

OPERATIONS PROCEDURE		
OHS05	MANAGEMENT OF CUSTOMERS AND CONTRACTORS	D/13/832

1 INTRODUCTION

The Mindarie Regional Council (MRC) recognises the importance of safety in the workplace, protection of the environment and to that end the following procedure sets out to ensure that all employees, contractors and visitors are protected, as far as is reasonably practicable, whilst working for, or on behalf of, MRC. All contractors undertaking works on any MRC site shall comply with this procedure.

It is the responsibility of the Contractor to make themselves aware of the MRC's Occupational Health and Safety systems and requirements, and to obtain a copy of the relevant policies and procedures applicable to the task to be performed prior to commencing work.

2 PURPOSE

The purpose of this procedure is to ensure that the MRC adheres to their legislative requirements, duty of care to all persons on site, the environment, as well as general health and safety obligations by;

- Ensuring the health and safety of contractors and their workers, and
- Manage the risks and hazards posed by contractors to the MRC or to any other person, employee, customer, client or visitor.

3 SCOPE

This procedure applies to all contractors and service providers who provide services to the MRC whether on a long term or short term basis and in any capacity.

4 DEFINITIONS

For the purpose of this procedure the following definitions apply:

Contractor:

A contractor (sometimes called an independent or service contractor) is a person or company that provides goods or services to the MRC under the terms set out in a contract/agreement or other formal request for work.

Contractors could be on any of the MRC's sites performing roles described below:

- Short term contractor – is a contractor who carries out a specific task in a short period of time, e.g. forklift repairs, electrical repairs; plumbing repairs completed in a period of hours or a day.

- Long term contractor – is a contractor who is engaged on a full time or regular part time basis to carry out tasks which are integrated with the business, e.g. works commonly completed in a period of greater than one day.

Authorised Inducting Staff Member:

Any member of staff that has been formally inducted into this process. Principally OHS staff are expected to fulfill this role.

Weekend Work:

Weekend work means any work that is conducted on a Saturday or Sunday, including all public holidays.

5 ROLES AND RESPONSIBILITIES

The MRC’s Managers/Supervisors are responsible for:

- The enforcement of this procedure in their area of responsibility or where they have engaged a contractor.
- The inclusion of OH&S compliance clauses in any tender or quotation packages.
- The collection of information from potential contractors, in the course of any tender or quotation exercise, which demonstrates an ability to comply with these provisions.
- Arranging with induction staff for the completion of contractor’s inductions and documentation review.
- The management of contractor’s works in relation to site specific hazards and ensuring contractor’s proposed work methods do not place themselves and/or others at risk.
- Periodically checking and monitoring contractor’s performance whilst on site.
- Ensuring that the contractor has a clear understanding of what is expected of them whilst onsite.
- The collection of specified documents prior and after the completion of works eg fuel usage, weed and hygienic inspection certificates.

Safety Staff are responsible for:

- Supporting Managers and Supervisors in the implementation and enforcement of this procedure,
- Providing specialist advice when and where required.
- Where required, collaborate with contractors and site staff to identify safer systems of work to ensure the safety of all persons.
- Reviewing relevant contractor safety documentation prior to the commencement of works.
- Recording of contractor documentation within MRC systems for compliance tracking and management.
- Raising any safety concerns with both the contractor and the relevant Manager/Supervisor prior to the commencement of works.

Environmental Staff are responsible for:

- Providing specialist advice when and where required on the environmental impact of works being undertaken.
- Supporting Managers and Supervisors in document control of environmental licenses, documentation prior, during and at the conclusion of works.

- Where required, collaborate with contractors and site staff to reduce the potential of environmental impact of works.
- Reviewing relevant contractor documentation prior to the commencement of works.
- Raising any environmental concerns with both the contractor and the relevant Manager/Supervisor prior and during works.
- Where appropriate a final environmental inspection will be carried out on the contractor's work sites to deem the area clean of contamination.

MRC's employees are responsible for:

- Not placing themselves or contractors at the risk of injury.
- Assisting contractors where required to develop, implement and support safe work practices.
- Reporting non-complying work methods of contractors to the relevant Manager/Supervisor.
- Exercising their Stop Work authority if required in the interest of personal safety.
- The assistance to customers, in order to ensure that safe behavior occurs.
- The monitoring of customer behavior to ensure that safe behavior occurs.
- The familiarisation by staff with the appropriate safety procedures, so that customers can be advised correctly on the appropriate behavior.

Contractors are responsible for:

- Complying with the MRC's Contractor procedure and all associated site requirements at all times.
- Providing OHS information to the MRC that is relevant to the works being conducted.
- Developing site-specific procedures relevant to site hazards and work activities.
- The provision of certificates of currency for appropriate insurances, including public liability, professional indemnity, motor vehicle and workers compensation, and others, as appropriate.
- The maintenance of appropriate indemnity against the MRC, from and against any loss and against all claims, demands, proceedings, charges and expenses, whatsoever, arising out of any act or omission of the contractor or any default by the contractor, irrespective of any negligence, or default or breach of statutory duty on the part of the MRC.
- Successfully completing, and comply with, the MRC's site specific induction.
- Recording their presence on site by way of signing in and out in the visitor's log daily.
- Not placing themselves or others at risk of injury.
- Reporting any incidents, injuries or non-compliances to their site contact.
- Ensuring that all equipment used is serviceable and meets minimum requirements as set by relevant regulatory authorities.
- Reviewing and adhering to any relevant Safety Data Sheets for hazardous chemicals prior to use.
- Ensuring they have a clear understanding of the scope of work and for ceasing work whenever doubt exists.

6 RISK ASSESSMENT

Prior to a contractor to commencing work onsite a risk assessment must be conducted by the contractor.

It is recognised that contractors will operate different risk assessment and recording methodologies, however all risk assessment processes are to meet the following requirements:

- Assessments must be completed prior to work commencing,
- Assessments must be reviewed and revised as regularly as necessary, in light of changing conditions (including those specific to a site), to ensure the controls remain effective,

- Contractors are responsible for ensuring cooperation and coordination of risk assessments, controls and communication between contractors and subcontractors on site, such as ensuring that all subcontractors have SWMS for all high risk construction work they conduct,
- Contractors must undertake effective monitoring, review and audit of risk assessments and SOPs.

Where necessary, MRC may review and make recommendations regarding the suitability of contractor risk assessments and SOPs. MRC does not 'approve' SOPs or other contractor risk management documents and the responsibility to eliminate or reduce risks to as low as reasonably practicable is the contractor's responsibility.

7 DOCUMENTATION EXCHANGE

The MRC representative engaging the contractor is to ensure that copies of the following documents are made available to the contractor prior to any commencement of work. Primary documents as follows;

- a. OHS05 – Management of Customers and Contractors,
- b. OHS02 – Safework Practices

Additional requirements specific to contractors are contained within Annex D – Additional Requirements of this Procedure.

8 SUB-CONTRACTORS

The management of sub-contractors is the responsibility of the principal contractor, as appointed by the MRC, or as a result of commercial arrangements between contractors.

9 SHORT TERM WORK ON SITE

Short term workers are not exempt from this procedure. In the interests of ensuring timely and effective support to the business preference should be given to forewarning contractors of these requirements in addition to the reoccurring use of already inducted persons.

Annex A contains an example induction notice that has been designed to be forwarded to the relevant contractor prior to attending site into order to establish clear expectations.

10 SUBSTANCE ABUSE TESTING

Whilst on site all staff, visitors and contractors remain subject to drug and alcohol testing in accordance with the MRC Fitness for Work Procedure. Failure to comply will result in the removal of the individual and/or contractor from site.

11 SITE INDUCTION

Each individual person conducting works on site must complete the site specific induction prior to commencing work. Site inductions are valid for 2 years from the date of induction unless otherwise directed.

Inducted persons are to be provided a copy of the 'Traffic Management and Site Information for Contractors' information pamphlet (Annex B) prior to the completion of the induction for future reference and to promote site familiarization.

It is an MRC preference that where possible those persons already inducted into site continue to be engaged in the interests of maintaining site familiarity and compliance.

12 INDUCTION PROCEDURE

The following items must be addressed prior to a contractor commencing works on site. The Inducting staff member must ensure that;

- a) **Documented OHS Requirements.** The written contract, or in short term cases, by signing and accepting the sites induction requirements, both must include commitment to meet contractor's own OHS management standards and a reference to meeting the MRC's OHS standards. In the case of a contractor not having their own OHS standards, a commitment to apply and meet the MRC's OHS standards is satisfactory.
- b) **Insurances.** The contractor holds Public Liability Insurance, Workers Compensation Insurance for all its employees and Comprehensive Motor Vehicle Insurance for all vehicles brought onsite. Evidence of such must be provided and copies retained prior to commencement of works.

Note: Single owner operators are not currently required to hold Workers Compensation Insurance in WA providing they have no employees on their payroll, as stipulated by the Workers' Compensation and Injury Management Act 1981 (WA).

- c) **Licenses, Registrations & Certificates.** The contractor and its employees must possess licenses, registrations and certificates required by Federal and State legislation as well as any local site requirements for the specific equipment in use. Contractors will be asked to present their license/s to the Inducting Staff Member who is performing the induction and copies retained. See Annex C for an Induction Checklist.
- d) **Pre-Work OHS Induction.** Contractors are not permitted to commence work until the MRC site specific induction has been successfully completed. The MRC site induction is a document based presentation followed by a site familiarisation for the specific area in use.
- e) **Safe Work Procedures.** Where required, copies of the MRC's Standard Operating Procedures (SOP) may be provided to contractors for specific tasks, provided they are reviewed and endorsed by the contractor prior to commencing work. Copies of the contractor's written safe work procedures are to be reviewed prior to any work being undertaken.

13 PERFORMANCE REVIEW

As a means of verifying individual contractor's safety compliance a Behavioral Based Safety Observation is to be completed by the commissioning staff member or their delegated representative at least once every 12 months. Observations are to focus upon safety performance and upon completion be handed to the Safety Officer for review.

14 WEEKEND WORK/AFTER HOURS

Contractors and their employees will be required to prearrange onsite inductions between Monday and Friday for any works to be performed over the weekend or outside of regular working hours.

Work will not be permitted to commence until this induction and relevant compliance check has been completed. A designated site representative from the MRC must be identified during the weekend for any contract work to be conducted.

Contractors and their employees are not permitted to work alone without prior approval from MRC staff. Refer to the MRC Lone Worker procedure for further guidance on this requirement.

15 SITE SECURITY

When working on MRC premises, contractors must have processes in place to identify hazards and apply appropriate risk controls to prevent injury or harm to the workforce, visitors and the public. Essential controls include but are not limited to:

- Ensuring that MRC assets and materials such as plant and physical infrastructure are secured by appropriate fences or barricades to prevent a risk to the public and vehicles from unauthorized and inadvertent access,
- Appropriate signage to inform workers, visitors and the public of potential hazards, including traffic management,
- Ensuring vehicles, plant and equipment are stored securely,
- Controlling site access by ensuring site inductions and signing onto the daily JSA as required, for all personnel, new arrivals and visitors, and;
- Ensuring site security through positive gate/entry controls.

16 COMPLETION OF WORKS

Upon completion the contractor is to report to and inform the relevant supervisor/site contact that the work has been completed. All health and safety issues are to be reported at this opportunity if not already done so.

Contractors retain the responsibility of ensuring the safety of their work area prior to departing site, as well as the responsibility for cleanup upon completion of works. Appropriate signage and/or warning devices are to remain in place in the immediate vicinity of the work area should works span over rest breaks or multiple days.

17 EMERGENCY SERVICES

Emergency services are exempt from this procedure when responding in an emergency capacity. Where appropriate, and without placing themselves in harms way, managers and supervisors should take reasonable steps to make emergency services aware of relevant site specific hazards in the interest of first responder safety.

18 RECORDS

All records presented by the contractor are to be copied and retained on site along with all other relevant induction documentation. Induction records and supporting documentation are to be recorded in the MRC's records management system following induction.

19 EQUIPMENT

All equipment brought onsite by the contractor must be tested, tagged and approved for use in addition to meeting relevant Australian Standards. Pre-start checks MUST be performed by the contractor prior to commencing works on site. Such equipment is subject to inspection by site staff.

20 REVIEW

This procedure is to be reviewed every 12 months for ongoing continuous improvement. It will be the responsibility of the MRC Safety Officer to ensure this procedure is reviewed and maintained.

Legislation	
Reference/s	
Attachment/s	Service Contractor Checklist
Responsible Officer	
Review History	Nil.
Next Review Date	30/06/2018
Revision History	Initial release – 17/11/2016 31/05/2018 – Minor changes throughout document.

21 ANNEX A – PRE INDUCTION NOTIFICATION (D/2016/3565)

Contractor Induction Advice

July 2016



Thank you for your support to the Mindarie Regional Council and Tamala Park Waste Management Facility. In order to ensure a safe working environment for all persons, contractors accessing this facility are required to attend a site induction prior to the commencement of works.

In support of this induction we ask that you note the following details:

- Where:** Training Room, ADMINISTRATION BUILDING, 1700 Marmion Ave, TAMALA PARK WA 6030
- When:** 0800 Tuesday mornings. Alternative induction times by appointment only.
- What to Bring:** Long sleeve pants/shirt, high-vis vest (or high-vis long/long clothing), steel capped boots, safety glasses, photo ID.
- How Long:** Please allow 30 minutes for this induction.
- Validity:** Inductions are valid for two years unless otherwise advised.

Tamala Park business hours are 8.00am to 4.45pm, Monday to Friday, access to site or works outside of these hours are by Management approval only.

Contractors are not permitted to work alone outside of public access areas. If your work requires access to areas outside of this zone please ensure you arrange additional personnel to assist you prior to commencing work.

For further details please contact your site representative or alternative you can contact the Administration Office on (08) 9306 6303.



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22 ANNEX B - 'TRAFFIC MANAGEMENT AND SITE INFORMATION FOR CONTRACTORS' INFORMATION PAMPHLET (D/2016/3560)

Operations

- Report to Administration unless otherwise instructed.
- Radio communication shall be established prior to entering landfill via UHF channel 28 unless otherwise instructed.
- Adhere to posted speed limits, max 20km/h on site.
- No overtaking at any time.
- MRC plant and equipment have right of way at all times.
- Mobile phone use is not permitted whilst operating mobile plant.
- All persons must wear Seatbelts at all times whilst in vehicles and vehicle beacons active if fitted.
- Under no circumstances, shall vehicles move with an unrestrained / unsecured load.
- Spotter to be used where required.
- Wash bay is available; keep the area clean and rubbish free.

Environmental

- No unauthorised dumping of rubbish at any time.
- Remain on designated tracks, no unauthorised entry into bushland.
- Aboriginal heritage areas present on site, stay within designated areas.
- Snakes and ticks prevalent on site, exercise CAUTION at all times. Be alert! Tick kits are available for use on site.
- Dieback disease present on site, help protect the environment and do not spread this disease. Remain within designated areas.

After Hours Access

- Only authorised persons to enter site after hours.
- Contractors to ensure front gate is closed prior to proceeding onto and off site to ensure access control.

Safety

- All incidents/hazards to be reported immediately to site staff.
- First aid facilities area available, if required.
- Tamala Park is a drug and alcohol free workplace.
- Smoking in designated areas only. Landfill area is a smoke free zone.
- Contractors are not permitted to work alone outside of public access areas.

Mandatory PPE Requirements



Emergency

- In the event of an emergency or medical situation, follow instructions from your site point of contact.
- If in doubt proceed to the closest muster point.
- Emergency Number 0421 380 458



Tamala Park Waste Management Facility

Traffic Management and Site Information for Contractors

Site Details:

UHF Channel: 28
Mobile: 0438 038 677 (Operations Manager)
After Hours Contact: 0421 380 458

1700 Marmion Avenue, TAMALA PARK WA 6030
Ph: (08) 9306 6303
Email: admin@mrc.wa.gov.au

Business opening hours: 8.00am to 4.45pm
(Mon-Fri)



D/2016/3560



Legend:



D/2016/3560

23 ANNEX C – INDUCTION CHECKLIST

#	Item	Comment
1	ABN or Registered Business Details	
2	Public Liability Insurance Certificate	
3	Workers Compensation Insurance Certificate	
6	All relevant licenses and/or certificates for the plant or equipment in use.	
7	Copies of any relevant safety documentation, JSA/SWMS.	

24 ANNEX D – ADDITIONAL REQUIREMENTS

24.1 QUALIFICATIONS/LICENCE OF PERSONNEL

Where a task requires a qualification, certificate of competency or a certificate of registration, the contractor must ensure that the relevant Contractor, employee or sub-contractor is able to produce the required documentation on request. Only competent persons must carry out tasks requiring specific knowledge.

24.2 FIRE PROTECTION AND EMERGENCY MANAGEMENT

Contractors conducting works that carry a fire risk must have on hand a suitable fire suppressant, E.G fire extinguisher.

For the effective management of emergencies, all contractors must sign in and out in the visitor book located at the front of the main Administration building.

24.3 VEHICLES

The contractor must ensure that where vehicles are required to be licensed by law that the said vehicles are licensed accordingly. All relevant operating procedures and road rules must be adhered to at all times.

Contractor vehicles must be in good working order and carry a minimum of third party insurances.

It is desirable that all Heavy Machinery be fitted with first aid, fire fighting equipment and UHF radio.

It is desirable that all light vehicles be fitted with first aid and fire fighting equipment.

It is desirable that all light vehicles be fitted with UHF radio.

The Contractor must ensure the movement and speed of vehicles and plant at the workplace minimises the risk of injury to pedestrians and employees in accordance with Regulation 3.22 of the OH&S Regulations 1996, as well as specific site regulations.

24.4 PLANT, TOOLS AND EQUIPMENT

Contractors will provide the necessary plant, tools and equipment required to perform their contract obligations. Contractors must ensure all relevant items of plant are registered in accordance with law, and all plant, tools and equipment is maintained in good working order. Items of plant subject to licence or certificates of competency must not be operated without the appropriate endorsements.

Safety mechanisms on plant items must be operational and relevant guards in place in accordance with the relevant legislation and manufacturer's specifications.

All plant must be used as determined by the OH&S Regulations 1996 and compliant with the Australian Standards specifications (if relevant), for example portable ladders must be used in accordance with regulation 3.26 and the relevant Australian Standard(s).

The contractor shall ensure all work requiring the use of welding equipment and allied processes must comply with the OH&S Regulations 1996 (Part 3, division 9, sub-division 3 (Welding and Allied Processes)).

Gas cylinders must be stored safely and in the upright position. In addition, Regulation 3.27 of the OH&S Regulations 1996 must be observed.

Contractors are not permitted to operate MRC equipment without first being instructed in the correct use of the equipment by MRC Staff.

24.5 ELECTRICAL ISSUES

All Electrical work carried out by contractors must comply with the OH&S Regulations 1996 (Part 3 – Workplace Safety Requirements and Division 6 (Electrical)).

Contractors must ensure electrical equipment used is in safe working order. A Resident Current Device must be used on all portable equipment.

24.6 WORK SITES

The contractor is to provide site protection for danger areas such as working at heights, working in confined spaces, working in trenches etc. Further guidance on the site specific requirements for high risk activities are contained within the MRC SOP, OHS02 – Safework Practices.

24.7 PRACTICAL JOKES, HORSEPLAY AND SKYLARKING

Practical jokes, horseplay, and skylarking are forbidden. Contractors must ensure the proper conduct of their staff and sub-contractors at all times whilst on the work site.

Legislation	OH&S Regulations 1996 Regulation (as described in Annexure A) Australian Standards Regulation (as described in Annexure A) Main Roads Code of Practice
Attachment/s	Nil
Responsible Officer	Occupational Health & Safety
Review History	December 1999, 29/05/2013, 16/10/2014; 04/06/2015; 03/02/2016, 17/11/2016
Next Review Date	17/11/2017
Revision History	29/05/2013. 16/10/2014 – complete revision of procedure. 03/02/2016 – changes to Annexure A Fire Protection 17/11/2016 – Major review, updates to responsibilities, due diligence checks of documentation and insurances, risk assessment requirements, etc. 31/05/2018 – Minor changes throughout. Document simplification.