

SESLHD PROCEDURE COVER SHEET



Health
South Eastern Sydney
Local Health District

NAME OF DOCUMENT	Work Health and Safety – Contractor Management Procedure
TYPE OF DOCUMENT	Procedure
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LEVEL OF EVIDENCE	National Standard 1 Contractor induction cards, contractor training certificate, register of contractors via the contractor database.
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EXECUTIVE SPONSOR or EXECUTIVE CLINICAL SPONSOR	Director People and Culture
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KEY TERMS	Contractor induction, contractor training, contractor card, permits to work
SUMMARY	To provide managers and workers with guidance on how to co-ordinate contractors working on SESLHD sites.

COMPLIANCE WITH THIS DOCUMENT IS MANDATORY

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1. POLICY STATEMENT

The health and safety of contractors, SESLHD workers, patients and visitors are paramount. These persons must not be exposed to risk by the activities of contractors in the workplace. Where contract work is being carried out on SESLHD buildings and/or plant, workplace safety must be maintained throughout the period of the work to ensure building and plant integrity and the minimisation of service disruption.

This procedure outlines the processes for managing Workplace Health and Safety (WHS) issues associated with the use of contractors on SESLHD controlled premises in accordance with [Ministry of Health - Work Health and Safety: Better Practice Procedures](#), [Work Health and Safety Act 2011](#) and [Work Health & Safety Regulation 2017](#).

2. BACKGROUND

A generic induction is provided to all contractors prior to any contractor starting work on SESLHD sites via the online training portal. Contractors will receive a Contractor Handbook and Site Resource that informs them of relevant Area Policies, work permits and methods of communication.

The aim of this procedure is to assist SESLHD managers and workers to minimise the risk of injury or workplace hazards / illness to the contractors, SESLHD workers and visitors that may arise from the presence of contractors on SESLHD premises.

The scope of the procedure applies to any contract / sub contract work including:

- Installation, servicing, maintenance and / or repair of plant/ equipment including clinical and telecommunications equipment
- Construction work
- Consultancy
- Training / education of staff.

NOTE: Employment of clinical agency staff and appointment of Visiting Medical Officers is outside the scope of this policy.

2.1 Definitions

Construction work: means any work carried out in connection with the construction, alteration, conversion, fitting-out, commissioning, renovation, repair, maintenance, refurbishment, demolition, decommissioning or dismantling of a structure. For full definition, refer to the NSW Work Health and Safety Regulation 2017, Clause 289.

Contractor or Principal Contractor: refers to an individual, an organisation or legal entity engaged under a contract for services to perform any work, provide any service, or supply any goods at an agreed price or rate. Under the [NSW Work Health and Safety Act 2011](#)

[Section 7](#), and [WHS Regulation 2017 Clause 293](#), a contractor is considered a worker and as such there is a shared responsibility between themselves, their employer and SESLHD to consult on safety risks.

Contractor Card: an annual card issued to contractors by Facilities Services which must be carried and when held, allows contractors to work on SESLHD sites.

Compliant Contractor Database: database that contains records of current companies approved to work at SESLHD sites. The database also allows contractor cards to be verified ([SESLHD Area Contractor Database](#)).

Disruptive work: any work which may be disruptive to the activities of the hospital such as:

- work which is noisy
- work that generates dust, fumes or smells
- work that interferes with the supply of water, electricity, gas or any other essential service
- asbestos removal
- work that may trigger fire alarms
- disruptions to traffic flows (cars and pedestrian)
- blocking of egress or exits.

Due Diligence: the use of all reasonable foresight and care in the planning and conduct of activities to protect the health, safety and welfare of everybody in the workplace.

Facilities Services: refers to the hosted service between SESLHD and ISLHD that oversees asset management, energy efficiency programs and contractor registration functions. ([SESLHD Facilities Services](#))

General Construction Induction Training Card: is issued by SafeWork NSW once a person has successfully completed the specified course for general construction induction training through a RTO.

Hazardous Work: any work that has the potential to harm the health and safety of a person.

Persons Conducting a Business or Undertaking (PCBU): All employer-type organisations including corporations, associations, partnerships, labour hire companies, franchisees, self-employed persons, sole traders and contractors. SESLHD is defined as a PCBU.

Risk Assessment: the process of gathering details on the hazard to see how it could cause harm, who could be harmed, how likely it is that the hazard will cause harm and how severe that harm could be given any existing risk control measures.

Responsible Managers: a SESLHD manager who engages the contractor or has control of the specific work place where contractor is engaged, and therefore has direct responsibility for the contractor in the workplace.

Safe Work Method Statement (also known as a Job Safety Analysis – JSA or JSEA): a written statement using risk management principles clearly stating the safest way to do the task. These are to be prepared by a contractor for all work and must be specific for each job.

Sub-Contractor: a person who may be sub-contracted by the principal contractor. Under the [NSW Work Health and Safety Act 2011 Section 7](#), a subcontractor is considered a worker and as such there is a shared responsibility between themselves, their employer and SESLHD to consult on safety risks.

Urgent works: include but not limited to works listed in the [Service Continuity Contingency - Hospital Utilities \(SCCHU\) plans](#); works required to ensure the continuity of critical patient services and major system failures to critical business operations. Generally, urgent works require same day service.

WHS Management Plan: this is a plan that must be implemented by the principal contractor for construction work exceeding \$3600.00 (Reference: [NSW WHS Regulation 2017 Part 6.4](#))

3. RESPONSIBILITIES

3.1 Workers will:

- Comply with Work Health and Safety (WHS) and Injury Management (IM) procedures; including notifying their manager of the contractor being in the workplace and verifying that the contractor has a current contractor card.
- Follow safety instructions provided by the contractor.

3.2 Managers/supervisors will:

- Implement and comply with WHS and IM procedures including only using approved contractors listed on the Compliant Contractor Database, ensuring contractors are appropriately inducted, and that ongoing consultation and monitoring occurs.

3.3 Engineers and Maintenance Service/Department will:

- Ensure all contractors/subcontractors 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 and confined spaces.
- Issue work permits to contractors once appropriate Safe Work Method Statements have been provided for the works that are being conducted.

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3.4 Facility/Service Managers will:

- Implement and comply with WHS and IM procedures including assisting responsible managers with consultation on contractor related safety issues, risk assessments and WHS Management Plans where they impact the facility.
- Monitor contractor performance as per [Section 4.9 \(Contractor Evaluation\)](#).
- Provide feedback to Facilities Services on contractor performance and serious safety breaches.

3.5 Chief Executive will:

- Ensure a system is in place for the management of and consultation with contractors while on SESLHD sites Refer;([Ministry of Health - Work Health and Safety: Better Practice Procedures](#)).

3.6 Other PCBUs located on SESLHD sites will:

- Comply with the requirements of this procedure when engaging contractors that make modifications to SESLHD premises.
- Consult with SESLHD and other relevant PCBUs regarding shared health and safety risks.

3.7 WHS Managers/Coordinators will:

- Assist contractors with access to the induction course, and liaise with Facilities Services to ensure the contractor database remains current.
- Assist managers and supervisors in understanding the requirements of this procedure.

3.8 Contractors will:

- Maintain responsibility for the health and safety of those connected with the worksite while working within SESLHD premises.
- Abide by relevant SESLHD policy directives as detailed within the Service Provider Agreement and Contractor Handbook.
- Follow safety instructions and information from relevant SESLHD workers.
- Comply with contractor specific requirements outlined in [Section 4.8 \(Contractors specific requirements\)](#).

3.9 Principal Contractors will:

- Ensure sub-contractors they engage meet the requirements of contractors as outlined in this procedure.
- Develop and implementation WHS Management Plans for work to be carried out on SESLHD sites for construction work exceeding \$250,000 and/or undertaking demolition or asbestos work for which a license is required.
- Ensure the WHS Management Plan conforms to the [WHS Act 2011](#) and [WHS Regulation 2017](#) and that compliance is monitored and enforced.

4. PROCEDURE

This procedure outlines the responsibility of facilities and managers when engaging contractors, including induction / training, site access, work permits and the ongoing processes related to contractor management and evaluation.

See [Appendix 1 - Local Health District Contractor Management Flowchart](#), which has been provided as a quick reference guide to this procedure.

4.1 Contractor registration

A contract company will not be registered on the compliant [SESLHD Area Contractor Database](#) and is not to commence any work within SESLHD premises until they have provided the following to Facilities Services:

- Certificate of Currency for their workers compensation policy in respect of work done in connection with, and during the period of, the contract.
- Where the contractor will sub-contract, the contractor is responsible for the certificate of currency being provided.
- A current copy of Public Liability Insurance to the minimum value of \$20,000,000.
- A copy of ABN and full address/contact details.
- Details of the relevant contracting licenses applicable to the scope of the works proposed. This will be recorded through the provided register.
- Evidence of General Construction Induction Training Card for each individual contractor undertaking construction or building maintenance. This will be recorded through the provided register.
- Agree to conditions set out in the Contractor Induction Acknowledgement.

4.2 Contractor engagement

- Responsible managers will assess the contractor's capability and suitability prior to engagement. This includes ensuring they are registered on the [SESLHD Area Contractor Database](#).
- Where the contractor is not registered in the contractor database, the responsible managers will direct the contractor to [The SESLHD Facilities Services website](#).
- Responsible managers shall ensure that the WHS requirements are clearly communicated and documented prior to engaging contractors.

4.3 Contractor general induction

- Facilities Services will direct all contractors to complete the online general induction training program prior to any contractor starting work on site. All workers employed by the contractor to work on SESLHD sites must complete the induction.
- The general induction is designed to provide contractors with information that enables them to understand SESLHD WHS Procedures and must be attended by all contractors, subcontractors and everyone who works for them.
- Once a contractor has completed their general induction training, they will receive a paper certificate which they will be able to use until they receive their SESLHD contractor card (this will take approximately two weeks).

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- Contractors will receive via the online training portal a Contractor Handbook and Site Resource that informs them of relevant Area Policies, work permits and methods of communication.

4.4 Contractors commencing works on SESLHD sites

- Contractors are to liaise with the responsible manager to confirm they are inducted and are ready to proceed with the agreed works.
- Contractors are required to sign in and out of SESLHD sites as per instructions outlined in the Site Resource; see [Appendix 2 - Site Resource - Facility Name \(Sample\)](#)

Contractor general induction will be verified on sign on at the site and the contractor should be provided with a Site Safety Brief, see [Appendix 3 - Site Safety Brief \(sample\)](#).

- Before contractors can commence work they must provide the responsible manager with a risk assessment and Safe Work Method Statement (SWMS) specific to the task and location the work will be undertaken.

4.5 Contractor orientation checklist

- Responsible managers must implement local orientation for contractors using [F249 - SESLHD Contractor Orientation Checklist](#).
- This is to be completed when the contractors begin work the first time in the work area. Verbal updates to contractors are appropriate for any new hazards that the contractor may not be aware of since their last visit.

4.6 Work Permits and Disruption Notices

- Work Permits and Disruption Notices are normally arranged through Engineering Services department at each site. The SESLHD responsible manager is required to assist contractors in accessing work permits.
- Contractors must obtain relevant Work Permits before commencing any work. These are to be displayed at the work site where practical. A range of work permits are used at SESLHD sites, including Hot Works, Confined Spaces and Electrical Work.
- Disruption Notices must be provided to the relevant SESLHD Engineering Services department at least seven days prior to any disruptive work.
- Once issued the disruption notice and any alternate service arrangements or further safety instructions must be communicated to all departments that may be affected by disruptive works.

4.7 Contractor work and ongoing consultation

- All parties are to ensure regular consultation occurs and issues relating to contract can be discussed. Regular meetings may need to be established based on the length of the project.
- On-going monitoring of the contractor's performance against contractual and WHS requirements should be undertaken by the responsible manager. This

includes reporting to Facilities Services, and the relevant manager for their service.

- The responsible manager should consult with workers about possible hazards what may arise from the presence of the contractor on site, including for example, the likelihood of environmental risks, chemical spills, noise and dust.
- All parties are to take appropriate action when hazards in the workplace are reported or unsafe working conditions are observed, acting promptly to resolve any WHS issues or disputes concerning contractors at the facility.
- The responsible manager should communicate with the Sector WHS Service for advice as necessary, and in the event of any incident involving a contractor which may be reportable to SafeWork NSW.

4.8 Contractors specific requirements

This section outlines some of the specific requirements contractors and sub contractors are required to adhere to while working on SESLHD sites.

Safe Work Method Statements/Job Safety Analysis (JSA)

All contractors are to provide a SWMS or JSA that is specific to the task, project and local environment. These statements will provide a description of how the work is to be carried out and identify the safety controls/ measures required to be implemented to control the risks.

Job safety briefings

The contractor must train all their workers in the requirements of the SWMSs or JSAs.

Workers compensation insurance

All contractors are required to have current workers compensation insurance coverage for all workers undertaking work on a project. This evidence is supplied to Facilities Services Department prior to engagement.

Public liability insurance

All contractors are required to have public liability insurance coverage commensurate with the undertakings of the project (minimum value of \$20 million).

Criminal record and working with children checks

For short term or one-off delivery/repair work, no criminal record or working with children check is required. If a contractor is required to enter hospital wards or premises for the delivery or repair of equipment, the contractor is to be supervised and informed of the areas they are permitted to enter.

Under the circumstances outlined in [Table 1](#) a contractor will require the appropriate checks to be completed and provided to the SESLHD Responsible Manager prior to them undertaking any work on SESLHD sites. The responsible manager will be able to verify these documents through the links provided.

Table 1

Work involving	Check required	Verification
Providing health services in wards of hospitals with patients under the age of 18. Fact sheets and resources	Working With Children Check	WCC Verify
Access to confidential information about NSW Health patients, clients or staff, or high level access to finances.	National Criminal Record Check	Certificate
Access to or provision of health services to aged care recipients.	National Criminal Record Check	Certificate

Reference - [PD2016 047 Employment Checks - Criminal Record Checks and Working with Children Checks](#)

Chemical management and Safety Data Sheets (SDS)

Contractors must provide a current SDS for all chemicals used on site or bought into a SESLHD facility and stored on-site. SDSs are valid for five years from the date of issue. Contractors must store chemicals in a manner and location that is:

- Secure where unauthorised persons cannot access.
- Labelled correctly.
- Free from the risk of falling over.
- Away from food.
- In line with the requirements of storage of dangerous goods and hazardous substances.

Electrical safety

All power leads, portable electrical tools and Residual Current Devices (RCDs) used within SESLHD must be tested and tagged in accordance with Australian Standard 3760 and legislative requirements ([SafeWork NSW Information - Electrical Inspection and Testing](#)).

The following safety rules apply to the use of electrical equipment:

- Electrical leads are to be positioned to ensure they will not be damaged or exposed to wet areas.
- Electrical leads must be concealed to avoid trip hazards.
- Double adaptors are not to be used within SESLHD facilities.
- Prior to electrical works, electrical works permit must be obtained and isolated areas are to be tagged at the switchboard prior to commencing work.

Incident management

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Contractors must report to SESLHD any incident / accident or near miss that occur on SESLHD 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 SESLHD manager responsible for the contract.

4.9 Contractor evaluation

Contractor evaluation is conducted against the pre-determined criteria in the contract and may include evaluation Key Performance Indicators (KPIs).

Feedback sessions should be on-going during the course of the contractors work and problems / incidents addressed as they occur. The results of contractor evaluation should be communicated to the principal contractor.

Issues relating to contractor performance are to be reported by the SESLHD responsible manager to Facilities Services. Safety breaches reported to the site WHS Co-ordinator for further evaluation and review.

Two negative reports within 12 months may result in the loss of approved contractor status and will necessitate documented changes within an organization to assess areas of deficiency before the contractor may be re-evaluated.

5. DOCUMENTATION

Form	Retention time-frame	Retained by:
SESLHD Service Provider Agreements	3 years	Responsible manager
Contractor Induction Acknowledgement	3 years	Responsible manager
Attendance at Generic WHS Induction training	3 years	Facilities Services Department
Safe Work Method Statement	3 years	Site Manager
Permit to work + specific permits for hot work, confined spaces and electrical work	3 years	Site Manager

- [SESLHDHB/021 Work Health Safety - Contractor Safety Handbook](#)
- [F249 - SESLHD Contractor Orientation Checklist](#)

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6. AUDIT

Implementation will be assessed through the OHS&IM Profile every two years.

7. REFERENCES

External

- [Work Health and Safety Act 2011 No 10](#)
- [Work Health and Safety Regulation 2017](#)

Ministry of Health

- [NSW Ministry of Health 'Work Health and Safety: Better Practice Procedures'](#)
- [NSW Ministry of Health 'Employment Checks - Criminal Record Checks and Working with Children Checks'](#)

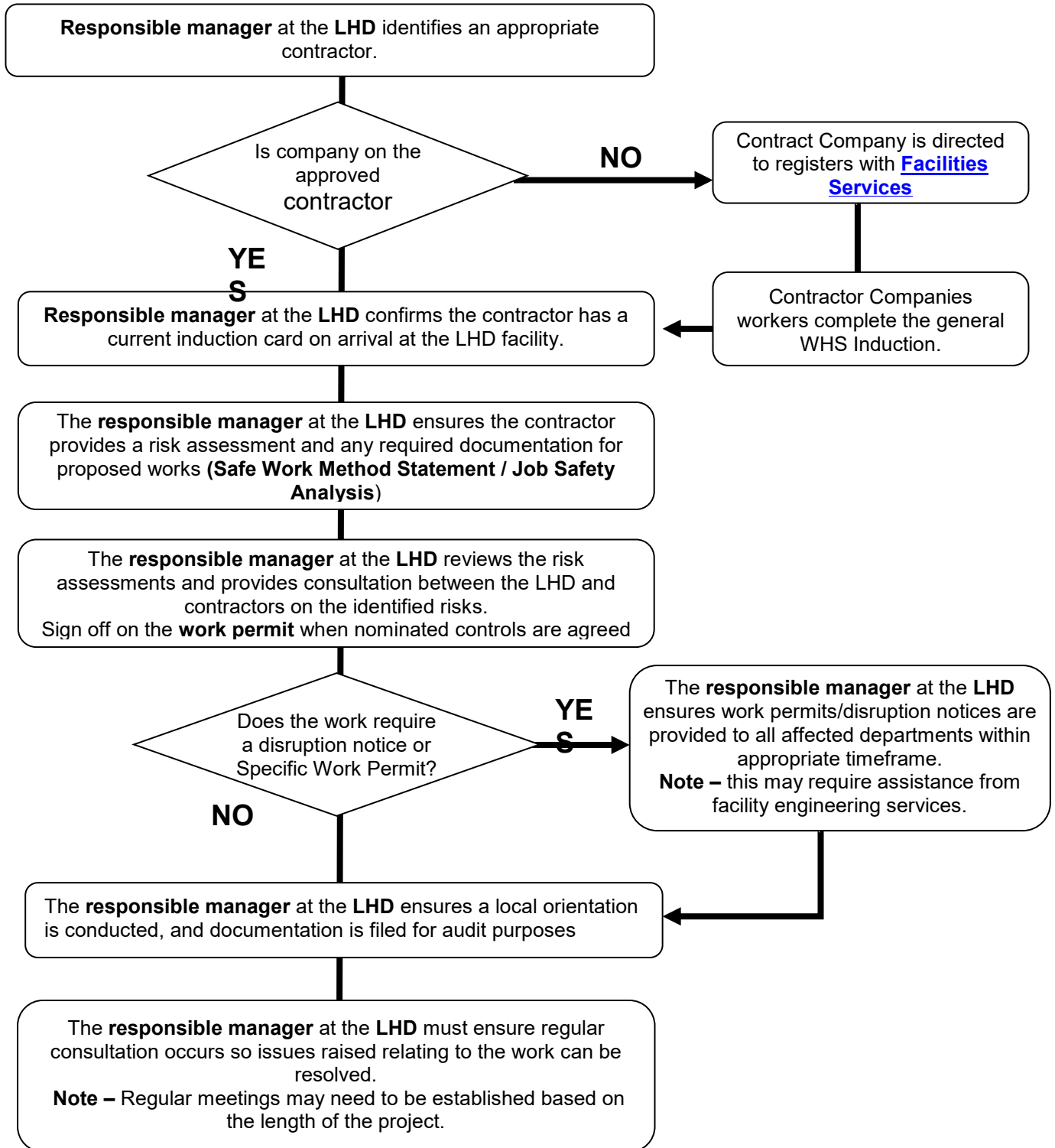
Internal

- [SESLHDPR/276 Injury Management - Recovery at Work Procedure](#)
- [WHS Definitions Dictionary](#)
- [F126 - WHS Record keeping matrix](#)
- [SESLHDPR/271 Work Health and Safety – Statement of Commitment](#)
- [SESLHDPR/268 Work Health and Safety - Electrical Risk Management](#)
- [SESLHDPR/274 Work Health and Safety - Confined Spaces Management Procedure](#)
- [SESLHPD/265 Emergency Management Policy](#)
- [SESLHDPR/208 Work Health and Safety - Hazardous Chemical Management Procedure](#)

8. REVISION AND APPROVAL HISTORY

Date	Revision No.	Author and Approval
Feb 2014	1	Revised by Peter Kuszelyk, WHS Officer, Health Safety & Wellbeing
Feb 2014	1	Re-formatted by Scarlett Acevedo, District Policy Officer
August 2017	2	Desktop Revision and Links Update - John Parkinson, WHS Consultant
October 2017	2	Updates endorsed by Executive Sponsor
June 2020	3	Risk rating reduced to Medium Risk. Review date amended to November 2020 to align with Medium Risk rating. Executive Sponsor updated from Director Workforce Services to Director People and Culture. Approved by Executive Sponsor.

Appendix 1 - Local Health District Contractor Management Flowchart



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Appendix 2 - Site Resource - Facility Name (sample)

Essential contact numbers and availability

- Switchboard
- Engineering
- Security
- Internal emergency

Process for signing on and off site

Site based inducted

- who/how

Work permits

- who/how

Access to work areas

- Restricted areas
- Keys/swipe cards

Local emergency procedures

- First aid and medical
- Evacuation
- Warning systems

Parking arrangements

Vehicle access

Known risks

Asbestos, confined spaces, electrical systems

Site Map on reverse

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Appendix 3 - Site Safety Brief (sample)

Facility Name

1. Current restricted work areas

Areas that are being isolated or restricted for access, i.e. roadway closures

2. Major construction works

Construction areas that have restricted access

3. Planned isolations or shut downs

Disruption notices
Fire isolations

4. Safety Monitoring

List any ongoing inspections, hazard management reports

5. Site and emergency contacts

List site contacts i.e. – engineering, emergency number