to work with or on behalf of Total Property Services
- Raise complaints or alleged breaches of this Code in good faith, following correct reporting procedures with Total Property Services. All reports will be dealt with in a timely and confidential manner.



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## Breaches

Should a worker, contractor or their employee have doubts about any aspect of the Code of Conduct, they must seek clarification from Total Property Services.

## 4.2 Dispute, OHS Issue Resolution

A worker or contractor/subcontractor is encouraged to raise any identified workplace health and safety issue(s) with their Total Property Services representative. Where possible (and as relevant) the worker or contractor/subcontractor should look to immediately implement short-term or temporary risk controls, to limit the exposure of any person to the issue or hazard which may result in harm. Once reported to a Total Property Services representative, the issue or hazard should be dealt with as soon as possible.

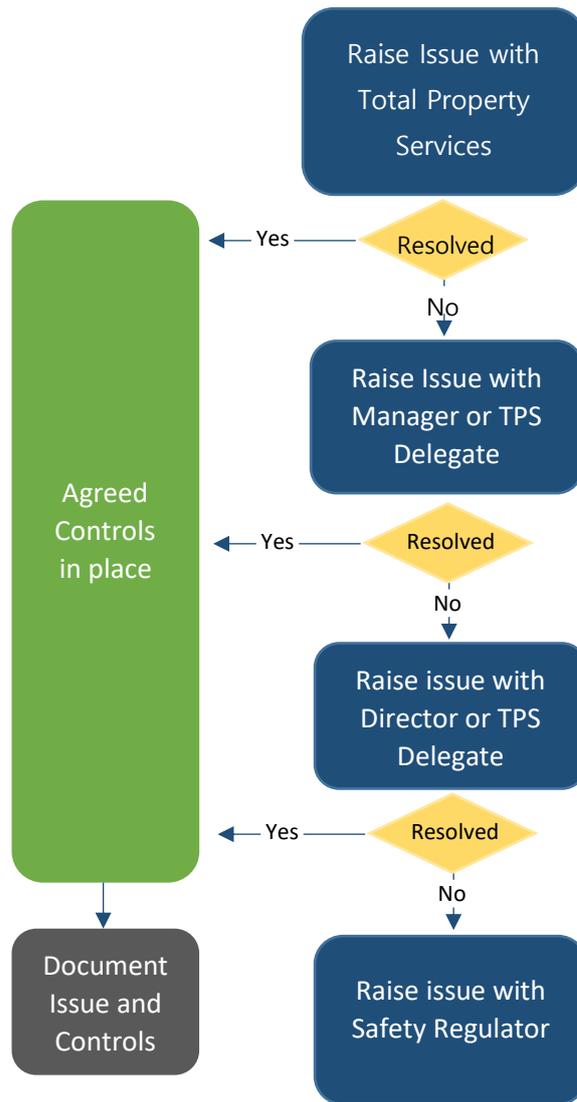
Where there is no agreement on how the health and safety issue or hazard is to be resolved, the following escalation should occur:

1. Initially to your Manager or Total Property Services Representative. If there is a resolution, then the process stops. If there is no resolution, then;
2. Escalate to the Director, or a competent person(s) that Total Property Services have delegated (including external advice/support). Where external advice/support is requested or required, the Director (or their delegate) will identify the most appropriate person to assist with resolving the health and safety issue or hazard. If no resolution, then;
3. This is to be followed by advice/support being requested from the relevant state or territory Safety Regulator (i.e. WorkSafe Victoria or SafeWork NSW).

The person raising the health and safety issue, or hazard has the opportunity to document the issue or hazard by completing the **Incident & Hazard Reporting Form** (refer Appendix A). Alternatively, the issue or hazard can be documented by any other means identified as appropriate by Total Property Services. All health and safety issues or hazards that have been escalated past the worker or contractor/subcontractor representative or Total Property Services' representative are to be documented.

Where a health and safety issue or hazard has not been escalated past the worker or contractor/subcontractor and Total Property Services representative, the representative may request the employee to document the issue or hazard using the **Incident & Hazard Reporting Form**; alternatively, the representative may document the health and safety issue or hazard themselves. Please refer to the following flowchart:

## OHS Issue Resolution (Flowchart):



## 5 General Requirements

### 5.1 Housekeeping

Total Property Services expects that all workplaces and client locations and premises are kept clean and tidy, with minimal obstruction for the duration of the work performed by TPS and its representatives, by adopting the following principles:

- Follow all reasonable safety-related rules and instructions enforced by the client when working at their premises
- Do not obstruct access to emergency exits, firefighting and first aid equipment;
- Work areas must be kept free of trip hazards (e.g. rubbish, tools, equipment, power leads, etc.);
- Spills are to be cleaned up immediately;
- All rubbish and waste materials must be collected, removed and disposed of in an appropriate manner at the end of each work day or as soon as possible.
- Client rubbish bins may only be used with prior authorisation from Total Property Services.

### 5.2 Workplace Entry and Exit

All workers, contractors/subcontractors:

- Must enter and exit Total Property Services and/or client workplace via the relevant entry and exit;
- On entry, report to the relevant site/client representative;
- Follow any requirements to Sign-in as a visitor or contractor;
- Refer to and follow any site-specific safety rules or requirements;
- Ensure that no other person(s) accompanies you on-site unless that person is completing works for or on behalf of Total Property Services and has been given authority to attend the site or client premises.

### 5.3 Work at a Client Site

All workers or contractors/subcontractors must be aware that:

- All equipment on-site is the property of the client or their representative(s);
- Contractors/subcontractors are not permitted to use client plant or equipment in the course of carrying out their work (unless authorised to do so by Total Property Services and the client representative(s)); If there is a reasonable belief that a theft has occurred, Total Property Services reserves the right to inspect bags, toolboxes and vehicles prior to workers or contractors/subcontractors leaving Total Property Services' or a client's premises.

*Note: If theft has been identified, Total Property Services reserves the right to involve the police and instigate legal proceedings.*

### 5.4 Client Amenities & Facilities

Toilet and bathroom facilities are provided at client premises and are available for use by contractors/subcontractors. Where amenities are available (e.g. lunch rooms) at client premises contractors/subcontractors may have access to these via prior approval. Total Property Services and the client representative will inform you of the availability of such facilities at the client's premises.

*Note: We ask that all contractors/subcontractors leave amenities and facilities as they found them, and in a clean and tidy state.*

### 5.5 Smoking

Total Property Services premises and client premises are smoke free environments. Smoking is not permitted except within external, designated smoking areas (where available and sign posted, accordingly). If you are unsure, please contact your Total Property Services' or client representative.

## 5.6 Drugs and Alcohol

Workers, contractors/subcontractors, visitors, and clients are prohibited from consuming, using, selling, supplying, manufacturing or cultivating any of the following substance at any Total Property Services' workplace:

- (i) Any illegal drug; or
- (ii) A prescription drug of a kind or quantity for which no prescription has been issued to the individual; or
- (iii) Alcohol (unless they are attending a social event, after the close of business, that has been approved by the Senior Management of Total Property Services)

No person shall perform work, or present themselves to perform work when they have consumed or ingested the following substances:

- (i) Alcohol, where the individual's Blood Alcohol Concentration (BAC) exceeds 0.00%; or
- (ii) Any illegal drug; or
- (iii) Any prescription drug that has not been prescribed to the individual who has consumed it; or
- (iv) Any prescription drug or over-the-counter medication in excess of the quantities specified on the prescription or recommended dosage in relation to the over-the-counter medication.

Workers, contractors/subcontractors must not attend work, commence work, continue work or return to work if they have consumed alcohol (i.e. that would register their BAC over 0.00%) and/or illegal drugs or prescription or over-the-counter medication that would affect their ability to work safely (drugs that are prescribed to the individual or purchased through a pharmacy, and do not have any adverse effects on their ability to work safely are not included, if unsure please speak to your doctor or pharmacist). If you have been prescribed drugs that may affect your ability to work safely please notify your Total Property Services' representative before attending work.

### Breach

If a worker or contractor/subcontractor is found to have breached this policy, they may be subjected to disciplinary action. The type and severity of the disciplinary action will depend upon the circumstances of the situation and the seriousness of the breach. In serious cases, this may include termination of employment or of a contract.

Agents or contractors/subcontractors of Total Property Services who are found to have breached this policy may have their contracts terminated or not renewed and be excluded from the premises of Total Property Services and their clients.

## 5.7 Onboarding, Induction & Training

To ensure that all workers and contractors/subcontractors have:

- been screened via an appropriate selection process;
- received appropriate OHS induction training, and;
- been assessed as competent by an appropriately authorised person, prior to carrying out the responsibilities of their job.

Total Property Services have implemented an onboarding, induction and training process. The onboarding of new contractors involves Total Property Services receiving the following information from contractors/subcontractors prior to commencement of work a copy of:

- Public and Product Liability Insurance (Certificate of Currency);
- Worker's Compensation Insurance Policy (Certificate of Currency); with the exception of Sole Traders who may not have such a Policy;
- Relevant licences, competency statements, etc.;
- Risk Assessment, if required.



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The above information will be entered into the Contractor Register (refer to Appendix C). It is mandatory for contractors to provide the above information in order to ensure their safety and the safety of others, including appropriate injury management and return to work processes for all contractors/subcontractors.

The induction and training process will cover all necessary OHS training for Total Property Services' workers and contractors/subcontractors. Training will be provided in a timely manner, and where necessary. Training will be provided both internally (e.g. induction training) or by external providers (e.g. First Aid Training, emergency warden, etc.).

It is an expectation of Total Property Services that all workers or contractors/subcontractors working for or on behalf of the company will maintain all necessary competency-based training, licences, etc., required to perform the inherent requirements of the work they have been engaged to undertake.

All new-starters employed by Total Property Services will complete a health and safety induction as part of their overall induction training within the first week of commencing work. As part of the induction, the new worker or contractor/subcontractor shall be provided with an introduction to our:

- OHS & Contractor Manual and all the information contained within this document; and
- Worksite, client premises specific contact details, working arrangements and emergency procedures.

At the completion of the induction process the worker or contractor/subcontractor will complete the Worker/Contractor Induction Competency Checklist (Appendix D).

## 6 Incident and Hazard Reporting

Total Property Services takes every precaution to ensure that all foreseeable hazards and risks are appropriately controlled, in order to prevent any incident(s), injuries and near misses. However, in the event of an incident or near miss workers and contractors/subcontractor must do the following:

### First Aid and Medical Assistance

A First Aid kit is available at Total Property Services' premises and may also be available at client premises for the management of minor injuries. Contact your Total Property Services' representative when working at Total Property Services' workplaces or the client representative should you need access to first aid.

Many client premises have trained First Aiders available via the Centre or Building Management team. These First Aiders are generally only available during daytime trading/working hours. If you require assistance by a First Aider and are unfamiliar with the workplace, contact your Total Property Services representative or client representative for assistance. Alternatively, you can seek medical assistance at a local medical clinic or hospital.

Where a worker or contractor/subcontractor requires medical assistance or treatment outside of normal trading/working hours, refer to the Total Property Services' **Emergency Contact List** provided to you by your Total Property Services' representative.

All hazards, incidents, injuries (including near misses), which occur while performing work at a Total Property Services workplace or on behalf of Total Property Services at a client location, must be reported to your Total Property Services' representative and also the site-specific contact or representative, as soon as possible following the event or situation.

If you become aware of a situation which you feel is dangerous and/or has the potential to cause harm, you must:

1. Cease work
2. Evacuate the immediate area, if required;
3. Consult with the client representative or Total Property Services' representative immediately; and

4. Follow any reasonable instructions provided by the client representative.

Total Property Services and their clients have a statutory duty to report notifiable safety incidents on their premises to the Safety Regulator (i.e. WorkSafe Victoria or SafeWork NSW). Your co-operation in reporting hazards and incidents (including dangerous occurrences and near misses) to Total Property Services will assist in fulfilling this duty.

There are circumstances where Total Property Services may conduct an investigation following the reporting of an incident. Where an investigation is authorised, all persons involved in the incident are required to participate in the investigation.

*Note: In relation to contractors/subcontractors, under most circumstances, you will also have requirements for reporting hazards and incidents to your company representative.*

## 7 Emergency Management

All contractors/subcontractors must:

- Sign in as a Visitor or Contractor (as instructed) at the client workplace, where they are performing work;
- Familiarise themselves with the site-specific Emergency Management Plan and/or evacuation diagrams, where available;
- Not restrict access to emergency evacuation routes, access to fire extinguishers, hoses and emergency exits as a result of any work they perform;
- In an emergency, follow instructions from the relevant Emergency Warden(s) or on-site client representative and evacuate the site immediately through the nearest exit, to the emergency assembly point, if instructed to do so;
- Remain at the emergency assembly point until instructed by an Emergency Services representative (i.e. police, fire fighter, ambulance officer) to leave the location;
- Contact your Total Property Services' representative, when safe to do so, and report what happened.

## 8 Safe Systems of Work

### 8.1 Manual Handling

Manual Handling refers to any activity where a person exerts force to lower, lift, pull, push, carry, move, hold or restrain an object, person or animal. Most tasks require some form of manual handling.

Total Property Services requires contractors/subcontractors to minimise risks associated with manual handling by adopting the following strategies:

- Reporting manual handling hazards and risks immediately to their manager/supervisor;
- Minimising manual handling as much as possible by using mechanical aids (trolleys, equipment on wheels, etc.), to minimise manual handling;
- Provide and utilise appropriate products, tools and equipment (including trolleys, power tools) to move, carry, push/pull, clean or repair items in the workplace;
- Make arrangements with your client representative(s) to access onsite carparking, elevators, etc., in order to minimise lifting, carrying, pushing/pulling of tools, products and/or equipment;
- Utilise your work vehicle to transport products, tools and equipment as close to the job site as possible;
- Restrict awkward, sustained and repetitive working postures and movements by planning your work, scheduling regular breaks and utilising suitable and appropriate tools, equipment and products (e.g. cleaning) to perform your work.

**Note:** If there are obstacles (e.g. plant/equipment, furniture or fittings, etc.) which limit your ability to complete agreed work. Ensure that you gain approval from your Total Property Services' representative or client representative prior to moving any plant/equipment and ensure you get assistance if items are awkward to move and/or heavy.

## 8.2 Chemical Management

Total Property Services maintain a current Chemical Register of all substances used on site or at client premises using the attached template (refer to Appendix C). Total Property Services store, transport, handle, use and dispose of chemical substances in accordance with the relevant Safety Data Sheet (SDS).

It is an expectation that all contractors/subcontractors performing work for or on behalf of Total Property Services maintain a current Chemical Register and copies of SDSs; and store, transport, handle, use and dispose of each substance in accordance with the requirements of the relevant SDS. If there is a requirement to bring any product to a client's premises, the contractor/subcontractor must gain permission and be authorised to do so, prior to the commencement of the job. Authorisation can be gained by contacting your Total Property Services' representative and/or client representative.

No person is allowed to dispose of any chemical substance via stormwater drains or cleaning facility sinks, unless they have firstly confirmed that the chemical substance is non-hazardous, non-dangerous and also does not have any environmental toxicity or risk (as stated on the relevant SDS). If unsure, please contact your Total Property Services' representative.

## 8.3 Personal Protective Equipment

Workers and contractors/subcontractors must provide and wear appropriate clothing and footwear for the work they are to perform. This includes, but is not limited to, the following:



**Foot Protection**

Covered/closed shoes, with non-slip soles must be worn at all times. No thongs, sandals, slip on shoes or shoes with high heels are allowed.



**High Visibility Clothing or Vest**

If working in a traffic area including a carpark, along a nature strip, etc., high visibility clothing is required.



**Safety Glasses**

Eye protection is required if using powered tools, certain hand tools or cleaning products which are irritating or harmful to the eyes.



**Hand Protection**

Hand protection (e.g. gloves) is required if using cleaning products which are irritating or harmful to skin, or if you are working with powered hand tools, gardening equipment, etc.

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Hearing Protection

Hearing protection is required if using noisy powered tools or equipment or you are working in a noisy area.



Respiratory protection is required if working in a dusty or dirty environment, manually sweeping or cleaning bird droppings, cutting wood or metal, handling certain substances such as insulation, etc.



If working outdoors, a sun hat and sunscreen must be worn, together with suitable lightweight clothing.

During severe or harsh hot or cold weather, work should be limited or postponed to another more suitable day.



Signage is required, specific to identify hazards in public and commercial premises, such as CAUTION – Cleaning in Progress, CAUTION Wet Floor and CAUTION - Mowing in progress

## 8.4 Barricades and Warnings Signs

Workers, contractors/subcontractors must, where appropriate:

- Barricade the work area in order to restrict access, where work may increase the risk of injury or asset damage for occupants of the premises, members of the public, other workers, etc. For example, gardening or cleaning activities in communal areas.
- Provide and install adequate warning signs to ensure that all workers, customers and members of the public are aware that works are being undertaken and that access is restricted;
- Spotters are used in circumstances where:
  - the area cannot be securely barricaded;
  - where there is a risk of objects falling from overhead; or
  - where an elevating work platform or access equipment is in use.

**Note:** It may be necessary to carry out work outside of normal trading/working hours. If undertaking the work increases the risk to workers, contractors/subcontractors, client, or members of the public then do not proceed and contact your Total Property Services' representative to implement suitable and appropriate risk control measures.

## 8.5 Hazardous Materials

Care must be taken by Total Property Services' workers and contractors/subcontractors to ensure that they do not handle (without appropriate knowledge, training and PPE) or dispose of hazardous materials in bins, skips, landfill or storm water drains. Below is a list of common hazardous materials:

- Aerosol cans
- Air conditioners
- Alkaline batteries
- Asbestos (usually presenting as a type of cement sheeting or on lagging of pipes, etc.). This must never be handled. Instead report to your Total Property Services' representative.
- Lead based paints
- Fluorescent tubes
- Electronic devices

- Fertilizers
- BBQ gas cylinders (these can be returned to a SWAP'n'GO provider who will dispose of appropriate disposal)
- Motor oils
- Mercury containing items

Most of the above materials need to be disposed of as hazardous waste or recycled. Where work is likely to cause a disturbance to hazardous materials, do not proceed and contact your Total Property Services' representative immediately.

If you have any concerns about the presence of asbestos containing materials and working around this material, please contact your Total Property Services' representative immediately, and prior to commencing work.

## 8.6 Plant and Equipment

Any tools or equipment provided for the purposes of performing work for Total Property Services or on behalf of Total Property Services by contractors/subcontractors must:

- For an electrical item, be electrically inspected, tested and tagged in accordance with relevant Australian standards;
- Remain under the control and exclusive use of the Total Property Services' worker or contractor/subcontractor, performing the work, at all times;
- Be inspected prior to use and during use to ensure there is no damage or defect that has the potential to lead to an incident, injury or asset damage;
- Be fit for purpose and comply with all relevant safety legislation and standards;
- Not exceed the OHS regulatory noise exposure standard of 85dB(A), over an 8 average day or 140dB(C) peak noise exposure standard; and
- Where possible, does not cause excessive 'nuisance noise' (e.g. noise which may interfere with normal business operation). If this cannot be avoided, then prior arrangements must be made with Total Property Services or their client, to ensure minimal business disruption.

## 8.7 Prevention of Falls

### Working at Heights

Where possible, the need to work from heights should be eliminated (i.e. work should be conducted at ground level, on a solid construction and where possible using an extension pole). Where work is required to be undertaken at or over 2 metres, control measures must be implemented based on the level of risk. The contractor/subcontractor must:

- Develop a Safe Work Method Statement (SWMS) or equivalent (e.g. Job Safety Analysis (JSA)) which steps out all hazards and risks of the job and how these will be controlled and managed;
- Ensure that all contractors/subcontractors performing the work have been trained on the SWMS or equivalent and are competent in the use of any access equipment (e.g. Elevated Work Platform (EWP)) required to complete the work;
- Ensure that emergency procedures are developed and implemented (as required).
- Where the use of scaffolding is required to undertake work, the contractor/subcontractor must ensure:
  - Scaffolding is fit for purpose and are appropriate for the task;
  - Ensure that workers are trained in the safe use and interaction with scaffolding;
  - Scaffolding used complies with and is installed in accordance with relevant legislation and Australian Standards;
  - Scaffolding must be assembled by trained and licenced contractors/subcontractors and records must be made available to Total Property Services, if requested.

**Note:**

A platform ladder is to be used in circumstances where a worker is required to undertake work while on a ladder.

A client ladder **must not** be used unless prior arrangements are made with, and permission is received from your Total Property Services' representative.

## Ladder Safety Requirements

Contractors/subcontractors who are using a ladder must implement the following safety requirements:

- When undertaking electrical work (such as changing a light globe) that non-conductive ladders (e.g. fibre glass) are used;
- Make sure the ladder is rated for industrial use and the safe load capacity is sufficient to accommodate the weight of the worker any items rested on the ladder.
- Check that the ladder is damaged, defective or faulty, prior to use. Remove any damaged, defective or faulty ladder from the workplace.
- Only one person can climb onto a ladder at any one time.
- When ascending or descending the ladder, always face the ladder and maintain three points of contact, at all times. That is, both feet and one hand, at a minimum.
- Do not climb from one ladder to another.
- When working on a ladder, always work within easy arm's reach and remain centred between the stiles.
- A tool-pouch, shoulder bag or haul bag should be used to carry or move tools.
- Do not attempt to 'walk' or move a ladder while a person is on the ladder.
- Never stand on the top rung of a ladder.
- Ladders should not be erected on elevated walkways, scaffolding or elevated work platforms to gain extra height.
- Ladders should not be used for 'hot work' such as welding or cutting.
- Metal or otherwise conductive ladders shall not be used on or near equipment if there is a risk of electric shock or electrocution.

## 8.8 Electrical Safety

Contractors/subcontractors must ensure that:

- they do not access or interfere with any electrical switchboards unless licenced to do so and without prior consultation with Total Property Services' representative;
- all power leads and portable electrical tools used at Total Property Services' workplaces must be tested and tagged in accordance with the relevant Australian Standard;
- Residual Current Devices (RCDs) used at Total Property Services' workplaces must be tested in accordance with relevant Australian Standards;
- power tools are to be disconnected from the power source prior to leaving the immediate work area;
- double adaptors are never used;
- any flexible extension cord must does not exceed 36 metres unless an additional switchboard is provided;
- extension cords to prevent slip/trip hazards where possible should be:
  - suspended overhead; or where this is not possible;
  - secured at ground level with safety strips to warn pedestrians of hazard.

## 8.9 Workplace Inspections

Contractor workplace inspections will be conducted at Total Property Services' workplaces (refer to the Workplace Inspection Checklist in Appendix D) when work is being undertaken by contractors/subcontractors. The purpose of these inspections is to identify any hazards and/or risks associated with the workplace or how work is undertaken. Findings from these inspections will be communicated to contracting company's and clients in order to reduce hazards and risks and the likelihood of incidents and injuries.

If Total Property Services identifies any contractor/subcontractor who is not working in a safe manner, they may be asked to cease work immediately. Dependent on the safety breach and at the discretion of Total Property Services' senior management, the contractor's contract of work may be terminated immediately.

## 8.10 Traffic Management

Where a worker or contractor/subcontractor is conducting work at a client's premises they must:

- Follow traffic management arrangements in terms access and entry to the site, car parking arrangements and vehicle flow and directional requirements
- Abide by all traffic management signage (e.g. restricted access zones) and follow pedestrian walkways, where available;
- Wear the necessary PPE (e.g. safety boots, high visibility vest) in accordance with the work undertaken (e.g. gardening maintenance close to roadway or driveway);
- Not endanger themselves or other workers by their action or lack of action.

## 9 Restricted Practices

### 9.1 Specialised Work

Total Property Services' workers or contractors/subcontractors are not to undertake:

- Certified work (such as asbestos removal) unless they are appropriately trained, licenced and competent to do so;
- Operate specialised plant or equipment (e.g. excavator) unless they hold a valid certificate or licence and are authorised to do so, by Total Property Services.

**Note:** The relevant licence or competency certificate must be available and when requested, provided prior to undertaking work or using plant.

### 9.2 Permit to Work System

Certain clients of Total Property Services operate using a Permit to Work system in order to reduce risks associated with high risk work including access to isolated areas of the premises, such as the roof or basement, or use of elevated work platforms (e.g. scissor lift). Contractors/subcontractors required to undertake work in isolated locations must follow the client's permit to work system. This includes the following:

1. The worker or contractor/subcontractor must make arrangements with the client representative to arrange the issue of a 'permit to work', where required;
2. Provide Building Maintenance with an overview of the work going to be performed including use of certain equipment, chemical substances, water, etc.
3. The worker or contractor/subcontractor may need to develop and provide a job-specific risk assessment such as a Job Safety Analysis (JSA) (please refer to the JSA template).

**Note:** Speak with your Total Property Services' representative regarding the relevant permit to work system, information and instructions relative to each workplace.



# OHS & Contractor Management Manual

## Appendix A: Incident & Hazard Reporting Form

Person reporting the incident or hazard	
Date of Incident or identification of hazard	
Brief Overview	
Where did the incident happen?	
Type of Incident (if applicable)	<input type="checkbox"/> Near Miss <input type="checkbox"/> Medical Treatment <input type="checkbox"/> Non-Treatment Injury <input type="checkbox"/> Hospitalisation <input type="checkbox"/> First Aid <input type="checkbox"/> Property Damage
Injured Person (if applicable)	Name: Mobile Contact Number:
If a person(s) was injured: What is their role?	<input type="checkbox"/> Employee <input type="checkbox"/> Contractor/subcontractor <input type="checkbox"/> Visitor <input type="checkbox"/> Member of Public <input type="checkbox"/> Other
If a person was injured, describe what happened?	
If a person was injured, describe the Injury?	
Witness(es) (if applicable)	Name: Mobile Number:
<b>Office Use Only:</b> Date form was received by Total Property Services' Representative:	

List any additional notes / comments that relate to the incident or hazard below (*if applicable*):

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Provide the completed **Incident & Hazard Reporting Form** to your Total Property Services' representative.





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## Appendix C: Worker/Contractor Induction Competency Checklist

The following questions have been designed to test your understanding of the Total Property Services' Induction Program. Place a tick (v) in the relevant box to confirm whether the statement is true or false.

Question	True	False
All Contractors/subcontractors must enter and exit the premises via the designated entry and sign in and out at the Contractor/Visitor Sign-In Register, if available.		
Contractors/subcontractors are expected to conduct themselves in a professional manner at all times.		
Contractors/subcontractors must ensure work is conducted in a manner that ensures their safety, the safety of other workers, contractors, members of the public.		
Contractors/subcontractors must be dressed appropriately for the work they are to perform.		
Contractors/subcontractors must not perform work under the influence of drugs or alcohol.		
At the completion of my work, I can leave rubbish for Total Property Services' or the client to clean up.		
I must report all incidents / injuries / hazards / Near Misses to my Total property Services' representative, employer, client representative, as soon as possible.		
Contractors/subcontractors cannot perform at any Total Property Services' or client premises unless authorised to do so.		
First Aiders are not required to assist injured contractors.		
Only timber or fibreglass ladders may be used for electrical work.		
In an emergency I am to follow the Emergency Wardens' instructions and if necessary, evacuate the site immediately through the nearest exit and meet at the Emergency Assembly Point.		
Tools and equipment may be left in front of Emergency Exits when not in use.		
Client ladders and equipment may only be used where prior approval has been granted.		
All power leads and portable electrical tools must be electrically tested and tagged.		



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Smoking is only allowed in designated smoking area(s).

**Contractor / Subcontractor Acknowledgement: I have read and will comply with all Total Property Services Safety Requirements:**

Contractor's Name (Print)		Contractor's Company:	
Contractor's Signature:		Date:	

**Total Property Services' Representative Sign Off:**

TPS Rep's Name (Print)		TPS Rep's Position:	
TPS Rep's Signature:		Date:	





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## Appendix E: Workplace Inspection Checklist

This checklist is to be completed on a quarterly basis by the Total Property Services' representative at a client's premises. Any areas of concern, or hazards identified relating to the premises should be reported to the client representative or Building Management, as soon as possible. Any areas of concern or hazards identified in relation to the contractor or subcontractor should be reported to the relevant Contracting Company or Manager.

<b>LOCATION INSPECTED:</b>		<b>DATE:</b>	
<b>CONTRACTING COMPANY NAME:</b>		<b>INSPECTION CONDCUTED BY:</b>	
<b>1. GENERAL</b>			<b>YES / NO / NOT APPLICABLE (N/A)</b>
a) There is easy access to the location with adequate parking?			
b) There is a visitor/contractor sign in syst			
c) Floors, walkways and stairs are free of obstructions and trip hazards? (There are no torn carpets, broken steps, uneven floor surfaces, etc.)			
d) Areas are tidy, clean and well kept?			
e) Toilet facilities are kept clean and in good working order			
f) Lifts are in good working order (if applicable)			
<b>2. EMERGENCY MANAGEMENT</b>			<b>YES / NO / NOT APPLICABLE (N/A)</b>
a) There are emergency management systems and equipment in place (e.g. First Aid Kits, fire extinguishers, evacuation plans, emergency assembly area)?			
b) Location of First Aid equipment (e.g. first aid kits) are clearly signed and obvious in the area			
c) Evacuation plans/diagrams are posted and accurate			
d) Fire extinguishers are in allocated locations			



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e) Fire extinguishers in the area are in service (i.e. each extinguisher should have a yellow metal service date tag on it with date stamp)	
f) There are allocated and known Emergency Wardens in the building/premises	
<b>2. ENVIRONMENTAL</b>	<b>YES / NO / NOT APPLICABLE (N/A)</b>
a) There is adequate lighting	
b) Building/premises temperature is comfortable	
c) Noise levels are acceptable	
d) There is adequate ventilation	
e) There is no threat to personal security	
<b>3. ELECTRICAL</b>	<b>YES / NO / NOT APPLICABLE (N/A)</b>
a) All electrical equipment is in good condition (no exposed or frayed wires)	
b) All electrical equipment has an up to date electrical tag	
c) Extension leads are used for temporary power supply only	
d) Double adaptors are not being used	
e) Power Boards are not being piggy backed	
f) All electrical cords are secured or covered by runners or cord protectors	
g) All contractor/subcontractor electrical equipment/powered tools have a current electrical tag	
<b>4. LADDERS</b>	<b>YES / NO / NOT APPLICABLE (N/A)</b>
a) Ladders are in good working condition, with no signs of damage or defect	
b) Ladders are industrially rated and display a safe load capacity	
c) Ladders are being used appropriately in the workplace	



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<b>5. Chemicals: Hazardous Substances / Dangerous Goods</b>	
A Chemical Register is maintained by the contractor (refer to Contractor Manual and SDS folder)	
Chemicals (e.g. cleaning products) are correctly labelled (stored in original containers)	
Petrol (e.g. for lawn mower) is stored in correct container and is labelled appropriately	
<b>6. Personal Protective Equipment</b>	
Contractors/subcontractors are wearing appropriate PPE in accordance with the hazards and risks of the job	
Contractors/subcontractors maintain PPE in good working condition	
<b>7. Tools &amp; Equipment</b>	
Tools and/or equipment is in good working order, showing no signs of damage, defect or poor working condition	
Tools and/or equipment is being used in accordance with its intended purpose and design	
<b>8. Traffic Management</b>	
Contractors/subcontractors are following on site traffic management requirements	
Contractors/subcontractors have implemented appropriate traffic management arrangements to reduce risk of harm or injury	