

Harbour Town Gold Coast Site Induction

At Harbour Town Gold Coast we believe that safety is integral to the way we do business. We are committed to operating a safe environment for all where we are incident and injury free. The effects of poor safety performance may result in;

- Pain and suffering
- Loss of credibility
- Adverse publicity
- Higher direct and indirect costs

Duty of Care – ‘Duty of Care’ means providing and maintaining, as far as practicable, a safe working environment, and it is the responsibility of both employers and employees.

Hazard Management –

1. Identify hazards – Survey site for hazards.
2. Assess risks – Ask how likely is it someone will be hurt.
3. Control risk – Eliminate, substitute, or isolate the hazard and consider PPE.
4. Evaluate control – Ask yourself is the chosen control effective and are there any new hazards that have been discovered or introduced as a result.

Hazard management should be shown in your Safe Work Method Statement (SWMS)

Before undertaking any high risk work you must comply with the Lend Lease Global Minimum Requirements (GMR’s) for high risk works.

High risk works include but are not limited to;

- Working with Mobile Plant and Equipment (MEWP included)
- Working on roofs or in ceiling voids
- Any activity requiring fall arrest equipment (Harnesses)
- Hot Works
- Working on a chemical, fuel or, refrigerant line.

The Global Minimum Requirements for high risk works are;

Activity Planning

- Your Safe Work Method Statement (SWMS) must be correctly filled out to meet the Lend Lease requirement which can be obtained from the website or through Centre management.
- You must have all the correct licences/permits in place
- You must have Emergency procedures in place including a rescue plan.

Harbour Town Gold Coast Site Induction

Activity Communication

- You must have a documented pre-start meeting before any high risk work commences, the meeting should be used to identify any hazards and the controls put in place. This meeting should be used to explain the emergency procedures for the activity.
- There must be communication to all workers including those not involved in the high risk activity.

Activity Controls

- You must provide adequate supervision at all times
- You must carry out regular checks to ensure adherence to the SWMS
- All equipment must be verified to be safe to use.

SWMS – Is a document that describes the job to be completed, outlining the steps involved and identifying associated hazards. It details risk control measures to be implemented to eliminate or reduce risk and is required for all works.

Emergency Evacuation Procedures

You must ensure you are familiar with our Emergency Evacuation Procedures; they are on display in the Security Office and if required can be obtained through Centre Management. Please be aware of the nearest Emergency exit and evacuation assembly point.

Whilst working at Harbour Town You must

- Keep Emergency Exits clear at all times.
- Follow Wardens Instructions.
- Report to the assembly area.
- Evacuate & contact the emergency services if working out of hours.

Permits to work

To manage certain high risk activities Permits to Work may be required and are issued by Centre Management. These permits are;

- **Working on roofs and in ceiling voids**– The Roof Access Register must be completed before any attempt to access the roof is allowed. The roof Access Register can only be completed with security.
- **Working at Heights** – Obtained When working at heights (EWP included).
- **Hot Works** – A hot works permit is required for any activity likely to produce a source of ignition or any dust, an appropriate fire extinguisher and fire blanket must be near to the activity at all times. If dust is going to generated arrangements will need to be made through Centre Management for Air Conditioning to be isolated if required. A hot works permit can be obtained from security.

Harbour Town Gold Coast Site Induction

- **EWP** – An EWP permit must be obtained whenever bringing on EWP onsite (including for use in a tenancy).
- **Crane Operating** – Crane operating permits must be arranged through Centre Management at least two working days prior to any lift occurring in the Centre.

Harbour Town Roof Zoning (Red & Green)

At Harbour Town our roofs are divided into two zones. The Red zones and Green zones.

- **RED ZONES** – Are any area of the roof that is not protected either by a parapet or hand rail system or, within three meters of an unprotected edge. These areas are a "No Go Zone" it is a high risk area. Access to these areas is only granted to those with specific tasks within those areas and once all requirements have been met.
- **GREEN ZONES** – Are areas of the roof inside the protection of the parapet and hand rails systems. A Green Zone is classed as a "Safe Zone". Whenever working on the roof you must where possible use the walk ways provided and use caution where they are not available. Access will be allowed once a SWMS has been provided and approved.

Procedures

Site Access

All contractors wishing to access site must follow these procedures.

1. Complete Site Induction and Roof Induction (both remain current for 2 years) and have your Induction number issued by Centre Management
2. Sign in with security (Induction card and signed SWMS must be produced)
3. Contractors working at height need a minimum of 2 people present at all times. Whilst only one person may be directly involved with the work, the second person will be available to assist or initiate the Emergency Procedures if required.

Roof Access

1. Submit SWMS to Centre Management for approval
2. Contact security to Gain access to the roof and complete the Roof Access Register
3. Carry out work
4. Conduct hourly welfare checks with security on 5564 0088
5. Once work is completed you must remove all rubbish/debris then sign out with security and sign off on the register.

Using MEWP

1. Submit SWMS to Centre Management for approval
2. Complete an MEWP permit (Yellow Licence must be produced)
3. The MEWP must be escorted whilst moving through the Centre
4. **The MEWP must NOT be DRIVEN OVER MANHOLES, ROAD GRILLS or COVERS**

Harbour Town Gold Coast Site Induction

5. An Exclusion Zone of adequate size must be setup around the working area and be defined by physical barriers with clear signage prohibiting unauthorised entry. The integrity of the exclusion zone must be regularly checked
6. Safety Harness must be worn and attached to the MEWP at all times
7. Hourly welfare checks conducted with security on 5564 0088
8. Once work is completed sign off the MEWP permit and sign out with security.

SDS – All chemicals brought/used onsite **must** have a compliant SDS (Safety Data Sheet) and be correctly labelled. The MSDS should be supplied with the SWMS prior to commencing work.

PPE – All contractors must supply any PPE (Personal Protective Equipment) they require. It must be correct for the task being undertaken, meet the relevant Australian Standards and must be in a safe working condition.

Smoke Detectors – If applicable smoke detectors should be isolated when required when working in Common areas and Tenancies. These should be identified with the Operations Manager/Store Manager.

Plant and Equipment –

- All contractors' plant and equipment must be checked before work commences and be in a safe working condition.
- All electrical equipment must be tested and tagged
- All mobile equipment (MEWPs, Boom Lifts, etc.) must have up to date certified maintenance records and operated by a qualified person.

Ladders

All ladders (whether a step ladder, single ladder or extension ladder) used on site must comply with the relevant requirements of AS/NZS 1892.1 (Portable Metal Ladders), AS1892.2 (Portable Wooden Ladders) or AS/NZS 1892.3 (Portable Reinforced Plastic Ladders). Also a metal ladder, a ladder with metal reinforced stiles or metal scaffolding, must not be used if there is a possibility of the user or the ladder contacting live electric lines or live parts of electrical articles. A ladder tag system is highly recommended.

If a ladder must be used then you are to ensure it is;

- Only for light work for a short duration (15 minutes)
- The correct ladder for the job
- 3 points of contact must be maintained
- Never go above the 3rd step from the top
- Always work within the stiles never over stretch
- Use back packs to transport tools etc.

Harbour Town Gold Coast Site Induction

First Aid –

Based on your contractors risk assessment, if first aid facilities are required the contractor must supply these. All contractors must provide their own first aid kits.

All Security Guards are First Aid trained and can provide assistance.

Should you require securities assistance they can be contacted on 5564 0088.

Work Environment and Stakeholders.

A Stakeholder is any member of the public, retailer, visitor or person employed at Harbour Town. Under no circumstances is any work to be carried out if the work exposes either directly or indirectly a Stakeholder to any level of danger until an agreed method of control is established with the Operations Department. All necessary precautions are to be taken to protect all Stakeholders from such exposure. If this cannot be achieved then that part of the work must be carried out after normal working hours.

- All Contractors are to show courtesy to all Stakeholders at all times.
- Any noisy, smelly or dusty work must be carried out after hours or at times agreed by the Operations Manager.
- Exclusion zones and signage must be adequate for the purpose and in place around the work areas.
- All mobile equipment must be escorted when relocating within the centre. Ensure not to drive over drains or manholes. Exclusion zones must be set up around MEWP's, Boom lifts when operating at height.
- No leads or hoses etc. are to be placed on the ground without an exclusion zone over them.
- Delivery, hoisting and storage of materials and removal of rubbish shall only be carried out in a safe manner. Builders and contractors rubbish is not to be placed in Centre rubbish facilities.
- Woolworths hopping trolleys are not to be used as a means of transporting equipment or rubbish or for any other purpose.
- Service corridors and Fire corridors are not to be used for storage.
- No foreign substances/chemicals are to be put down any drain of any type or dumped in Centre bins or gardens etc.
- No radio's or music players of any sort are permitted to be used in occupied areas,
- Report all incidents to Security - 55640088
- **Harbour Town Shopping Centre is a No Smoking area.**

Remember if you are uncertain of the correct & safe way of doing the job, ASK. Don't take chances!!

Harbour Town Gold Coast Site Induction

Questions & Answers

Please ensure your details are legible. Your induction may not be processed if we are unable to read it.

Name..... Phone number.....

E-mail.....

Company..... E-mail.....

Q1. I must always keep safety in the front of my mind and always follow safe procedures. True or False

Q2. 'Duty of Care' is whose responsibility?

Q3. Your organization must have processes in place to manage hazards and incidents. True or False

Q4. Does a SDS need to be supplied for chemicals you bring on site? Yes or No

Q5. What permit do you need to obtain before you conduct any work that may produce sparks, dust or smoke?

Q6. All electrical equipment should be tested and tagged. True or False

Q7. Noisy, smelly or dusty work must be carried out after hours or at times agreed to by the Operations Manager. True or False

Q8. On a ladder how many points of contact must always be maintained?

Q9. A Red Zone is a "No Go Zone". True or False

Q10. Before accessing the roofs what must be obtained from security?

Q11. All mobile equipment must be escorted when relocating within the centre. True or False

Q12. MEWP's must never drive over manholes, road grills or covers. True or False

Q13. Have you read and understood the Centre Rules & Requirements for Contractors document? Yes or No

Please sign and date to confirm that the above named person has completed this site induction.

Once completed please forward to operations@harbourtownshopping.com.au. Once this induction has been processed your induction number will then be sent to your above mentioned email address.

Sign.....

Date.....