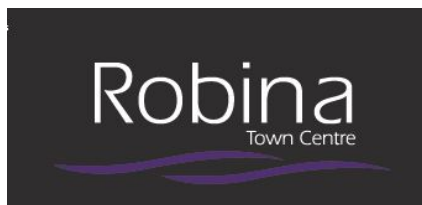




# Occupational/Workplace Health and Safety Manual

for:



167 – 191 Robina Town Centre Drive  
ROBINA TOWN CENTRE 4230



Last Updated: January 2010



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## Document Update Register

<b>DATE</b>	<b>SUMMARY OF UPDATE</b>	<b>SECTION/PAGE</b>
20.11.08	QIC Occupational /WPH&S Policy dated 1 January 2008	1
20.11.08	QIC Environmental Policy dated 1 January 2008	2
20.11.08	Contractor OH&S/WH&S Compliance Certificate	20
20.11.08	Contractor Acknowledgment Form	19
20.11.08	OH&S/WH&S Compliance Inspection Checklist	21
20.11.08	Confined Space	22
20.11.08	Hot Works Permit	26
20.11.08	Risk Assessment Form	27
April 09	Change in authorising officer to O/WPH&S Policy	1
April 09	Change in authorising officer to Environmental Policy	2
14.12.09	Updated Hot Work Permit	26
14.12.09	Updated Roof Access Permit	42
14.12.09	Update Core Holing / Chasing Permit	24



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**ROBINA TOWN CENTRE CONTACT DETAILS:**

Centre Management:	Phone:	07 5575 0400
	Fax:	07 5593 1416
	Operations Manager	0414 281 748
	Operations Supervisor	0414 281 747
	Operations Administration	07 5575 0477
After Hour Access:	Security Control Room	07 5575 0494

**EMERGENCY CONTACT INFORMATION:**

All Emergency Services can be contacted on '000.' Centre Management must also be contacted on 07 5575 0400



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## **QIC OCCUPATIONAL/WORKPLACE HEALTH AND SAFETY POLICY**

### **Preamble**

The purpose of this statement is to communicate the commitment of Queensland Investment Corporation (QIC) to the issue of Occupational/Workplace Health and Safety (OH&S/WH&S).

### **Broad Direction**

QIC recognises its responsibility to ensure that a safe physical working environment is provided at Robina Town Centre. The Corporation believes that the achievement of a safe working environment not only encompasses the physical attributes of the property but more importantly the attitude and approach taken by all individuals involved with the centre. Thus, the broad direction is to ensure communication is effectively achieved between all parties and that each individual involved in the process takes their rightful level of responsibility.

### **Duties and Responsibilities of Parties Involved in the Management Process**

#### **QIC**

QIC recognises its responsibility to ensure the physical work environment is safe for the conducting of all procedures and work practices involved in the property. The Corporation is not however in a position to know whether all such physical attributes are safe without the individual contractors and managers involved in day to day activities communicating issues to them.

#### **Property Managers**

It is the responsibility of the Property Managers to communicate effectively all issues in relation to the physical workplace that may require action by the Corporation. It is also the responsibility of the Manager to ensure that systems are implemented so that all contractors and direct employees carrying out work are adequately trained, an analysis of work risks undertaken and proper procedures implemented for the conduct of such work. The crucial issue for the Manager is to ensure that there is evidence that this is occurring. It is our view that the Manager may not have the expertise to necessarily conclude that the procedures are actually safe. It is however imperative that there is an ongoing system to ensure that the correct people are making risk assessments and that appropriately trained staff are responsible for the completion of work.

#### **Contractors**

All contractors are to have developed an integrated OH&S/WH&S policy and have training and risk assessment procedures manual in place to enable them to work at Robina Town Centre.

### **Short Term Goals**

To ensure that there is an understanding of the broad directions of QIC in relation to OH&S/WH&S, and that all contractors have developed and implemented an appropriate OH&S/WH&S policy, risk assessment procedures and systematic staff training.

### **Long Term Goals**

The implementation of a comprehensive integrated OH&S/WH&S manual which is continually being revised and improved based on actual experience.

Continual improvement in all safety issues relating to Robina Town Centre is QIC's goal.

**Robert Carter**  
**Head of Global Restate**  
**1 March 2009**



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## **QIC ENVIRONMENTAL POLICY**

### **Preamble**

QIC recognises its responsibility to conduct its business in a manner that is sound and will not harm our natural environment or create an unsafe environment for its employees, tenants, customers and contractors.

In order that the Corporation may fulfil its environmental responsibilities, QIC relies on individual contractors, tenants and managers involved in day to day activities supporting our policy and communicating issues to QIC.

Thus the broad direction is to ensure communication is effectively achieved between all parties and that each individual involved in the process takes their rightful level of responsibility.

### **Policy**

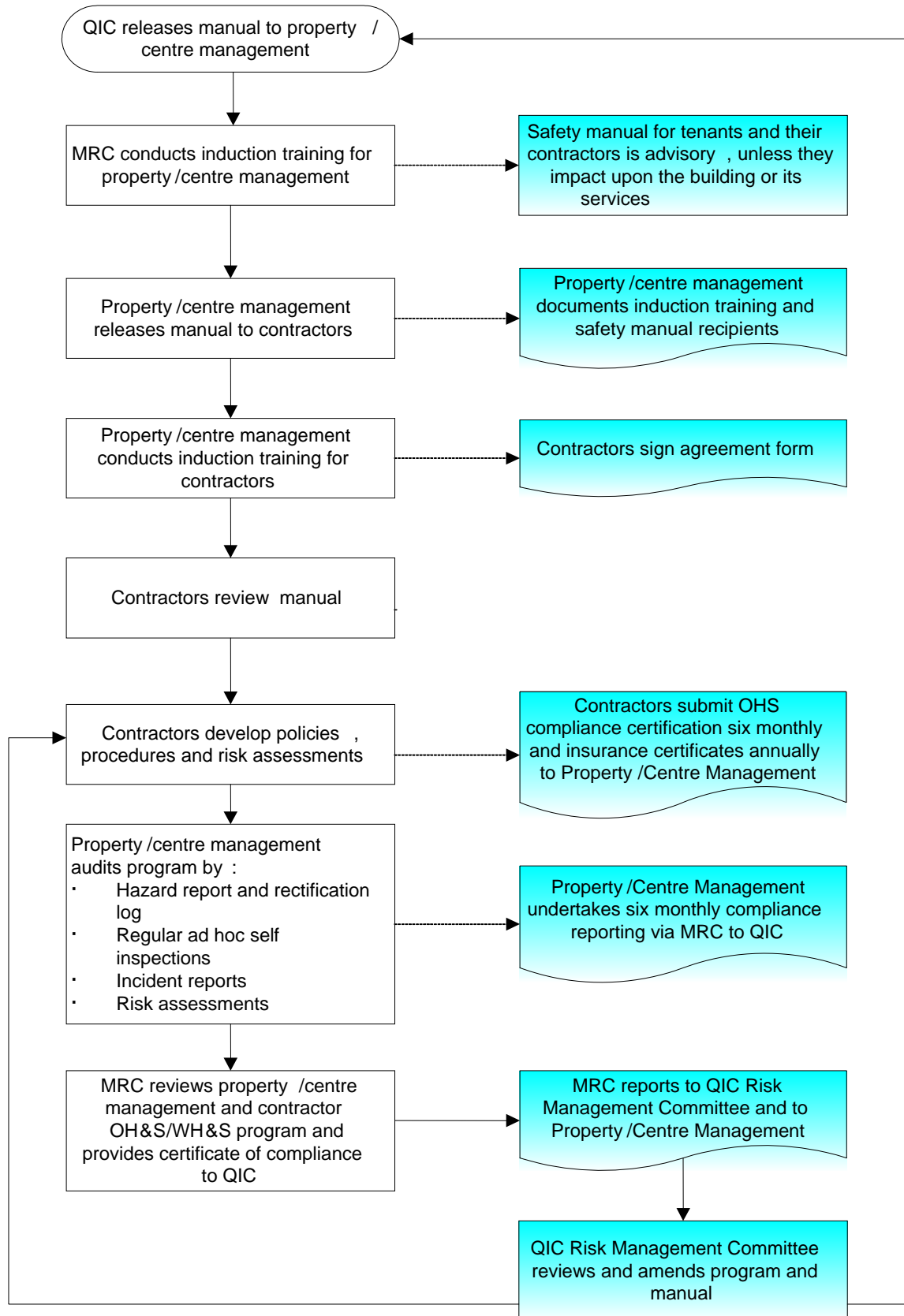
QIC's policy is to ensure that:

- (a) our operations and services comply with relevant statutory requirements;
- (b) our people have the knowledge, skills and other resources to meet their obligations, and to fulfil our commitment to environmental protection;
- (c) we have the management systems and operating procedures necessary to identify, monitor and control the effects of our operations and services on the environment;
- (d) where practicable our contractors, suppliers, retailers, tenants and others with whom we do business are aware of our policies and are encouraged to adopt and to apply similar standards;
- (e) environmental issues are considered for any new projects, asset purchases and sales, and that regular assessment is made of the impact of existing operations;
- (f) all communication with relevant authorities and the community generally on issues relating to our operations or services is open, honest and constructive;
- (g) we monitor and respond positively to evolving community expectations in relation to environmental issues; and
- (h) where practicable use environmentally safe products and seek appropriate opportunities to improve effective use of resources in our operations.

**Robert Carter**  
**Head of Global Restate**  
**1 March 2009**



**QIC OH&S/WH&S PROGRAM OVERVIEW**





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## Introduction

The following manual is to assist Property/Centre Management and their contractors/subcontractors fulfil their responsibilities and obligations in relation to Occupational/Workplace Health & Safety (OH&S/WH&S), when working in premises owned by QIC Real Estate (QIC).

In pursuing the safety goals of QIC, this manual is not intended to be prescriptive in nature but rather adopt a risk management approach of hazard identification, risk assessment and risk control. This approach will be applied for all works undertaken by contractors and sub contracted personnel.

## Mandatory Requirements

All contractors/subcontractors are to ensure they comply with all statutory requirements and relevant standards and codes of practice pertaining to OH&S/WH&S ([refer - attachment 1](#)).

## Sign In

Prior to commencement of any works on site, all contractors/subcontractors and/or their employees are to comply with local Property/Centre Management sign in procedures each time they arrive on site.

This is done at the Security Control Room on Level 4 of Town Square Terraces, Robina Town Centre. The Security Control Room is manned 24 hours a day, 7 days a week. The telephone number is 07 5575 0494.

As part of the sign in process, all contractors/subcontractors and/or their employees will:

- record date and time (arrival on site)
- record contractors pass number and any keys issued
- detail all personnel on site (one pass per person)
- company name
- contact telephone number (mobile)
- location of works
- description of works
- details of works permit required eg. confined space, hot work, fire system isolation, electrical lock out, roof access and core holing and chasing.
- if risk assessment forms have been completed for the works being conducted

### ***NOTE: No Risk Assessment - No Work***

**If any personnel are found working onsite that have not signed in, that person will cease work and leave site for a minimum period of 24 hours “NO EXCEPTIONS”**

## Sign out

On completion of any works on site, contractor/subcontractors and or their employees are to complete the sign out procedures as detailed each time they leave site.

- return keys, contractors passes and any work permits that have been issued
- record time leaving site
- confirm all fire system isolations are restored to normal

It is QIC's policy that contractors will not be paid unless they complete sign in/out procedures. Accordingly, invoices for works completed will be cross-referenced to the sign in register.

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## Contractor Documentation

All contractors will comply with the requirements of this manual unless exemption is obtained in writing from Property/Centre Management.

All contractors are to review the OH&S/WH&S manual and confirm agreement with its requirements by completing and returning to Property/Centre Management the Contractor Acknowledgment Statement ([refer - attachment 2](#)).

All contractors, project managers and foremen are responsible to ensure that their employees and subcontracted personnel are familiar with the requirements of this manual.

Major contractors (or as determined by Property/Centre Management) will submit details of:

- Company Safety Policy
- Company Rehabilitation Policy
- Company Officer responsible for OH&S/WH&S
- Risk assessment procedures/safe work procedures.
- Material Safety Data Sheets.
- Licences, safety/skills training, including induction training, given to employees

On a six monthly basis, major contractors, or as determined by Property/Centre Management, will submit a Contractor OH&S/WH&S Compliance Certificate ([refer - attachment 3](#)).

Minor contractors are to develop and demonstrate risk assessment procedures for all activities undertaken on site. Risk assessment forms are to be submitted to Property/Centre Management prior to initiation of works. Additional requirements in relation to training, licensing and emergency procedures, etc will be advised individually by Property/Centre Management.

Annually, all contractors are to provide certificates of currency for public liability and workers compensation insurance.

## Program Monitoring

Compliance with this safety program will be monitored by:

- Contractor performance, documentation and self certification.
- Property/Centre Management inspection, audit and certification – refer sample OH&S/WH&S Monthly Contractor Compliance Inspection Checklist ([refer - attachment 4](#)).
- MRC inspection, audit and certification.
- Building owner inspection.

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## QIC SITE SAFETY RULES FOR CONTRACTORS

### Accident/Incident Reporting Procedures

- (a) Contractors/subcontractors shall comply with the accident/incident reporting requirements of the relevant WorkCover/Workplace Health & Safety Authority
- (b) The contractor/subcontractor shall immediately notify Property/Centre Management and all accidents/incidents resulting in:
  - fatalities, serious bodily injury, or lost time injuries to its staff, subcontracted personnel or the public
  - damage to plant or equipment
  - fire
  - environmental impairment (pollution, spillage, toxic release).

**Immediate notification shall be followed by a full report within 24 hours.**

- (c) The contractor/subcontractor is to advise Property/Centre Management as to any notices issued by public authorities, as well as any breaches to safety rules and regulations.
- (d) The contractor/subcontractor must ensure that their staff do not initiate any statements to the press, radio, television or any other news or public relations media concerning any accident or dangerous occurrence. Approaches by such organisations are to be referred to Property/Centre Management.

### Conduct of Contractor/Subcontractor Personnel

It is the responsibility of the contractor/subcontractor to ensure their staff are inducted and comply with the requirements of this OH&S/WH&S Manual.

The contractor/subcontractor will also ensure:

- (a) No unauthorised personnel are brought upon the premises.
- (b) All personnel are suitably trade qualified.
- (c) Trades apprentices are suitably supervised.
- (d) The issue, and maintenance of personal protective equipment appropriate to the hazards of the workplace occurs.
- (e) All personnel show courtesy to occupants and refrain from using obscene or offensive language.
- (f) Personnel are suitably dressed for the work environment.
- (g) All personnel are in a fit state to perform the required tasks at all times.
- (h) Personnel promptly report all workplace hazards to Property/Centre Management.
- (i) Any requests or enquiries received from occupants or users of the building in relation to contractor activities are courteously referred to Property/Centre Management.

### Confined Space Entry Procedures

The contractor/subcontractor shall develop a safe entry procedure to be used when workers are required to enter confined areas or spaces. A confined space entry permit ([refer - attachment 5](#)) is to be submitted to Property/Centre Management prior to initiation of works.

A confined space is an enclosed or partially enclosed area, not designed as a workplace having restricted entry or exit and also may have an oxygen deficient, flammable or toxic atmosphere. Such areas include tanks, exhaust ducts, sewers, pipelines, or open topped pits.

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The confined entry procedure will identify:

- (a) When confined entry permits are required.
- (b) Training requirement for personnel entering confined spaces.
- (c) Requirements for protective and emergency equipment.
- (d) Atmosphere testing arrangements.
- (e) Emergency/rescue procedures.

### **Core Holing & Chasing**

All contractors/subcontractors 48 hours prior to the commencement of any core holing or chasing, shall advise Property/Centre Management and complete a core holing and chasing permit.

Works are to be completed outside of business hours unless specifically approved by Property/Centre Management.

The following documentation is to be submitted to Property/Centre Management at least 48 hours prior to works:

- (a) Structural Engineers approval, (Centres Engineer to be used for all approvals.
- (b) Dimensioned drawings.
- (c) Core Hole and Chasing permit.
- (d) Safe Work Method Statement and Risk Assessment.

Fire Stopping Certification upon completion of works.

A sample Core Holing & Chasing Permit ([refer - attachment 6](#)) is appended.

### **Drugs, Alcohol and Smoking**

The contractor/subcontractor shall ensure that at no time during the span of working hours, any of its employees consume, use or have in their possession alcoholic liquor, drugs or other intoxicating substances.

QIC has a no smoking policy for the workplace and smoking is banned within buildings.

Note: Any breaches of **these** conditions will result in the worksite being shutdown for a minimum period of 24 hours.

### **Electrical Safety**

- (a) Electrical tools must be maintained in good order and all power leads and extension cords inspected, tested and tagged by a competent person. (reference Australian Standard AS3760).
- (b) All portable electrical equipment shall be protected by appropriate earth leakage protection devices.
- (c) Contractors/subcontractors shall establish "danger tag out" and "out of service" tagging procedures.
- (d) All electrical isolations are to be notified to Property/Centre Management.

### **Environment**

- (a) Contractors/subcontractors must protect the environment from impairment.
- (b) The use of hammer drills, jack hammers, saws and other noise producing equipment shall not be allowed during normal business hours unless specific prior approval has been given by Property/Centre Management

- 
- (c) Toilet fittings, tearooms and the like, must not be used for washing out paint tins, plaster buckets, cement buckets and equipment.
  - (d) Any dusty or dirty work shall only be carried out in a manner and at times as agreed by Property/Centre Management, who shall be consulted prior to carrying out such work.
  - (e) Waste chemicals or water shall only be disposed of in an approved manner consistent with local regulations, and codes of practice.
  - (f) Contractors/subcontractors are responsible for managing the collection, storage and disposal of their own solid wastes (including hazardous wastes). These must be stored in a manner that will not result in harm to the environment or the building, nor affect the contractors own employees, the employees of Property/Centre Management or visitors to the premises.  
Under no circumstances can the centres compactors or cardboard recycling bins be used.  
**Note: A contaminated cardboard compactor costs several hundred \$ (Insert Value) dollars to dump and these charges will be passed on to the responsible contractor/subcontractor.**
  - (g) In the event that there is a spill of an environmental pollutant, Property/Centre Management must be advised immediately. The contractor should also ensure that any further contamination is prevented, mitigated or reduced.
  - (h) Contractors/subcontractors are responsible to be aware of the Property/Centre emergency spill response procedures.
  - (i) In the event of contractor/subcontractor receiving a complaint in relation to the generation of noise, dust, fumes or odours, all related works must cease, if safe to do so, and the incident immediately reported to Property/Centre management.

### Fire Safety

- (a) All contractors/subcontractors shall be familiar with the sites Emergency Response Procedures ([refer - attachment 7](#)).
- (b) All contractors/subcontractors are to familiarise themselves with the location of fire exits, fire fighting equipment and have a working knowledge of the use of fire extinguishers and hose reels.
- (c) Construction contractors/subcontractors are to provide their own serviced fire extinguishers appropriate to the level of risk and size of work area.
- (d) All contractors/subcontractors are to ensure they are aware of the appropriate methods of raising the alarm for fire, medical or other emergency.
- (e) At the conclusion of works, the contractor/subcontractor is to ensure fire separations/penetrations are made good and fire systems are restored to normal.

### First Aid

Contractors/subcontractors are to become familiar with first aid facilities provided by Property/Centre Management.

For construction projects, the contractor/subcontractor will be responsible for administering first aid, provision of first aid supplies and transport to and from any medical treatment providers and maintenance of a first aid register.

Tenants are responsible for first aid facilities within their workplace.

### Hazardous Substances and Dangerous Goods

- (a) All Hazardous Substance (HS) and Dangerous Goods (DG) storage occurring on site shall be in strict accordance with local statutory requirements and Australian Standard codes. The location and quantities of HS's and DG's stored on site shall be advised to Property/Centre Management.
- (b) Material safety data sheets (MSDS) shall be provided to Property/Centre Management for all HS's and DG's brought to site.

- 
- (c) Contractors/subcontractors are to undertake risk assessments when working with HS's and DG's. Reference is to be made to the requirements of the MSDS. Where these requirements cannot be met a more detailed risk assessment is to be made.
  - (d) The contractor/subcontractor are to ensure that all workers working with HS's and DG's have been appropriately trained and educated as to the hazards of the material used, and use of personal protective equipment.
  - (e) All containers of HS and DG shall be appropriately labelled and bulk storage areas shall be Hazchem signposted, accordingly to local legislation.
  - (f) Gas cylinders shall be chained/secured in the upright position and stored in a well ventilated area.
  - (g) Flash back arrestors shall be used on all welding gas cylinders and gas safety fuses used on LPG cylinders.

### **Hazard Identification**

Contractors/subcontractors are requested to advise Property/Centre Management of any existing or potential hazards that may exist within the premises.

When controlling hazards/risks in the workplace, a hierarchy of control shall be adopted in order of preference.

- design out hazards and design in control measures
- substitute with a less hazardous process or product
- redesign plant or work process
- separate and isolate the hazard from people
- administration - adjust time or condition of risk exposure
- personal protective equipment

To assist contractors/subcontractors minimise workplace hazards a sample OH&S/WH&S Monthly Contractor Compliance Inspection Checklist ([refer - attachment 4](#)) is provided for information purposes.

### **Specific Hazard**

#### **Car parks**

- Safety vest to be worn in all car park.
- Safety Barriers to be used at all times.

#### **Roof**

- Roof access permit to be filled out and authorised by Centre Management.
- Fall arrest training required for roof access.
- Safety harnesses to be used if work is required near edge of building. Connected up to the static line.
- No access to atrium canvasses unless authorised by Centre Management.
- No work on roof at night unless emergency issue approval required from Centre Management.
- All rubbish to be removed daily.
- Appropriate clothing to be worn (protection from sun).

#### **Internal roof space**

- All internal roof works to be authorised by Centre Management.
- All equipment secure to prevent falling objects.

#### **Plant Rooms**

- Ear protection to be used.
- PPE to be worn when appropriate.

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## Asbestos

For Robina Town Centre, please read the book to find out location of asbestos. The book is located in Centre Management office.

Any asbestos related work including using abrasive equipment, drilling, cutting or in any way opening of walls and roofs. This should only be performed by a contractor with the relevant licenses.

## Hot Work Permits

All contractors/subcontractors 48 hours prior to the commencement of any grinding or other spark producing activity, welding or burning, or use of any other naked flames, shall advise Property/Centre Management and complete a hot work permit. Property/Centre Management shall also be advised of the completion of hot works and will counter sign the hot work permit form.

Hot work cutting and welding is not permitted to occur when fire sprinkler systems are turned off.

A sample Hot Work Permit ([refer - attachment 8](#)) is appended.

Gas cylinders brought to site shall incorporate flash back arrestors.

Gas cylinders stored on-site shall be chained/secured in the upright position appropriately, segregated and stored in an externally located well ventilated area.

The contractor is to maintain an active fire watch for at least 60mins after hot works have concluded and the area is to be monitored for a further 3 hours either by security or automatic smoke detection.

## Housekeeping

- (a) Contractors/subcontractors must maintain a high standard of cleanliness in areas in which they are working and must correctly and promptly dispose of waste materials in accordance with relevant statutory requirements.
- (b) Working areas, stairs, passageways, fire exits, fire equipment and common areas shall be kept clear of obstructions at all times.
- (c) All material gear and debris from elevated locations and platforms will be safely lowered and not thrown down.
- (d) No leads, hoses or extension cords etc, are to be placed in areas where they represent a trip hazard to tenants or visiting members of the public. No leads, hoses or extension cords are permitted to be run at floor level in common malls or public corridors
- (e) Work areas shall be appropriately barricaded or signposted to ensure that members of the public and tenants do not enter upon a designated work area.
- (f) Contractors/subcontractors are also to provide appropriate hazard signposting.
- (g) Radios, walkmans or cassette players are not to be used in work areas.
- (h) Nominated toilet, amenities or lunchtime facilities, whether or not shared with other contractors, are to be maintained clean and tidy.

## Employee Induction Training

The contractor/subcontractor, at their own expense, is to ensure that their personnel have been given the required safety and skills training before the start of the contract/works.

In particular, construction workplace contractors are to have completed a general safety induction course.

## Insurances

The contractor/subcontractor shall provide details of current insurance policies prior to commencing work on site.

Details of the following policies shall be submitted every year after renewal:

- Public liability policy.
- Workers compensation policy.

Limit of public liability insurance required will be advised by Property/Centre management.

## Isolation of Services

Any interruption to building services, eg. water, gas, fire protection systems, lifts, escalators, travelators, lighting and power, is to be subject to prior arrangement with Property/Centre Management. A minimum of 48 hours prior notification is required for the isolation of services unless authorised by Property/Centre Management.

Contractors/subcontractors are to confirm to property/centre management when isolated services may be restored to normal.

If large amounts of dust and/or smoke will be created it may be necessary to isolate fire system smoke detectors.

Note: Fire Brigade call out charges and fines, for false alarms, will be on charged to the responsible contractors.

## Liaison with Other Contractors

Frequently more than one contractor works in a particular location. Each contractor is required to maintain suitable liaison with the others to ensure safe working for all.

## Manual Handling

Contractors/subcontractors are to undertake manual handling risk assessments in accordance with statutory requirements.

## Noisy Works

No works which emit noise into the common area or adjoining tenancies will proceed during the Centre's trading hours eg. saws, nail guns etc.

Only minor internal works, which do not create noise disturbance, may proceed during trading hours.

## Robina Town Centre

	RETAIL MALL	SPECIALTY	MAJORS			
			DJs	Kmart	Target	Coles / Woolworths
Monday	0900-1730	9.30am – 5.30pm	8.00am – 9.00pm	9.00am – 5.30pm	8.00am-9.00pm	
Tuesday	0900-1730	9.30am – 5.30pm	8.00am – 9.00pm	9.00am – 5.30pm	8.00am-9.00pm	
Wednesday	0900-1730	9.30am – 5.30pm	8.00am – 9.00pm	9.00am – 5.30pm	8.00am-9.00pm	
Thursday	0900-2100	9.30am – 9.00pm	8.00am – 9.00pm	9.00am – 9.00pm	8.00am-9.00pm	

Friday	0900-1730	9.30am – 5.30pm	8.00am – 9.00pm	9.00am – 5.30pm	8.00am-9.00pm
Saturday	0830-1730	9.00am – 5.30pm	8.00am – 5.30pm	8.30am – 5.30pm	8.00am – 5.30pm
Sunday	1030-1600	10.00am – 5.00pm	9.00am – 5.00pm	10.00am – 4.30pm	9.00am – 6.00pm
Public Holidays	1030-1600	10.00am – 5.00pm	9.00am – 5.00pm	10.00am – 4.30pm	9.00am – 6.00pm

Continued....

RETAIL MALL	SPECIALTY	MAJORS	
		Borders Bookstore	Restaurants (approximately)
Monday	0900-1730	9.00am - 6.00pm	0730 - 2400
Tuesday	0900-1730	9.00am - 6.00pm	0730 - 2400
Wednesday	0900-1730	9.00am - 6.00pm	0730 - 2400
Thursday	0900-2100	9.00am - 9.00pm	0730 - 2400
Friday	0900-1730	9.00am - 9.00pm	0730 - 2400
Saturday	0830-1730	8.30am - 4.00pm	0730 - 2400
Sunday	1030-1600	10.30am - 4.00pm	0730 - 2400
Public Holidays	1030-1600	10.30am - 4.00pm	0730 - 2400

### Robina Super Centre

	Dominos	Block-buster Video	PRD Realty	Robina Realty	QBSA
Monday	1100-2300	0800-2200	0830-1730	0830-1730	0830-1630
Tuesday	1100-2300	0800-2200	0830-1730	0830-1730	0830-1630
Wednesday	1100-2300	0800-2200	0830-1730	0830-1730	0830-1630
Thursday	1100-2300	0800-2200	0830-1730	0830-1730	0830-1630
Friday	1100-2400	0800-2400	0830-1730	0830-1730	0830-1630
Saturday	1100-2400	0800-2400	0830-1700	0830-1700	Closed
Sunday	1100-2300	0800-2200	1000-1400	0900-1600	Closed
Public Holidays	1100-2300	0800-2200	1000-1400	1000-1600	Closed

### APVC Building

Core Trading Hours	Workcover	NRM	APVC	Communities
Monday	0830-1645	0830-1630	0600-2030	0900 - 1700
Tuesday	0830-1645	0830-1630	0600-2030	0900 - 1700
Wednesday	0830-1645	0830-1630	0600-2030	0900 - 1700
Thursday	0830-1645	0830-1630	0600-2030	0900 - 1700
Friday	0830-1645	0830-1630	0600-2030	0900 - 1700
Saturday	Closed	Closed	0830-1530	Closed
Sunday	Closed	Closed	Closed	Closed
Public Holidays	Closed	Closed	0830-1530	Closed

### Petrol/Diesel Driven Machinery

Permission must be obtained from Property/Centre Management prior to operating petrol/diesel driven machinery within the building. Isolation of fire detection systems in the area along with the provision of sufficient ventilation will need to be assessed by the contractor/subcontractor.

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## Risk Assessment

- (1) All contractors and subcontractors shall complete risk assessments for all works undertaken and ensure personnel are suitably trained in safety requirements. A sample Risk Assessment form (refer - attachment 9) as well as Guidance for the Completing of a Risk Assessment form (refer - attachment 10) is provided.
- (2) A copy of the risk assessment form is to be provided to Property/Centre Management prior to the commencement of works.  
This shall be confirmed via the contractor sign in register and work permit.
- (3) Where risk assessment indicates an exposure may exist that could be beyond the control of the contractor, Property/Centre Management must be advised.
- (4) The contractor/subcontractor shall allow property/centre management representatives access to the work area when requested, to review any aspect of the contractors' operations relevant to safety and the work environment.
- (5) Generic Risk Assessments for Shopfitters (refer - attachment 11) are provided as a guide only and must be reviewed, amended and signed for by the relevant contractor.
- (6) In the event of an incident or accident, the risk assessment form is to be reviewed and reissued if necessary.

## Security

- (1) The contractor/subcontractor shall be solely responsible for the security of plant supplied by him up to the stage of installation, together with his own tools, plant, gear, lifting equipment or any other equipment or machinery he brings to site, or has delivered to site.
- (2) Should a contractor/subcontractor be required to conduct work out of normal hours, 48 hours notice is to be provided to Property/Centre Management stating:
  - access time
  - exit time
  - number of employees
- (3) Property/centre management reserves the right to search work bags, tool boxes, vehicles and other places of concealment at any time.
- (4) Centre security instructions are to be adhered to at all times.

## Site Access

Specific requirements for the receipt of goods and materials will be advised by Property/Centre Management together with the availability of goods lifts and car parking.

Shopping trolleys are not to be used for the transport of materials, tools or wastes.

If building perimeter doors are required to be opened after lock up time for a period of more than 15 minutes, it will be the contractors/subcontractors responsibility, and cost to employ one of the Centre's Security guards for a minimum period of 4 hours.

## Warning Signage/Hoarding/Machine Guarding

- (a) Contractors/subcontractors are prohibited from altering and/or adjusting any part of the hoarding.
- (b) Any adjustments or alterations that the shopfitter requires to the hoarding may **ONLY** be made by the nominated hoarding contractor of the Centre. The shopfitter must provide 48 hours written notice to Property/Centre Management should they require any alterations to the hoarding. **All costs involved in the relocation of the hoarding will be at the contractors expense.**
- (c) Contractors/subcontractors are not permitted to lean/place any materials against the hoarding.
- (d) Contractors/subcontractors are to provide hazard/warning signage as appropriate to the works.

- (e) Contractors/subcontractors are to ensure adequate barricading and signage of public/ common areas to minimise risks to the public.
- (f) All warning signs are to be obeyed by contractors/subcontractors.
- (g) Machinery guarding is only to be removed after machinery has been isolated and danger tagged.
- (h) Contractors/subcontractors are required to report any removed, missing or damaged signs or machine guards to Property/Centre Management.

### **Working at Height, Using Ladders and Building Maintenance Units**

Safe working procedures are required to minimise the risks associated with working at heights. Access and working platforms, in accordance with statutory requirements, shall be provided by the contractor/subcontractor to provide for fall protection for workers and equipment.

The contractor/subcontractor is to provide barricades/signs as appropriate to minimise the risk of falling articles causing injury to the public or fellow workers; and

When working at heights, the contractor/subcontractor is to provide:

1. A stable and securely fenced work platform (such as scaffolding or other form of portable work platform);
2. Secure perimeter screens, fencing, handrails or other forms of physical barriers; or
3. Safety harnesses.

If use of the above is impractical, the use of portable ladders should be employed subject to the following QIC requirements:

1. Ladders must be compliant with Australian Standard 1892;
2. Ladders must be inspected and maintained in accordance with the above Standard;
3. Ladders must be secured at both the top and the bottom (where practicable), and the angle of the ladder must be such that the horizontal distance from the base to the wall is no more than one quarter of the vertical height of the ladder; and placed on a level non-slip surface;
4. Ladders must be made of timber or fibre-glass (or any other non-conductive material) when used for electrical work;
5. Ladders should only be used to gain access to an area to carry out lightweight work of short duration;
6. Tools used to carry out the work must be restricted to light hand tools that can be carried on a tool belt, holster or pouch; and
7. During ascent, conducting the task and descent, persons must maintain three points of contact with the ladder.

If Contractors are required to access roofs, they will be required to complete a Roof Access Permit ([refer - attachment 12](#)).

When working with Building Maintenance Units, contractors are to ensure:

1. That only trained and qualified personnel operate or use the BMU's.
2. Evidence of competency is to be provided to Property/Centre Management.
3. All equipment taken on the BMU is, as far as practicable, to be secured by lanyards.
4. Personnel are to wear safety harnesses.
5. The working area beneath the BMU is to be barricaded.
6. The BMU is not to be operated in high winds and the maximum permissible wind speed for operation of the BMU is to be recorded as part of the risk assessment/safe operating procedures.
7. BMU operators are to have communication available with Property/Centre Management and are to be aware of emergency procedures in the event of building evacuation at time of BMU usage.

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**Works In Common Area**

Any works that require to be performed in the common areas shall be performed outside of Centre trading hours unless specific approval has been given by Property/Centre Management.



## Attachment 1 – Extract from Occupational/Workplace Health & Safety Act

### Extract from *Workplace Health and Safety QLD 1995*

#### Obligations of employers

28. (1) An employer has an obligation to ensure the workplace health and safety of each of the employer's workers at work.

Also, an employer has an obligation to ensure his or her own workplace health and safety and the workplace health and safety of others is not affected by the way the employer conducts the employer's undertaking.

#### Obligations of self-employed persons

29. A self-employed person has an obligation to ensure his or her own workplace health and safety and the workplace health and safety of others is not affected by the way the person conducts the person's undertaking.

#### Obligations of persons in control of workplaces

- 30 (1) A person in control of a workplace has the following obligations:-:
- (a) to ensure the risk of disease or injury from a workplace is minimised for persons coming onto the workplace to work;
  - (b) to ensure the risk of disease or injury from any plant or substance provided by the person for the performance of work by someone other than the person's workers is minimised when used properly;
  - (c) to ensure there is appropriate, safe access to and from the workplace for persons other than the person's workers

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Continued.....

## **ATTACHMENT 1 – EXTRACT FROM OCCUPATIONAL/WORKPLACE HEALTH & SAFETY ACT**

### **Obligations of principal contractors**

- 31.** (1) A principal contractor has the following obligations for a construction workplace –
- (a) to ensure the orderly conduct of all work at the construction workplace to the extent necessary;
  - (b) to ensure that persons at the workplace are not exposed to risks from-
    - (i) something that has been provided for the general use of persons at the workplace for which no other person owes a workplace health and safety obligation; or
    - (ii) a hazard at the workplace for which no other person owes a workplace health and safety obligation;
  - (c) to ensure that workplace activities at the workplace are safe and without risk of injury or illness to members of the public at or near the workplace;
  - (d) to provide safeguards and take safety measures prescribed under a compliance standard made for principal contractor.

### **Obligations of designers, manufacturers, importers and suppliers of plant**

- 32.1** (1) A designer or importer of plant or specified high risk plant for use at a relevant place has an obligation to ensure the plant is designed to be safe and without risk to health when used properly.

A manufacturer or importer of plant or specified high risk plant for use at a relevant place has an obligation to ensure that the plant is constructed to be safe and without risk to health when used properly.

A designer, manufacturer or importer of plant or specified high risk plant for use at a relevant place has an obligation to ensure that the plant undergoes appropriate levels of testing and examination to ensure compliance with the obligations imposed by subsections (1) and (2).

Also a designer, manufacturer, importer or supplier of plant or specified high risk plant for use at a relevant place has the following obligations:-

- (a) to take all reasonable steps to ensure appropriate information about the safe use of the plant is available;
- (b) to take the action the chief executive reasonably requires to prevent the use of unsafe plant anywhere.

### **Obligations of erectors and installers of plant or specified high risk plant**

- 33.** An erector or installer of plant or specified high risk plant at a relevant place has an obligation -
- (a) a) to erect or install the plant in a way that is safe and without risk to health; and
  - (b) (b) to ensure that nothing about the way the plant was erected or installed makes it unsafe and a risk to health when used properly.

### **Obligations of manufacturers, importers and suppliers of substances for use at workplaces**

- 34.** (1) A manufacturer or importer of a substance for use at a workplace has the following obligations--

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Continued.....

**ATTACHMENT 1 – EXTRACT FROM OCCUPATIONAL/WORKPLACE HEALTH & SAFETY ACT**

- (a) to ensure the substance is safe, and without risk to health, when used properly;
  - (d) to ensure the substance undergoes appropriate levels of testing and examination to comply with the obligation imposed by paragraph (a).
- (2) Also, a manufacturer, importer or supplier of a substance for use at workplace has the following obligations-
- (a) to ensure that appropriate information about the safe use of the substance is available;
  - (b) to take the action the chief executive reasonably requires to prevent the use of an unsafe substance at a workplace.

**Obligations of owners of specified high risk plant**

- 35.** An owner of specified high risk plant has an obligation to ensure that the owner's plant is maintained in a condition that ensures the plant is safe, and without risk to health, when used properly.

**Obligations of workers and other persons at a workplace**

- 36.** A worker or anyone else at a workplace has the following obligations at a workplace -
- (a) to comply with the instructions given for workplace health and safety at the workplace by the employer at the workplace and, if the workplace is a construction workplace, the principal contractor for workplace health and safety at the workplace;
  - (b) for a worker - to use personal protective equipment if the equipment is provided by the worker's employer and the worker is properly instructed in its use;
  - (c) not to wilfully or recklessly interfere with or misuse anything provided for workplace health and safety at the workplace;
  - (d) not to wilfully place at risk the workplace health and safety of any person at the workplace;
  - (e) not to wilfully injure himself or herself.



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**ATTACHMENT 2 - CONTRACTOR ACKNOWLEDGMENT FORM**



I, \_\_\_\_\_ on behalf

of \_\_\_\_\_

(Organisation)

have read and understood the information covered by the document headed "QIC / Savills Occupational/Workplace Health & Safety Manual" and agree to abide by its conditions.

\_\_\_\_\_  
Name (Block Letters)

\_\_\_\_\_  
Position/Title

\_\_\_\_\_  
Signed

\_\_\_\_\_  
Dated



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**ATTACHMENT 3 - CONTRACTOR OH&S/WH&S COMPLIANCE CERTIFICATE**



Robina Town Centre  
167-191 Robina Town Centre Drive  
ROBINA QLD 4230

NAME OF SERVICE CONTRACTOR:  
ADDRESS:

We wish to confirm that all works conducted by us in the preceding 6 months certification period, have been executed in accordance with the relevant local OH&S/WH&S Acts and Regulations.

We would also confirm we have complied with the QIC / Savills OH&S/WH&S Manual except for the following exemptions obtained from Property/Centre Management.

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For and on behalf of

CONTRACTOR (Print): \_\_\_\_\_

SIGNED: \_\_\_\_\_

DATE: \_\_\_\_\_





**ATTACHMENT 4 - OH&S/WH&S COMPLIANCE INSPECTION CHECKLIST**

Audit Of: \_\_\_\_\_ Conducted By: \_\_\_\_\_

Contractor Details: \_\_\_\_\_ Date: \_\_\_\_\_

	Satisfactory		
	Yes	No	
SIGN IN/OUT PROCEDURES	<input type="checkbox"/>	<input type="checkbox"/>	_____
HOT WORK PERMIT	<input type="checkbox"/>	<input type="checkbox"/>	_____
HOUSEKEEPING	<input type="checkbox"/>	<input type="checkbox"/>	_____
▪ No accumulation of rubbish	<input type="checkbox"/>	<input type="checkbox"/>	_____
▪ No trip hazards	<input type="checkbox"/>	<input type="checkbox"/>	_____
FIRE EQUIPMENT	<input type="checkbox"/>	<input type="checkbox"/>	_____
▪ Serviced	<input type="checkbox"/>	<input type="checkbox"/>	_____
▪ Unobstructed	<input type="checkbox"/>	<input type="checkbox"/>	_____
▪ Exits kept clear	<input type="checkbox"/>	<input type="checkbox"/>	_____
ELECTRICAL	<input type="checkbox"/>	<input type="checkbox"/>	_____
▪ ELCB	<input type="checkbox"/>	<input type="checkbox"/>	_____
▪ Tagged equipment	<input type="checkbox"/>	<input type="checkbox"/>	_____
NO SMOKING RULES COMPLIANCE	<input type="checkbox"/>	<input type="checkbox"/>	_____
SIGNAGE ADEQUATE	<input type="checkbox"/>	<input type="checkbox"/>	_____
BARRIERS ADEQUATE	<input type="checkbox"/>	<input type="checkbox"/>	_____
PRE PROVIDED AND USED	<input type="checkbox"/>	<input type="checkbox"/>	_____
▪ Appropriate clothing	<input type="checkbox"/>	<input type="checkbox"/>	_____
FIRST AID EQUIPMENT	<input type="checkbox"/>	<input type="checkbox"/>	_____
EMERGENCY PROCEDURES	<input type="checkbox"/>	<input type="checkbox"/>	_____
WORKING AT HEIGHT	<input type="checkbox"/>	<input type="checkbox"/>	_____
HAZARDOUS GOODS	<input type="checkbox"/>	<input type="checkbox"/>	_____
▪ MSDS available	<input type="checkbox"/>	<input type="checkbox"/>	_____
RISK ASSESSMENTS	<input type="checkbox"/>	<input type="checkbox"/>	_____
▪ Documented assessments	<input type="checkbox"/>	<input type="checkbox"/>	_____
▪ Evidence of compliance	<input type="checkbox"/>	<input type="checkbox"/>	_____
▪ Insurance Certificates current	<input type="checkbox"/>	<input type="checkbox"/>	_____

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



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**ATTACHMENT 5 - CONFINED ENTRY PERMIT**

Employers Name			
Location of Work			
Employees Assigned to Enter	1. 2.	3. 4.	
Space to be entered			
Description of work to be undertaken			
Isolation/Lock-out is required	<input type="checkbox"/> Yes <input type="checkbox"/> No	Details:	
Hot work permit is required	<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, complete the hot work permit.	
Atmospheric testing is required	<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, provide details in 'atmospheric test results'	
List chemical agents to be used	1. 2.	3. 4.	
Stand-by personnel are	1. 2.	3. 4.	

The following personal protective equipment and signage/barricades are required:			
Supplied Air Respirators	<input type="checkbox"/> Yes <input type="checkbox"/> No	Disposable Overalls	<input type="checkbox"/> Yes <input type="checkbox"/> No
Air Purifying Respirators	<input type="checkbox"/> Yes <input type="checkbox"/> No	Hearing Protection	<input type="checkbox"/> Yes <input type="checkbox"/> No
Safety Harness and/or Safety Line	<input type="checkbox"/> Yes <input type="checkbox"/> No	Heat Protective Suits	<input type="checkbox"/> Yes <input type="checkbox"/> No
Eye Protection	<input type="checkbox"/> Yes <input type="checkbox"/> No	Safety Helmets	<input type="checkbox"/> Yes <input type="checkbox"/> No
Hand Protection	<input type="checkbox"/> Yes <input type="checkbox"/> No	Communications	<input type="checkbox"/> Yes <input type="checkbox"/> No
Foot protection	<input type="checkbox"/> Yes <input type="checkbox"/> No	Signage	<input type="checkbox"/> Yes <input type="checkbox"/> No
Other			

**ATMOSPHERIC TEST RESULTS**

The test equipment has been calibrated and the atmosphere has been tested to ensure safe oxygen levels, no flammability and/or explosive levels and for the following contaminants.

Is continuous monitoring of the atmosphere required?  Yes  No

The atmosphere is safe for entry under the following conditions:

- With a supplied air-respiratory device
- With an air purifying (non air-supplied) respiratory device
- Without a respiratory device

Name	
Signed	
Date	
Valid until	

**DECLARATION**

The confined space described above is, in my opinion, in a safe condition for the work to be done, provided that the precautions above are fully observed. I have fully trained those required to enter the confined space in safe entry procedures

Name	
Signed	
Date	
Valid until	

**Property/Centre Management Acknowledgment**

Name	
Signed	
Date	

**Permit acknowledged by Property/Centre Management:**

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**ATTACHMENT 6 CORE HOLDING / CHASING PERMIT**

- To be read and completed by contractor and returned to Property/Centre Management at least 48 hours prior to works occurring.
- Copies of all certificates / plans, safe work method statement must be provided prior to core holing / chasing approval.

Are you?

- Core Holing - Please fill in section 1**
- Chasing - Please fill in section 2**

<b>Core Holing – Section 1</b>	<b>Office use only</b>
1. Number of Core Holes:	<input type="checkbox"/>
2. Size and dimensions of proposed core hole/s:	<input type="checkbox"/>
3. Dimensioned plan of location of proposed core holes attached [ ] Yes [ ] No	<input type="checkbox"/>
4. Approved by Centre Structural Engineer [ ] Yes [ ] No	<input type="checkbox"/>
5. Structural Engineer Certificate provided [ ] Yes [ ] No	<input type="checkbox"/>
6. Slab X – rayed and copy attached (anything over 50mm diameter) [ ] Yes [ ] No	<input type="checkbox"/>
<p><b>* Please note the below points:</b></p> <ul style="list-style-type: none"> <li>▪ All water and concrete slurry is to be contained at all times and cleaned up on completion of works.</li> <li>▪ A pilot hole is to be drilled prior to core holing and the area immediately below the core holing site is to be identified and monitored at all times.</li> <li>▪ <u>Upon completion of works the area in which the concrete holing has taken place a new fire seal must be installed and certified by the Builders Fire Stopping Contractor.</u></li> </ul>	
<b>Chasing – Section 2</b>	<b>Office use only</b>
1. Size and dimensions of proposed trench:	<input type="checkbox"/>
2. Dimensioned plan with location of proposed trench attached: [ ] Yes [ ] No	<input type="checkbox"/>
3. Approved by Centre’s Structural Engineer ( <u>anything over 20mm deep</u> ): [ ] Yes [ ] No	<input type="checkbox"/>
4. Structural Engineer Certificate provided: [ ] Yes [ ] No	<input type="checkbox"/>
<p>By signing the below you have agreed to comply with all above Core Holing (Section 1) &amp; Chasing (Section 2) listed requirements.</p>	
<p><b>Contractor</b> : .....</p>	
<p><b>Name</b> : ..... <b>Signature:</b> ..... <b>Date:</b> .....</p>	
<p><b>Property/Centre Management Authorisation:</b>.....</p>	
<p><b>Name</b> : ..... <b>Signature:</b> ..... <b>Date:</b> .....</p>	



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**ATTACHMENT 7 – EMERGENCY RESPONSE PROCEDURES**

FIRST 5 MINUTES FIRE and EMERGENCY PROCEDURES and  
ROBINA TOWN CENTRE EMERGENCY CONTROL ORGANISATION and  
SITE SPECIFIC INFORMATION ARE GIVEN AS SEPARATE DOCUMENT



## ATTACHMENT 8 - HOT WORK PERMIT

*Property/Centre Management to be notified 48 hours prior to works occurring.*

*To be completed by contractor at the work area and returned to property/centre management/security on completion*

<b>HOT WORK PERMIT NUMBER</b>					
DESCRIPTION OF WORKS: _____					
LOCATION OF WORKS: _____					
Description of EQUIPMENT used: _____					
OPERATOR (Name & Telephone): _____					
DATE OF WORKS: _____		BUSINESS NAME: _____			
START TIME: _____		ESTIMATED FINISH TIME: _____			
<b>Prior to initiation of Hot Works:</b>					
1.	Building management & tenant advised of hot work occurring	<input type="checkbox"/>	7.	Confirm Fire Sprinklers are in service	<input type="checkbox"/>
2.	Area inspected for potential fire hazards by contractor	<input type="checkbox"/>	8.	Flash back arrestor installed & gas cylinders secured	<input type="checkbox"/>
3.	Combustible materials have been removed from within a radius of <b>15 metres</b> or covered with fire resistant blankets	<input type="checkbox"/>	9.	Additional extinguisher is provided	<input type="checkbox"/>
4.	All drains & ducts within <b>15 metres</b> have been covered with fire resistant blankets	<input type="checkbox"/>	10.	Operator is trained to use fire extinguisher	<input type="checkbox"/>
5.	Hazardous materials, vapours or gases are not present	<input type="checkbox"/>	11.	Operator is aware of emergency procedures	<input type="checkbox"/>
6.	Smoke detectors isolated (if required) Zone:                      Loop:                      Sensors:	<input type="checkbox"/>	12.	Risk assessments provided for all works close to EPS / Cool Room panelling	Y / N / N/A
Contractor Signature: .....					
Building Management Signature: .....					
Date: .....			Time: .....		
<b>On Completion of Hot Works:</b>			<b>Actual Finish Time of Works:</b>		
12.	Smoke detectors recommissioned (if necessary)				<input type="checkbox"/>
13.	Area monitored by contractor for <b>60 minutes</b> after work is completed.				<input type="checkbox"/>
14.	Building management/tenant advised hot works have been completed.				<input type="checkbox"/>
Contractor Signature: .....					
Building Management Signature: .....					
Date: .....			Time: .....		
<b>Final Fire Watch</b>					
15.	Building management/Security inspection conducted after works reported complete.				<input type="checkbox"/>
16.	Building management/Security regular monitoring work area for a further <b>3 hours after first inspection</b> , <u>If smoke detectors not installed.</u>				<input type="checkbox"/>
Building Management/Security Signature: .....					
Date: .....			Time: .....		
Form Returned to Building Management by Security					
Received By:					<input type="checkbox"/>

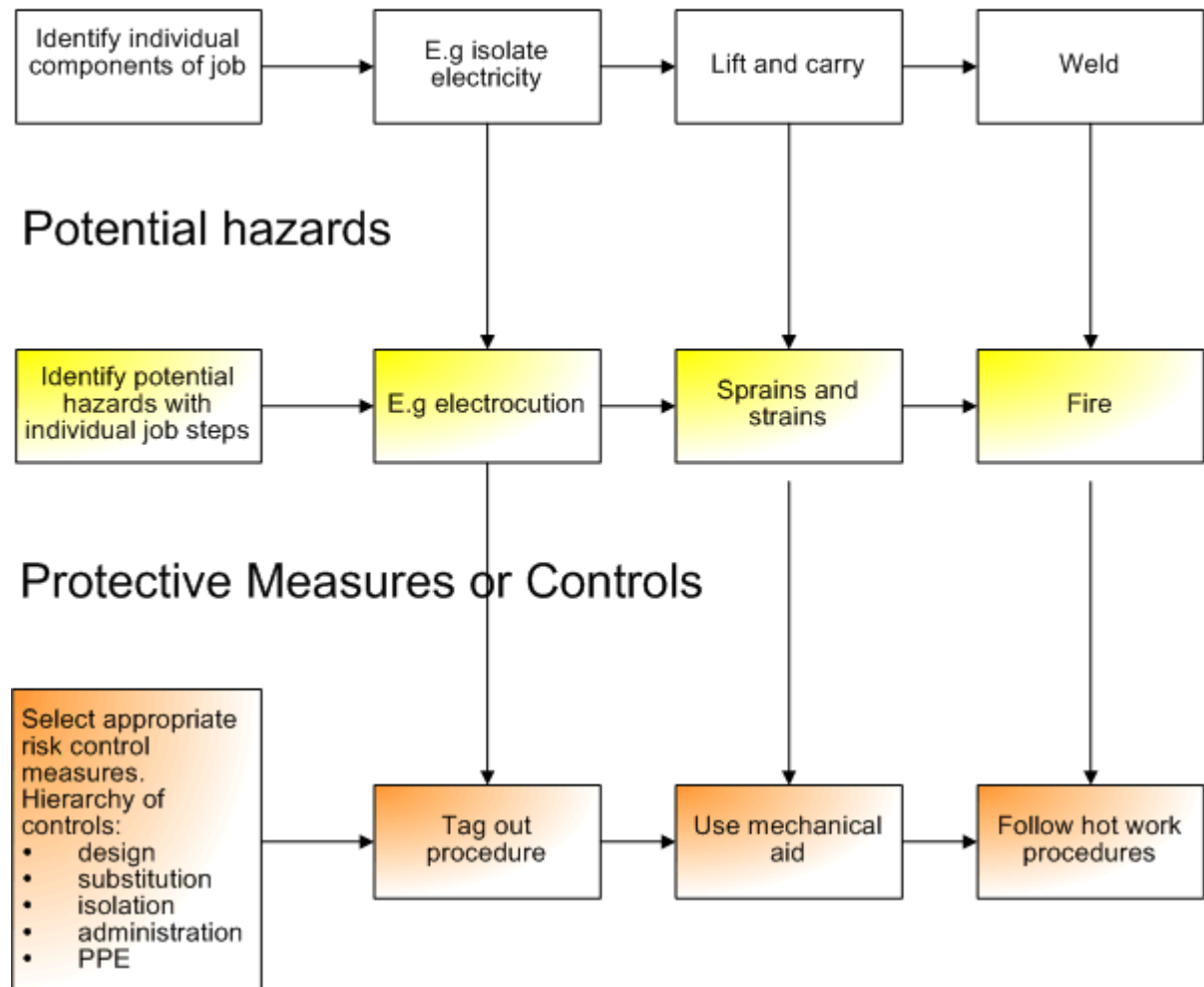






## ATTACHMENT 10 - RISK ASSESSMENT GUIDANCE

## Sequence of Job Steps





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**ATTACHMENT 11 – GENERIC RISK ASSESSMENT FOR SHOPFITTERS**

**EXAMPLE GENERIC RISK ASSESSMENTS**

**CONTENTS**

1. **Electrical Installation**
2. **Glass and Aluminium Installation**
3. **Scaffolding**
4. **Painting and Decorating**
5. **Plumbing**
6. **Wall and Ceiling Lining**
7. **Carpet and Vinyl Laying**
8. **Roller Door Fitting**
9. **Plastering**
10. **Counter, Bench and Cabinet Fitting**



## 1. Electrical Installation

Description of Hazard	Description of Risk	Control Measures
<b>Untidy Work Area, Storage of Materials</b>	Slips, Trip and Falls	We will ensure work areas are kept clear of rubbish and are left in a clean and tidy condition.
	Sprains/Strain Injury Head Injury	We will ensure rubbish is placed in an area as arranged by to the satisfaction of Centre Management.  We will ensure materials and equipment are stored on site in a manner that does not cause injury or illness to any person with access to the area.
<b>Handling Materials</b>	Injury to head, limbs, extremities, eye, back, foot and other parts of the body	We will ensure that items of personal protective equipment are used where it is not practical to control risk of injury by other means.
		We will ensure that hard hats are worn at all times on the site.  We will ensure that protective footwear, eyewear, hearing protection and gloves are used at all appropriate times on the site.
<b>Falls from ladders, work platforms, adjustable trestles and scaffolding</b>	Personal injury to any part of the body	We will ensure all ladders are of an industrial standard and comply with and are used in accordance with the requirements of AS 1892 – Portable ladders.  Ladders will be tied off to a suitable structure where there is a likelihood of instability and we will give particular attention to the stability of the base of ladders.  Domestic type ladders will not be used and all appropriate ladders will be in a sound operational condition with slip resistant feet fitted and properly maintained.  Platforms will be used where a more stable work surface is required and erected in accordance with any supplier's instructions and the practices outlined in AS 1892 and AS 1576.5 will be adopted.  Platforms will be erected as near as reasonable to level, and will be stepped rather than sloped. They will be in sound condition and placed on a firm surface.  Scaffolds will comply with AS 1576 for Scaffolding, will be erected in accordance with supplier's instruction, be as near as reasonable to level and be fully decked when being used.
		All electrical work will be conducted by qualified licensed electrical contractors.
		All live wiring will be secured to appropriate switching and/or terminals and no exposed live wiring will be accessible on site at any time.
		Electrical installations will be completed in accordance with AS 3000 and tested using recognised procedures and suitable testing
<b>Live Electrical Wiring</b>	Electrocution, burn injuries, impact and fall injuries.	

Description of Hazard	Description of Risk	Control Measures
<b>Bending, Lifting</b>	Sprain/Strain Injury	<p>equipment.</p> <p>All circuits with a likelihood of being inadvertently energised will be tagged out.</p> <p>Power leads will be suspended where possible, kept out of puddles and moisture and plugs will be kept dry.</p> <p>Residual current devices will be used in conjunction with all power leads and other electrical equipment.</p> <p>Double adaptors, piggyback adaptors and lightly constructed domestic appliances will not be used in any circumstances for work purposes.</p> <p>Good manual handling techniques will be employed.</p> <p>When bending to lift objects, workers will use a semi-squat posture with knees bent and feet are stable on the ground, assuming a power lifter stance.</p> <p>If awkward and heavy items are lifted mechanical aid will be used where possible, or team lifting will be employed.</p>
<b>Poor Lighting</b>	Eye strain, injury resulting from failure to identify obstacles or accurate work site.	<p>We will provide adequate lighting if lighting is insufficient to comply with the appropriate workplace amenities standard by way of flood lighting and other appropriate devices.</p> <p><b><i>Implementation of each of the above measures will be personally overseen by our on-site foreman.</i></b></p>

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name: \_\_\_\_\_

## 2. Glass and Aluminium Installation

Description of Hazard	Description of Risk	Control Measures
<b>Falls from elevated work platform</b>	Serious bodily injury	<p>Trestles will have adequate bracing where used.</p> <p>Scaffold will have full edge protection where necessary, by use of toe boards and handrails.</p> <p>Platforms will be stepped not sloped, adjustable and readily accessible.</p> <p>Regular scaffold inspections will take place.</p> <p>Commercial quality ladders will be in good condition, secured at the top, projecting 1m past work platform, and 1 in 4 slope, on good footing and no work will be done above 2<sup>nd</sup> top step of step ladders.</p>
<b>Being struck by falling objects</b>	Serious bodily injury	<p>If necessary, are below work activity will be barricaded.</p> <p>Tools and loose materials will be restrained.</p> <p>Hard hats will be worn to prevent head injury at all times.</p>
<b>Electric shock if cutting, drilling or fixing aluminum</b>	Serious bodily injury or death	<p>Tools will be maintained in good working order by regular checking.</p> <p>Residual current devices will be used.</p> <p>Electrical wiring diagrams will be made available to personnel carrying out this activity.</p> <p>Tools will be tested and tagged at regular intervals.</p> <p>Leads will be suspended where possible and kept off wet floors.</p> <p>Piggyback plugs and double adaptors to electrical tools will not be used.</p>
<b>Permanent Damage Strains</b>	Back Injury	<p>Work will be done at the correct height wherever possible.</p> <p>Where a workbench is used it will be at waist height.</p> <p>Workers will be trained on proper lifting techniques.</p> <p>Mechanical aids such as scissor lifts, glass suckers, forklifts etc. will be used wherever necessary to minimise amount of lifting.</p> <p>Adequate personnel will be available to lift heavy materials.</p> <p>Prolonged lifting and carrying will not take place wherever possible.</p> <p>We will place materials as close to fixing point as possible and tasks will</p> <p>be varied to reduce repetitive bending, lifting and carrying.</p>
<b>Noise</b>	Hearing loss	<p>Earmuffs will be used.</p> <p>Cutting/Grinding will take place as far away from</p>

Description of Hazard	Description of Risk	Control Measures
		workface as possible and as much metal will be cut off-site as possible. Grinder spatter will be contained if used.
<b>Particles in eyes</b>	Face/eye injury	Face and eye protection will be used.
<b>Glass Falling</b>	Serious bodily injury	Areas below will be barricaded. Commercial quality ladders will be in good condition, secured at the top, projecting 1m past work platform, at 1 in 4 slope, on good footing and no work will be done above 2 <sup>nd</sup> top step of step ladders. Newly installed glass panels will be clearly identified. Work area will be separated from general public and other workers by hoardings.
<b>Broken glass / fixed sharp edges</b>	Cuts, lacerations and serious bodily injury	Safety equipment such as boots, gloves and gauntlets will be used when glazing and deglazing. Newly installed glass panels will be clearly identified.
<b>Chemicals</b>	Inhalation, ingestion, intoxication, skin contact	MSDS directions will always be followed and in the event of injury a copy of MSDS will go to First Aid Officer. PPE will be used where necessary. We will ensure adequate ventilation wherever possible. <b>Implementation of each of the above measures will be personally overseen by our on-site foreman</b>

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name: \_\_\_\_\_

### 3. Scaffolding

Description of Hazard	Description of Risk	Control Measures
<b>Incorrectly erected scaffold</b>	Serious bodily injury resulting from falls	<p>All scaffolding will be erected in accordance with the scaffold plan by experienced persons and if over 4m high be certified scaffolders.</p> <p>Scaffolding sufficient for the intended loading will be used and positioned so that it will not be struck by site traffic.</p> <p>All bracing used on scaffold erection will be as provided and directed by manufacturer.</p> <p>Scaffold including work platforms, guardrails, mid-rails and toe-boards will be erected in accordance with applicable safety codes and standards.</p>
<b>Unsafe work practices such as “bombing”, accessing work platforms by climbing standards, working from ledgers and transoms, alteration of guardrails, ties and planks etc.</b>	Head / eye injury or other bodily injury	We will ensure safe work practices are employed at all times.
<b>Unsuitable access way and inadequate width of platform.</b>	Falls	We will ensure suitable access ways are available in all circumstances and appropriate width of platforms.
<b>Unguarded Platforms</b>	Falls	<p>Adequate guardrails and toe boards will be installed above 2.4m and planks will be arranged to avoid tipping and tripping.</p> <p>Barriers and warning notices will be erected where necessary to prevent people using an unguarded platform.</p>
<b>Incorrectly erected mobile scaffold</b>	Falls	<p>The plan bracing will be incorporated at the base of the scaffold to prevent distortion and the scaffold will not be moved whilst any person is on the scaffold work platform.</p> <p>We will inspect the scaffold regularly and ensure that equipment or material cannot be dislodged from the platform and caster brakes will be applied when the scaffold is stationary.</p> <p>No platform will be bridged between adjacent scaffolds and they will be assembled and maintained in accordance with the manufacturer’s specifications.</p> <p>Ladder access will be provided within the scaffold.</p> <p><b><i>Implementation of each of the above measures will be personally overseen by our on-site foreman.</i></b></p>

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name: \_\_\_\_\_

#### 4. Painting and Decorating

Description of Hazard	Description of Risk	Control Measures
Untidy work area	Slips / Trips / Falls	Work will progress in a tidy manner and be kept clear of rubbish, which will be placed in arranged area.
Storage of Materials	Fire, vapor inhalation	Material will be stored in a manner that does not cause injury or illness. There will be No Smoking where flammable paints are used and stored and manufacturer's requirements regarding paint and chemicals will be followed. Where practicable the Advisory Standard for hazardous Substances effective from 01/07/98 will be complied with.
Paint Spraying	Inhalation, ingestion of vapors	Breathing protection complying with AS 1715 will be used.
Working from Heights	Falls resulting in bodily injury	Ladders of an industrial standard will comply with AS 1892. They will be tied off where practicable, the base will be given stability and slip resistant feet will be fitted. All ladders will be maintained in good working condition. Platforms on trestles if used will be properly erected and good practices as outlined in AS 1892 and AS 1576.5 will be employed. Platforms will be level and maintained in good and sound condition. Scaffolding will be erected where required in accordance with supplier instruction and will be fully decked when being used.
Manual Handling	Sprain / Strain Injury	Light weight equipment (e.g. aluminum trestles rather than steel) will be used wherever possible and good manual handling techniques will be used.
Poor Lighting	Eye strain, inaccurate identification of job site and obstacles.	Adequate lighting will be provided at all times by way of flood lighting and other such devices. <b>Implementation of each of the above measures will be personally overseen by our on-site foreman.</b>

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name: \_\_\_\_\_

## 5. Plumbing

Description of Hazard	Description of Risk	Control Measures
<b>Untidy work area</b> <b>Storage of Materials</b>	Slips / Trips and Falls	Work will progress in a tidy manner and be kept clear of rubbish, which will be placed in arranged area.  Material will be stored in a manner that does not cause injury or illness.
<b>Working under other trades</b>	Head Injury	Hard hats will be worn and appropriate footwear will be worn on the site at all times.  PPE will also be used if any cutting, grinding, soldering or other such activity is undertaken.
<b>Chemicals</b>	Inhalation, ingestion	Manufacturer's requirements will be followed and MSDS's will be available.
<b>Protrusions</b>	Bodily Injury	Any protrusions created by plumbers will be removed, bent over and covered where they are a hazard.
<b>Poor Lighting</b>	Eye strain, inaccurate identification of job site and obstacles.	Adequate lighting will be provided at all times by way of flood lighting and other such devices.  <i>Implementation of each of the above measures will be personally overseen by our on-site foremen.</i>

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name: \_\_\_\_\_

## 6. Wall and Ceiling Lining

Description of Hazard	Description of Risk	Control Measures
<p><b>Untidy work area</b></p> <p><b>Storage of Materials</b></p>	Slips / Trips and Falls	<p>Work will progress in a tidy manner and be kept clear of rubbish, which will be placed in arranged area.</p> <p>Material will be stored in a manner that does not cause injury or illness.</p>
<b>Dust created by Sanding</b>	Inhalation of particles	Where dusts are likely to be present, PPE will be worn. Other PPE such as hard hats and protective footwear will be worn at all times.
<b>Chemicals e.g. cornice cement, PVC Glue, stud adhesive</b>	Inhalation, ingestion, intoxication	Manufacturer's requirements will be followed and MSDS's will be available.
<b>Falls from elevated work platform</b>	Serious bodily injury	<p>Trestles will have adequate bracing where used.</p> <p>Scaffold will have full edge protection where necessary, by use of toe boards and handrails.</p> <p>Platforms will be stepped not sloped, adjustable and readily accessible.</p> <p>Regular scaffold inspection will take place.</p> <p>Commercial quality ladders will be in good condition, secured at the top, projecting 1m past work platform, at 1 in 4 slope, on good footing and no work will be done above 2<sup>nd</sup> top step of step ladders.</p>
<b>Manual Handling</b>	Sprain / Strain Injury	<p>Light weight equipment (e.g. aluminum trestles, ladders and scaffolds rather than steel) will be used wherever possible and good manual handling techniques will be used when bending, lifting and carrying.</p> <p>Mechanical aids will be used if required.</p>
<b>Poor Lighting</b>	Eye strain, inaccurate identification of job site and obstacles.	<p>Adequate lighting will be provided at all times by way of flood lighting and other such devices.</p> <p><b><i>Implementation of each of the above measures will be personally overseen by our on-site foreman.</i></b></p>

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name: \_\_\_\_\_

## 7. Carpet and Vinyl Laying

Description of Hazard	Description of Risk	Control Measures
<b>Untidy work area</b> <b>Storage of Materials</b>	Slips / Trips and Falls	Work will progress in a tidy manner and be kept clear of rubbish, which will be placed in arranged area. Material will be stored in a manner that does not cause injury or illness.
<b>Working underneath other trades (PPE)</b>	Head injury, other bodily injury	Hard hats will be worn at all times. Other PPE will be used where it is not practical to control risk of injury by other means. Flexible and protective footwear will be worn at all times.
<b>Chemicals e.g. glues and heat band tape application</b>	Inhalation, ingestion	Manufacturer's requirements will be followed and MSDS's will be available. Where hazardous vapors are in use breathing protection which complies with AS 1715 will be used.
<b>Manual Handling</b>	Sprain / Strain injury to back and other body parts	Where appropriate, a tiling type trolley will be used to avoid any unnecessary carrying of boxes of tiles. Good manual handling techniques will be employed at all times and mechanical aids or team lifting will be used if lifting heavy or awkward items.
<b>Poor lighting</b>	Eye strain, inaccurate identification of job site and obstacles	Adequate lighting will be provided at all times by way of flood lighting and other such devices. <b><i>Implementations of each of the above measures will be personally overseen by our on-site foreman.</i></b>

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name: \_\_\_\_\_

## 8. Roller Door Fitting

Description of Hazard	Description of Risk	Control Measures
<b>Untidy work area</b> <b>Storage of Materials</b>	Slips / Trips and Falls	<p>Work will progress in a tidy manner and be kept clear of rubbish, which will be placed in arranged area.</p> <p>Material will be stored in a manner that does not cause injury or illness.</p>
<b>Manual Handling</b> <b>Bending, Lifting</b>	Sprain / Strain injury	<p>When bending to lift objects workers will use a semi-squat posture with knees bent and feet are stable on the ground, assuming a power lift stance.</p> <p>If awkward and heavy items are lifted mechanical aids will be used where possible, or team lifting will be employed.</p> <p>Light weight equipment (e.g. aluminum trestles rather than steel) will be used wherever possible and good manual handling techniques will be used.</p>
<b>Noise</b> <b>Falls from elevated work platform</b>	Hearing Loss Serious bodily injury	<p>Earmuffs will be used whenever necessary.</p> <p>Commercial quality ladders will be in good condition, secured at the top, projecting 1m past work platform, at 1 in 4 slope, on good footing and no work will be done above 2<sup>nd</sup> top step of step ladders.</p>
<b>Poor Lighting</b>	Eye strain, inaccurate identification of job site and obstacles.	<p>Adequate lighting will be provided at all times by way of flood lighting and other such devices.</p> <p><b><i>Implementation of each of the above measures will be personally overseen by our on-site foreman.</i></b></p>

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name: \_\_\_\_\_

## 9. Plastering

Description of Hazard	Description of Risk	Control Measures
<b>Untidy work area</b> <b>Storage of Materials</b>	Slips / Trips and Falls	<p>Work will progress in a tidy manner and be kept clear of rubbish, which will be placed in arranged area.</p> <p>Material will be stored in a manner that does not cause injury or illness.</p>
<b>Bending, Lifting</b>	Sprain / Strain Injury	<p>Good manual handling techniques will be employed.</p> <p>When bending to lift objects, workers will use a semi-squat posture with knees bent and feet are stable on the ground, assuming a power lifter stance.</p> <p>If awkward and heavy items are lifted mechanical aids will be used where possible, or team lifting will be employed.</p> <p>Light weight equipment (e.g. aluminum trestles rather than steel) will be used wherever possible and good manual handling techniques will be used.</p>
<b>Falls from elevated work platform</b>	Serious bodily injury	<p>Trestles will have adequate bracing where used.</p> <p>Scaffold will have full edge protection where necessary, by use of toe boards and handrails.</p> <p>Platforms will be stepped not sloped, adjustable and readily accessible.</p> <p>Regular scaffold inspections will take place.</p> <p>Commercial quality ladders will be in good condition, secured at the top, projecting 1m past work platform, at 1 in 4 slope, on good footing and no work will be done above 2<sup>nd</sup> top step ladders.</p>
<b>Noise</b>	Hearing loss	Earmuffs will be used whenever necessary.
<b>Working under other trades</b>	Head injury	<p>Hard hats will be worn and appropriate footwear will be worn on the site at all times.</p> <p>PPE will also be used if any cutting, grinding, soldering or other such activity is undertaken.</p>
<b>Chemicals</b>	Inhalation, ingestion	Manufacturer's requirements will be followed and MSDS's will be available.
<b>Poor Lighting</b>	Eye strain, inaccurate identification of job site and obstacles	<p>Adequate lighting will be provided at all times by way of flood lighting and other such devices.</p> <p><b>Implementation of each of the above measures will be personally overseen by our on-site foreman.</b></p>

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name: \_\_\_\_\_

## 10. Counter, Bench and Cabinet Fitting

Description of Hazard	Description of Risk	Control Measures
<b>Untidy work area</b> <b>Storage of Materials</b>	Slips/Trips and Falls	<p>Work will progress in a tidy manner and be kept clear of rubbish, which will be placed in arranged area.</p> <p>Material will be stored in a manner that does not cause injury or illness.</p>
<b>Bending, Lifting</b>	Sprain/strain injury	<p>Good manual handling techniques will be employed.</p> <p>When bending to lift objects workers will use a semi-squat posture with knees bent and feet are stable on the ground, assuming a power lifter stance.</p> <p>If awkward and heavy items are lifted mechanical aids will be used where possible, or team lifting will be employed.</p> <p>Light weight equipment (e.g. aluminum trestles rather than steel) will be used wherever possible and good manual handling techniques will be used.</p>
<b>Working under other trades</b>	Head Injury	<p>Hard hats will be worn and appropriate footwear will be worn on the site at all times.</p> <p>PPE will also be used if any cutting, grinding, soldering or other such activity is undertaken.</p>
<b>Unguarded Tools and Equipment</b>	Lacerations, amputations, eye injury etc.	Guards will be fitted and working effectively before tools and equipment are used.
<b>Chemicals – Glue etc.</b>	Inhalation, ingestion	Manufacturer's requirements will be followed and MSDS's will be available
<b>Noise</b>	Hearing Loss	Earmuffs will be used whenever necessary.
<b>Poor Lighting</b>	Eye strain, inaccurate identification of job site and obstacles.	<p>Adequate lighting will be provided at all times by way of flood lighting and other such devices.</p> <p><b>Implementation of each of the above measures will be personally overseen by our on-site foreman.</b></p>

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name: \_\_\_\_\_

### ATTACHMENT 12 - ROOF ACCESS PERMIT

All roof access is to be subject to Property/Centre Management approval.

All roof access must be recorded on this permit form and kept in the permit register file.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Company Name: \_\_\_\_\_ Mobile Number: \_\_\_\_\_

REASON FOR ACCESS: \_\_\_\_\_

**Prior to permitting the person(s) intending to access the roof areas, management are to ensure that:**

#### Before Works Begin

	YES	NO
Are you going within 2 metres of the edge? Operator not to proceed within 2m of edge without approved harness attachment to static line or anchor point – unless balustrade installed.		
Appropriate Insurance Certificates received (Public Liability and Workers Compensation)		
Appropriate Licences, Training or Qualifications for specific work tasks demonstrated		
Site Safety Induction completed		
Site-specific Safe Work Method Statement / Risk Assessment submitted		
Appropriate safety equipment ( <i>Including safety equipment inspection certificate</i> ) provided		
Building Maintenance unit has been checked and is safe to operate (if appropriate)		
Operator is appropriately trained or qualified to operate Building Maintenance Unit		
Operator to wear approved / tested safety harness		

#### Property/Centre Management

Period of Permit: From: \_\_\_\_\_ To: \_\_\_\_\_

Approved By: \_\_\_\_\_ Signature: \_\_\_\_\_

All personnel accessing roof areas or using the Building Maintenance Unit agrees to comply with, and conduct all activities in accordance with the current OH&S/WH&S Act, Regulations, Codes of Practice including the policies and procedures of QIC / Savills.

#### Works completed declaration

	YES	NO
Work area is left clean and tidy		
Gates / access doors confirmed as locked to prevent unauthorised access		

Name of Responsible Person (Print): \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

#### Property/Centre Management Acknowledgment

Name (Print): \_\_\_\_\_ Date: \_\_\_\_\_

Signed: \_\_\_\_\_