



BUSINESS AND INFRASTRUCTURE

CONTRACTOR SITE SAFETY HANDBOOK

April 2014

REMEMBER

If you are in doubt about any work safety, or environmental matter —

**ASK YOUR SUPERVISOR – NEVER PUT YOURSELF, OTHERS OR
THE ENVIRONMENT AT RISK**

Disclaimer

Business and Infrastructure, ACT Government (ACT Health) has prepared this handbook in order to assist Contractors and their staff to work safely on the Canberra Hospital campus and subsidiary health centres and sites, and abide by the Business and Infrastructure requirements relating to workplace, health safety and the environment.

The aim of the handbook is to provide guidance and explain the responsibilities, local site rules and some of the health and safety obligations of Contractors and their employees working at any ACT Health site.

The Contractor has full responsibility to:

- a) Identify all relevant regulations dealing with safety and the environment;
- b) To understand the full extent of the ACT Health and the Contractors respective legal obligations; and
- c) Fully implement all measures necessary to fully protect and promote the safety of all persons working on or near any ACT Health site on which the Contractor is working, remains fully with the Contractor.

Nothing in this handbook may be construed as implying or suggesting that the Contractor is in any way released or absolved from fully complying with all its statutory obligations of common law by virtue of Business and Infrastructure having provided this handbook to the Contractor.

Further information about statutory requirements can be obtained from local offices of the ACT WorkSafe Inspectorate and the Environment Protection Authority (EPA).

This Handbook belongs to:	
Name:	_____
Employer:	_____
Date issued:	/ /

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Introduction

This Handbook is provided to all Contractors, Sub-contractors and their employees to outline the commitment of the ACT Health (Health) to health, safety, environment and security. By following these guidelines all Contractors, Sub-contractors and their employees will be creating a safer working environment for themselves, Health staff, patients and visitors.

Background

Health has a Work Safety Policy, which is prominently displayed in many locations and outlines how we are committed to providing a healthy, safe and injury-free workplace.

Health has an ongoing commitment to continuous improvement in occupational health and safety, as well as reducing environmental impact.

ACT Health may contract some services to external organisations or individuals. This Handbook provides general worksite information to Contractors, Sub-contractors and their employees.

It is an expectation that when working for Health the following goals are met:

- Comply with all Legislation, Standards and Codes of Practice
- Work in a safe and professional manner
- Be courteous at all times
- Carry out all work with minimum disruption to staff, patients, visitors and other contract staff
- Carry out all works promptly, efficiently and safely
- Be clearly identifiable to all staff
- Sign in and out to formalise your attendance on all ACT Health sites and your Authority to Work.
- Enter patient care areas only when authorised.
- Entry to all Health Workshops is **PROHIBITED**

Health requests that Contractors, Sub-contractors and their employees be aware of their obligations under the Work Health and Safety Act 2011, the ACT Workers Compensation Act 1951, the ACT Dangerous Substances Act 2004, and the Codes of Practice issued under the ACT Work Safety Act, Australian Standards and Health Infection Control Policies. This list is by no means exhaustive; it would be impractical to list all relevant regulations.

Contractors are responsible for keeping the work area tidy at all times.

Health provides induction to outline local health and safety, as well as other worksite requirements.

A copy of this Handbook will be provided personally to each Contractor, Sub-contractor and their employees at the time of induction training at the worksite. It is also available on the ACT Health website – <http://health.act.gov.au/home/>

In acknowledgement of receiving this Handbook the Contractor, Sub-contractor and their employees agree to abide by the requirements outlined in its content.

Scope

The information contained within this Handbook applies to all Contractors, Sub-contractors and their employees engaged to work at ACT Health.

Acknowledgements

All the ACT Health staff that have provided their professional Clinical, Trade and Administrative knowledge that has been capture in this manual.

Administration

Document Control and Definitions

Contractor Handbook History and Control
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CONTRACTOR HANDBOOK CHANGE HISTORY

Date	Changes	Version Control	Reviewed	Approved
1/04/12	Initial Release of Contractor handbook	1		

CONTRACTOR HANDBOOK REVIEW HISTORY

Review Date	Next Review Date	Reviewed By
01/06/09	01/06/11	PM&M and WPS
29/11/11	29/11/11	WPS
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Definitions

- Contract** Final agreed requirements between the ACT Health and a supplier / contractor outlining expected requirements.
- Contractor** Any individual or organisation responsible for the performance of the work specified in the contract.
- Hazard** Something that has the potential to cause injury or harm to any person or property.
- Incident** Any unplanned event resulting in, or having a potential for injury, ill health, damage or loss.

Responsible Person

A person(s) nominated to the Contractor as the representative of the ACT Health for the purposes of the contract work or the supervisor of the works where no contract is involved.

Safe Work means a statement that:

Method

Statement

- a) identifies a work activity assessed as having a safety risk or risks;
- b) states the safety risk or risks;
- c) describes the control measures that will be applied to the work activity;
- d) describes how safety measures will be implemented to do the work safely; and
- e) includes a description of the equipment used in the work, the qualifications of the personnel doing the work and the training required to do the work safely.

NOTE: The requirement for a Safe Work Method Statement [SWMS] in the ACT is based on the adoption of the National Standard for Construction Work under the *Work Health and Safety ACT 2011*.

Worksite A place(s) as defined in the Contract where the Contractor, Sub-Contractor and their employees are required to perform the task(s) specified in the Contract.

Works The whole of the work to be executed in accordance with the Contract or ACT Health Disturbance or Interference with Services, Safety or Traffic (DISST) form, including variations arising out of the Contract, which by way of the Contract is to be handed over to the ACT Health.

For smaller work, this Contract may take the form of a Purchase Order.

Section 1 Contractor Health and Safety Responsibilities

1.1 General Responsibilities

Contractors and Sub-contractors have a duty to prevent risk of injury and health to their employees and employees of the ACT Health while they are at their place of work. They also have a duty to prevent risk of injury and health to any person that may be affected by their actions at work as well as protect the environment. In fulfilling this responsibility, the Contractor and Sub-contractor must:

- Provide and maintain safe plant, systems of work, as well as access and egress from the workplace
- Make and monitor arrangements for the safe use, handling, storage and transport of plant and substances
- Maintain the workplace and the surrounding areas in a safe and healthy condition
- Provide adequate facilities to protect the welfare of all employees, patient & visitors
- Provide information, training and supervision for all employees enabling them to work in a safe and healthy manner
- Maintain information and records relating to employees' occupational health and safety
- Report any incident or unsafe condition/hazard to the nominated ACT Health person **immediately**
- Provide current certification/licence for operation of cranes, forklift trucks, motor vehicles, front-end loaders, elevated work platforms and other equipment
- Comply with the Safety Rules as outlined in this Handbook
- Ensure that appropriate Personal Protective Equipment (PPE) is identified and that appropriate training in wearing and maintenance has been provided

This Health *Contractor Site Safety Handbook* has been developed to provide guidance to working safely at Health. It is your responsibility to review and become familiar with the contents of this Handbook that contains general instructions and requirements. The appropriate regulations, codes of practice, guidelines or procedures should be consulted. Specific circumstances may require additional instructions to be issued.

All the instructions and requirements are to be applied in conjunction with relevant legislation, codes of practice, etc. Where any conflict exists between such legislation, regulations, codes of practice, guidelines or procedures and those outlined in this Handbook, then the higher standard of health and safety shall apply.

This Handbook is not intended to replace good instruction in responsible occupational health and safety practices, or responsible environmental practices, which you as a Contractor or Sub-contractor must provide to yourself and your employees on a continuing basis. It is intended to draw your attention to the requirements for maintaining Health Sites as safe workplaces.

Contractors, Sub-contractors and their employees must keep this Handbook with them or within immediate access at all times when on Health sites.

1.2 Instructions to Sub-contractors and employees

Contractors shall instruct their Sub-Contractors and employees concerning worksite safety and health at all ACT Health sites.

1.3 Construction safety awareness training

It is a WorkSafe ACT requirement that any person undertaking construction work must have completed an approved construction safety awareness training course and be in possession of a current training card. This card, more commonly referred to as the White card/NMSW Green Card.

This card must be carried by all persons working and accessing ACT Health construction sites. Failure to do so will result in the person being requested to leave the site area immediately and may result in enforcement action by WorkSafe ACT.

1.4 Safety Management Plan / Safe Work Method Statements

Contractors and Sub-contractors shall provide Safe Work Method Statements as a minimum requirement and a Safety Management Plan depending on the size and time scale of the contracted work. (Refer section 2.3).

1.5 Translation

The Contractor and Sub-contractor have the responsibility for translation of this Handbook for non-English reading employees or employees with literacy issues.

1.6 Contractor Employee's Responsibilities

1.6.1 Contractor Employee's Duties

Contractor Employees must take reasonable care to protect their own health and safety, the health and safety of others, as well as protect the environment that may be affected by their actions at work.

1.6.2 Contractor Employee's Requirements

All Contractor Employees on a Health worksite must conform to the requirements of this *Contractor Site Safety Handbook*. Contractors, Sub-contractors and their employees must keep this Handbook with them or within immediate access at all times when on a Health worksite.

It is the obligation of the Contractor Employees to collaborate with their employer to identify the hazards present associated with any work undertaken

or that may be produced in the course of the work and assess the risks in terms of their potential to do harm.

As outlined in the Work Health and Safety Act 2011:

“Section 28—Duties of workers”

- a) take reasonable care for his or her own health and safety; and
- b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and
- c) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act; and
- d) cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.

All employees have a role to play in hazard management, which includes but is not limited to the following:

- Ensure that your employer has explained all the hazards and risks associated with the task or activity and how you are to control them (i.e. how to do your job safely).
- Do not take any unnecessary risks.
- Always wear appropriate personal protective clothing and equipment for the work you are doing. Your employer usually supplies personal protective clothing and equipment. The correct fit is very important. Take good care of it and wear it.
- Never report for, or work under the influence of drugs or alcohol.
- If you have to smoke, only do so in designated smoking areas.
- Continuously be on the lookout for potential hazards and assist all members of the work team with health, safety and environmental compliance.
- Remember you or others can cause a hazardous situation by an act and/or omission.
- Do not hide an act and/or omission, but report it.
- Through consultation with others at the workplace, the hazard can be controlled.
- Do not ignore hazards or you will be putting yourself, others and the environment at risk.
- If you are in doubt about any occupational health, safety, or environmental matter.
- Completing and complying with the requirements of the ACT Health DISST applications:

ASK YOUR SUPERVISOR — NEVER PUT YOURSELF, OTHERS OR THE ENVIRONMENT OF THE ACT HEALTH AT RISK

Section 2 Documentation Requirements

2.1 Insurance

Copies of Insurance policy documents must be submitted to the Contractor Administration within the ACT Health area managing the works prior to commencing work and for inclusion in the ACT Health Approved Contractors List.

The ACT Health requires:

- Current Workers' Compensation Insurance Policy
- Current Public Liability Insurance Policy (minimum \$20 million)
- Current Professional Indemnity Insurance Policy (minimum \$5 million) – required for consultancy services only
- Policy Wording for Public Liability Insurance
- Details of any prosecutions under safety or related legislation

NOTE: It is the Contractor's responsibility to advise the ACT Health of any changes and to submit an updated copy of the Insurance policy documentation and certificate of currency on expiry.

2.2 Safety induction

All Contractors, Sub-Contractors and their employees must have completed and have been issued with the ACT Health's Contractor Identification Pass prior to commencing work on any ACT Health site.

The Contractor Safety Induction card is valid for a period of two years (2) and must be displayed at all times when working at ACT Health sites.

2.3 Risk Assessment and Safe Work Method Statements

Contractors and Sub-contractors must carry out a risk assessment and ensure that Safe Work Method Statement(s) (SWMS)/Job Safety Analysis has been developed and provide the documentation for the work to be undertaken prior to any work being undertaken. These documents are required with all DISST applications

All Contractors and Sub-contractors are required to undertake the following for the proposed works:

- Identify all reasonable and foreseeable hazards and record in a Risk Register
- Conduct a Risk Assessment to assess the risks, including consideration of likelihood to do harm and the severity of the harm that it could do (consequences). Health staff may assist in this assessment.

The measures that are necessary to control those risks are to be clearly stated in a **Safe Work Method Statement (SWMS) – see definitions**. The statement **must** be provided to the ACT Health for review and adequacy **prior** to the commencement of work.

For whatever reason, if there is a need to hand over control of the job to another operator, **ensure** all relevant information is communicated to that person to allow for the safe continuance of the job.

Contractors and Sub-contractors should be prepared to participate in audits of their safe working conditions and practices.

NOTE: You will be required to demonstrate that the SWMS has been reviewed and acknowledged by your employees.

2.4 Registers Required

Prior to work being undertaken, Contractors and Sub-contractors are required to provide the following Register, where applicable:

- Electrical Register – outlining all portable electrical equipment and leads and their current test status to AS / NZS 3760: 2010.
- Lifting Equipment Register – for any chains, slings, cranes or other types of lifting equipment indicating their current test status.
- Dangerous Substance Register – outlining any hazardous substances/dangerous goods that will be used on ACT Health sites. When operating on the site current Material Safety Data Sheets are required.
- Training Register – outlining licences/certificates of all employees who will be working.
- Risk Register – outlining all foreseeable hazards for the work to be conducted.

2.5 Inspections and Certification of Works

All works carried out by contractors on/in Health properties may be subject to inspection and certification before approval of completion is issued.

2.6 Permits

Any permits required for works at Health properties must be obtained **prior** to commencing the work. All conditions attached to such permits must be complied with. If these procedures are not followed or ignored, any resulting costs or charges will be passed on to the responsible Contractor for the cost or charge.

The following list of permits can be obtained upon request from the designated Health Contract Manager or Property Management and Maintenance:

Permits	Purpose
Asbestos	Record of entry into designated asbestos hazard areas and signed by the Contractor acknowledging reading the register.
Explosive Power Tools	Provide evidence that sufficient instruction, information, training and supervision to ensure that work carried out is safe.
Hot Work	Mandatory requirement for any welding or hot works (e.g. soldering, brazing, cutting or grinding) being performed at any location on the hospital site. This permit must be coordinated with Property Management and Maintenance. The request may require isolation of the Smoke Detectors in the area.
Pre-employment screening/ immunisation	Pre-employment screening for all Healthcare workers is required prior to commencement of work with the ACT Health.
Complete application form for "Disturbance or Interference with Services, Safety, or Traffic" (DISST Form) A Safe Work Method Statement (SWMS) must be provided with the RISSC Form.	Whenever any service is to be interrupted, a DISST Form must be completed and signed off by the responsible officer. DISST Forms are available from Property Management and Maintenance (PM&M). DISST Forms cover interference to safety conditions as well as service conditions. All relevant stakeholders affected by the proposed works need to be notified prior to the commencement of those works.
Confined Space	Only trained personnel can enter a confined space and a safe work procedure must be in place to work in a confined space. All requirements are identified on the permit.
Excavation	Before breaking ground you must ensure that no services will be disrupted and that this has been verified by PM&M.

2.7 Worker's Compensation / Personal Accident / Public Liability Insurance

Contractors are to ensure that Worker's Compensation/Personal Accident, Public Liability and any other insurance(s) required as an obligation of the work to be carried out, are current and will be kept current during the course of the works, and that a Certificate of Currency for all relevant insurances will be provided to the ACT Health, prior to commencement of work.

NOTE: Supply evidence of current Public Liability and Workers Compensation/Personnel Accident Insurance detail is essential prior to commencement of work.

2.8 Service Report

A full service report, detailing the work done (including any parts used) must be provided to the designated Health Project Manager as soon as practical on completion of the work.

An appropriate report (i.e. content previously agreed to by the designated Health Project Manager) detailing any modifications made to hospital property must be provided to the designated Health Project Manager so that drawings and other Health documentation may be updated.

2.9 Applicable Legislation / Standards and Codes of Practice

It is a condition of the contract that Contractors and Sub-contractors shall comply with all relevant statutory requirements, applicable Australian Standards, industry guidelines and Codes of Practice. Where specifications require more stringent control than statutory requirements, then the higher standard shall apply.

2.10 Guidelines to Legislation, Regulations and relevant websites

The following list provides Intranet links to some relevant documents that may be obtained through the designated Health Project Manager, the ACT Government, ACT Health, WorkSafe ACT, Safe Work Australia, Standards Australia, etc.

- [Dangerous Substances Act 2004](#)
- [Dangerous Substances \(General\) Regulation 2004](#)
- [Machinery Act 1949](#)
- [Machinery Regulation 1950](#)
- [Scaffolding and Lifts Act 1912](#)
- [Scaffolding and Lifts Regulation 1950](#)
- [Radiation Protection Act 2006](#)
- [Road Transport Act 1999](#)
- [Workers Compensation Act 1951](#)
- [Workers Compensation Regulation 2002](#)

- [Work Health and Safety Act 2011](#)
- [Work Safety Regulations](#)

Relevant websites

ACT Government	<u>www.act.gov.au</u>
ACT Health	<u>www.health.act.gov.au</u>
The Canberra Hospital	<u>www.canberrahospital.act.gov.au</u>
Safe Work Australia	<u>www.safeworkaustralia.gov.au</u>
WorkSafe ACT	<u>http://www.worksafe.act.gov.au/health_safety</u>

Section 3 Contractor Induction and Identification

3.1 Site Induction

It is the ACT Health's policy for all Contractors, Sub-contractors and their employees to undertake an induction program. All Contractors, Sub-contractors and their employees that provide a service to the ACT Health must satisfy the requirements to be deemed a 'Certified' contractor prior to commencing work on site.

A **Contractor's Induction** is a formal process for the Contractor, Sub-contractor and their employees to:

- Ensure appropriate information has been given on occupational health and safety policies, security, standards and procedures of the ACT Health.
- Establish an understanding of their safety responsibilities.
- Communicate their presence on Health sites and the nature of the work to be done.
- The Contractor, Sub-contractor and their employees can do this in one of the following ways:

3.2 For Work on a Routine Basis, or for an Extended Period

The Contractor, Sub-contractor and each of their employees **must** —

- Attend a Health Contractor Induction Course.
- Obtain a copy of the Contractor Site Safety Handbook.
- By signing the Contractor's log/attendance sheet, agree to adhere to the rules and regulations as set out in 'The Contractor's Site Safety Handbook' from the ACT Health. The Contractor's attendance log is located in the Property Management and Maintenance office at the Canberra Hospital and at all other Health sites.
- Obtain an Identification Pass/ (for access to Health sites, if applicable) for Contractors from the Security Office located at the Canberra Hospital.
- The Identification Pass/ will be provided for an agreed time limit. Each Pass/Card will have an expiry date; the maximum time limited being two years for an Identification pass and one year for a Proximity card.
- Proximity Cards & keys (access to various areas around all ACT Health sites) are controlled and issued by the ACT Health Security Office located in Building 2 Level 2 at the Canberra Hospital
- The Contractor or Sub-contractor responsible for the work needs to present a current Safe Work Method Statement (SWMS)/Job Safety Analysis Form, Permits and evidence of current insurances (e.g. Public Liability and Workers Compensation Insurance) to Property Management and Maintenance (PM&M).

- Criminal Record Check clearance for individuals.

3.3 To Perform Remedial Work and Not Likely to be Required for an Extended Period

The ACT Health is aware that 'non-certified' contractors may be required from time to time to provide a service at our facilities. The minimum requirement for entry in these circumstances will be for each person to go to the Health Security Office or Property Management and Maintenance (PM&M) to:

- Participate in a site induction, which may include watching a short computer presentation on OH&S at the Canberra Hospital.
- Obtain a copy of the *Emergency Procedures Card*.
- Sign an agreement to adhere to the rules and regulations as set out in the video on OH&S and the *Emergency Procedures Card* from TCH.
- For Non-acute sites, specific information will be provided by the ACT Health Site Manager.
- Obtain an *Identification Sticker* for Contractors. The *Stickers* should only be used on the day issued; the time limit is one day. A new *Sticker* is required for another day. These stickers are available at PM&M Administration Office for TCH and from Non-acute site managers.
- The Contractor or Sub-contractor responsible for the work needs to present Safe Work Method Statement (SWMS)/Job Safety Analysis Forms, Permits and evidence of insurances (e.g. Public Liability and Workers Compensation Insurance) to the ACT Health representative coordinating the work, prior to the work commencing.
- Criminal Record Check clearance for individuals.

3.4 Identification Requirements

Contractors, Sub-contractors and their employees must wear ACT Health issued Identification Pass/Stickers at all times.

NOTE: A replacement cost will be charged for the loss of an *Identification Pass/Proximity Card*.

Section 4 Work Site Requirements

4.1 On Arrival

All Contractors, Sub-contractors and their employees entering an ACT Health property must report to the Supervisor or delegate responsible for the appropriate Unit before commencing work on site each day.

Property Management and Maintenance Services Contractors

A contractor working for Property Management and Maintenance is also required to sign in and out. The “Contractor’s Access Register” is located in the Property Management and Maintenance office (or the After Hours Hospital Manager’s Office) and shall be completed in the presence of a Property Management and Maintenance officer or designated responsible officer. The Register must be completed in as much detail as possible. Make worksite access arrangements as necessary, e.g. unlocking doors to worksite area.

Biomedical Engineering Services Contractors

A ‘*non-certified*’ contractor working for Biomedical Engineering Services is also required to sign in and out. The “Contractor’s Access Register” is located in the Biomedical Engineering Services office (or the Hospital’s Security Office) and shall be completed in the presence of the Biomedical Engineering Services officer or designated responsible officer. The Register must be completed in as much detail as possible. Make worksite access arrangements as necessary, e.g. unlocking doors to worksite area.

Identification Passes

An Identification Pass/Sticker (day only) is to be obtained by each person working on the job that are not “certified contractors”. The Pass/Sticker must be worn on the person and be visible at all times. For *Out of Hours* worksite attendance refer to Section 4.5.

All ‘***certified***’ Contractors, Sub-contractors or their employees will only be permitted access the worksite if they carry their Photo Identification Pass.

The requirements for the issue of a temporary Identification Pass/Sticker are detailed in Section 3 —Contractor Induction and Identification— to make allowance for those contractors deemed ‘***not certified***’.

An Identification Sticker will be issued to those contractors not deemed ‘***certified***’.

In the event of an emergency situation occurring, the “Contractor’s Access Register” will be used to account for and determine the location of all Contractors, Sub-contractors or their employees.

4.2 Parking

Canberra Hospital provides car parking facilities to visitors, carers and patients. These car parks are free, ranging from all day, non-time regulated parking to drop-off set-down areas at main entrances.

There is limited parking available on the hospital campus for Contractors, Sub-contractors and their employees. Unless otherwise approved by ACT Health Parking Operations, all contractor vehicles are to park in the all day section of the Yamba Drive car park.

Please contact the ACT Health Parking Operations (via TCH switch) regarding parking and unloading facilities.

Please note that Parking Infringement Notices will be issued to vehicles found to be parked illegally, e.g. overstaying allocated time, parking in restricted areas, etc.

4.3 Contact Person

ACT Health must be informed whenever contracted staff are on site. All Contractors, Sub-contractors and their employees **must** report to the designated ACT Health contact officer or representative to make the necessary, check in/out, personal identification, security and site access arrangements for that particular facility.

Where this is not possible, contact the appropriate Department or Security Office on arrival. See the list of important ACT Health Contact telephone numbers in Section 9.1.

4.4 Standard Hours

Standard hospital hours are considered to be 7:00 to 17:00 Monday to Friday, excluding public holidays.

4.5 Out of Hours Worksite Attendance at TCH

NOTE: Hospital Security and the After Hours Hospital Manager must be informed of any Contractor on the hospital campus, out of standard hours, prior to the commencement of any work. Where work commenced during standard hours, but may extend to out of standard hours, notification is also required at the earliest opportunity.

Advise the Hospital Switchboard, who will arrange for the Hospital Security guards to take you to fill in the “After-Hours Attendance Book” with your work details and provide you with access to the worksite.

- Hospital Switchboard (02) 6244 2222

Ensure that the “Contractor’s Access and Exit Procedures” are strictly followed.

The following procedures will apply for the management of **Contractors** outside of normal business hours and on weekends on TCH campus:

- The Contractor, Sub-contractor and their employees must be carrying the TCH Identification Pass.
- If you are unable to produce this Pass, you must provide the Hospital Security guard with the following information:
 1. Name of the company you represent and how this can be verified.
 2. Who approved the work to be conducted (name of Unit and Contact Officer).
 3. Contact this officer or the On-Call officer for Property Management or Biomedical Engineering Services (as appropriate) to confirm this information.
 4. How long you will be on site. Provide the Hospital Security guards with the estimated completion time and date for the works so they can secure the area.
- If you cannot produce this evidence, you will be requested to leave the campus immediately.
- All after hour's attendance needs to be recorded in the "*After-Hours Attendance Book*" at the After Hours Hospital Manager's Office located in Building 2 Level 2 when arriving, and also when leaving the campus. This procedure is as much for your protection as for the security of the hospital.
- Contractors will be asked to leave an item of value (e.g. keys, driver's license, etc) with the Manager to ensure sign-off occurs. The item will be securely stored and returned to you on sign-off.

4.6 Access to Special Areas or Plant Rooms in the Hospital

To obtain access to special areas or plant rooms, please contact Property Management and Maintenance, or the Area or Ward Manager, if applicable.

If the Contractor requires **after hours access**, they **must** contact the Hospital Security guards via the Hospital Switchboard to ensure access to the site is available and must ensure that the "Contractors Access and Exit Procedures" are strictly adhered to.

4.7 Workplace Visitors

Visitors to workplaces at TCH (excluding visitors to patients, sales representatives) must report to, and register with the Hospital's Security Office, where they will be registered and issued with a visitor's pass.

Visitors must use the appropriate Personal Protective Equipment (PPE) recommended for the worksite. Failure to comply may result in the visitors being asked to leave the workplace.

4.8 On Departure

All Contractors, Sub-contractors and their employees must return the Work Permit daily and all must sign off the "Contractor's Access Register" on completion of daily works.

Any security access cards and keys, given to the contractor employed must be returned prior to leaving the ACT Health Site grounds.

Section 5 *Interruption to Hospital Services*

5.1 Interruption of Building or Communications Services

It is essential in a healthcare facility that all building and communications services remain operative. However, interruptions to services may be required for maintenance or repair. Services such as (not restricted to): water, electricity, medical gases, air handling units, specimen conveyers, computers, telephones, paging and associated communications networks. It is important to realise that these services may be required as life support to some patients.

At least seven (7) working days notice is required prior to isolation being required. With appropriate planning, it is usually possible to make alternative arrangements to minimise the impact of the interruptions.

Whenever any ACT Health service is to be interrupted or safety of staff or patients is affected, a *Disturbance or Interference with Services, Safety or Traffic Application (DISST)* Form must be completed and signed off by the responsible officers at least seven (7) working days prior to the work commencing (exceptions for emergency work).

DISST Forms are available from the Property Management and Maintenance Office of ACT Health or on the ACT Health Internet site <http://www.acthealth.act.gov.au>. Safe Working Method Statements (SWMS) are to be provided for each occasion of service for contracted work, and all related -SDS's or chemicals that may be brought on site.

It is most important not to reduce the supply or service capacity, disconnect or otherwise interfere with any service or utility without authorisation from the appropriate ACT Health authority. Property Management and Maintenance must be contacted for clarification prior to the commencement of works.

5.2 Interruption to Patient Services

Service Operational Issues need to be considered whenever work is undertaken that is likely to disturb the routine workflow or normal ACT Health site activities so that prior arrangements can be made. For instance, ladders placed in some locations may affect access in an emergency. All contractors must be mindful of impeding emergency or any patient access.

When work is being undertaken at an ACT Health Site, **patients or staff may be sensitive to the noise, dust or other consequences of the work** that in other environments would be considered normal.

It is a requirement to notify the manager of any area where work is likely to create noise, odours such as paints, glues, solvents, welding plume or any other emissions or disturbance. These issues are to be covered when the DISST Application Form is submitted

Work should be organised so that any such disturbances are kept to a minimum.

Section 6 ACT Health Procedures

6.1 Confidentiality and Privacy

All patients, visitors and staff have the right to confidentiality and privacy.

6.1.1 General Responsibility

All Contractors entering the ACT Health must maintain confidentiality and exercise discretion in relation to any matters arising or relating to the facility or any persons therein.

6.1.2 Patient Details

All patient information is confidential. It is an expectation of patients attending ACT Health sites that their attendance, diagnosis and treatment details remain confidential. It is a requirement of all staff and contracted staff to keep any information they may obtain, in the course of their duties, strictly confidential.

6.1.3 Confidential Information

No person may use his or her position or situation to unlawfully obtain access to confidential information. All care must be taken to prevent disclosure of personal or other confidential information to any other person, organisation or authority. Care should be taken to not accidentally remove patient health records and information from ACT Health sites, e.g. discarded documents or electronic data.

Data is usually contained in items such as computers and some biomedical equipment. All ACT Health data, especially patient data, must be transferred to another ACT Health data source and then erased or wiped before removing or disposing the storage devices from the ACT Health.

6.1.4 Intellectual Property

It is the intention of the ACT Health that all intellectual property rights for such things as information, data, knowledge, written materials, software, designs and plans are to be vested in ACT Health. This includes intellectual property associated with the planning, procurement, maintenance, operations and disposal of assets, and is not restricted to any individual program of work.

All Contractors and Sub-Contractors will agree to hand over any such intellectual property that may relate to its properties at any time as may be requested by the owner and in any reasonable format (e.g. MS Word, MS Excel, MS Access, Mainet computerised maintenance system files, CAD Drawings).

6.2 Code of Conduct

All service providers to the ACT Health shall be aware of the *ACT Health Code of Conduct*. A copy of the Code will be provided on request.

Contractors, Sub-contractors and their employees must—

- Treat with dignity, courtesy and respect other contracted employees, patients, visitors, Health staff, or the general public.
- Act honestly and with integrity
- Value and maintain professionalism
- Know and respect the law and act accordingly
- Avoid conflicts of interest
- Respect privacy and confidentiality
- Not misuse information
- Strive to be good citizens and achieve community respect

The behaviour of Contractors, Sub-contractors or their employees shall not offend or harass other contracted employees, patients, visitors, Health staff, or the general public. Harassment is unlawful, whether it is intentional or unintentional.

6.3 Damage to ACT Health Property and Grounds

It is the responsibility of Contractors, Sub-contractors or their employees to report and make good any damage made to ACT Health property.

6.4 Fitness for Work

It is the responsibility of all Contractors, Sub-contractors and their employees to ensure that they are in a proper and fit state to undertake the contracted duties in a professional manner. No person will be permitted to work in an intoxicated or otherwise impaired state.

6.5 Housekeeping

It is the responsibility of all persons in the workplace to consider the safety of themselves, all fellow employees and the general public who may enter the workplace, unexpectedly or by invitation.

- **Access**, i.e. passageways, pathways, stairways, and access to plant/equipment for ACT Health operational purposes **must** be kept clear at all times.
- Keep **work areas** clear of tripping hazards.
- All **tools and equipment** must be securely locked away at the end of the day or during the day if in a publicly accessible area.
- **Storage** of new and reusable materials shall be kept safe secure and tidy.

- Tools and equipment must be removed from ACT Health sites at the completion of each working day.
- **Materials** must **NOT** be left unsecured in elevated areas. Falling objects may cause serious injuries.
- Remove all **nails** from timber or plywood at the time of stripping. Do not leave timber or plywood with protruding nails.
- Break off hardened nails left in concrete floors and columns with the correct tools. Do **NOT** fold over hardened nails by hitting with a hammer.
- Erect appropriate signage, e.g. 'Do Not Enter', 'Caution – Wet Floor', etc.
- **Waste** should not be allowed to accumulate. Rubbish, off cuts, surplus materials, etc, shall be removed from the work site on a progressive basis. Cleaning up at the end of the job is not considered sufficient.
- Contractors, Sub-contractors and their employees should provide for their own waste disposal and not use the ACT Health waste system for their waste disposal.
- Waste generated by the Contractors, Sub-contractors and their employees shall be collected, removed and disposed of in an agreed and appropriate manner. The ACT Health strongly encourages waste minimisation and recycling of waste materials or products.
- If waste bins are designated for specific materials then you should dispose rubbish in the correct bins.
- Clean up any **spills**, if it is safe to do so. Refer to the relevant - Safety Data Sheets – -SDS. It may be necessary to cover the area with a suitable material to absorb any residue.
- -SDS sheets must be provided by the Contractor for all chemicals and substances that carry a 'Warning' label or are defined as a 'Dangerous Substance' under the *Dangerous Substance Act 2004*.

ACT Health Property Management and Maintenance will carry out regular safety walks in work areas to ensure appropriate 'Work Procedures' are in place.

6.5.1 Cleanup and Removal of Material/Parts on Completion of the Work

It is the responsibility of the Contractor and Sub-contractor to remove their equipment, tools, and any excess materials or waste from the worksite on completion of the work.

On completion of all work, the area must be returned to its original condition, making good any damage. Please clean up any waste, litter, contamination or other debris created during the work.

Return any moved furniture and other items to their proper place.

Contractors should remove all used parts or excess materials, unless otherwise arranged. Do not leave boxes containing used parts or unpackaged parts on the property or grounds (including in public bins). This is especially applicable to items containing electronic or other unusual components that may be mistaken for an explosive device.

6.6 Injury

If the Contractor, Sub-contractor or their employee sustains any injury, notify local staff immediately for assistance. Emergency treatment is available at the Canberra Hospital Emergency Department or by calling (0) 000.

Contractors are responsible for providing First Aid Facilities for their Sub-contractor and employees.

6.7 Hazard, Injury, Accident or Incident Reporting

All injuries must be reported immediately to the Area or Ward Manager and the designated ACT Health Project /Works Manager. The circumstances of an injury must be investigated and actions put in place, to the satisfaction of the ACT Health, to prevent any recurrences.

Following an incident occurring on site in which an injury to a person or damage to property has resulted, an ACT Government Accident/Injury Report Form (available from the Health Project /Works Manager or Workplace Safety) **must** be completed and provided to the ACT Health Project /Works Manager and, where applicable, notification to WorkSafe ACT within 48 hours of the incident.

6.8 Mobile Telephones and other Transmitting Devices

There are areas in the ACT Health where mobile telephones are not permitted, as indicated by signage. The use of mobile phones or other transmitting device by any person in, or in close proximity to patient care areas is not permitted, except where specifically approved by the Manager of the area concerned. Transmitters have the potential to cause electronic interference with medical equipment. The use of mobile phones may also disturb the clinical workplace and affect patient comfort or care.

Where mobile phones are permitted to be used, the user should observe a minimum distance of two (2) metres from all electronic medical equipment at all times whilst the phone is turned on or in use.

In areas where signs specifically instruct that mobile phones are to be turned off, all transmitters must be turned off, not left on standby or silent mode.

6.9 Non-Compliance with Requirements

The Manager (or their delegate) in Property Management and Maintenance of the ACT Health should be contacted (6244 2115) if there is any uncertainty in meeting the requirements outlined in this *Contractor Site Safety Handbook*, or if further clarification is required.

Failure to follow these requirements may see the contract/works suspended or terminated.

6.10 Personal Dress

All personnel must be suitably attired. Clothing should be appropriate to working safely and appropriate PPE should be worn at all times.

6.11 Prohibited Items

The following are prohibited on/in ACT Health facilities:

- Intoxicating liquor or drugs that may impede judgement
- Explosive devices
- Animals
- Mobile phones in clinical areas or as indicated by signage
- Non-contractor personnel, e.g. children, friends, etc.
- Contractors taking photos of patients or staff

6.12 Breaches of Standards and Expectations - Removal from the Workplace

Any person found to be in breach of the following workplace rules, may be removed from the workplace.

- Theft (stealing anything from the workplace or ACT Health property)
- Vandalism
- Use of abusive language or actions against patients, their visitors, Health staff, or members of the public
- Offensive behavior
- Wearing of offensive or ripped and torn clothing
- Refusal to comply with, or act upon a safety requirement, or instruction issued by the ACT Health or one of its representatives
- Storage of materials in fire corridors, plant rooms, stairs or near fire exit doors
- Failure to use toilets provided and the failure to keep them clean
- Cleaning of tools or equipment in public toilets
- Disposal of chemicals in a manner contravening the *Environmental Protection Act 1997*.
- Isolation of **ANY** system without the prior written consent of the ACT Health or its nominated representative
- Failure to apply to the ACT Health for a 'Hot Work' Permit prior to the use of any type of welding, soldering, brazing, cutting, grinding, or any other flame producing equipment
- Transporting materials in a way that is likely to damage ACT Health property in any way, e.g. use of pallet trolleys on terrazzo or tiled floors
- Removal of handrails, guardrails, fences or machine guarding without authority

- Interfering, damaging, vandalizing any environment, health or safety equipment or amenities
- Any serious breach of or refusal to comply with environment, health or safety instructions, rules or regulations, or any reasonable request.

6.13 Restricted Areas

Persons entering Operating Theatres and other designated areas of the ACT Health may be required to wear special clothing. Signs such as “Restricted Area Protective Clothing Must Be Worn” will indicate these areas. A red or red/white striped line on the floor designates the boundaries of the restricted area. Clinical staff will assist you in the correct use of appropriate protective clothing.

6.14 Road Safety and Speed Limits

Hospital campuses are extremely busy workplaces with high volumes of both vehicular and pedestrian traffic. To avoid the risk of accidents, speed limit and other regulatory and safety signs are posted for the roadway network and must be adhered to at all times.

Ensure there are no obstacles prior to reversing

Deliveries and pick-ups to and from the worksite must only be carried out from designated areas.

6.15 Safety Signs

Safety signs are placed for your protection. Read them and take notice of their warning.

Contractors, Sub-contractors and their employees must:

- Strictly observe all signs displayed at the facility
- Provide and post appropriate warning sign(s) for all work in progress
- Provide and use appropriate safety barriers and barricades for all work in progress
- Comply and be familiar with ‘Danger Tag’, ‘Lock-out’ and ‘Out of Service Tag’ regulations

6.16 Security of Contractor Plant, Equipment and Materials

ACT Health accepts no liability for loss or theft of any plant, equipment or materials belonging to the Contractor, Sub-contractor or their employees while being used or stored at a Health property.

6.17 Fire Detectors

Unapproved covering, altering or tampering with detectors is a violation of Fire Safety Regulations. Penalties may apply.

For work that requires the fire detectors (smoke, thermal, suppression and laser) to be isolated, prior approval must be obtained from Property Management and Maintenance, who will inform the hospital Fire Safety and Security Office. Three (3) working days notice is required by PM&M for all fire isolations.

6.18 Smoking



ACT Health does not permit smoking at any of its sites, with the exception of those areas that have been designed in accordance with the Smoke-free Workplace Policy. Smoking is also prohibited on balconies.

Facilities for smokers have been provided in designated areas and adherence to this Policy will result in a safer, cleaner environment for everyone.

ACT Health staff and patients wishing to smoke are required to do so in designated smoking areas only.

Smoking in non-designated areas affects patients, visitors, clients and staff of the ACT Health. You may be asked for your name and the organisation you work for if you are smoking in an unauthorised area and reported to Property Management and Maintenance.

6.19 Unsafe Acts or Conditions

ACT Health requires all persons on site to cooperate in minimising risks to the safety and welfare of everyone at its facilities, particularly due to interference, unsafe acts or site conditions.

Any matter or situation that occurs in this regard should be brought to the attention of the designated Health Project /Works Manager as a matter of urgency.

6.20 Amenities

Contractors, Sub-contractors and their employees are generally permitted to use the amenities and retail facilities at Health sites.

6.21 Performance Management Program

All Contractors will be subject to a performance management assessment, on an annual basis or as the need may arise (e.g. complaints received from Health Units or contractors).

Section 7 Specific Hazards and Risk Controls for Healthcare Facilities

7.1 Biohazard

Fluids or substances may be present in the Health environment (i.e. laboratories) that could cause a hazard to contractors. Hazardous substances are generally labelled with the biohazard symbol.

Contractors should be mindful of contacting or ingesting any hazardous substance. Sometimes spills may occur that are not noticed. If there is any doubt, contact the Unit Manager or the Project Manager who will advise or assist.

As a consequence of use, contractors should be aware that hazardous material might be present in the equipment being serviced. If in doubt, ask before entering the area.

7.2 Blood and Body Substances

Performing work in clinical locations within the Health environment, a Contractor or Sub-contractor or their employee may come into contact with blood and/or body substances.

A Contractor or Sub-contractor or their employee must assume that all blood and body substances are potential sources of infections as a significant exposure to these substances could transmit Hepatitis B, Hepatitis C and Human Immunodeficiency Virus. Standard precautions in the control of exposures to these substances are presented in the orientation program of the ACT Health.

Exposure may occur through:

- A penetrating injury such as a cut or puncture from an item, which has blood and/or body substance on it.
- Blood and/or body substances coming into contact with your broken skin, such as cuts, abrasions, acne, and skin rashes.
- Blood and/or body substances coming into contact with the mucous membranes (moist parts) of your eyes, mouth and nose.
- To prevent exposure to blood and/or body fluids follow these rules:
 - Cover existing cuts and abrasions with a closed waterproof dressing.
 - Wear approved appropriate personal protective equipment, such as gloves, apron and safety glasses or face shield when an exposure to blood and/or body substances is likely to occur.
 - The site supervisor will give you advice on the risk of blood and/or body substances being present in an area.
 - Wash your hands after finishing the job, before and after eating, smoking, going to the toilet, etc.
 - Do not touch your eyes, mouth or nose with hands or other objects, e.g. pens that may have been in contact with blood and/or body fluids.

7.3 Glutaraldehyde, Latex Sensitivity & Screening

Glutaraldehyde is used within TCH and contractors should be aware that sensitivity to this chemical is not uncommon.

Glutaraldehyde is an organic compound. It is a strong colourless oily liquid used to disinfect medical and dental equipment. It is also used for industrial water treatment and as a chemical preservative.

There are also rubber/latex items in use that contractors may come in contact with. If you have any adverse reaction to rubber/latex or concerns relating to glutaraldehyde, contact the designated hospital Project Manager for advice and follow up.

7.4 Infection Control and Hygiene

Contractors, Sub-contractors and their employees must understand and ensure that Infection Control practices are followed, as necessary, including the use of PPE, hand washing, and Hepatitis vaccination. Infection Control requirements also cover the tools to be used in undertaking the works. If you are to take tools into the clinical area then they should be wiped over prior to use and after use. This can be achieved by using the detergent wipes that are readily available in all clinical areas.

Hand washing is the best defence against the spread of infection. It is advisable to wash hands thoroughly before and after working in or visiting any hospital area.

All occupational exposure, needle stick and splash injuries must be reported to the designated Health Projects/Works Manager, who will report the incident to the ACT Health Occupational Medicine Unit.

7.5 Patient Isolation

Some patients are kept in an isolated environment. This may be either for the patient's protection, or for the protection of others. Warning signs are placed in patient wards where isolation procedures are in place. **DO NOT ENTER** these areas without permission from the ward/area manager.

Special protective clothing may be required when entering these areas. The Unit Manager or other clinical staff will advise on the correct protection techniques when required. Contractors will not be exposed to risk, provided they follow all procedures carefully.

7.6 Medical Lasers

Medical lasers are used in the hospital. These lasers deliver high-energy light beams to treat certain patient conditions. The intensity of these beams can affect biological tissue. "Laser in use" signs are placed on the doors of rooms where medical lasers are in use.

If you are required to work in an area where medical lasers are used, protective clothing and PPE will be required. In particular, eye protection should be worn as blindness could readily occur with inadvertent eye exposure. Seek advice from clinical staff, which will provide instruction. **DO NOT ENTER** these areas without permission from the ward/area manager.

7.7 Microbial Control

Contractors/Sub-contractors must take appropriate measures to minimise contamination of adjoining areas and prevent public or unauthorised access to areas where work is being carried out on regulated water or air handling systems or cooling towers (see Australian Standard AS/NZ 3666.2 series: *Air-handling and water systems of buildings - Microbial control*).

7.8 Radiation Hazard

Medical radiation is used to diagnose or treat patients in hospitals. Radiation warning signs are placed where radiation is routinely used in the hospital.

Additionally, lights will indicate when radiating equipment is in use. In areas where these indicators exist, seek advice from clinical staff, which will provide instruction. In most instances, protective clothing is required to be worn. **DO NOT ENTER** these areas without permission from the ward/area manager.

7.9 Sharps

Special yellow containers (Sharps Containers) are located throughout clinical areas to correctly dispose of needles, scalpels or other devices that could cause puncture wounds. Contractors should be mindful that such hazards exist in the hospital environment.

Do not reach into locations where vision is impeded (bins, under equipment, etc.). Should you come across any sharp device, contact the Area or Ward Manager who will assist in the correct disposal.

If a needle stick injury occurs, contractors are to IMMEDIATELY contact Property Management and Maintenance or their Projects/Works Manager.

7.10 UV Sterilisation

Some Hospital areas, particularly in hospital laboratories, ultraviolet (UV) lamps are used to maintain a sterile environment. These “blue” lights will cause eye injury if exposure is prolonged.

The Area or Ward Manager should be contacted if access is required to these areas. Appropriate PPE is to be worn while working in close proximity to ultraviolet (UV) lamps.

7.11 MRI Hazards

Magnetic resonance imaging (MRI) machines pose a significant magnetic field hazard. The MRI magnetic field is ALWAYS on and can make any magnetisable object (such as a hammer, oxygen cylinder, keys, etc.) into a deadly projectile. An MRI safety questionnaire must be filled out for anyone entering this environment and an MRI safety training must be provided. DO NOT ENTER these areas without permission from the ward/area manager

Section 8 ACT Health Safety Procedures Guidelines

8.1 General Requirements

Contractors, Sub-contractors and their employees should be aware of the possible associated hazards in Service, Installation, Building or Construction Work. They should also understand the safety issues involved with the equipment, systems or building on which the work is being undertaken. Measures should be implemented to prevent injury to themselves or others and be based on the hierarchy of control.

Contractors, Sub-contractors and their employees should also be aware of the safe and proper use of tools, chemicals, replacement components used, and all associated safe operating procedures.

Safety measures may include having adequate safety information readily available; using approved protective clothing, protective devices or perhaps screening, or isolation of the work area.

Contractors, Sub-contractors and their employees are to provide a Safe Working Method Statement (SWMS) for each job attended to on site.

NOTE: A duty imposed on a person (in this case, contractor) to ensure workplace health and safety requires the contractor—

- a) to eliminate risks to health and safety, so far as is reasonably practicable; and
- b) if it is not reasonably practicable to eliminate risks to health and safety, to minimise those risks so far as is reasonably practicable

8.2 Energy Isolations – Procedures

All Isolations are to be suitably tagged in accordance with Health's 'Danger Tag' and 'Out of Service Tag' procedures (copies available from Property Management and Maintenance).

Isolation details are to be carried-out under strict instruction of Property Management and Maintenance. Copies of the procedures for a *Danger Tag* or *Out of Service Tag* can be obtained upon request from ACT Health's Property Management and Maintenance.

Danger Tag or Lock-Out: To provide personal protection when isolating energy sources, thus eliminating the risk of injury to staff, patients, clients, contractors, visitors and others. A personal danger tag placed on equipment or isolation point is a direction to all that the plant/equipment is not to be started or operated. A danger tag may be used in conjunction with a lock-out by attaching a lock to prevent an isolating switch from being activated. Areas that are accessed or exposed to the public require a lockout to be used.

Out of Service Tag: To be used when any plant or equipment is faulty, or its operation or use could cause damage to the equipment, the operator, or another person. The item is to be in 'lock-out' so that it cannot be operated.

Remember, the only person who can remove a danger tag or personal lock-out device is the person who put it on.

8.3 Noise

All Contractors, Sub-contractors and their employees must respect the environment in which they are working and limit noise at all times. Industrial noise is to be kept to an acceptable level, or work undertaken at a suitable time so as not to adversely affect patients, visitors, employees or residents.

In cases where the work is likely to produce unacceptable noise levels to patients, staff or visitors, the work must cease until appropriate agreement has been reached regarding the proposed works. Particular note should also be taken to the times of the day where noise may be generated.

All work involving noise must follow the requirements for Work Safety and be listed on the DISST Form.

8.4 Abrasive Blasting

Contractors and Sub-contractors must take particular hazard control measures while engaged in abrasive blasting, such as the provision of enclosures, exclusion, Personal Protective Equipment (PPE), dust minimisation and hazard warning signs, etc.

8.5 Asbestos

Contractors must ensure that asbestos work is carried out in accordance with regulations, including, licensing and permit requirements. Property Management and Maintenance can advise the contractor on locations of asbestos within TCH and this register must be consulted before undertaking the work. Work should not commence prior to a Risk Assessment of the work area is carried out. Asbestos Register for other Health sites is also available on request.

8.6 Contamination of Atmosphere

Contractors and Sub-contractors are to ensure that no person at the place of work is exposed to an airborne concentration of an atmospheric contaminant, i.e. **breathable dust, gas, toxic fume or engine exhaust fumes**, etc. that is hazardous.

Appropriate control measures must be taken when atmospheres contain **unsafe oxygen levels** and appropriate **mechanical ventilation** must be used to control exposure to contaminants.

8.7 Chemicals and Dangerous Substances

Contractors and Sub-contractors have certain obligations regarding dangerous substances i.e., identification, and provision of information through labelling and Safety Data Sheets (SDS), specific risk control measures, health surveillance and keeping of records.

Should Contractors or Sub-contractors have the need to bring chemicals (or any dangerous substance) onto a Health site, **Material Safety Data Sheets (MSDS) must be provided in advance to the designated Health Project /Works Manager.** A copy of the MSDS sheets shall also be kept readily available where the work is being conducted for reference.

Where chemicals (or dangerous substances) are being used (including paint and adhesives) arrangements must be made, prior to the work commencing, to provide adequate ventilation and to follow the manufacturer's recommended safety procedures.

Contractors and Sub-contractors must remove and correctly dispose of chemicals and dangerous substances used in, or resulting from their work on the Health worksite.

Contractors must keep 'at hand' a Spills Kit appropriate for the dangerous substances being used and notify all uncontrolled spills to Client Services, Security and Emergency Unit and Health's Hazardous Substance Coordinator via the Hospital Switch on 6244 2222.

8.8 Compressed Air

Contractors and Sub-contractors are to ensure that the use of compressed air complies with Australian Standard AS 4774.1: *Work in compressed air and hyperbaric facilities - Work in tunnels, shafts and caissons.*

Only approved fittings and safety clips are to be used on compressed air hoses and equipment.

Do not use compressed air to blow dirt from hands, hair or clothing. It is dangerous to blow compressed air at yourself or another person.

8.9 Dust

Contractors, Sub-contractors and their employees must make every attempt to keep dust to a minimum. Where excessive dust is expected through the normal part of their work, the Contractors and Sub-contractors must provide the designated Health Contract Manager with a Dust Management Plan to be approved before such work commences.

8.10 Electrical Installations, Plant and Equipment

All electrical installations undertaken by a contractor **must** conform to Australian Standards, Codes of Practice and relevant Statutory Requirements applicable to the both the physical location and nature of the work.

Any work involving electrical wiring or associated equipment at any time shall only be done by qualified personnel and authorised by their employer.

Information, such as plans or diagrams, will be provided to the contractor by Property Management and Maintenance, where appropriate or upon request, if available.

8.11 Electricity

Electrical dangers differ from some others in that they are not always self-evident. An electrical conductor looks the same whether it is alive or dead and therefore dangerous. When your duties do not require you to approach or handle electrical equipment or lines, **keep away** from them.

Contractors, Sub-contractors and their employees must ensure that any risk of injury from electricity at a place of work is low or if this is not reasonably practicable, the risk is controlled.

Electrical Extension Leads and Portable Power Tools must be tested and labelled with an up to date tag in accordance with Australian Standard AS/NZS 3760: *In-service safety inspection and testing of electrical equipment* before being brought on site.

Leads must be located where they are not likely to be damaged (including damage by liquids) or lie in mud or water, and are not to be laid across passageways or throughways, but adequately secured at a minimum overhead height of 2.1 metres. Leads are not to present a trip hazard to Health staff, patients or visitors.

All portable electrical equipment must be protected by being connected to an approved Earth Leakage Device (also known as a *Residual Current Device*). Earth Leakage Devices **must** be used with all electric power tools. Contractors must supply their own RCD protected portable outlets.

NOTE: NO LIVE WORK IS TO BE UNDERTAKEN - PLEASE CONTACT YOUR ACT HEALTH PROJECT/WORKS MANAGER IF THE WORK CANNOT BE COMPLETED SATISFACTORILY BECAUSE OF THIS.

Circuit Fuses or Breakers must not be caused to function above circuit limits and are to be secured where necessary against interference by unauthorised persons.

8.12 Explosive Powered Tools (EPTs)

Explosive Powered Tools (EPTs) are not permitted to be used in a Health property without the express permission of Property Management and Maintenance.

In the event that an EPT needs to be used for a specialised task, only a low velocity, captive piston type EPT is permitted for use. A permit for using such an EPT must be obtained from Property Management and Maintenance. **See Section 2.6 on Permits.**

Under no circumstances is a high velocity, direct acting type EPT to be used in an ACT Health property at any time.

8.13 Falls Protection

Person:

Safe access is to be provided to all parts of the work site to prevent people from falling and also to prevent objects falling on them.

Floors and surfaces are to be maintained to prevent or minimise slips, trips and falls.

Material, Plant, Waste:

A safe means of raising and lowering materials, plant or waste must be provided, i.e. secure physical barriers and/or overhead protection, to arrest and control falling or thrown down objects.

Kick boards under handrails or other measures must be provided to prevent objects falling freely from structures in or near the workplace.

Working at Heights:

In accordance with appropriate Australian Standards guidance material, measures are to be taken for the prevention of falls from heights i.e., elevated work platforms (EWP), fenced work platforms, scaffolding, perimeter screens, fencing, handrails. Alternative forms of physical restraint i.e. fall arresters/anchorage points for heights over 1.8 metres **must** be utilised if identified in the risk assessment or SWMS.

8.14 Hot Work

An authorised Hot Work Permit (See Section 2.6 on Permits) must be obtained from Property Management and Maintenance, who will inform the Health Fire Safety Officer, before any welding, gas soldering, brazing, cutting, grinding, use of naked flame, etc., can take place in the workplace.

Notification is also required so that the fire detection system in the work area can be isolated and protected. False alarm costs may be charged against the Contractor or Sub-contractor if appropriate system isolations have not been requested and carried out.

8.15 Ladders

All ladders are to be stable, in good condition, insulated, if needed, and comply with AS/NZ Standards. The correct ladder must be used for the correct purpose, e.g. wooden or fibreglass for electrical hazards. Ladder brackets are also required.

Use of ladders must be in compliance with the requirements of Worksafe ACT.

8.16 Lead Paint

Contractors and Sub-contractors and their employees engaged in repainting work must comply with Australian Standard AS 4361: *Guide to lead paint management*.

8.17 Lighting

Adequate lighting must be provided to allow for safe working, access and egress and must not cause excessive glare or reflection. All lighting must be shielded against breakage.

8.18 Manual Handling

ACT Health is committed to controlling manual handling risks and preventing manual handling injuries in the workplace.

Contractors, Sub-contractors and their employees must ensure that equipment, practices and the work environment are designed, used and maintained so as to eliminate or control risks associated with manual handling. Control measures may include the provision of mechanical aids, training, team lifting procedures, etc.

All contractors and their employees must be trained in any lifting equipment they intend to use.

8.19 Penetrations of Walls, Floors or Ceilings

Penetrations of walls, floors, ceilings, etc., shall only be carried out if authorised by Property Management and Maintenance or on DISST applications approvals. Contractors must ensure that all possible steps (including but not limited to scanning) are carried out on the area where the penetration is planned. This is required to reduce the likelihood of injury to the contractor or interruptions to services.

If there is any doubt on the safety to the contractor or an interruption to services, the penetration works must not commence. All penetrations through fire compartments must be properly sealed with fire retardant material.

8.20 Personal Protective Equipment (PPE)

Contractors, Sub-contractors and their employees are required to use Personal Protective Equipment (PPE) in areas of a worksite where it is clearly identified and/or appropriate to the risks involved with the work being carried out. Employees must be trained in the correct use of PPE and all equipment must be maintained in good repair.

All PPE is to comply with and be maintained in accordance with the relevant Australian Standard. All personal dress must be appropriate to working safely.

All persons are to wear safety glasses, and approved safety helmets when in designated construction areas of ACT Health projects.

All persons at work must wear appropriate footwear. Safety shoes or boots are to be worn by all persons when in designated construction areas of ACT Health projects.

All persons must wear hi-Visibility/reflector vests when working around mobile vehicles, plant or equipment, or when in designated construction areas of ACT Health projects.

All PPE should be listed on the SWMS.

Personal Protective and Other Safety Equipment

Contractors and Sub-contractors must supply Personal Protective and other Safety Equipment to each person at risk, if measures taken to control a hazard include their use. This equipment must be maintained and be in good repair.

8.21 Scaffolding

All scaffolding (site and lifts) must comply with the *Scaffolding and Lifts Act 1912*, and *Scaffolding and Lifts Regulation 1950*. Scaffolding of more than four (4) metres in height **must** be erected, altered and dismantled by a **person with a certificate of competency** of the appropriate class, or by a trainee under the direct supervision of a person with a relevant certificate of competency. WorkSafe ACT Information Bulletin 05.01 *New Certification Processes for Plant Users and Operators* provides further details.

Use of scaffolding must meet the requirements of Worksafe ACT.

8.22 Trenching or Excavation Work

Contractors, Sub-contractors and their employees are to ensure that an adequate system of safety is in place to control risks arising from dislodgement of earth and rock, site instability, water in-rush and placement of materials. Safe access and egress must be provided. Open trenches must be adequately barricaded.

Contractors must ensure an adequate system of safety is in place to eliminate risk of unplanned contact with electricity cables, gas mains and other utility services. Contact 'Dial Before You Dig' on 1100 (external call).

Do not Dig until the designated ACT Health Project/Works Manager has given you approval.

8.23 Welding

Contractors and Sub-contractors must take particular risk control measures for hazardous atmospheric contaminants, i.e. fumes, gases and vapours, resulting from welding activities, including, the provision of and wearing of PPE, the protection of others through the use of screens, ventilation systems and hazard warning signs, etc.

Hot Work Permits must be obtained prior to commencement of welding work, from Property Management and Maintenance Office at TCH or from the nominated Site Officer at the other Health sites.

Welding screens must be used when welding to protect the eyes, including that of others in the area.

Gas cylinders must be upright when in use, secured to prevent falling, protected from extreme heat and from being struck by moving equipment and falling objects. The cylinders must be transported around the workplace in approved trolleys.

All oxygen fuel gas sets that enter a Health property shall be transported and restrained in accordance with Australian Standard AS 4332: *The storage and handling of gases in cylinders*, and be tested, inspected and tagged in accordance with Australian Standard AS 4839: *The safe use of portable and mobile oxy-fuel gas systems for welding, cutting, heating and allied processes*, and Australian Standard AS 4603: *Flashback arresters - Safety devices for use with fuel gases and oxygen or compressed air*, and a record of this is to be produced.

8.24 Working in Confined Space

All works to be carried out within a Health property shall be assessed by a qualified person with reference to the adopted Code of Practice NOHSC:1009 (1994), the Australian Standard AS/NZS 2865,; *Safe working in a confined space*, as well as all relevant upgraded Acts and Standards.

For a copy of the confined spaces across the ACT Health and the policies and procedures (including entry permits) please contact Property Management and Maintenance Office at TCH.

NOTE: DO NOT ENTER A CONFINED SPACE UNLESS YOU HAVE OBTAINED A PERMIT FROM PM&M (See Permits in section 2.6).

8.25 Immunisations

Contractors and Sub-contractors are expected to cooperate with the *Staff Screening and Immunisation Policy* of the ACT Health (CED09-021). Its purpose is to protect staff and patients against potentially infectious diseases through appropriate screening, testing and vaccination of health care workers.

The policy applies to all health care workers of the ACT Health whose activities normally involve patient/client care and/or contact with blood and body substances.

Contractors, Sub-contractors and their employees should obtain, at their own cost, a documented screening and vaccination history consistent with the provisions of this Policy, which must be made available to the ACT Health prior to the commencement of their employment or clinical placement. A copy of the Policy will be provided on request.

8.26 Non-Issue of ACT Health Tools and Equipment

Contractors shall supply all tools and equipment required for all services provided to ACT Health.

Entry to all Health Property Management and Maintenance Workshops is PROHIBITED.

8.27 Plant, Machinery and Equipment

Contractors and Sub-contractors have certain obligations or duties regarding managing risks arising through the life cycle of plant and equipment, mainly in the supply, use, maintenance and repair phases.

Plant brought onto the site must comply with all WorkSafe ACT requirements and regular safety inspections are to be conducted.

All personnel employed by the Contractor and Sub-contractor to operate any plant, machinery, vehicles or tools **must be trained/qualified to do so** and be the holder of the appropriate current licence(s) or certificate(s) of competency for the type of equipment being operated.

The Contractor or Sub-contractor shall be required to produce all licences or certificates of competency to the appropriate staff from the ACT Health. Failure to produce the appropriate documentation shall result in cessation of work/services.

If you are in training and are to operate or erect plant or equipment, you must be under the direct supervision of a trained, currently certified, and competent person.

If in doubt, **ASK YOUR SUPERVISOR.**

Keys of all vehicular types of plant, including air compressors and fixed cranes, must never be left unattended and must always be removed during non-working hours.

Blades, buckets and hooks, etc. on front-end loaders, cranes, hoists, etc. must be lowered and immobilized when not in use.

All plant and machinery, vehicles and tools used on/in Health properties by the Contractor must be approved or licensed by the appropriate authority, e.g. WorkSafe ACT Authority, Roads and Traffic Authority, Standards Australia, etc. Current certification and testing documentation shall be provided when required, e.g. Hydraulics testing for cranes.

Contractors, Sub-contractors or their employees are **not allowed** to operate any plant, machinery, vehicle or tools that belong to ACT Health without the permission of the appropriate Supervisor.

8.28 Protection of persons

Contractors and Sub-contractors **must** provide adequate means to protect other persons at the worksite. Such measures may include, fencing, guards, barricading, signage, lighting, or as directed by the Project or Safety Officer. ACT Health has members of the public accessing the site and can be put at risk if equipment is left unattended. All equipment must be locked away in a secure environment when not being used.

Section 9 Emergency Procedures

9.1 Important Contact Telephone Numbers

Area	External	Internal
Property Management and Maintenance	6244 2115	Ext 42115
Biomedical Engineering Services	6244 3043	Ext 43043
Security Office	6244 2141	Ext 42141
Chief Warden	6244 2114	Ext 42114
Switchboard	6244 2222	9 or 42222
Switchboard (Emergencies Only)	0000	8
ACT Health Workplace Safety Unit	6244 2222	9 or 42222
Security Guards*	6244 2222	9 or 42222

*Ask to have a Security Guard paged and then wait by the phone after you have hung-up as a Security Guard will ring you back.

NOTE: The above numbers must be displayed or be readily available to your employees.

9.2 Emergency Procedures

Knowledge of Emergency Procedures is essential when working in a healthcare facility. All ACT Health staff and all Contractors, Sub-contractors and their employees are required to understand their role in the event of an emergency.

All contractors should be mindful that it is very difficult to evacuate patients. Should you become aware of any situation that could escalate to an emergency status, early warning is paramount. Please assist by notifying any emergency, giving details of exact location and nature of the emergency.

To notify a hospital emergency, Dial 8 on any internal telephone or (0)000.
To notify at a Non-Acute Site dial (0)000

ACT Health staff are trained to cope with an emergency that may arise. In the unlikely event of an emergency occurring, it is important that you remain calm and follow the instructions from an Emergency Warden.

9.3 ACT Health Emergency Codes

ACT Health has specific Emergency Procedures in place. Emergency information/ instructions are contained within a colour-coded wall chart compiled to Australian Standard AS 4083: *Planning for Emergencies – Health Care*

Facilities and AS 3745: Emergency control organisation and procedures for buildings, Structures & workplaces. These charts are located on the walls in all Areas and Wards.

It is the responsibility of all contractors and staff to notify any emergency.

Emergencies will be notified by using an Australian standard colour code system. **Table 1** indicates the Colour Code system and summarises the contractor's responsibilities in the event of an emergency.

Table 1: Emergency Procedures for Contractors at the Canberra Hospital (TCH)		
CODE BLUE	Medical Emergency	Initiated when clinical staff require urgent medical assistance. No response required by contractors. If a contractor requires immediate medical attention, DIAL 8. Notify Switch of your exact location and the nature of the problem.
CODE PURPLE	Bomb Threat	Should you receive a telephone call indicating a bomb threat do not 'hang up' the telephone. Use an alternative line to Dial 8 or to notify Switch. Do not touch any suspicious article. Identify your own toolkits etc. to staff or security. Follow the instructions of Emergency Wardens, as applicable.
CODE RED	Fire/Smoke	Any presence of smoke or fire should be reported immediately. Dial 8 or to notify Switch. State the exact location of the fire/smoke. Follow the instructions of Emergency Wardens, as applicable.
CODE ORANGE	Evacuation	If Code Orange is announced, evacuate to the designated evacuation point. Follow the instructions of Emergency Wardens, as applicable.
CODE BLACK	Personal Threat	Immediately report any situation in which your personal safety or security is threatened by another person. Dial 8 to notify Switch, provide your exact location and the nature of the problem. Your assistance may be required as a witness. Observe any identifying characteristics of the person(s) involved and the details of the incident. Follow the instructions of Emergency Wardens, as applicable.
CODE YELLOW	Internal Disaster	For example failure of essential services or equipment, storm damage, flooding, chemical spill, etc. Dial 8 to notify Switch. State the exact location and nature of problem. Follow the instructions of Emergency Wardens, as applicable.
CODE BROWN	External Disaster	Upon the announcement of CODE BROWN, TCH will prepare to receive mass casualties. Contractors should anticipate the need to return all services to 'normal' to ensure TCH can operate at maximum capacity. Follow the instructions of Property Management and Maintenance or Senior Hospital Staff, as applicable.

RED flashing lights also indicate Code RED (Fire).

ORANGE flashing lights also indicate Code ORANGE (Evacuation).

At all other ACT Health Sites, please advise your Health site location contact/dial 0'000 (if safe to do so)

9.4 Fire

Fires are a particular concern at ACT Health. Risks associated with fire and explosion must be controlled by eliminating activities that generate flammable atmospheres or minimising the potential by providing adequate ventilation, eliminating ignition sources from proximity of flammable materials, enclosing work areas, removing waste materials, providing adequate storage for flammable materials and by regular monitoring. Appropriate care is to be taken with oxidising agents.

Immediate notification of any suspected fire at a Health site is mandatory. Should smoke or fire occur in the area where the contractor is working, the contractor should:

- Notify the Hospital Switch immediately (**Dial 8 to notify Switch at TCH from any internal telephone**)
- **0'000 for all other Health Sites**
- Notify local staff immediately
- Identify and assist in extinguishing any fire
- Assist in containing the fire
- Provide Safety Data Sheets (SDS) for chemicals brought on the site.

Where a fire alarm (or Code Red) occurs in the area that the contractor is working, the contractor shall provide all assistance in identifying the source and location of the fire.

If the source of the alarm is a consequence of the work being undertaken, the contractor shall provide immediate advice to assist the ACT Health or Emergency Services staff in identifying the cause or nature of the alarm or fire.

At no time should any action be taken that is likely to result in personal injury. Again, early notification of a suspected fire is mandatory in the ACT Health.

Total Fire Ban

In the event that the Emergency Services Agency declares a Total Fire Ban (TOBAN) for the ACT, no HOT works that involve an open flame must not commence.

Other activities such as welding and grinding outside should also be postponed. Further information on activities during a TOBAN can be obtained from the ACT Health Chief Warden.

Section 10 Environmental Guidelines

When undertaking work on Health sites, the following Environmental guidelines are required to be implemented:

10.1 Noise Control:

Where identified on sites, noise will be minimised as follows:

- Minimise noise output from vehicles
- Working within agreed specified hours

10.2 Erosion and Sediment Control:

An Environmental Assessment is to be undertaken and a selection of the following controls to be implemented:

- Engineering controls such as silt fencing, filtration and sediment controls are to be implemented and monitored.
- Administrative controls such as inductions, training and SWMS are to outline and identify how to minimise impact.
- Minimising ground disturbance.
- Compliance auditing.

10.3 Land / Water Contamination:

An Environmental Assessment is to be undertaken and a selection of the following controls to be implemented:

- Prevention of spills through drip trays/banded areas/off site refuelling.
- Spill management procedures and strategies.
- Containment of hazardous substances/liquid waste.
- Administrative controls such as inductions, training and SWMS are to outline and identify how to minimise impact.

10.4 Waste Management:

All waste on sites will be:

- Contained in skips or in areas where the waste can be contained and will not leech into other areas.
- No stock-piling of materials in water courses.

10.5 Concrete Washing:

Where hand tools are used and may be contaminated with concrete, a concrete wash facility is to be set up and the contaminated waters disposed off appropriately.