

# City Contractor HSE Obligations (For All Partner Sites)



**Form No:** HSEQ-FM-120

**Process Area:** Health, Safety, Environment & Quality

This Schedule has four Sections:

- Section 1 - Overview and Contractor's Overriding Responsibilities
- Section 2 - Health, Safety & Environmental (HSE) Management Obligations
- Section 3 - Contracts for the Supply of Goods
- Section 4 - Dictionary of Terms used in this Schedule

## Section 1: Overview and Contractor's Overriding Responsibilities

- 1.0 The Principal and the Contractor are party to the Agreement. This Schedule addresses HSE issues that may arise in the provision of Services and/or Goods under the Agreement.
- 1.1 This Schedule sets out certain requirements of the Contractor in order to ensure, so far as is reasonably practicable, that the Contractor complies with all of its HSE legal obligations.
- 1.2 This Schedule does not purport to be exhaustive of the Contractor's HSE legal obligations.
- 1.3 The Contractor acknowledges that:
- (a) it has been contracted by the Principal as Contractor as a consequence of its representations to the Principal that, amongst other matters, it has the expertise to fulfil its obligations under the Agreement in a manner that meets all of its HSE legal obligations.
  - (b) the Principal does not profess to have expertise in the matters the subject of this Agreement and is relying upon the Contractor's representations as to its competency generally, and in particular in relation to the Contractor's ability to meet its HSE legal obligations.
  - (c) its HSE legal obligations are independent of any such obligations imposed on the Principal and any other person or persons in whatever capacity they may be acting and the Contractor cannot rely upon the conduct of the Principal as in any way discharging its HSE legal obligations;
  - (d) the Principal or its Representatives may provide information, guidance or advice, in various forms (including but not limited to written, oral, online information at the Principal's internet site) (collectively "**Information**") to assist the Contractor; and
  - (e) where the Principal or its Representatives provide Information to the Contractor it is done in good faith to provide material which may assist the Contractor. It is the Contractor's obligation to assess the value, relevance, significance and reliability of the Information so provided in the process of ensuring that it fulfils its HSE legal obligations.
- 1.4 Where a Contractor has any doubt as to the applicability of any HSE legal obligation, it must raise that doubt in writing with the Principal prior to the commencement of the provision of any Services or Goods to enable the matter to be resolved. If the Contractor fails to raise any such doubt then the relevant HSE legal obligation is deemed to be applicable (under the Agreement) to the Contractor who must comply with its requirements.

## Compliance with Laws

- 1.5 The Contractor and its Personnel must comply with all HSE legal obligations.
- 1.6 Any requirement or direction made by the Principal in, or pursuant to the provisions of this Schedule represents a minimum standard only and does not relieve the Contractor of its obligation to comply with the law.
- 1.7 For the avoidance of any doubt, the Contractor is not required to comply with a requirement of the Principal where to do so would be unlawful (unless the Contractor could make it lawful by obtaining a licence, permit, qualification or similar approval required for products or services that the Contractor has agreed to provide).

## Use of Subcontractors

- 1.8 Where a Contractor engages the services of a subcontractor to discharge any part of its obligations under this Agreement, the Contractor must ensure that in the performance of that obligation the subcontractor is subject to all of the Contractor's obligations under this Schedule in so far as they are applicable to the subcontractor's role.
- 1.9 The Contractor must ensure that all subcontractors are monitored and their safety performance managed as required.
- 1.10 The Contractor must seek the prior approval of the Principal (which will not be withheld unreasonably) in relation to the proposed use of any subcontractor and in doing so shall, if requested to do so, provide evidence of the subcontractor's competency in OHS.

## Section 2: Health, Safety & Environmental Management Obligations

### 2.1 General

2.1.1 Without in any way limiting the Contractor's HSE legal obligations:

- (a) the Contractor shall on request provide to the Principal the details of the safety aspects of the contract prior to the commencement of the Work, or at any time during the life of the Agreement;
- (b) the Contractor is responsible to ensure that all Works undertaken comply with the HSE legal obligations and are otherwise undertaken in a manner which is acceptable to the Principal.
- (c) minors accompanying the Contractor's Personnel will not be allowed on to the Principal's Sites;
- (d) the Contractor is responsible for completing and supervising tasks in a manner which does not place the health or safety of its Personnel, the Principal or its Representatives, customers, or anyone else at risk (including the environment);
- (e) if at any time a Contractor observes, or it is otherwise drawn to its attention through any formal or informal process, that certain work practices:
  - (i) do, or
  - (ii) may reasonably be considered to, represent a risk to the health or safety of any person (or environment) due to the fact that all reasonably practicable measures have not been taken to control the potential risks arising from that work, the Contractor shall order the cessation of the relevant work immediately.
  - (iii) the Contractor shall ensure that the relevant work does not recommence until an appropriate review has been undertaken to identify the hazards, and assess and control the risks, and the results of that assessment implemented.
- (f) The Contractor must promptly notify the Principal in writing of any actions taken or instituted by a relevant HSE regulatory authority, including but not limited to, the service of an infringement notice, improvement or prohibition notice, application of civil penalties, prosecutions, enforceable undertakings or any other form of regulatory action against the Contractor for an alleged breach of any HSE legal obligation arising from the provision of services under this agreement.

### 2.2 Hazard and Incident Management

2.2.1 Any hazard or incident (including near misses) involving the Contractor, its Personnel, the Principal or its Representatives, customers, or anyone else at a Principal's Site, must be immediately reported to the Principal's Representative and Site Manager.

2.2.2 Where any incidents (including near misses) arise in the performance of this Agreement, and the incident is subject to a legal requirement to report to, or notify, a relevant regulatory authority the Contractor must:

- (a) notify the Principal immediately, verbally then via an incident report form.
- (b) notify the relevant authority as required by the law;
- (c) provide to the Principal a copy of that notification and the reference provided by the relevant authority as evidence of the notification of the incident; and

(d) where the Principal is the party obliged by any law to make the notification the Contractor shall immediately provide to the Principal any information required for the notification to be properly made.

2.2.3 The Contractor will, on request by the Principal, give its full co-operation to any investigation of an incident, including, providing any relevant documentation, including, but not limited to such items as photographs, statements made by Personnel, training and maintenance records; operational procedures and risk assessments and proposed corrective actions. **See Appendix 1** for further information on City contractor incident reporting guidelines.

### 2.3 Site Access, Safety Barriers and Signage

2.3.1 The Contractor must ensure that the Site Manager approves the expected time of entry and the period for Site access. If access is required beyond the Site's normal trading hours, arrangements for after hour's access are to be made with the Site Manager or their Delegate.

2.3.2 Vehicles must use only recognised entrances and exits when entering or leaving car parks. Speed limits must be observed in car parks. The Contractor must only park in those areas designated by the Site Manager. The Principal may, at its discretion designate particular entrances and exits and prohibit the Contractor from using any alternatives.

2.3.3 So far as is reasonably practicable the Contractor shall erect suitable fencing or other barriers, appropriate to the nature of the Work, and signage to ensure that non-authorized persons do not enter the work area.

2.3.4 Where the Works cause a potential disruption to pedestrians or vehicular movement, the Contractor must provide clear signage and direction, including if appropriate, Personnel, so that persons are not liable to be confused as to the path they should follow. The Contractor shall also abide by all site-specific Traffic Management Procedures/Plans.

2.3.5 Appropriate safety signs and equipment must be provided where a hazard results from Work undertaken. Safety signs must be obeyed and adequate safety equipment used for the purpose intended.

### 2.4 Health, Safety and Environmental Management System

2.4.1 Contractors engaged in High Risk Contracts or High Risk Activities are required to have a health, safety and environmental management system or health, safety and environmental management plan in place that is consistent with the risk associated with the Works, the size and scope of the Works, the number of parties involved in the Work, the likely duration of the Works and their cost, and their potential impact on the health and/or safety of other persons and the environment.

2.4.2 Guidance on an appropriate health, safety and environmental management system may be obtained from ISO45001 (OH&S Management System Requirements Standard) and ISO14001 (Environmental Management System Requirements Standard) or other recognised systems.

### 2.5 Safe Work Method Statements ("SWMS") and Hazard Disclosure

**Note:** For New Zealand-based Contractors a SWMS includes such things as Safe Work Procedures/Practices, job safety assessment checklists, work safety checklists, etc.

2.5.1 A SWMS must be prepared by the Contractor for all Works and must describe the Works to be completed, outline the steps involved and identify associated hazards and the risk control measures that will be implemented to eliminate or reduce risk.

2.5.2 The Contractor must ensure that all Personnel have a copy of a completed SWMS (which is available on request) and must ensure that all Personnel can demonstrate an understanding and successful implementation of all control measures outlined in the SWMS.

2.5.3 If the contractor is carrying out routine work, a generic SWMS is sufficient for as long as:

- (a) the scope of works;
- (b) identified hazards and risks; and
- (c) site conditions

remain materially unchanged. If any of these factors does vary to a material extent, the Contractor must ensure that the SWMS is revised to reflect the changed conditions, that appropriate controls are in place and that a copy is available upon request.

Contractor must comply with other Partner specific requirements including such items as Pre-Work Checklists, Job Safety Analysis Worksheets and Work Permits.

## 2.6 Spot Checks

Spot checks will be conducted by the Principal, to ensure that the Contractor complies with the risk controls and other requirements outlined in the SWMS, this Schedule and all documents to which this Schedule refers.

## 2.7 Corrective Action Report (CAR)

2.7.1 Where an instance of a non-compliance is noted by the Principal's Representative, a CAR will be issued to the Contractor. The Contractor must propose corrective actions that are acceptable to the Principal's Representative and implement them within the timeframe specified in the CAR. Both parties will act reasonably in seeking to reach agreement on the relevant timeframe in each case.

2.7.2 In determining an acceptable time frame for corrective action, regard must be had to the:

- (a) Nature of the hazard;
- (b) Resultant risk; and
- (c) extent to which, if necessary, interim controls can be put in place to mitigate and control the risk to an 'acceptable' level, pending the full implementation of the agreed corrective action.

2.7.3 The completed CAR must be returned to the Site Manager or Delegate for review.

## 2.8 Audits

Audits of the Contractor's safety management systems may be conducted by the Principal's Representative to assess the level of compliance with its obligations to the Principal and its HSE legal obligations. The Contractor must make available all premises, systems, Personnel, documentation and information necessary to enable the Principal's Representative to ascertain the Contractor's level of compliance.

## 2.9 Training, Induction and Site Requirements

2.9.1 The Contractor is responsible for ensuring that all Personnel have appropriate qualifications, licences and are provided with adequate information, supervision, instruction and training prior to commencing work on the Principal's premises.

2.9.2 The Contractor will ensure that none of its Personnel undertake work unless they hold a valid licence, permit, and certificate of competency or qualification as per the Principal's requirements and the laws of the relevant jurisdiction(s). Copies of Personnel qualifications to be readily accessible.

2.9.3 It is the Contractor's responsibility to ensure they provide information in languages other than English where necessary.

## 2.10 Health, Safety and Environmental Induction Requirements

2.10.1 It is the Contractor's responsibility to ensure that all Personnel:

- (a) who will be performing Works on the Site, complete the contractor HSE induction program and/or Site contractor induction program relevant to the Site, before commencing work on the Site;
- (b) undertake any required Site orientation before commencing work on Site;
- (c) complete any other required inductions such as those required by law or industry standards.
- (d) if engaged to perform work at any Ampol, Coles Express or Caltex petrol site, have completed the Work Place Clearance Group (WPCG) Clearance Issuer Course and undertake works in accordance with WPCG Work Clearance Procedures.

2.10.2 Links to City Partner Inductions are provided in Table 1 below:

**Table 1 - Partner Safety Induction Details**

City Partner	Link to Partner Induction
<b>Australian Red Cross Blood Service</b> Contractor Induction	<a href="http://www.linksafe.com.au/ausredcross">http://www.linksafe.com.au/ausredcross</a>
<b>Bunnings</b> Contractor Induction	Email: <a href="mailto:compliance@city-holdings.com.au">compliance@city-holdings.com.au</a> to request a link.
<b>Coles Group</b> Contractor Induction for all Coles Supermarket, Liquor and Express stores	For new users: <a href="https://contractorinduction.colesgroup.com.au/account/register">https://contractorinduction.colesgroup.com.au/account/register</a>  For existing Inductions: <a href="https://contractorinduction.colesgroup.com.au/account/login">https://contractorinduction.colesgroup.com.au/account/login</a>  <i>(For best results use Google Chrome or Microsoft Edge)</i>
<b>Goodstart</b> Contractor Induction	Rapid Global Induction key to be provided by Contractor Company to their employees/team members via their Rapid Global account with City.
<b>Guzman Y Gomez</b> Contractor Induction	<a href="https://www.onlineinduction.com/gyg">https://www.onlineinduction.com/gyg</a>
<b>Kmart</b> Contractor Induction	<a href="https://www.klearning.net.au/login/contractor.php">https://www.klearning.net.au/login/contractor.php</a>
<b>mycar</b> Contractor Induction	<a href="https://www.onlineinduction.com/mycar/">https://www.onlineinduction.com/mycar/</a>
<b>Target</b> Contractor Induction	<a href="http://contractor.target.com.au">http://contractor.target.com.au</a>

2.10.3 The Principal’s contractor safety induction program must be undertaken by each person/s that will be performing the Works on Site. If any person undertakes, or attempts to undertake, the Principal’s contractor safety induction on behalf of another person, then both persons are considered by the Principal to be guilty of a serious and intentional breach of safety requirements.

2.10.4 In these circumstances the Principal may, at its discretion:

- (a) suspend the access rights of one or both of those persons to any of the Principal’s work Sites for such period of time as it considers appropriate, including a permanent ban; and
- (b) require the Contractor to provide evidence of a system to be implemented by it to ensure that such fraudulent behaviour does not occur again.

2.10.5 Where there are literacy or language issues that prevent Personnel from completing the Principal’s contractor safety induction independently, it is the Contractor’s responsibility to:

- (a) provide support for those Personnel to undertake the contractor safety induction;
- (b) ensure that in providing any support to those Personnel that the support is limited to addressing the language or literacy issues and:
  - (i) in no way provides assistance to the Personnel in relation to their answers to the contractor safety induction questions; and
  - (ii) the person’s lack of language or literacy skills do not present a health or safety risk to themselves or any other person/s who may be adversely affected by their acts or omissions; and
- (c) maintain a record of all Personnel for whom assistance is provided, the reason that assistance was required, the name and contact details of the person who provided the assistance, and a signed acknowledgment by that person that the support they provided was limited to language or literacy issues.

2.10.6 The Contractor will operate and maintain a complete record of all Personnel inducted.

## 2.11 Sign in Requirements

All Personnel must:

- (a) report to the Site Manager or Delegate and sign the Sign In Register on arrival at the Site;
- (b) report to the Site Manager or Delegate and sign out on leaving the Site for any reason;
- (c) show a copy of the SWMS on Site on request;
- (d) wear a visitor’s sticker or badge issued or approved by the Principal;
- (e) if engaged to perform work on a Site (or the Site of another entity which we confirm to you accepts Partner Induction), carry Induction Card with them.

## 2.12 Personal Safety

### **2.12.1 Personal Protective Clothing and Equipment**

The Contractor must ensure that Personnel dress appropriately for each task and wear fully closed-in footwear at all times. The Contractor is responsible for assessing the need for, and providing appropriate and Australian/New Zealand Standards compliant personal protective equipment (“PPE”) for all Personnel, and ensuring that PPE is utilised and worn in the correct manner.

All workwear shall be worn from wrist to ankle at all times whilst on site.

For DC Sites, the wearing of high visibility workwear or hi visibility vest and closed in safety footwear is a mandatory requirement. Vests and Jackets must be fastened by zipper or other suitable reliable fastening system. Velcro fasteners are not permitted.

### **2.12.2 No Smoking Policy**

The contractor will ensure that all Personnel observe the smoking restrictions in force on the Sites.

### **2.12.3 Drugs/Alcohol**

2.12.3.1 No person will be permitted to enter or work on the Principal’s premises while adversely impaired by the:

- (a) use of prescription medication;
- (b) consumption of alcohol; or
- (c) use of illegal drugs to a degree which presents a risk to the health or safety of that person, or other persons who may otherwise suffer a detriment to their health or safety as a result of any act or omission by the person who is impaired.

2.12.3.2 Alcoholic beverages must not be consumed or stored on the premises.

### **2.12.4 Fitness for Work**

Contractors are to ensure that an employed individual is in a state (physical, mental and emotional) that enables the individual to perform assigned tasks competently and in a manner which does not compromise or threaten the safety or health of themselves or others.

### **2.12.5 Harassment or Discrimination**

The Contractor must ensure that its Personnel comply at all times with all laws and policies regarding harassment and discrimination. In particular, the Contractor will assist the Principal to provide an environment in which employees, contractors, customers and visitors can work without interference caused by harassment or discrimination. Any form of harassment or discrimination will not be tolerated.

## **2.13 Plant & Equipment**

2.13.1 Contractors must provide and use their own Plant.

2.13.2 All Plant and equipment and other items provided by or on behalf of the Contractor will be under the control of and the sole responsibility of the Contractor at all times.

2.13.3 Plant and equipment must be inspected after repair or maintenance has been completed to ensure that it is safe to return to service.

2.13.4 Detailed, documented results of Plant risk assessments will be made available to the Principal by the Contractor on request.

2.13.5 Plant operators must be trained and licensed where relevant. Evidence of this to be made available on request.

2.13.6 The Principal’s Plant is not to be used without the approval from the relevant Principal’s Representative. Evidence of all necessary licences and competency training must be provided to the Principal’s Representative before approval can be given. Such evidence must also be provided to the Principal at any time on request.

2.13.7 An approval by the Principal’s Representative of the use of its Plant does not constitute a representation that the Plant or equipment is suitable for the proposed use by the Contractor, nor that the Plant or equipment is free of any defect.

- 2.13.8 It remains the Contractor's responsibility, in accordance with its HSE legal obligations, to ensure that the Plant or equipment is both safe and suitable for the proposed work and that Personnel using the equipment are competent to do so.
- 2.13.9 Isolation procedures are required for the cleaning, maintenance and repair of certain Plant. The Contractor must, in addition to any other OHS Obligations, ensure that the cleaning, maintenance and repair of Plant with moving parts (in this paragraph referred to as "Work") is not undertaken while that Plant is operating. Where the Plant is electrically powered, irrespective of whether or not it has moving parts, the power must be effectively isolated, before any such Work is undertaken, unless there is no reasonably practical alternative approach. The Contractor shall have in place appropriate isolation procedures to ensure that its Personnel can comply with this obligation.
- 2.13.10 Internal combustion engines (petrol/diesel/LPG) are not to be used inside a building without the completion of a risk management plan and the implementation of associated controls.
- 2.13.11 Plant and equipment must be stored, operated and maintained in accordance with the manufacturer's specifications and the requirements of any relevant legislative and Industry Standards. Maintenance records to be made available on request.
- 2.13.12 In Partner sites, plant and equipment must not be left unattended or within the reach of children.
- 2.13.13 In DC Sites, plant and equipment must not be left unattended unless the area is appropriately secured and made safe.
- 2.13.14 Noise levels must be kept to a minimum (and at all times within legal occupational health and safety and environmental limits).
- 2.13.15 Dusts and atmospheric contaminants must be kept to a minimum and at all times below acceptable limits prescribed by any relevant legislative and Industry Standards.
- 2.13.16 Plant prestart checklists to be completed in accordance with manufactures/ operators manual prior to work commencing.
- 2.13.17 Work areas where plant is to be used is to be appropriately protected by the erection of barricading or the posting of a competent spotter where necessary.

## **2.14 Fire Protection**

### **2.14.1 Evacuation and Fire Procedures**

- 2.14.1.1 The Contractor must ensure that all Personnel complete the site orientation, including review of evacuation and fire procedures, upon entry to the Site.
- 2.14.1.2 In carrying out the Works, the Contractor must not restrict or impede emergency evacuation routes or access to fire extinguishers, hoses or doors.

### **2.14.2 Smoke Detectors**

- 2.14.2.1 Permission must be obtained from the Site Manager (or Centre Management where appropriate), prior to the commencement of Works that may produce dust or smoke.
- 2.14.2.2 Isolation of smoke detectors or other fire protection equipment may be required by the Principal before any hot or dusty work is commenced. In such cases, a document available from the Principal and entitled Fire Protection Equipment Impairment Notice must be completed (see 2.15.3 below).

## 2.15 Work Permits

Table 2 lists all relevant permits per City Partner:

**Table 2 - Work Permit Details**

City Partner	Permit Availability	Permit Name
<b>Australian Red Cross Blood Service</b>	Go to <a href="https://jobclosedown.cityholdings.com.au">https://jobclosedown.cityholdings.com.au</a> and use the issued Contractor Login and PIN to access the permits.	<ul style="list-style-type: none"> <li>▪ HSEQ-FM-123 City Hot Work Permit</li> <li>▪ HSEQ-FM-007 City Confined Spaces Entry Permit</li> <li>▪ HSEQ-FM-124 City Isolation of Services Work Permit</li> <li>▪ HSEQ-FM-126 City Roof and Ceiling Spaces Work Permit</li> </ul>
<b>Bunnings</b>	Onsite & Go to <a href="https://jobclosedown.cityholdings.com.au">https://jobclosedown.cityholdings.com.au</a> and use the issued Contractor Login and PIN to access the permits.	<ul style="list-style-type: none"> <li>▪ HSEQ-FM-123 City Hot Work Permit</li> <li>▪ Bunnings Fire Protection Impairment Permit (Instore only via Bunnings Team Member)</li> <li>▪ HSEQ-FM-007 City Confined Spaces Entry Permit</li> <li>▪ HSEQ-FM-124 City Isolation of Services Work Permit</li> <li>▪ HSEQ-FM-126 City Roof and Ceiling Spaces Work Permit</li> </ul>
<b>Coles Group</b>	Onsite & Go to <a href="https://jobclosedown.cityholdings.com.au">https://jobclosedown.cityholdings.com.au</a> and use the issued Contractor Login and PIN to access the permits.	<ul style="list-style-type: none"> <li>▪ Coles Electrical &amp; Gas Isolation Permit</li> <li>▪ Coles Fire Protection Equipment Impairment Permit</li> <li>▪ Coles Hot Work Permit</li> <li>▪ Coles Roof &amp; Ceiling Space Work Permit</li> <li>▪ Coles Express Equipment Isolation Permit</li> <li>▪ Coles EWP and Scaffold Work Permit for DCs (Coles Distribution Centres Only)</li> </ul>
<b>Goodstart</b>	Go to <a href="https://jobclosedown.cityholdings.com.au">https://jobclosedown.cityholdings.com.au</a> and use the issued Contractor Login and PIN to access the permits.	<ul style="list-style-type: none"> <li>▪ HSEQ-FM-123 City Hot Work Permit</li> <li>▪ HSEQ-FM-007 City Confined Spaces Entry Permit</li> <li>▪ HSEQ-FM-124 City Isolation of Services Work Permit</li> <li>▪ HSEQ-FM-126 City Roof and Ceiling Spaces Work Permit</li> </ul>
<b>Guzman Y Gomez</b>	Go to <a href="https://jobclosedown.cityholdings.com.au">https://jobclosedown.cityholdings.com.au</a> and use the issued Contractor Login and PIN to access the permits.	<ul style="list-style-type: none"> <li>▪ HSEQ-FM-123 City Hot Work Permit</li> <li>▪ HSEQ-FM-007 City Confined Spaces Entry Permit</li> <li>▪ HSEQ-FM-124 City Isolation of Services Work Permit</li> <li>▪ HSEQ-FM-126 City Roof and Ceiling Spaces Work Permit</li> </ul>
<b>Kmart</b>	Onsite & Go to <a href="https://jobclosedown.cityholdings.com.au">https://jobclosedown.cityholdings.com.au</a> and use the issued Contractor Login and PIN to access the permits.	<ul style="list-style-type: none"> <li>▪ Kmart Electrical &amp; Gas Work Permit</li> <li>▪ Kmart Fire Impairment Notice</li> <li>▪ Kmart Hazardous Work Permit</li> <li>▪ Kmart Hot Work Permit</li> <li>▪ Kmart Roof &amp; Ceiling Access Work Permit</li> </ul> <p>The following Permits are issued by the site management representative:</p> <ul style="list-style-type: none"> <li>▪ Kmart Asbestos Work Permit</li> <li>▪ Kmart Confined Space Work Permit</li> <li>▪ Kmart Contractor Overnight Work Permit</li> <li>▪ Kmart Working at Height Work Permit</li> </ul>



City Partner	Permit Availability	Permit Name
mycar	Onsite & Go to <a href="https://jobclosedown.cityholdings.com.au">https://jobclosedown.cityholdings.com.au</a> and use the issued Contractor Login and PIN to access the permits.	<ul style="list-style-type: none"> <li>▪ mycar Hot Work Permit</li> <li>▪ mycar Confined Space Access Permit</li> <li>▪ mycar Electrical and Gas Isolation Work Permit</li> <li>▪ mycar Roof and Ceiling Space Work Permit</li> <li>▪ mycar Working at Heights Permit</li> </ul>
Target	Onsite & Go to <a href="https://jobclosedown.cityholdings.com.au">https://jobclosedown.cityholdings.com.au</a> and use the issued Contractor Login and PIN to access the permits.	<ul style="list-style-type: none"> <li>▪ Target Confined Space Access Permit</li> <li>▪ Target Fire Protection Equipment Impairment Permit</li> <li>▪ Target Electrical &amp; Gas Isolation Work Permit</li> <li>▪ Target Hot Work Permit</li> <li>▪ Target Roof and Ceiling Space Work Permit</li> </ul>

### 2.15.1 Hot Work Permits

The Contractor may not commence any task likely to produce a source of ignition, such as welding, drilling or grinding on the Site without a completed/ approved hot work permit (a notification document available from the Principal) and prior notification to the Site Manager or their Delegate.

### 2.15.2 Confined Space Access Permits

2.15.2.1 The Contractor shall not allow any of its Personnel to enter a confined space without first obtaining approval from the Site Manager or delegate via a Confined Space Access Permit.

2.15.2.2 The contractor is to abide by the site confined space entry approval/authorisation processes.

2.15.2.3 All personnel involved in confined space works shall be provided with suitable and adequate information, training and instruction in relation to the scope of the confined space works. This includes being trained and assessed as competent to enter a confined space.

### 2.15.3 Fire Protection Equipment Impairment Notices

2.15.3.1 The Contractor must not impair any operational fire equipment, including sprinklers, hydrants, smoke detectors or fire pumps (“Fire Protection Systems”) on the Partner’s premises without first obtaining the Partner approval.

2.15.3.2 Partner Fire Protection Equipment Impairment Notices must be filled out in line with Partner requirements. Please refer to Partner procedures available onsite via request.

### 2.15.4 Electrical and Gas Isolation Work Permit

Where any electrical or gas work is proposed to be undertaken, and that work:

- (a) requires the isolation of electricity or gas, or
- (b) poses any risk to the health or safety of any persons then the contractor must submit the appropriate Work Permit (a notification document available from the Principal) prior to the commencement of any work that requires electricity\* and/or gas isolation and obtain the approval of the Site Manager or their Delegate.

*\*Note: Permit not required for changing light globes or when electrical equipment can be unplugged by normal means from a power outlet. The plug top of electrical equipment shall be secured with a lock out device with a tag.*

### 2.15.5 Roof and Ceiling Space Work Permit

Where any work is proposed by the Contractor on the roof, or in the ceiling space, of the Site, the Contractor must submit a Roof and Ceiling Space Work Permit (a notification document available from the Principal) to the Site Manager or their delegate for their approval prior to the commencement of any work that requires access to the roof or ceiling space.

### 2.15.6 EWP and Scaffolding Work Permit (Coles Distribution Centres only)

Where any work is proposed by the Contractor that requires working from an EWP or Scaffold, the Contractor must submit an EWP and Scaffolding Work Permit to the Site Manager or their delegate for their approval prior to the commencement of any work that requires access to the roof or ceiling space.

### 2.15.7 Asbestos Work Permit (Kmart only)

Building and/or maintenance work in areas known to contain asbestos material is prohibited, unless an 'Asbestos Work Permit' has been issued to the contractor involved.

### **2.15.8 Contractor Overnight Work Permit (Kmart only)**

Where any work is proposed by the Contractor that requires working outside of usual trading times, a Kmart Contractor Overnight Work Permit is required. This permit must be completed by a site management representative in consultation with the contractor before any works commence.

### **2.15.9 Working at Height Work Permit (Kmart only)**

Where any work is proposed by the Contractor that requires working from height utilising height access equipment such as EWP, scaffold, ladders, man cage or work platforms, the Contractor must complete a Working at Height Permit

### **2.15.10 Hazardous Work Permit (Kmart only)**

Where any work involves trenching or excavation work, crane operations or other works deemed to be 'hazardous' by Kmart Management.

## **2.16 Asbestos/Hazardous Materials**

**2.16.1** A Hazardous Building Materials and Asbestos Register providing details of the presence of hazardous materials is available on Site.

**2.16.2** The Contractor must ensure that the Personnel working on Site read the report before commencing work and acknowledge having done so by signing the sign in register.

**2.16.3** If hazardous materials are present, location details are to be noted to ensure that Personnel undertaking work are not at risk of exposure. The Contractor must ensure that materials containing Asbestos are not disturbed.

**2.16.4** The Contractor must notify the Site Manager if any of the Personnel suspect the presence of Asbestos.

**2.16.5** If the work to be undertaken is likely to disturb any hazardous materials, work must not be commenced until the hazard is discussed with, and the work is approved in writing by, the Site Manager or its Delegate.

**2.16.6** If the Contractor is to remove any asbestos, the Contractor must be an accredited asbestos removalist. Accreditation documentation must be shown to the Site Manager prior to any work commencing. The Contractor must comply with all laws, industry standards and the Principal's requirements when undertaking removal work.

## **2.17 Substances and Dangerous Goods Management**

**2.17.1** Contractors must provide and use their own substances and dangerous goods.

**2.17.2** Without in any way limiting the Contractor's HSE legal obligations the Contractor shall ensure that:

- (a) all Substances and Dangerous Goods brought onto or used on the Site must have a compliant Safety Data Sheet (SDS) and be correctly labelled.
- (b) if Substances and Dangerous Goods are to be stored on Site, the contractor must provide a chemical register and copies of the SDSs for retention on Site. SDS are to be less than 5 years old from issue date.
- (c) risk assessments are to be completed (and available on request) for all substances and dangerous goods used on Site.
- (d) substances and dangerous goods carry all appropriate identification and hazard labelling and are stored in accordance with all legal requirements.
- (e) a SWMS is developed for Works that involve Substances and Dangerous Goods. Identified controls must be implemented in accordance with the relevant SDS and any other OHS Legal Obligations including those relating to the transport, storage, use, handling and disposal of Substances or Dangerous Goods.
- (f) the Contractor must advise the Site Manager or their delegate if a Substance or Dangerous Good to be used may impact on the health or safety of any person or give rise to concern or alarm by any person (irrespective of whether any such concerns are well founded or not), including by reason of any smell or potential reaction to fumes or vapours.

- (g) where possible, contractors should use a less hazardous substance as an alternative
- (h) storage of gas cylinders, when not in use, shall be in an upright secured position.
- (i) the storage and handling of flammable and combustible liquids should be carried out in accordance with all relevant regulatory requirements. The Contractor shall advise the Principal before flammable materials are brought to site for storage.
- (j) spill response guidelines and equipment is available where there is the risk of chemical spills associated with the work activity.

## **2.18 Working at Heights**

### **2.18.1 General**

2.18.1.1 Where reasonably practicable, the need to work from heights should be eliminated.

2.18.1.2 Approved height protection control measures must be implemented based on the relevant legislative requirements, .

2.18.1.3 In determining the appropriate control to adopt for any particular type of work at height the Contractor shall, so far as is reasonably practicable, apply the highest order of control identified in any Code of Practice, Compliance Code or Regulation for working at heights.

2.18.1.4 All relevant equipment must be provided by the Contractor and be subject to regular preventative maintenance and documented records to be made available upon request.

2.18.1.5 The Contractor must ensure that its Personnel have received all appropriate information, instruction, training and supervision in the correct use of equipment, including fall arrest equipment.

2.18.1.6 Without in any way derogating from the obligations specified above, the Contractor shall, when dealing with ladders and scaffolding also have regard to the following:

### **2.18.2 Ladders**

2.18.2.1 Non-conductive ladders must be used anywhere electrical hazards exist.

2.18.2.2 Ladders must comply with relevant Standards and be in good condition. The Contractor must inspect ladders prior to use.

2.18.2.3 The Contractor must ensure that its Personnel are trained in safe work practices in relation to ladders.

### **2.18.3 Scaffolds**

2.18.3.1 All scaffolding used on Site must comply with relevant laws and Standards.

2.18.3.2 All scaffolding must be assembled by trained and licensed personnel.

## **2.19 Electrical Safety**

2.19.1 All power leads and portable electrical tools used on the Principal's Sites must be tested and tagged in accordance with AS/NZS 3760 and legislative requirements. An electrical equipment register to be made available upon request.

2.19.2 Electrical equipment used in potentially hazardous locations; for example construction and demolition Sites, wet areas, outdoor areas, workshops, laboratories, or areas exposed to the public must be Residual Current Devices (30mA) protected.

2.19.3 Residual Current Devices must be tested before being brought on Site.

2.19.4 The Contractor must ensure that its Personnel are trained in safe work practices in relation to electrical equipment.

2.19.5 Double adaptors may not be used on the Principal's Sites.

- 2.19.6 The Contractor is required to provide adequate facilities to ensure that electrical leads are elevated in accordance with industry guidelines.
- 2.19.7 Where tools or equipment fail to meet the requirements of applicable electrical safety acts and AS 3000 the tools and equipment shall be immediately withdrawn from service and removed from site.
- 2.19.8 Provide Certificates of Electrical Safety where applicable.

## **2.20 Chain of Responsibility**

- 2.20.1 Contractors involved in any aspect of the transport of goods and materials to or from any of the Principal's sites must ensure that they have clearly documented processes to ensure that they, and any parties they deal with in the transport of goods, meet all their obligations in relation to safe transport, including;
  - (a) Chain of Responsibility; and
  - (b) Fatigue management
- 2.20.2 Contractors should be aware of any Codes applicable to their work with the Principal and that they fulfil their role under those Codes.
- 2.20.3 Contractors operating heavy vehicles (over 4.5 tonnes gross vehicle mass) and/or engaging third party carriers that operate heavy vehicles must ensure that they are compliant with the National Heavy Vehicle Law and Regulations.
- 2.20.4 Contractors operating heavy vehicles (over 4.5 tonnes gross vehicle mass) and/or engaging third party carriers that operate heavy vehicles must ensure that those vehicles are fitted with park brake alarms – *this requirement is only applicable for vehicles required to access Coles Distribution Centres.*

## **2.21 Site Security and Housekeeping**

### **2.21.1 Site Security**

- 2.21.1.1 Bags, toolboxes and other containers may be inspected when Personnel leave the Site.
- 2.21.1.2 Unauthorised use or removal of the Principal's equipment is forbidden, as is the unauthorised use or removal of any other Principal's property, including intellectual property (such as documentation or software), or of the Principal's confidential information.
- 2.21.1.3 Entry into sections of a building other than the designated work area is forbidden.
- 2.21.1.4 The Personnel must not use their electronic access card or key to allow others to enter.
- 2.21.1.5 If working on the roof, the Contractor must ensure that all doors, ladders and other means of access are closed or secured to prevent unauthorised access.
- 2.21.1.6 If access is required outside of a Site's normal trading or operating hours (where applicable), arrangements for after-hours access should be made with the Site Manager.
- 2.21.1.7 It is the contractor's responsibility to inform all of its workers that they may be subject to video surveillance whilst working at City partner sites.

### **2.21.2 Clean Work Environment/Waste Disposal**

- 2.21.2.1 The Contractor will be responsible for maintaining a clean and tidy worksite. All waste will be disposed of by the Contractor off-site, unless the Site Manager or Delegate specifies otherwise.
- 2.21.2.2 Disposal/recycling of waste must be in accordance with all relevant environmental, trade waste and/or health and safety requirements applicable to the type of waste in question. Recycling of materials is preferred where applicable. All precautions must be taken to minimise the generation of environmental hazards, such as exposure to chemical substances, dust, fumes, gases and vapour. In some cases, this may mean completing a job outside normal trading hours (where applicable) but only where authorised by the relevant Site Manager.

### **2.21.3 Use of Site Amenities, Facilities, Equipment/Food Safety Requirements:**

Contractors may use Site’s amenities as the need arises. Contractors must at all times maintain the highest level of hygiene whilst accessing any Site’s amenities or toilet facilities and are required to maintain food safety standards as covered in the contractor safety induction process.

## **2.22 Additional Requirements**

Other specific risks and safety requirements in addition to those above may be communicated and agreed between the Principal and the Contractor.

## **2.23 Non-Compliance**

**2.23.1** In addition to any rights of termination or other remedies that the Principal may have under an agreement with the Contractor or otherwise at law, the Principal may require the Contractor to immediately remove from the Principal’s premises any of its Personnel who are (or who are causing the Contractor to be) acting unlawfully or in breach of any OHS Legal Obligations.

**2.23.2** Upon receipt of such a request, the Contractor will remove the Personnel in question and make available a suitable replacement as soon as possible. The Principal will have no liability to the Contractor in respect of such replacement.

## **2.24 Mobile Phones and Electronic Devices**

Use of the mobile phone or electronic device shall be in accordance with any site-specific mobile phone or electronic device usage policy.

In Coles Distribution Centre Sites, specific rules and restrictions apply to the use of mobile phones and electronic devices whilst working in the warehouses of the Distribution Centre.

## **SECTION 3: Contracts for the Supply of Goods: General Terms and Conditions**

These terms and conditions apply in relation to **ALL** contracts that relate to the supply of Goods to the Principal.

### **3.1 Provision of Information**

**3.1.1** The Contractor must provide to the Principal all information and documentation required by it’s HSE legal obligations, according to the status of the Contractor under the law. A Contractor may have more than one status under OHS law in relation to Plant, including as designer, manufacturer, importer, supplier and/or installer. The Contractor shall, without detracting from its OHS Legal Obligations, provide:

- (a) Information which addresses all hazards identified in relation to the use of the Goods;
- (b) the assessment of the risks arising from those hazards; and
- (c) the necessary controls having regard to the required hierarchy of controls.

**3.1.2** The Principal’s acceptance of any or all of the Goods prior to the Contractor’s fulfilment of its obligations under this clause does not constitute a waiver or acceptance of the Contractor’s failure to comply with any of its obligations under this Agreement. The Principal reserves all of its rights in relation to any such non-compliance.

**3.1.3** The Contractor shall, in addition to its obligations at law, keep the Principal promptly informed, in writing, of any developments which would constitute a material change to any of the information the Contractor is required to provide pursuant to this contract

- (a) For the agreed lifetime of the Goods; or
- (b) In the absence of an agreed lifetime for the Goods, for the duration of the Agreement (including any warranty periods or the duration of any service agreement in relation to any Goods).

### **3.2 General Warranty**

The Contractor warrants that:

- (a) the Principal’s use of the Goods, for the purpose for which they have been purchased or leased, in accordance with any guidance and instructions provided by the Contractor, will not:
  - (i) breach any HSE legal obligations; or
  - (ii) breach any other laws; and
  - (iii) expose the Principal to any action or claim (including in relation to any relevant licences or permits held or required by the Principal).

- (b) all information provided to the Principal in relation to the Goods is complete, accurate and not in any way likely to be misleading or deceptive.
- (c) the Goods comply with all relevant:
  - (i) legislative requirements in Australia and/or New Zealand (in so far as either is relevant); and
  - (ii) standards

### **3.3 Operating Procedures and Training**

For goods that require safe operating procedures or training, the Contractor must provide these procedures and the relevant training in the use of the goods.

### **3.4 Heavy and Bulky Goods**

Goods that are heavy and bulky so that as a consequence they present a manual handling or other health or safety risk, shall be:

- (a) Packaged appropriately to facilitate storage and handling.
- (b) Clearly labelled to warn of any relevant hazards, including ergonomic risks and the recommended safe manner of handling the Goods.

## SECTION 4 Dictionary of Terms Used in This Schedule

<b>Agreement</b>	Means the agreement between the Principal and Contractor in relation to the supply of Goods and/or Services to which this Schedule is incorporated.
<b>Asbestos</b>	Means any form of asbestos as defined in any occupational health and safety legislation in Australia.
<b>City Group</b>	Means City Holdings (Aus) Pty Ltd and each of its subsidiaries.
<b>Contractor</b>	Means the party or parties with whom the Principal has contracted under this Agreement for the provision of Goods and/or Services (and includes a person or company who supplies Services and Non-Merchandise Goods to the Principal and any person who is a supplier within the meaning of any OHS Legal Obligation), irrespective of whether, for the purposes of other parts of this Agreement that party is defined in different terms.
<b>Delegate</b>	The person who has been properly delegated authority from a Site Manager to perform certain of the Site Manager’s duties and exercise certain of the Site Manager’s powers.
<b>Dangerous Good</b>	Means “dangerous good” as defined in any dangerous goods legislation or in any other occupational health and safety legislation or regulation (as amended from time to time) in any jurisdiction in which the dangerous goods are to be provided.
<b>Coles DC Site</b>	Means any Coles Distribution Centre site.
<b>Goods</b>	Are those which are acquired by the Principal for its own use or consumption and are not for retail sale. They include Plant, equipment (including fixtures and fittings), substances and Dangerous Goods and personal protective equipment. Non-Merchandise Goods are often referred to as “Goods” throughout this Schedule.
<b>Hazardous Building Material</b>	Means any form of “hazardous building material” as defined in any occupational health and safety legislation in Australia.
<b>Hazardous Substance</b>	Means “hazardous substance” as defined in any OHS related Act or regulation (as amended from time to time) in any jurisdiction in which the Hazardous Substance is to be provided.
<b>High Risk Contracts</b>	All contracts that are designated as “high risk” by legislation including but not limited to: <ul style="list-style-type: none"> <li>▪ contracts that provide a service by performing High Risk Activities; and, or</li> <li>▪ any other contracts at the discretion of the Principal.</li> </ul>
<b>High Risk Activities</b>	<p>Include but are not limited to:</p> <ul style="list-style-type: none"> <li>▪ asbestos removal;</li> <li>▪ construction work of any kind;</li> <li>▪ demolition;</li> <li>▪ All electrical work (excludes replacement of lamps in light fittings);</li> <li>▪ hot work in hazardous area;</li> <li>▪ scaffolding;</li> <li>▪ tank cleaning or testing;</li> <li>▪ welding in hazardous areas;</li> <li>▪ working at heights;</li> <li>▪ transport (truck driving);</li> <li>▪ cooling tower maintenance;</li> <li>▪ confined space;</li> <li>▪ any other high risk works as defined by State legislations; and, or</li> <li>▪ any other work or activities designated as “high risk” by the Principal for the purposes of a particular contract or portion of a contract as identified in the scope of works for that proposed contract.</li> </ul> <p>If, as a result of any hazard identification and risk assessment undertaken by the Contractor, further high risk work or activities are identified, then the Contractor shall notify the Principal and all obligations relating to high risk work or activities under this Agreement apply.</p>
<b>Manual tasks</b>	Manual tasks means a task comprised wholly or partly by any activity requiring a person to use their musculoskeletal system in performing his or her work and can include the use of force for lifting, lowering, pushing, pulling, carrying or otherwise moving, holding or restraining any person, animal or item.
<b>HSE Legal Obligations</b>	A reference to HSE legal obligations includes any obligation imposed under: <ul style="list-style-type: none"> <li>▪ the common law relating to health, safety and environment in the workplace;</li> </ul>

	<ul style="list-style-type: none"> <li>▪ any occupational health and safety related legislation, including legislation relating to specific aspects of workplace safety including laws dealing with dangerous goods, gas, electrical and fire safety; and</li> <li>▪ the Principal’s Requirements.</li> </ul>
<b>Partner site</b>	Means any Australian Red Cross Blood Service, Bunnings, Coles Supermarket, Coles Liquorland, Coles Express, Coles Distribution Centre, Goodstart Early Learning Centre, Guzman Y Gomez, Kmart, mycar and Target site.
<b>Plant</b>	Means any machinery, equipment or tool, and any of their components and “plant” as defined by any occupational health and safety related Act or regulation (as amended from time to time) in the jurisdiction in which the Plant is to be supplied.
<b>Personnel</b>	Includes the Contractor’s employees, agents and subcontractors (including work experience students and delivery drivers).
<b>Principal</b>	Means the relevant City Group entity (or entities) party to the Agreement.
<b>The Principal’s Requirements</b>	Means any specific obligations of the Contractor relating to health and safety imposed by the Principal under this Agreement.
<b>Representatives</b>	Means the Principal’s employees, agents or other contractors acting on the Principal’s behalf.
<b>Services</b>	Means the Services or Works, or other term used in the Agreement to define what (other than the supply of Goods) (if any): <ul style="list-style-type: none"> <li>▪ the Contractor is to provide to the Principal as described in the specifications to this Agreement; and</li> <li>▪ includes any unspecified services or works which are incidental to the provision of the Services.</li> </ul>
<b>Schedule</b>	Means this document entitled “City Contractor HSE Obligations – For all Partner Sites”.
<b>Site</b>	Means any site or premises identified in the Work Order and any other premises the Principal has directed the Contractor to attend.
<b>Site Manager</b>	The person designated by the Principal as manager of a particular Site, or if no such person is advised, the person who is the manager in charge of that Site at the relevant time.
<b>Standards</b>	Means in so far as relevant to the particular reference: <b>Australian Standards</b> - published by the organisation known as Standards Australia Limited which is the peak non-government standards development body in Australia; and/or <b>Industry Standard</b> is a reference to a standard or code of practice developed by businesses with a common interest in a standardised approach to the management of issues where relevant Standards or regulatory guidance are otherwise lacking, or considered in need of supplementation in order to deliver appropriate outcomes. <b>Codes of Practice, Compliance Codes or Guidance</b> means such documents as issued by relevant OHS regulatory authorities.
<b>Substance</b>	Means “substance” as defined in any HSE legislation in any jurisdiction in which the Substance is to be provided.
<b>Supply</b>	Includes supply and resupply by way of sale, exchange, lease, hire or hire-purchase, whether as principal or agent, and any other form of supply within the meaning of any occupational health and safety related legislation, including legislation relating to electrical and gas safety.
<b>SWMS</b>	Has the meaning given in paragraph 2.5.
<b>Works</b>	Means the physical activities performed on Site in accordance with the specifications and other requirements agreed in writing between the Principal and the Contractor. The term Works exclude non-physical activity (eg consultancy services).
<b>Work Order</b>	Means the order for the purchase of Services and/or Goods issued by the Principal.



## Document Control Approval

	Title	Name
Administrator	National HSE Manager	Paul Nichols
Approver	General Manager - Health, Safety & Environment	Steve Bourke

Electronic approval maintained on file

## Document History

The following table lists the changes made to this document:

Version	Date	Amended By	Brief summary of changes
2	25/02/2019	Paul Nichols	Added section 2.2.3 - Coles Retail Roof Hazard Reporting
3	12/05/2020	Paul Nichols	Combined all separate Contractor Obligations into a single document. Added tables to Contractor Induction and Partner Permit sections and added reference to NZ Safe Work Procedures/Practices.
4	16/06/2020	Paul Nichols	Added requirement for contractor to register their company via City FM Australia when completing Bunnings induction.
5	26/10/2020	Paul Nichols	Added Kmart Induction
6	25/11/2020	Paul Nichols	Added Kmart Permit information and updated Coles Induction site address. Removed separate induction info for Coles Express.
7	28/01/2021	Paul Nichols	Added Induction information and City permits for Goodstart. Updated section 2.13.10 to include reference to LPG. Added section 2.15.10.
8	18/05/2021	Paul Nichols	HSE legal obligation references updated throughout document. Guzman Y Gomez Contractor Induction link and permit information added. Added reference to Section 2.10.1 for WPCG requirements.
9	28/07/2021	Si-an Patterson	Transfer to new branding/template
10	14/10/2021	Paul Nichols	Removed references to Guzman Y Gomez in Table 1 and Table 2.
11	13/05/2022	Paul Nichols	Included references to Guzman Y Gomez in Table 1 and Table 2 and in Section 4 under Partner site definition.
12	02/08/2022	Paul Nichols	Updated Bunnings induction information.
13	08/11/2022	Paul Nichols	Removed reference to Bunnings Hot Work Permit and replaced with City Hot Work Permit due to changes Bunnings has made transitioning their induction to Rapid Global.
14	17/02/2022	Paul Nichols	Added CCTV information in section 2.21.1.7. Added Appendix 1: Contractor Incident Reporting Guidelines
15	05/06/2023	Steve Bourke	Added sections 2.20.3 and 2.20.4 relating to compliance with National Heavy Vehicle Law and Regulations and the requirement to have park

Version	Date	Amended By	Brief summary of changes
			brake alarms fitted to all heavy vehicles that require access to Coles Distribution Centres.

## Appendix 1: Contractor Incident Reporting Guidelines

City FM Australia requires all incidents, injuries and near misses to be reported to City as per the City Contractor HSE Obligations. Any contractor that undertakes work for City is required to acknowledge and abide by the Contractor HSE Obligations which form part of the contractor accreditation process.

Incidents, injuries and near misses are to be reported onsite and to your City representative **immediately** once the site has been made safe and any injured person has received appropriate care. In the case that an incident may trigger notification to a regulator, ensure that the site is preserved and not disturbed. These guidelines and the checklist should be used if your organisation is involved in an incident while undertaking work for City.

A written incident report is to be submitted to City via email: [hse@city-holdings.com.au](mailto:hse@city-holdings.com.au) within 5 working days.

When completing your report, the following information must be included:

- **Name and Contact details:**
  - Person Involved in Incident
  - Manager/Supervisor Name
  - List any witnesses
- **Date of incident**
- **Time of incident**
- **What?** What was the task/action in progress when the incident/injury occurred?
- **Where?** Site/Store Name and location within Site/Store
- **Why?** What factors do you believe contributed to the incident?

### Description of Incident example:

*The Contractor Team Member was climbing the outside stairs to access the roof to perform works on HVAC Equipment. The Contractor Team Member slipped and landed on their right knee, causing a laceration.*

### Note:

- Include clear pictures/diagrams/images/footage wherever possible
- Ensure that any pictures/diagrams/images are clearly labelled

### Immediate Response/Medical Treatment example:

- Contractor Team Member returned to ground level and rang the supervisor to report the incident. The contractor also informed onsite Manager and City FM contact
- Contractor Team Member sustained a strained knee which requires physio and modified duties
- Contractor Team Member returned to work the next day on modified duties

### Incident Classification:

*Lost Time Incident? Medical Treatment Incident? First Aid Incident? Minor Injury? Incident? Near Miss? Property damage?*

### Follow-up/Corrective Actions required - What has been put in place to prevent similar incidents from occurring in the future?

- Has an incident review discussion been conducted with the Team Member?
- Do SWMS/risk assessments relevant to the task require review to identify hazards and include controls?
- Has training and competency been considered?
- Will a safety/hazard alert be issued and if so to whom?
- Do safe systems of work need review?
- Have human factors (complacency, short cuts, assumptions, workload etc) been considered and addressed?

Example		
Corrective action	Person responsible	Due date for completion
Review of the incident is to be undertaken with persons involved	Joe Bloggs (Supervisor)	13/10/2022
Person involved to undertake refresher training	John Citizen (Manager)	16/10/2022
Hazard alert to be communicated to all team members	John Citizen (Manager)	17/10/2022

Once corrective actions have been developed, evidence that these have been completed must be emailed to the HSE Regional Manager e.g. review SWMS, tool box talk minutes or similar, newsletter, etc.

**Investigation Guide**

Further to the requirements one page 1, you can refer to the following checklist below to structure investigations. The checklist is intended as a guide. It is not a comprehensive list and it will not always be necessary to consider all the points in the checklist.

Be guided by the significance of the incident when deciding how deeply to investigate it. Consider not only the actual outcome, but also what the outcome could have been. Could things have turned out a lot worse? The more serious the event, or the greater its potential, the more effort will need to be put into the investigation.

<b>OBTAIN BASIC FACTS</b>
<ul style="list-style-type: none"> <li>▪ Names of injured/ill employees/witnesses/people early on the scene</li> <li>▪ Condition of any equipment</li> <li>▪ Any chemicals/substances in use or present</li> <li>▪ Place, time, conditions, layout of area</li> <li>▪ Extent of any injury/ill health/damage/disruption</li> <li>▪ Make use of camera, sketches, measurement to record the undisturbed scene</li> <li>▪ Take statements from those who were witnesses</li> </ul>
<b>ESTABLISH CIRCUMSTANCES</b>
<ul style="list-style-type: none"> <li>▪ What was being done at the time and what happened?</li> <li>▪ Immediate causes</li> <li>▪ Events leading up to and after the incident</li> <li>▪ Competence and training</li> <li>▪ Were they aware of the dangers associated with the activity?</li> <li>▪ What were the established methods of carrying out the task? Were they adequate? Were they being followed?</li> <li>▪ Behaviour and actions of individuals</li> <li>▪ Role of manager/supervisors.</li> <li>▪ What was the worst that could have happened?</li> <li>▪ Has something similar happened before and could it happen again?</li> </ul>
<b>HOW SHOULD THE ACTIVITY HAVE BEEN CARRIED OUT; HOW WAS IT ACTUALLY CARRIED OUT?</b>
<ul style="list-style-type: none"> <li>▪ How should the job have been done and how was it actually done?</li> <li>▪ Review any risk assessments, JSEAs, SWMS and procedures for the activity</li> <li>▪ What controls were missing and what controls should have been in place?</li> </ul>
<b>ESTABLISH WHETHER THE INITIAL RESPONSE TO THE ACCIDENT WAS ADEQUATE</b>
<ul style="list-style-type: none"> <li>▪ Was prompt and appropriate action taken (such as making safe and dealing with any continuing risks, electrical isolation, suitable firefighting, effective first-aid response and correct spillage procedures)?</li> </ul>
<b>IDENTIFY THE UNDERLYING CAUSAL FACTORS</b>
<p>These might include:</p> <ul style="list-style-type: none"> <li>▪ Inadequate direction or supervision</li> <li>▪ Lack of competence/skills</li> <li>▪ Inadequate training or use of inappropriate equipment</li> <li>▪ Inadequate safe systems of work</li> </ul>
<b>DETERMINE ACTIONS NEEDED TO PREVENT A RECURRENCE</b>
<p>Actions to prevent a recurrence might include:</p> <ul style="list-style-type: none"> <li>▪ improve physical safeguards</li> <li>▪ introduce better test and maintenance arrangements</li> <li>▪ improve safe systems of work</li> <li>▪ provide and use personal protective equipment</li> <li>▪ make changes to supervision and training arrangements</li> <li>▪ review procedures involving sub-contractors</li> <li>▪ improve audit and inspection systems</li> </ul>