



CONTRACTOR HANDBOOK



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No guarantee of work - Prequalification is not a guarantee, of goods, services or works. Prequalification determines a contractor's OHS eligibility to participate in a relevant procurement process. A contractor may also be required to comply with other requirements as part of the procurement process, for example meeting specific legislation, regulatory or contractual requirements

INTRODUCTION

The purpose of this handbook is to outline Occupational Health and Safety (OHS) requirements and expectations for contractors. It supports both the City of Greater Bendigo and its contractors to meet their health and safety obligations, whilst working at City owned or managed sites.

The City aims to provide a safe workplace for employees, contractors (their staff) and visitors to City sites. An understanding of this handbook forms a part of the City's contractor prequalification. Contractors are expected to adhere to this handbook and all referenced attachments.

The expectations and requirements contained in this handbook refer to any goods, services or works carried out on behalf of the City, on City owned or controlled properties and work sites. The City does not enforce its expectations or requirements on works carried out by the contractor for other customers.

ATTACHMENTS

The following attachments can be downloaded at www.bendigo.vic.gov.au/prequal

- Attachment 1 – OHS Policy
- Attachment 2 – Code of Conduct
- Attachment 3 – Prequalification Tier Matrix
- Attachment 4 – Incident Reporting
- Attachment 5 – Smoke Free Workplace Policy
- Attachment 6 – Manual Handling Policy
- Attachment 7 – Asbestos Policy
- Attachment 8 – Exposure to Sun and Heat Policy
- Attachment 9 – Working with Children Check
- Attachment 10 - Invoicing Sample

USEFUL CONTACTS

Ambulance, Fire and Police.....	000
Coliban Water Faults.....	1300 363 200
Telstra	13 29 99
Dial Before you Dig.....	11 00
Gas.....	1800 427 532
Electrical Fault and Emergency	
CitiPower.....	13 12 80
Powercor.....	13 24 12
Environmental Protection Agency.....	1300 372 842
Poisons Information Centre	13 11 26
Vic Roads Report Road Hazards	13 11 70
WorkSafe Victoria	1800 136 089

PREQUALIFICATION PROCESS

The following is the approval flow chart for new and existing contractors. For details on the four contractor tiers, please refer to Attachment 3 - Prequalification Tier Matrix.

Please note: the City does not prequalify trusts or family trusts.

Step 1 - Prequalification invitation link will be emailed

Step 2 - Assessment

Step 3 - New supplier

Step 4 - Add to prequalification list

Step 5 - Work engagement

Step 6 - Inspections

Step 7 - Annual insurance review

Step 8 - Two yearly with biennially

PRIOR TO WORK ENGAGEMENT

This section outlines requirements that must be considered prior to work commencing.

Code of Conduct

All contractors and staff are expected to abide by the City's Code of Conduct as per Attachment 2.

Conflict of interest

A conflict of interest is defined as a situation that has the potential to undermine the impartiality of a person because of a clash between the person's self-interest and professional or public interest.

If there is any risk of a conflict of interest occurring, the contractor must immediately notify the City to request its written consent to proceed.

Cultural heritage

Many heritage structures and places are protected, including Aboriginal cultural heritage which is protected by law. Please work with the City project managers if heritage sites are present. If Aboriginal artefacts or human remains are found, please stop work, preserve the site and report to the project manager.

High risk work

Extra preparation may be required for high risk activities. Safe Work Method Statements (SWMS) are required for the 17 high risk construction types of work, these include:

- Trenching deeper than 1.5 meters
- Working at heights over 2 meters
- Working next to roads or railways
- Confined spaces or demolition
- Operating powered mobile plant
- Working near electrical installations or services

The SWMS lists the type of work being done, identifies the hazards involved and how these risks will be managed and measured.

Human rights

The contractor must comply with the requirements of the Charter of Human Rights and Responsibilities Act 2006.

Personal protective equipment

When undertaking works for the City it is a requirement that the correct personal protective equipment (PPE) is used. Contractors must ensure that they and their employees are wearing appropriate PPE relevant to the activity being undertaken.

Injury risks

Contractors are to ensure that they and their staff employ appropriate techniques for the activities that are being undertaken while conducting works for the City, such as:

- Manual handling
- Hot works
- Cold works
- Noise

Insurances

The contractor must provide a copy of the following insurance policies:

- Professional Indemnity
- Public Liability
- Vehicle / Fleet
- WorkSafe Workers compensation

as per the requirements for works to be undertaken. Refer to Attachment 3 – Prequalification Tier Matrix.

Unlawful acts

Any negligent, unlawful, fraudulent act, omission or willful misconduct during works carried out for the City by the contractor (or any person it engages), could lead to immediate termination of work and future engagement.

Qualifications

The contractor must demonstrate that all employees have the relevant licenses, registrations, certificates and permits prior to commencing work.

Working with Children Checks

Contractors are engaged by the City by a range of methods and may be required to undertake works that is child-related. The contractor and employees must hold a valid Working with Children Check (WWCC). This must be provided to the City prior to the commencement of work.

The cost of the Working with Children Check will be incurred by the contractor.

Working with the public

Where necessary, contractors are required to install safety signs, barriers and fencing to restrict public access to the work site.

The City understands the public may approach you while carrying out works. When possible and safe to do so, your workers may engage with members of the public in a professional manner.

If you are asked a question you cannot or do not feel comfortable answering, please direct them to contact the City on 5434 6000.

ENGAGEMENT OF WORKS

This section outlines requirements that must be considered during engagement of works.

Asbestos

Where asbestos is discovered the contractor must phone the project manager to determine how to proceed.

Chemicals and fuels

The City requires its contractors to maintain up to date Material Safety Data Sheets (MSDS) for all chemicals they use.

When using chemicals, contractors should have a spill kit available appropriate to the chemical that is being used and clean up spills immediately. All contaminated spill kit materials must be removed from the site and disposed of appropriately.

All chemical or fuel spills must be reported to the relevant notifiable bodies and the City's project manager.

Communication

The contractor's primary contact at the City will be the person who engages the works. This has been referred to throughout this document as the project manager.

Electrical safety

When contractors are using tall machinery or equipment or undertaking any excavation to a depth greater than 400mm it is essential the contractor conducts an inspection of the site prior to work commencing in order to identify overhead power lines and underground electrical supply.

Where applicable, all equipment should be tested and tagged as required by AS 3760 – In Service Safety Inspection and Testing of Electrical Equipment.

We ask contractors to carry out visual inspections of their equipment to avoid using damaged equipment. Never 'daisy chain' electrical equipment leads, extension cords or power adapters.

Emergency procedures

Contractors are required to follow emergency evacuation processes as directed by emergency services personnel or the City's Emergency Wardens.

Contractors are expected to have their own emergency and evacuation procedures, if they have responsibility for the work site.

Environment

The City is committed to protecting and caring for the environment when conducting its business activities and expects contractors to do the same.

This includes but not limited to air quality, wildlife and vegetation protection.

First aid

Contractors must ensure adequate first aid provisions are available for their workers. A first aid kit stocked in accordance with WorkSafe guidelines appropriate to the work site should be available at all times.

Incident reporting

Incidents can be injuries, damage to property, damage to the environment and near misses. All incidents should be reported to the project manager as soon as practical. Contractors are required to co-operate in incident investigations as requested.

We ask contractors to also report workplace or public hazards to allow the City to manage the reported risk.

In the event of an incident, the contractor must provide a completed copy of their incident report form to the project manager.

See attachment 4 – Incident Reporting.

Inspections

Contractors may be inspected without notice or by appointment by a City officer while carrying out work. Inspections may be formal or informal in nature.

Invoices

Invoices must only be forwarded to invoices@bendigo.vic.gov.au and must include the Purchase Order number.

Refer to attachment 9.

Job start reviews

At the beginning of each day, activity or new site, the City requires contractors to carry out job start reviews. This could be a Job Safety Analysis (JSA), daily Safe Work Method Statement (SWMS) or 'Take 5' style prestart checklist. For Tier Two works, this could be a daily toolbox meeting.

The purpose is to identify any new or non-standard hazards or risks. e.g. there could be a community event near the work site, or a tree may have fallen overnight near the equipment. These may not be addressed in standard work instructions or SWMS.

Manual handling

One in three injuries to Australian workers is caused by manual handling. Contractors must ensure that they and their staff employ appropriate manual handling technique for the activities they undertake on City sites. Techniques may include:

- Avoid lifting heavy loads
- Use mechanical lifting equipment
- Bend your knees when lifting
- Clear access to site, no trip hazards
- Hold lifted loads close to the body
- Avoid twisting whilst carrying loads
- Avoid excess repetitive movements

Noise

We ask contractors to please be aware of noise nuisance to neighbours, including residents, schools and hospitals. Only work within allowed hours or seek approval from the City for hours outside standard hours.

Contractors are expected to reduce exposure to noise in City workplaces, by:

- Ensuring new plant and equipment brought into the workplace meets standards for noise levels
- Reporting increase in noise levels of plant and equipment
- Wearing and looking after hearing protection provided for your use.

Waste disposal

Environmental Protection Agency (EPA) and local authority guidelines must be followed when disposing of waste materials. Work sites should always be maintained and left in a tidy manner.

Personal Protective Equipment (PPE)

Contractors must ensure that they and their employees are wearing appropriate PPE relevant to the activity being undertaken.

Plant and equipment

All contractors must ensure that the plant and equipment they use is well maintained. It is recommended that plant maintenance records, prestart checklists and service manuals are used to record equipment inspections and repairs.

Site security

Sites are to be secured, locked or supervised to ensure dangerous equipment or chemicals are not accessible to the public.

Smoking, alcohol and drugs

Contractors or their employees must not attend any work sites while affected by intoxicating substances. (i.e. illicit drugs, alcohol etc.). If suspected to be under the influence of drugs or alcohol, the contractor's work may be suspended for the day.

We ask contractors to also consider the impact prescription drugs may have on their capacity to undertake works safely.

No smoking is permitted within all of the City's buildings as required by legislation.

The City also requires that no smoking occur within five meters of the entry of any City owned or operated building.

Supervision

All contractors are required to adequately supervise their staff whilst working on City sites. If the principle contractor is not present they must nominate another onsite representative who will be responsible for ensuring the contractor's staff are compliant with the requirements of this handbook.

CONTACT

Should you have any queries regarding this handbook or attachments please contact the Governance Unit on 03 5434 6435 or contractorenquiry@bendigo.vic.gov.au