



CONTRACTORS' SAFETY HANDBOOK



INFORMATION

Mildura Base Public Hospital (MBPH) is committed to the provision of a safe and healthy workplace for all workers, contractors, patients and visitors. Contractors are required to abide by the facility safety rules, maintain safe work practices, procedures and report any workplace health and safety issues whilst on site.

As a contractor you are required to:

- Read and be familiar with the content of this handbook
- Sign the attached form to acknowledge that you have read and understand the content of this handbook and will abide by MBPH's policies and procedures whilst on site
- The signed form will be retained by MBPH, it is requested you keep a copy

PURPOSE

This handbook is written for contractors undertaking work for MBPH, and its purpose is to ensure that all contractors have the necessary information to undertake works safely and with minimal impact on our patients, visitors, staff and the environment.

This handbook provides a summary of the major rules, procedures, standards and regulations that are applicable to carrying out works on the various campuses and sites of MBPH. The information contained in this handbook is applicable to ALL works and services carried out across MBPH retained buildings by all contractors.

The content of this handbook which imposes obligations on the contractor should be regarded by the contractor as legally binding elements of its contract with MBPH Care Group. However, in any instance of inconsistency between the content of the handbook and specific provisions of the contract or legislation, associated regulation or industry regulatory standards, those contract provisions, legislation and regulation will prevail.

INTRODUCTION

MBPH is responsible for:

- Providing a safe workplace;
- Providing written procedures and/or instructions to ensure safe systems of work;
- Ensuring contractors have received induction as required;
- Providing information about known safety or any environmental risks to contractors;
- Coordinating and providing access to hazardous, restricted or sensitive areas;
- Providing expert advice about infection control and how the risks are best managed.

Contractors are responsible for:

- Not placing themselves or others at risk of injury;
- The acts, omissions and attitudes of their employees and sub-contractors;
- Working in accordance with relevant MBPH policies and procedures, including those relating to health, safety, infection control and environmental management;
- Providing OH&S information upon request that is relevant to the contract or works;
- Develop and implement safety management plans or specific procedures relevant to hazards and work activities at the site;
- Requesting appropriate permits and/or isolations from the maintenance manager prior to commencement of works;
- Ensuring all of the contractor's employees and subcontractors who will be directly involved in the contract works have completed the required induction prior to the commencement of any work;
- Notifying the maintenance manager of any near misses, incidents or accidents or risks, and completing an incident report when required.

MAINTENANCE MANAGER

The Maintenance Manager or delegate is responsible for all matters relating to contractor management.

CONFIDENTIALITY & NON-DISCLOSURE

In connection with the performance of services/works contractor(s) may be exposed to confidential or private information, including personal and health information and medical records of patients and proprietary information of the MBPH, whether or not so identified. All such information shall be subject to the terms and conditions of the MBPH Privacy Policy. All contractors must be provided with a copy of MBPH's Privacy Policy, and must agree to comply with that policy as a term of their engagement.

Further, contractors must agree in writing to the following:

- Not to use, disclose or copy Confidential Information without the express consent of MBPH except as necessary to perform the contracted services or as required by law;
- To keep Confidential Information secure from theft, loss, damage or unauthorised access or alteration;
- To return (or where requested by MBPH, erase or destroy) all documents containing or referring to

- Confidential Information at the conclusion of the engagement or otherwise where requested; and
- That the above obligations continue after the termination or expiry of the engagement

Confidential Information means all information and materials disclosed or provided to the contractor in the course of performing the contracted services including patient information, policies, procedures, manuals; medical records and health information of any patient; personal information regarding any individual; any material containing intellectual property of MBPH; and all information and materials relating in whole or in part to the affairs, operations, financial position of MBPH.

INDUCTION TRAINING

Prior to commencing work at any MBPH facility you are required to participate in a facility induction. The induction at MBPH will include:

- Issue of Contractors Safety Handbook;
- Sighting of relevant licences and registrations;
- Facility tour;
- Emergency Procedures.

The induction will be recorded and you will be required to sign the *Contractor Induction Safety Checklist* as acknowledgment of the induction.

The contractor is responsible for ensuring that he/she and any workers of the contractor undergo the facility induction training prior to commencing work for the first time.

The contractor induction will need to be repeated:

- Following changes to the relevant facility safety policies or procedures;
- Following a period greater than 12 months where you have not conducted work at the facility;
- At a minimum two yearly intervals for regular contractors.

Sales representatives, visitors, drivers of materials delivery vehicles and any others not working on site are not required to complete the contractor workplace safety induction; however they should confine their activities to the area they are visiting as applicable.

LICENCES, REGISTRATIONS & INSURANCES

Companies and contractors providing service works that require a company or any individuals to be registered or licenced must be able to produce evidence that the relevant registrations and licences are held and are current.

Works are not be commenced until these documents have been provided.

SUB-CONTRACTORS

The contractor shall not assign or sub-contract the works or any part thereof without MBPH's approval. The contractor must ensure that any sub-contractors employed during the course of contracted works have agreed to and comply with all MBPH requirements, particularly inductions, insurance requirements and licenses.

COMMENCEMENT & COMPLETION OF WORK

Before any work is commenced at the facility you will be required to sign in at Maintenance. You will be requested to sign the Contractor's sign in/out register where you will be issued an identification badge/tag. You will be required to do this each and every time you attend the facility. Identification badges/tags must be worn at all times whilst on site. Prior to leaving the facility you are required to sign out and return the identification badge/tag.

SAFETY MANAGEMENT POLICIES & SAFE OPERATING PROCEDURES

The contractor must supply any safety management policies and procedures that are required by legislation or the facility for the work being undertaken at the facility.

These may include safe work method statements [SWMS], job safety analysis JSA and/or risk assessments for all work activities being performed on site.

NOTE: SWMS must be submitted by the contractor prior to carrying out high risk construction work as defined in the legislation.

The procedures must be based on hazard and risk processes' and incorporate control measures to eliminate or substantially reduce/manage the risk.

GENERAL FACILITY SAFETY RULES

The contractor and any workers of the contractor must observe the following general safety rules when on site: The contractor induction will need to be repeated:

- Smoking is not permitted in any buildings. MBPH is a smoke free facility.
- Persons suspected of being under the influence of alcohol or other drugs will be requested to leave the facility.
- Safety rules and procedures for the area in which the work is to be undertaken must be adhered to at all times.
- Good housekeeping must be maintained at all times such as appropriate storing of materials and tools after use, immediate cleaning-up of spills and keeping exits clear of obstructions.
- Any form of harassment or discrimination and verbal or physical aggression will not be tolerated.
- The maintenance manager will advise as to where mobile phones can be used safely.
- The maintenance manager may restrict access at certain times and nominate areas where vehicles are permitted to be parked.
- No facility services such as electricity, gas and water will be used without permission of the facility maintenance manager

EMERGENCY PROCEDURES

You will be provided information on the facility emergency procedures, as part of the induction. The induction will include information on the response required upon activation of an emergency code, location of emergency equipment, exits, emergency evacuation plans, emergency procedure guides (flip charts) and evacuation assembly areas.

- **Code Brown - External Emergency**
- **Code Black - Armed Hold-Up/ Personal Threat**
- **Code Purple - Bomb Threat/ Suspect Object**
- **Code Blue - Medical Emergency**
- **Code Red - Fire / Smoke Emergency**
- **Code Orange - Evacuation**
- **Code Grey - Unarmed Personal Threat**

INCIDENT & HAZARD REPORTING & INVESTIGATION

MBPH incident reporting is an integral component of the safety management system. All personnel are required to report all near misses, incidents, hazards and safety issues to the maintenance manager or safety professional immediately.

The event/incident will be recorded in MBPH's incident database prior to you leaving the facility. A copy of the initial entry report is available for distribution if requested.

Incidents defined by legislation of a notifiable nature will be escalated to the relevant State Safety Regulator or State Authority.

Incidents will be investigated in conjunction with the maintenance manager and/or safety professional and control measures implemented as necessary to prevent recurrence.

If you require first aid whilst at MBPH:

- Dial 222 and request assistance
- Inform Maintenance

If an injury requires more than first aid the following options are available:

- Dial 222 and request assistance
- Dial 000
- Present directly to Emergency Department
- Alert medical/nursing staff

WORK PERMITS - GENERAL & HIGH RISK

GENERAL WORK PERMIT

A general work permit will be issued for all contractors undertaking works at this MBPH facility.

In addition to the general permit to work, high risk permits [HRP's] are required to be completed for any of the following type of work:

- Hot works
- Working at heights
- Confined spaces
- Asbestos works
- Hazardous works i.e. work involving either excavation, demolition or a crane.

Permits will be issued by a person authorised by MBPH known as the Permit Issuer. The person the permit is issued to is known as the Permit Acceptor.

The following applies:

- Obtain the relevant permit prior to commencing work
- Contractors must be able to articulate an understanding of the requirements of the permit
- All MBPH work permits are to remain valid for a 24 hour period only (unless a shorter duration is specified on the permit), or unless specific exemptions have been granted by the Permit Issuer or a revalidation of the permit is required.
- The permit will need to be revalidated if the duration of work involves any of the following:
 - o a change in the person responsible for the direct control of the area
 - o a significant break in work continuity
 - o a significant change in the atmosphere or work to be performed
 - o the validation period for the permit expires

Permit documents are to be returned to the facility person who issued the permit and will be retained at the facility in accordance with the facility document retention policy.

PLANT & EQUIPMENT SAFETY

All plant and equipment (hand and power tools, ladders etc) provided by the contractor are to be under the control of and responsibility of the contractor at all times. These items must be suitable for the work task and operated, maintained and stored in accordance with the manufacturer's instructions and the appropriate safety legislative requirements and standards.

Equipment must not be left unattended or within the reach of children.

Records of maintenance and inspection of tools and equipment must be produced upon request.

The facility's plant and equipment is not to be used without the approval of the Maintenance Manager.

Plant operators must be trained and licensed as relevant and copies of certificates or licences provided to the Maintenance Manager.

Safety guards must not be removed from any plant or equipment.

TOOLS AND EQUIPMENT

Contractors must supply all necessary equipment and tools required to conduct the work(s).

Contractors must ensure that all tools and equipment is adequate for the work to be completed, maintained in safe working order, guarded and inspected in accordance with any statutory requirements or standards. All electrical leads shall be tested and tagged before they are used on MBPH premises.

The Maintenance Manager can prohibit the use of equipment (including hand tools) which is considered faulty, dangerous or non-compliant.

All tools and equipment must be stored and secured at the end of each day, or removed from the work area. MBPH does not accept liability for the loss or damage of any equipment belonging to the contractor while in use or stored on MBPH's property.

MBPH workshop facilities and equipment are for MBPH use only. Only in exceptional circumstances will permission be granted by the Maintenance Manager for contractors to use MBPH workshops and/or equipment.

Do not ride on or attempt to operate MBPH vehicles or equipment without permission from the Maintenance Manager.

WORKING IN MENTAL HEALTH FACILITIES

Special precautions are required for works conducted in a mental health facility/unit to ensure plant and equipment are secured and pose no opportunity for use in self-harm by patients/residents.

HAZARDOUS MATERIALS

The facility maintains a register of hazardous materials including asbestos. The register provides details of the presence of hazardous materials at the facility and must be reviewed before commencing work.

NOTE: If during works there is any concern in respect of the materials that are uncovered during the removal of, or demolition of, or excavation works, work must cease and this must be immediately brought to the attention of the facilities maintenance manager. Appropriate process will be instigated to manage these events.

CONFINED SPACES

MBPH requires that all persons accessing a confined space be trained in confined space entry and operate in accordance with current legislative requirements.

Entry into confined spaces or vessels is prohibited without a permit. Confined Space Permits must be obtained for each and every person entering a confined space, and must be authorised by the Maintenance Manager and agreed by the contractor prior to entry to the confined space.

The normal procedures for confined space entry as set out on the permit must be followed when working under the permit.

MBPH maintains a register of confined spaces. The register provides details of the presence of confined spaces

at the facility and must be reviewed before commencing work.

HAZARDOUS CHEMICALS

All chemicals brought into the facility for use with work tasks at the facility must be notified to the facility maintenance manager. Chemicals used in work tasks must have a safety data sheet - SDS and be correctly labelled.

Spill kits for chemicals are available in the following locations:

- Every Pan Room

Prior to using the chemical you must determine if the spill kits at the facility are suitable for the chemical you will be using. Otherwise arrangements must be made to obtain one prior to work commencing.

WORKING AT HEIGHTS

Where possible, the need to work from heights should be eliminated. Suitable and approved height protection control measures will need to be considered for works that are being undertaken at heights. Equipment such as safety harness, scaffolding, may be required.

Industrial ladders compliant with AS 1892 are to be used when undertaking works at this facility.

Ladders must be maintained and inspected on a scheduled basis to ensure they remain in a safe condition for use.

Refer to the High Risk Permit - Working at Heights for further information or requirements.

ELECTRICAL SAFETY

POWER OUTLETS

Power points in a health care facility are colour coded: white, beige and red. The correct power outlet is to be used at all times.

TEST & TAG

All power leads, residual current devices and portable electrical tools used on site must be tested and tagged.

Double adaptors may not be used on site. Power boards with overload facility and Residual Current Device [RCD] protection are to be used.

RESIDUAL CURRENT DEVICE [RCD] USE

RCD'S must be used for all portable plant and equipment used in a 'hostile working environment' - that is an environment where damage to the equipment or power cord is likely to occur due to the portable nature of the equipment.

Aluminium ladders are not to be used when undertaking any electrical works.

LIVE ELECTRICAL WORK

Working live is not permitted - Isolation of all electrical energies must be conducted prior to conducting any electrical work, or work where electricity supplies may be interrupted or where the work may expose you to electricity.

EXPLOSIVE POWER TOOLS

When the use of explosive power tools is required then the equipment is to be secured from unauthorised use, and charges are to be kept separate from the gun in an approved locked box.

Persons operating such equipment need to be trained and qualified to do so, warning signage must be in situ whilst equipment in use, and appropriate Personal Protective Equipment worn.

COMPRESSED AIR EQUIPMENT

All pneumatic tools used in the performance of work shall be fitted with effective acoustic suppressors as recommended by the tool manufacturer.

Suitable protection must be worn when using compressed air - eye protection, hearing protection where excessive noise is likely to occur, respiratory protection if dusts are present.

Under no circumstances should a jet of air be directed toward the body.

EXCAVATIONS and OPENINGS

Excavations and openings, whether temporary or permanent, must be adequately fenced or protected to prevent fall injuries. Protective barriers must be clearly identified and illuminated if required.

Refer to the High Risk Permit - Hazardous Work for further information or requirements.

SERVICE ISOLATION

Prior to isolating any system e.g. gas, water, fire detection, telecommunication, electricity or air conditioning, approval must be obtained from the maintenance manager and all relevant documentation and notifications completed.

The department manager where the work is being conducted must be notified of the requirement for isolation.

Appropriate Lock Out and Tag Out - LOTO must be utilised when isolating services and plant and equipment.

ISOLATION OF FIRE ALARM SYSTEMS

Applications to isolate fire alarms must be made to the Maintenance Manager at least 48 hours prior to the works taking place.

Fire alarms are to be isolated prior to any work involving the fire alarm system, any process or use of equipment which produces heat, smoke or dust (such as oxy- acetylene, heat guns for welding vinyl, plaster sanding etc), or any work that may cause an activation of the alarm system.

The contractor shall contact the Maintenance Manager to ensure that all fire circuits are reinstated at the end of each working day.

Where isolation of fire services extends beyond the work area, the contractor shall ensure the integrity and safety of both the work area and adjacent areas during the isolation period.

Note: If MBPH incurs an invoiced fee from the Country Fire Authority for a false alarm attendance due to neglect of these instructions, or accidental activation, the contractor responsible for activating the alarm shall be liable to pay this invoiced fee.

DIAL BEFORE YOU DIG - DBYD

It is a requirement that the 'dial before you dig' program be contacted prior to proceeding with any excavation or demolition works.

Works that interrupt, or damage, service provider pipes/conduits may result in financial penalties and reimbursement to the service provider for rectification works.

SPECIAL REQUIREMENTS FOR CLINICAL/ PATIENT AREAS

Prior to commencing work in any clinical/patient areas you must seek advice from the department/unit manager regarding any specific restrictions that may apply to that area e.g. mental health or children's departments.

ENTRIES, EXITS AND WALKWAYS

Unless involved directly with the works, do not enter buildings on MBPH premises without permission. Use only recognised entries and exits to and from buildings.

Where a doorway, passage etc., leading to an egress from a building will be affected by the works, alternatives must be provided or advanced notice of the work given to allow this to be communicated to staff.

WASTE MANAGEMENT

The contractor shall ensure that appropriate facilities (i.e. bins or skips) are provided for the storage of both recycling and rubbish, and emptied regularly.

If required, rubbish and recycling materials may need to be removed in accordance with infection control guidelines (i.e. within a sealed container).

Use of MBPH's bins and skips is not permitted.

Some wastes require special handling and disposal because they are potentially hazardous to people or the environment; these wastes are known as Prescribed Industrial Wastes (PIW). Examples include waste oils, oil filters, asbestos, contaminated soils, and large containers >200 L, used/contaminated absorbent material, etc. Discuss these wastes with the Maintenance Manager before commencing work or disposing of these wastes. If requested, a copy of the EPA Waste Transport Certificate should be provided to MBPH as evidence that disposal of Prescribed Industrial Wastes was carried out appropriately.

If any clinical wastes (i.e. syringes, materials contaminated with body fluids, etc.) are discovered during the works, the Maintenance Manager should be contacted immediately to organise for safe clean-up.

ENVIRONMENTAL IMPACTS

The contractor shall ensure that the works do not impact on the surrounding environment. This may require the use of environmental barriers or containment measures. It is recommended environmental risks are assessed as part of SWMS or JSEA or equivalent.

Potential environment impacts and issues include:

- Water: consumption of water, generation of waste waters, contamination of storm water or groundwater
- Air Quality: odours, emission of ozone depleting substances, toxic substances or particulate matter (smoke, dust)
- Noise and vibration: equipment that generates noise at excessive levels or processes that generate excessive vibration
- Aesthetics: litter and debris
- Waste generation: creation and disposal of hazardous wastes, recyclable waste, industrial waste and waste water, packaging
- Energy use: consumption of energy.
- Product characteristics: recycled content, ability to be recycled at end of life, product quality and durability.

INFECTION CONTROL

GENERAL HEALTH

You are not permitted to work in the facility:

- If you present an infection risk to other workers, patients or visitors
- If you have had diarrhea or vomiting you are not permitted to work at the facility until you have been symptom free for a minimum 48 hours
- If you have a head cold requiring frequent use of tissues
- For at least 5 days after the onset of symptoms of influenza
- If you have any other infectious disease that may be transmitted to other workers, patients or visitors.

IMMUNISATION

If you are required to conduct maintenance work within the facility and may be exposed to blood or body fluids you must be immunised against Hepatitis B virus. If you may be exposed to sewage you are required to be immunised against Hepatitis A. If you are not willing or unable to be vaccinated a risk assessment will be required before permitting you to work within the facility.

HAND HYGIENE

Hand hygiene is the process of removing bacteria and viruses from your hands. It involves either using soap or running water or using an alcohol based hand rub located throughout the hospital.

If you have cuts or abrasions on your hands they must be covered with a water proof dressing and you must wear gloves when there is a risk of coming in contact with blood or body fluids or sewerage.

You are required to perform hand hygiene upon entry and exit to all clinical units as well as before entering and upon exiting any patient room.

PATIENTS IN ISOLATION/ INFECTIOUS

Occasionally patients require extra precautions to protect others, or themselves from acquiring specific infections or infectious diseases.

Do not enter any patient room where signage is displayed indicating that permission is to be sought prior to entry.

If you are required to enter one of these rooms you must receive education on putting on and removing personal protective equipment by the unit manager.

OPERATING ROOMS/ THEATRE

Entry to operating rooms to undertake works may require you to change into specific clothing prior to entry.

PERSONAL PROTECTIVE EQUIPMENT - PPE

Contractors shall provide their employees with personal protective equipment (PPE) as appropriate for the hazard/s and works to be undertaken.

The Contractor shall require that their employees and any subcontractors use their personal protective equipment as required with the equipment in a clean and good condition.

The PPE shall comply with all current statutory regulations or Australian Standards.

SIGNAGE

You are required to obey all signage on display at the facility.

You must ensure that any task/activity specific signage for any work you are conducting is displayed in a conspicuous location or in accordance with legislative requirements.

SAFETY OBSERVATION - SPOT CHECKS

The facility maintenance manager will conduct safety observation spot checks to ascertain adherence to the safety requirements of the work being conducted.

PROTECTION OF WORK SITES

If protection around a work area is necessary, it should be in the form of securely fastened safety mesh fencing. All floor openings or excavations must be securely fenced or covered with decking whilst work is not in progress.

A slack rope is not an acceptable means of isolating a work site.

Appropriate and approved signage must be erected, particularly for work above or below ground level. Any work areas designated as restricted by the contractor must display notices to that effect.

OTHER MATTERS

CONDUCT

While on MBPH premises, contractors shall treat all persons (patients, residents, visitors and staff) in a courteous manner. Harassment will not be tolerated in any form, and a zero tolerance approach will be applied

to any form of harassment.

Practical jokes and skylarking on the job can be dangerous and are prohibited. The Maintenance Manager and other MBPH Management Staff are responsible for the safety of all personnel and will take immediate action to remove persons engaging in these practices.

Bad language, shouting, loud singing, whistling, and loud radios are also prohibited.

Contractors' employees shall be suitably attired at all times and such clothing shall be appropriate for both the work site and a health care environment. Muddy boots shall be cleaned before entry into MBPH buildings, especially patient care areas.

Special attire may be required to be worn when working in specialised areas (i.e. operating theatres).

DISCRIMINATION, SEXUAL HARASSMENT AND BULLYING

MBPH is actively committed to protecting the rights of staff to achieve their full potential in an environment which values and affirms diversity and is free from discrimination, harassment, victimisation and vilification. MBPH will take all reasonable steps to ensure that staff will be treated fairly and with dignity and respect whilst working.

It is also the responsibility of the contractor to notify MBPH of all complaints and/or incidents involving discrimination, sexual harassment or bullying.

Contractors must also provide assistance to MBPH to investigate and resolve any complaints or incidents which may occur.

SMOKING, ALCOHOL AND DRUGS

MBPH is a smoke free organisation. Smoking is NOT permitted on any MBPH property, including buildings, vehicles, car parks and outdoor areas.

No alcohol or drugs of addiction or illicit drugs are permitted on MBPH premises.

NON-CONFORMANCE

Where an instance of non-conformance to safety requirements is identified a non-conformance report will be completed by the maintenance manager in consultation with the contractor.

It is expected that control actions, to be implemented within a timeframe, will be developed in consultation to address the issue/s that will ensure safe work practices and reduce the identified risk.

Continued non-conformances with facility or legislative safety requirements may jeopardise your contract or provision of services to the facility.

