

WORK HEALTH SAFETY – ENGINEERING CONTRACTOR MANAGEMENT PROCEDURE[®]

DOCUMENT SUMMARY/KEY POINTS

- This procedure outlines the requirements and responsibilities for managing all non-clinical Contractors who are engaged by the Sydney Children’s Hospitals Network (SCHN).
- The aim of this procedure is to provide a practical and relevant system for SCHN staff overseeing the work of non-clinical Contractors, to integrate workplace health and safety requirements into Contractor management and to fulfil SCHN obligations to its Contractors.
- The system incorporates a legislative and risk management approach for the utilisation of Contractors so that potential risks to health and safety are identified, assessed and controlled. Additionally, the system facilitates the development of an overall safety management system for long term, high risk works.
- Employment of clinical agency staff, appointment of Visiting Medical Officers and management of clinical Contractors sit outside the scope of this procedure.
- SCHN Policy – WHS Other Workers Engagement is applicable when engaging “Other Workers”.
<http://webapps.schn.health.nsw.gov.au/epolicy/policy/5144/download>
- For CHW – other specific internal documentation, along with contractor supplied SWMS are utilised when orientating and managing contractors who may be required to work in plant rooms, at heights or in a confined space(s).

This document reflects what is currently regarded as safe practice. However, as in any clinical situation, there may be factors which cannot be covered by a single set of guidelines. This document does not replace the need for the application of clinical judgement to each individual presentation.

Approved by:	SCHN Policy, Procedure and Guideline Committee	
Date Effective:	1 st September 2022	Review Period: 3 years
Team Leader:	Manager	Area/Dept: Workplace Safety and Wellbeing

CHANGE SUMMARY

- Updated References, relevant Contractor documents and Source Materials.
- Responsibilities updated for Chief Executive, Officers, Contractor, Hospital Engineer/Site Operations Manager and WHS department.

READ ACKNOWLEDGEMENT

- All Engineering Staff and Managers using Contractors should be aware of the Policy

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1 Purpose/Scope

The purpose of this procedure is to ensure a systematic approach to the management of non-clinical Contractors so that the risks to health and safety of Contractors, workers and others are minimised.

This procedure outlines the requirements for the management of health and safety in relation to all non-clinical Contractors providing a contract for service at all SCHN facilities.

To do this the SCHN and Contractors must ensure that risks and hazards related to the contracted work are controlled. This includes;

- Ensuring the design of and implementation of safe systems of work.
- Undertaking hazard identification and risk control activities.
- Providing proper and safe equipment and substances, and
- Providing adequate instruction, training and supervision.

In the case of minor works, not all steps in the procedure may be relevant. However, the Hospital Engineer/Site Operations Manager must ensure that the overall intent of this procedure is met.

2 Expected Results

It is expected that this procedure will provide an objective and consistent approach across SCHN to secure the health and safety of workers and others at the workplace, so far as is reasonably practicable by:

- Improving compliance with the
 - [Work Health and Safety Act 2011 \(NSW\), Work Health and Safety Regulation 2017](#) and
 - [PD2018_013 NSW Health Work Health and Safety: Better Practice Procedures.](#)
- Protecting workers and other persons against harm to their health, safety and welfare through elimination and minimisation of risks arising from work or workplaces.
- Ensuring planning for, implementation, integration, monitoring and reviewing of WHS risk management and consultation processes.
- Promoting the provision of advice, information, education and training in relation to WHS as required.
- Improved Contractor safety within SCHN.
- Improved safety for others within SCHN.

3 Corporate risks addressed by this procedure

- It is a legislated requirement that the SCHN complies with the requirements of the:
 - [Work Health and Safety Act 2011 \(NSW\)](#),
 - [Work, Health and Safety Regulation 2017](#),
 - [The Corporations Act 2001](#),
 - [Fair Work Act 2009](#) and
 - relevant approved [Codes of Practice](#).
 - SCHN corporate risks are outlined in the [PD2022_023 Enterprise-wide Risk Management](#)
- Workplaces found to be in breach of compliance with the legislation listed above are liable for prosecution under these *Acts*.
- Furthermore, any Person Conducting a Business or Undertaking, Officer, or Worker that is found guilty of non-compliance, in keeping with their ability and delegated responsibility to manage and implement the requirements of these Laws, is also subject to disciplinary action and liable for prosecution.

4 Responsibilities

Chief Executive, Officers have the responsibility to;

- Endorse the WHS Engineering Contractor Management procedure for implementation across SCHN facilities.
- Oversee the evaluation and monitoring of Contractor Management programs.
- Ensure that SafeWork NSW is notified of any notifiable incident that involves a Contractor or arises from work undertaken by a Contractor.
- Ensure the health and safety of workers who are engaged by SCHN and whose activities in carrying out work are influenced or directed by SCHN facilities.
- Ensure clear lines of communication are established regarding contractual agreements and Contract Management programs.
- Understand all their work health and safety statutory responsibilities and exercise due diligence to ensure SCHN complies with its duties and obligations under the WHS Act 2011.

Manager/Supervisor has the responsibility to:

- Monitor the effective implementation, promotion and support of the Contractors WHS management program and procedures in their area of responsibility.
- Ensure staff under their control are aware of the Contractor management procedures and possible hazards that may arise from the presence of Contractors in the workplace.
- Take appropriate action when hazards associated with Contractors in the workplace are reported or observed.
- Resolve WHS issues and disputes concerning Contractors at the workplace.

Contractor has the responsibility to;

- Complete the online program – Rapid Induct/Rapid Global prior to the commencement of any works, annually and as required.
- Provide copies of any relevant licensing and insurance documents via Rapid Induct/Rapid Global system prior to commencement of work and provision of updated information as required.
- Ensure the acquisition of a Contractor ID Card from the relevant SCHN facilities Engineering and Maintenance/Site Operations Manager prior to work commencing.
- Participate in an initial start-up meeting with the relevant SCHN facilities Engineering and Maintenance/Site Operations Manager for provision of site specific information prior to the commencement of works,
- Not place themselves or others at risk of injury or ill health.
- Undertake all works in accordance with statutory requirements.
- Conduct themselves in a professional manner at all times whilst working on site including; no smoking on the premises, no consumption of alcohol or illegal drugs, causing unnecessary disruption (e.g. playing loud music, abusive language), lighting of fires, bringing domestic animals on to the premises, presenting to work in an unfit state, possession of weapons or wilfully cause damage to SCHN property.
- Work in accordance with relevant SCHN procedures including but not limited to WHS, SCHN Code of Conduct and the contract documents.
- Provide WHS information upon the SCHN's request that is relevant to the contract.
- Develop site safety management plans or site-specific procedures relevant to site hazards and work activities at the site.
- Conform to project risk assessments and health and safety plans.
- When completing high-risk work as defined in the WHS Regulation Contractors are required to complete a Permit to Work and a Safe Work Method Statement in accordance with the WHS Regulation and this procedure.
- Obtain a hot work permit prior to commencement of any welding, cutting or grinding.

- Ensure that all equipment and plant is in good condition and maintained as per manufacture requirements including guarding.
- Any hazardous substances or dangerous goods including gas cylinders and/or chemicals; ensure the appropriate Safety Data Sheets are included in safety documents provided to the site.
- Ensure that personal protective equipment is provided, maintained and complies with relevant Australian Standards.
- Notify the Hospital Engineer/Site Operations Manager if intending to conduct work that may produce heat, smoke or dust for isolation of fire detection systems and advise when work is complete for reactivation of fire detection systems.
- Notify the Hospital Engineer/Site Operations Manager to ensure provisions are in place regarding generation of noise, dust, fumes and vibrations prior to work commencing so that affected work areas can be notified.
- Report to the Hospital Engineer/Site Operations Manager of any find or suspect asbestos containing material, secure the work area, sign post and leave the immediate area.
- All work performed at heights must be in accordance with WHS legislation and relevant Australian Standards.
- Ensure that all ladders are in good working condition, comply with relevant Australian Standards and suitable for the task.
- Erect barricades or fencing appropriate for the type of work that is necessary to ensure the safety of staff and passers-by following approval by the Hospital Engineer/Site Operations Manager and must be documented in the Safe Work Method Statement.
- Ensure that electrical equipment/appliances/tools and leads are in good condition and free from defects and faults and tested and tagged in accordance with relevant Australian Standards.
- Comply with your obligations under environmental legislation and actively attempt to reduce the environmental impact of any work undertaken. Ensure that waste is disposed of in the correct manner. Any hazardous waste must be disposed of in accordance with the Environmental Protection Authority or SCHN site procedures.
- Discuss any WHS concerns with the Hospital Engineer/Site Operations Manager for resolution.
- Report all hazards or incidents to the Hospital Engineer/Site Operations Manager for recording on the site incident management system (ims+), incident investigations are completed in a timely manner and notifications are in accordance with WHS legislation.
- Notify the Hospital Engineer/Site Operations Manager if there is any deviation to agreed contracted work, and the deviation is major such as that there is a potential to cause harm, injury or structural weakness to the construction at any stage.

- Ensure all of the Contractor's employees and sub-Contractors who will be directly involved in the contract works have received a site induction prior to the commencement of any works.

Hospital Engineer/Site Operations Manager has the responsibility to;

- Ensure that engaged Contractors are included on the SCHN Contractor Register adhering to the current procedures through Rapid Induct/Rapid Global.
- Ensure all Contractors/sub-Contractors are inducted into the safety rules of the site and risk controls required to ensure their safety when entering specific hazardous work areas including plant rooms, ceilings, working at heights and confined spaces.
- Ensure that all legislative and SCHN requirements are met prior to the start of work.
- Issue work permits to Contractors once appropriate Safe Work Method Statements have been provided for the works that are being conducted.
- Inform Contractors of site specific hazards, key contacts, emergency procedures and ensuring the Contractor implements adequate control measures to minimise risk to SCHN workers and others.
- Review any risk assessments and health and safety plan(s) developed by the Contractor prior to work commencing and ensuring that appropriate risk control measures are implemented on commencement of the contract works.
- Conduct site observations for the purpose of reviewing conformance to health and safety requirements and any site safety management plan.
- Communicate with relevant Managers/Supervisors when the work may impact the health and safety of workers and others.
- Ensure that Contractors comply with SCHN infection control procedures; provide advice to Contractors of any additional precautions (e.g. Hepacart) or PPE required in particular when working in clinical areas or high-risk patient work areas.
- Any work that is intended to or has the potential to disrupt the integrity of asbestos containing material must be performed in accordance with relevant WHS legislation.
- Ensure Contractors wears appropriate PPE as required for task and identified in the Safe Work Method Statement.
- Ensure only appropriately qualified and licensed electricians perform work on electrical systems or equipment.
- Ensure that Contractors' work that involves the requirement to isolate services (e.g. water, electricity, gas) to all or part of the site; 24 hours' notice must be given to work areas unless in the event of an emergency, notification is as soon as possible.
- Ensure that any trenching or excavation work were a Contractor intends to break the ground for any reason that approval is confirmed including location of any underground services.

- Advise the Contractor of the presence or suspected presence of any asbestos containing material and make available the Asbestos Management Plan and/or Asbestos Register. Ensure the Contractor acknowledges in writing the reading of the Asbestos Management Plan and/or Asbestos Register and incorporates any required risk controls into the Safe Work Method Statement, including consulting with their staff to comply with WHS legislation.
- Work with the Contractor to ensure that specified safety systems and risk control measures are implemented for the duration of the contract works.

WHS department has the responsibility to;

- Communicate the requirements of this procedure as required to all relevant key stakeholders.
- Provide advice as required throughout Contractor works planning phase in consultation with the Hospital Engineer/Site Operations Manager and key stakeholders to ensure risk controls are considered to mitigate risk for contracted work.
- Conduct internal WHS evaluations against the requirements of this procedure; maintain the currency of this procedure in consultation with Engineering and Maintenance/Site Operations Manager and key stakeholders.
- Assist with the assessment of Contractors' WHS management systems where appropriate.
- Provide WHS support and advice to the Hospital Engineer/Site Operations Manager in relation to the management of contractors.

5 Abbreviations and Definitions

Contractor

A Contractor who falls within the scope of this procedure is an individual, organisation or legal entity not employed by SCHN but engaged to perform any of the following work;

- Installation, servicing, maintenance and/or repair of plant/ equipment including all non-clinical and telecommunications equipment.
- Construction work and minor works.

Construction Work: any work carried out in connection with the construction, alteration, conversion, fitting-out, commissioning, and renovation, repair, maintenance, refurbishment, demolition, decommissioning or dismantling of a structure.

Hazard: is a source of potential damage, harm or adverse health effects on something or someone under certain conditions at work.

Induction: is a formal process of providing information on safety requirements prior to commencement of work.

Person Conducting a Business or Undertaking (PCBU): is an individual person or an organisation conducting a business or undertaking and arranges, directs or influences work to be done and contributes something towards the work being done. In this instance SCHN facilities are classified as such and Contractors or their Sub-Contractors are or maybe classified as PCBU's.

Risk: It's the likelihood of a hazard causing harm to a person or the environment.

Risk Assessment: is the process of identifying hazards associated with a particular activity, assessing risk and recommending methods of eliminating or controlling those risks.

Safe Work Method Statement (SWMS)

Documentation that;

- Describes how the work is to be carried out.
- Identifies the work activities assessed as having safety risks.
- Identifies the safety risks.
- Describes the control measures that will be applied to the work activities.
- Includes a description of the equipment used in the work, the standards or codes of practice to be complied with, the qualification and training of the personnel doing the work.

Worker: is a person who carries out work in any capacity for a person conducting a business or undertaking, including work as;

- an employee, or a Contractor or sub-Contractor,
- or an employee of a Contractor or sub-Contractor,
- or an employee of a labour hire company who has been assigned to work in the person's business or undertaking,
- or an outworker,
- or an apprentice
- or trainee, or student gaining work experience,
- or a volunteer, and or a person of a prescribed class

Workplace: under the [Work Health and Safety Act 2011 \(NSW\)](#), a 'workplace' is a place where work is carried out for a business or undertaking that includes any place where a worker goes, or is likely to be while at work. A 'place' of work includes;

- A vehicle, vessel or aircraft, or other mobile structure, and
- Any waters and installation on land, on the bed of any waters or floating on any waters.

6 Related Documents

[PD2015_049 NSW Health Code of Conduct](#)

[Policy No: 2007:8118v3 – Company Representatives Visiting SCHN Policy](#)

7 Procedure

1. Selection of Contractors

Where possible, Contractors must be selected from the relevant category in the Rapid Induct/Rapid Global for the value of work to be undertaken. Where Contractors are selected by alternative means, the selection criteria must include evidence of compliance with all legislative and SCHN requirements.

2. Criminal Record Checks and Working with Children Checks

Prior to engagement of Contractors or other workers, the requirements set out in [PD2019_003 Working with Children Checks and Other Police Checks](#) should be considered and the relevant checks undertaken, where appropriate or are working unsupervised in areas where there are children.

3. Induction of Contractors

- Prior to the start of work, Contractors must undertake an induction provided by the SCHN facilities and the Hospital Engineer/Site Operations Manager. This occurs through completing the online program, Rapid Induct/Rapid Global, prior to the commencement of any works for the first time, and as required.
- The Hospital Engineer/Site Operations Manager will ensure that the Contractor or the Contractor's nominated representative is inducted in accordance with this procedure and that relevant permits have been obtained and signed.
- All Contractors that are undertaking works at SCHN must be locally inducted to the SCHN site that the work is being undertaken. Such inductions will vary based on the nature of the work being undertaken and the underlying risks associated with the work and hazards present at that site. Rapid Induct/Rapid Global outlines the induction requirements for the particular type of Contractors that may be engaged to perform work for SCHN.
- A Contractor requires specific induction to the areas they may be working in, for example;
 - Wards, Laboratories, Workshops, Specific buildings that are not freely accessible to the public.

- These types of inductions are the minimum requirements for any Contractor undertaking work within the SCHN facility. If a local area does not have a local area induction developed, the Contractor WHS Induction Checklist can be used.

4. Onsite management of Contractors

- At all times Contractors are required to conform to the relevant statutory requirements and all relevant policies and procedures of the SCHN facility.
- The Hospital Engineer/Site Operations Manager must ensure works are being undertaken in accordance with the requirements for site management as specified, including sign-in / sign-out requirements.
- The Hospital Engineer/Site Operations Manager at the facility must provide a site induction relating to WHS, including the emergency evacuation plan, location of first aid kits/room, location of amenities, and advising the Contractor in regard to trained first aid personnel, fire safety officer etc.
- A Contractor is to be issued with an 'Authorised Contractor Pass' which is to be worn by the Contractor for the duration of their time at the SCHN facility, and must be returned on completion of works.
- All Contractors must sign in/out of the each day when performing works at a SCHN facility.
- After-hours management of Contractors to be coordinated by the Hospital Engineer/Site Operations Manager in consultation with Security department and/or the After-hours Nurse Manager or SCHN representative.

5. Risk Management

- SCHN takes a proactive approach to hazard identification and management of site risks.
- An initial hazard identification and risk assessment must be completed by the Hospital Engineer/Site Operations Manager and Contractor for all proposed contract works prior to the commencement of those works as part of start-up requirements.
- Contractors are required to provide evidence that they have assessed the risks involved with the contract works and have given due consideration to how those risks will be controlled. Consideration of any potential impact to SCHN workers, patients, visitors and others must all be identified and effectively managed.
- The Contractor shall provide General Work Permits and Safe Work Method Statements (SWMS) to the Hospital Engineer/Site Operations Manager for the work to be undertaken. This must be done prior to the commencement of works. The Permit to Work and required SWMS's are to be reviewed by the relevant Contract Supervisor prior to the commencement of works.
- Contractors must ensure that work sites are secured in such a way as to prevent unauthorised entry by workers, patients, visitors and others at all times.

6. Contractor Induction Guide

- Prior to commencement of works the Contractor shall receive a copy of the Contractor Induction Guide from the SCHN Representative. The Contractor Induction Guide may be received either as a hardcopy or electronically.
- The Contractor Induction Guide reinforces the information outlined in the inductions that Contractors need to be aware of before commencing work at SCHN. It is the responsibility of the Contractor to instruct their employees and any sub-Contractors on the information provided in the Contractor Information Guide.

7. Contractor Incident management

- Contractors must report to SCHN Representative and/or the Hospital Engineer/Site Operations Manager any incident / accident or near miss that occur on SCHN premises.
- To report problems/incidents and actions taken, Contractors will refer to the site specific instructions for emergency contact details.
- The outcomes of corrective action taken must be assessed and signed off by the Contractor / Contractor representative and SCHN Manager responsible for the contract.

8. Monitoring Contractors

- SCHN is required to monitor the WHS performance of Contractors by conducting periodic WHS direct observations of Contractor conformance to permit to work conditions. The frequency of monitoring Contractors will be determined by the type and associated risk of the work being undertaken. Monitoring requirements for the different types of work being undertaken by Contractors are outlined in the Contractor Induction Checklist.
- If during the execution of work, a Contractor or sub-Contractors is in breach of any WHS requirements; all work with regards to that work shall be suspended. The Contractor shall be alerted to the matter in person and in writing by the SCHN WHS Representative. Work cannot recommence until the responsible SCHN WHS Representative is satisfied that adequate risk controls are in place to avoid risk of injury.
- If a worker is involved in or witnesses a health or safety incident in the workplace, they should ensure it is reported through the appropriate channels as soon as possible after it occurs. Early reporting will assist your SCHN to meet its notification obligations as required under the [Work Health and Safety Act 2011 \(NSW\)](#).

9. Safe Work Method Statements

- Safe work method statements must be completed for all high risk construction work as defined in the [Work Health and Safety Regulation 2017](#). High risk construction work is defined in [Appendix 1](#).

- When SCHN is acting as the Principal Contractor the SCHN Project Officer must ensure they receive copies of all safe work method statements that are completed for high risk construction work.

10. Permit-to-work systems

- Permits-to-work (PTW) are an essential part of safe systems of work for many maintenance activities on chemical plants. Permits are used for high hazards and unusual jobs. They are required if there is a risk of serious injury which cannot be adequately controlled by normal physical safeguards. Permits specify the work to be done and precautions to be taken and provide a clear record that all foreseeable hazards have been considered.
- Separate permit forms are required for different tasks such as:
 - Entry into confined spaces,
 - Hot work,
 - Working at Heights, and
 - Work on electrical systems.
- In this way enough emphasis can be given to the particular hazards present and the precautions needed.

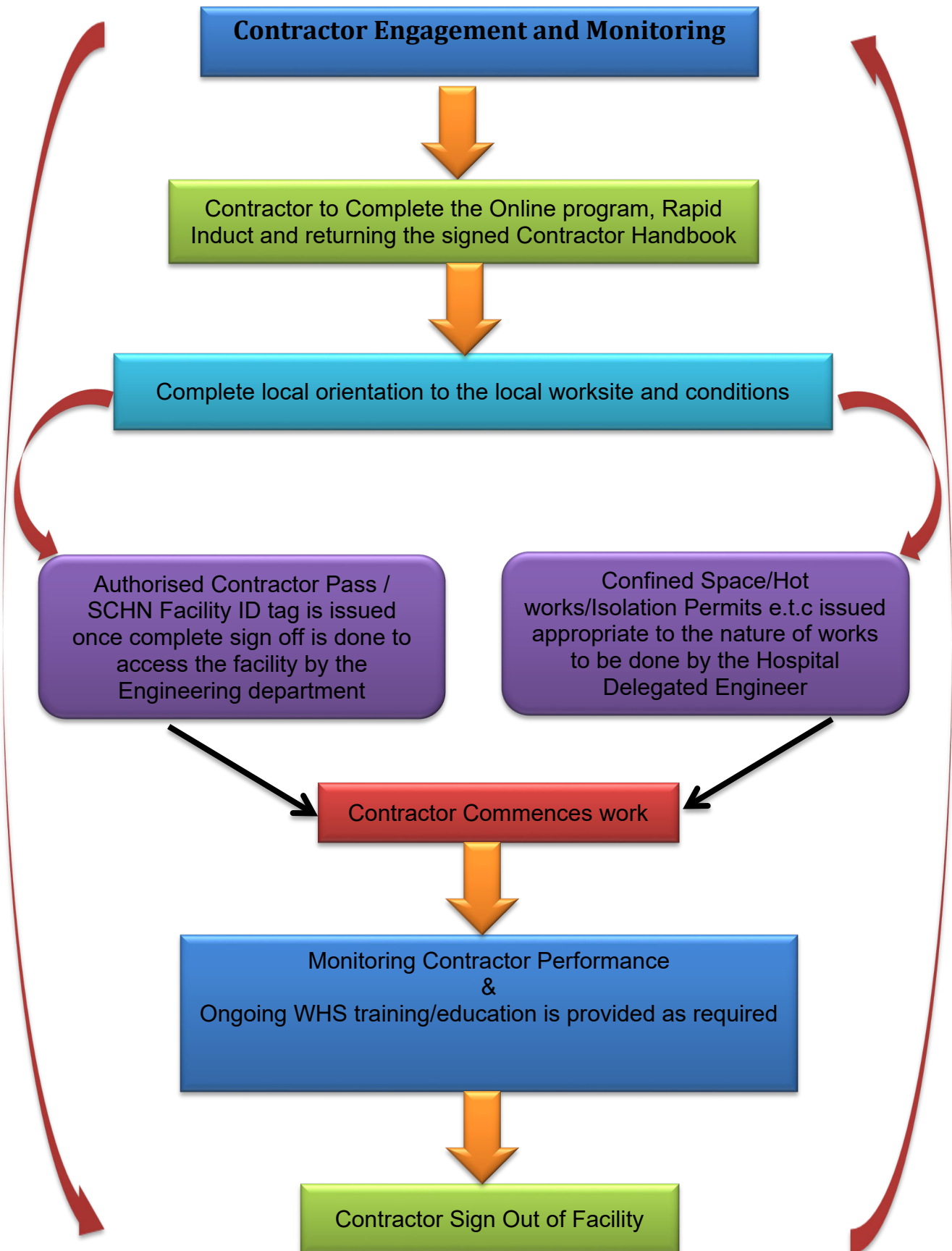
8 References

1. [PD2018_013 NSW Health Work Health and Safety: Better Practice Procedures](#)
2. [PD2019_003 Working with Children Checks and Other Police Checks](#)
3. [Work Health and Safety Act 2011 \(NSW\)](#)
4. [Work Health and Safety Regulation 2017](#)
5. [SafeWork NSW Code of Practice Construction Work August 2019](#)
6. [SafeWork NSW Code of Practice Confined Spaces August 2019](#)
7. [SafeWork NSW Code of Practice How to Manage and Control Asbestos in the Workplace August 2019](#)
8. [SafeWork NSW Code of Practice Managing Electrical Risks in the Workplace August 2019](#)
9. [SafeWork NSW Code of Practice Managing the Risks of Plant in the Workplace August 2019](#)
10. [SafeWork NSW Code of Practice Managing the Risk of Falls at Workplaces August 2019](#)
11. Relevant Australian Standards on Electrical Installations and In-service safety inspection and testing of electrical equipment.

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Appendix 1: Contractor Management Flowchart



Appendix 2: Current Contractor Status

To achieve current status a principal Contractor must:

1. Provide a certificate of currency of insurance that complies with Section 175B of the [Workers Compensation Act 1987](#). The certificate is to cover the period of the contract and all workers that will be on SCHN sites.
2. Provide a copy of a certificate of currency for public liability insurance to a minimum value of \$ 20,000,000.
3. Provide a copy of the relevant contracting licences applicable to the proposed scope of works.
4. Where requested, provide a copy of National Criminal Record Check and Working with Children Check for workers.
5. Provide evidence of General Construction Induction Training Card if undertaking construction or building Maintenance/Site Operations Manager (termed in Industry as “White Card”).
6. Maintain a high level of WHS awareness and training within their organizations including compliance with all relevant statutory requirements.

Note: Failure to comply with these requirements or two negative reports regarding Contractor performance within 12 months will result in the loss of approved Contractor status and will necessitate documented changes within an organisation to assess areas of deficiency before the Contractor may be re-evaluated.