

CONTRACTOR INFORMATION HANDBOOK



GUIDELINE

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PURPOSE

This Handbook provides information and guidance to Contractors on the major rules, procedures, standards, regulations and safety requirements that are applicable to carrying out works on the various sites of Bendigo Health. The information contained in this Handbook is applicable to ALL works and services carried out across Bendigo Health retained buildings and their associated equipment by all Contractors.

Bendigo Health retained buildings are the responsibility of Bendigo Health Facilities Management. Throughout the remainder of this Handbook, the term Bendigo Health Facilities Management is used to reference the Director of Bendigo Health Facilities Management or his/her approved representative.

Buildings, systems and areas associated with the Hospital building are not the responsibility of Bendigo Health Facilities Management and contractors shall be required to contact Downer in relation to that building.

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 Bendigo Health. 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.

TARGET AUDIENCE

All Staff and Contractors working on Bendigo Health Retained Sites

DEFINITION OF TERMS

Academic Precinct: Monash, Latrobe & Primary Care buildings

Barnard St Campus: 102 Barnard Street Bendigo Victoria. Old Anne Caudle Centre Campus

BHFM: Bendigo Health Facilities Management

Contractor: any or all of the Contractor and their employees including any and all sub-Contractors and their employees

Hospital: hospital building

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Lucan St Site: 62 Lucan St

Clinical Services Campus: main buildings on 62 Lucan St site

OH&S: Occupational Health and Safety

Principal Contractor: an individual person (such as a self-employed builder) or a company that appointed and authorised to manage or control the workplace

Retained Buildings: all buildings not part of the Hospital (See Schedule 1)

SWMS: Safe Work Method Statement

RIS: Request to Interfere with Services

Total Fire Ban (TFB): No fires may be lit in open air as per Victorian Legislation

ROLES & RESPONSIBILITIES

Bendigo Health 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, behavior and attitudes of their employees and sub-contractors and their employees
- Working in accordance with relevant Bendigo Health 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 Bendigo Health Facilities Management prior to commencement of works
- Ensuring all of the Contractor's employees and sub-contractors who will be directly involved in the contract works have completed the required induction prior to the commencement of any work
- Notifying Bendigo Health Facilities Management of any near misses, incidents or accidents or risks, and completing an incident report when required.

PROCEDURE

Emergency Situations

Contractors and their employees working on Bendigo Health sites are required to observe the established Emergency Procedures.

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In the event that any emergency exists at a Bendigo Health facility, Contractors and their employees will respond to all alarms and must follow instructions from Bendigo Health staff without question. The emergency codes used at Bendigo Health are listed below:

Contractors must ensure all their staff are accounted for and report to the Area Warden.

Works by Contractors may be suspended while an emergency exists.

To raise an alarm in the event of emergency at a Bendigo Health facility, dial the switchboard on 2222 or use a Break Glass Alarm for fire.

<u>EMERGENCY NUMBERS</u> <u>The Bendigo Hospital</u> <u>Bernard St Campus</u> <u>Lucan St site & Clinical Services Campus</u> <u>2222</u> <u>All others locations - 000</u>	
EMERGENCY CODES	
BLACK	Person with Weapon / hostage situation
GREY	Aggression/Violence Emergency
BLUE	Medical Emergency
ORANGE	Evacuation
FIRE	Fire/smoke
BROWN	External Disaster
YELLOW	Internal Emergency
PURPLE	Bomb Threat

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First Aid

The Contractor is responsible for providing a fully stocked first aid kit at the work site for all of their employees and sub-contractors and their employees.

It is the responsibility of the Contractor to assist injured and/or ill employees, sub-contractors and their employees to seek medical attention as appropriate.

Should additional medical assistance be required, the Contractor, their staff and sub-contractors attend the Emergency Department or call an ambulance on 000, they shall also notify Bendigo Health Facilities Management of this as soon as practical.

Environmental Incidents

In case of an environmental emergency, the Contractor should try to limit the impact to the environment as much as possible, initiate their emergency response procedures and contact Bendigo Health Facilities Management immediately.

Examples of environmental incidents can include:

- Spillage of chemicals
- Spillage of sewage or recycled water or waste
- Spill or unauthorised discharge to storm water.

Reporting Incidents

All injuries, incidents and dangerous occurrences (including "near miss" incidents) must be reported to Bendigo Health Facilities Management immediately.

All incidents should be investigated by a senior representative of the Contractor and an incident report forwarded to Bendigo Health Facilities Management within 48 hours.

Should an incident occur that is reportable to WorkSafe, it is the Contractor's responsibility to make the report.

Where appropriate and necessary to eliminate a re-occurrence of the incident, the Contractor will immediately implement suitable preventative and/or corrective measures.

The Bendigo Health OH&S Director is authorised to initiate accident investigations and, if required, the Contractor shall implement preventative and/or corrective measures as directed.

RISK MANAGEMENT

Save Work Method Statement

Safe Work Method Statements (SWMS) are a process of identifying hazards and setting control measures before the commencement of work. SWMS are also sometimes known as Job Safety & Environment Analysis (JSEA).

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SWMS can be used to assess OH&S, infection control, environmental and public liability risks.

Contractors should ensure SWMS are conducted as a joint activity involving both employees and their supervisors. A copy of a SWMS should be provided to Bendigo Health Facilities Management before work commences, or upon request.

Personal Protective Equipment

Contractors must ensure their employees and sub-contractors are provided with and use personal protective equipment (PPE) as appropriate for the hazard/s and works to be undertaken.

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

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

Access to Properties

Bendigo Health utilises a Contractor management system called Smartek, to manage Contractor compliance, inductions and site access (i.e. online induction, Verification of insurances, licenses, etc., electronic site sign in).

All Contractors, unless otherwise approved by the Bendigo Health Facilities Management, are required to ensure their company, employees and any sub-contractors under their control, are compliant with the requirements of the Smartek system including induction and site access requirements, prior to commencing on site.

As required, a representative from Bendigo Health Facilities Management will provide further site-specific induction and safety briefing before works commence.

Sing In and Sign Out Each Day

Prior to any works being carried out each day, the Contractor must ensure that all employees and sub-contractors sign in using a Smartek ID swipe card, OR have been approved to manually sign in and have been issued with an ID Badge by the Bendigo Health Facilities Management.

On arrival at a Bendigo Health facility, and before starting work, Contractors should contact their Bendigo Health Facilities Management representative to notify them of their presence, and discuss any arrangements for the works. Contractors must also notify the Bendigo Health manager or supervisor of the work area and communicate their work intent and duration of work.

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Contractors must also ensure that at the completion of each day they swipe out with their Smartek ID swipe card, or sign out and return their ID badge to the Bendigo Health Facilities Management.

This procedure is to be adhered to each working day unless special arrangements have been approved by the Bendigo Health Facilities Management.

Access to Works

For safety and security reasons, access to all works is to be restricted to Contractors, their employees and sub-contractors and appropriate Bendigo Health staff.

Erection of any necessary barricades/fencing will be as determined between the Contractor and the Bendigo Health Facilities Management.

The general public and general Bendigo Health staff are forbidden from work sites/areas at all times.

Work Boundaries

Work boundaries are to be determined in consultation between Bendigo Health Facilities Management and Contractor. In determining work boundaries, every effort will be made to minimise disruption to normal activities in the area, while ensuring the health and safety of patients, staff and visitors and the Contractor's employees.

Closed Construction Site

At times there may be a requirement for the Principal Contractor to operate a closed construction site on a Bendigo Health property. A closed construction site will generally be fenced or secured area and will be under the control of a Principal Contractor in liaison with Bendigo Health Facilities Management.

All works and access to and within a Closed Construction Site will be the responsibility of the Principal Contractor.

All Contractor working in the Closed Construction Site will need to comply with the requirements of the Principal Contractor.

Should Contractors working in the closed construction site need to do works on BH buildings or systems outside the closed construction site, then they will be subject to the requirements of this Handbook.

Any access or liaison with a closed construction site shall be via the Bendigo Health construction management or project management teams.

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Identification Badges

All persons working at Bendigo Health are required to have an approved identification card (i.e. Smartek swipe card or ID badge) at all times when on Bendigo Health retained building property, and shall produce it on the request of any Bendigo Health staff.

Keys and Swipe Cards

Access to certain areas of Bendigo Health facilities is restricted. Applications for keys or cards to access these restricted areas must be made to Bendigo Health Facilities Management. If such a request is approved, keys and/or access cards will be issued and must be returned at the end of each day.

Keys and swipe cards for after-hours access will be considered on application.

Note: Failure to return keys and/or swipe cards will attract a fee:

\$100 per card

\$100,000 per key

Plus an administration charge of \$250.

ISOLATIONS AND PERMITS TO WORK

Contractors must not shut down or reinstate any plant, equipment or service on any Bendigo Health retained site under any circumstances. Bendigo Health Facilities Management will conduct all requested shutdowns and isolations on behalf of Contractors.

The following services are of critical importance:

Fire systems

Steam systems

Air conditioning systems

Medical gas systems

Communication systems, paging, telephones and public address systems

Power supply

Water supply

Gas supply

Bendigo Health Facilities Management will undertake ALL isolations. Contractors must not isolate or reinstate plant and services.

Wherever possible, Bendigo Health lock-out/tag-out systems will be used to isolate hazardous plant and equipment. Where the use of locks is not practical, danger tags will be placed on machinery or electrical equipment. The tags are used to warn others not to start plant, machinery or electrical equipment while work is being carried out on them.

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On completion of work, all buildings, plant and equipment must be completely restored to their normal working situation (i.e. safety guards replaced, duct work replaced, ceiling tiles replaced, etc.). Safety tags and locks will be removed by Bendigo Health Facilities Management when that phase of the work is complete and it is safe to do so.

Isolation of General Services

General services which may require isolation include:

Electricity

Water (including potable, recycled, chilled, hot, etc.)

Sewerage or trade waste

Natural gas

Steam

Medical gases and pneumatic systems.

Application to isolate any of the above services shall be made to Bendigo Health Facilities Management at least 48 hours prior to works taking place.

See Request to Interfere with Services.

Request to Interfere with Services

Contractors that are undertaking works that will interfere with services and/ or require isolations, must complete and submit a Request to Interfere with Services (RISC) to Bendigo Health Facilities Management prior to works, in accordance with the following table

Minimum Notice Period	Scope of works will impact...
>1 week	Work that will impact on patient services scheduling or have a significant impact on Bendigo Health infrastructure or require engineering service relocation
1 week	When direct patient care service is affected (e.g. patient accommodation, medical gas, electrical supply, medical equipment etc.)
48 hours	Work that will have no impact on patient service delivery and only a minor impact on Bendigo Health infrastructure (e.g. short-term interruption to road, corridor/lift access, water or sewerage, fire service isolations, use of exposed flame such as welding, afterhours entry into plant rooms etc.)
< 48 hours	Will only be considered in an emergency

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Isolation of Fire Alarm Systems

Applications to isolate fire alarms must be made to Bendigo Health Facilities Management 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 Bendigo Health Facilities Management 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 Bendigo Health incurs an invoiced fee from the Fire Service for a false alarm attendance due to neglect of these instructions, or accidental activation, the Contractor responsible for activating the alarm will be liable to pay this invoiced fee.

Electrical Safety and Electrical Access Permits

All electrical work must be in accordance with regulatory requirements, Codes of Practices, Compliance Codes and/or AS/NZ Standards. Bendigo Health Regulations and Standards must also be observed (i.e. local wiring colour codes, labelling requirements, etc.).

Any electrical works that involve connecting new, reconnecting upgraded and/or modified electrical installations to any existing Bendigo Health electrical switchboard or system requires a Bendigo Health electrical work permit issued by Bendigo Health Facilities Management.

Wherever possible extension leads should be kept two metres above ground.

Contractors or their employees must not touch, tamper with, damage or remove any electrical wires or equipment belonging to Bendigo Health without permission from the Bendigo Health Facilities Management.

All contractor owned electrical equipment must be tested and tagged before use on any Bendigo Health site.

Hot Work Permits

Before the commencement of ANY work requiring the use of naked flame and other fire hazards (including grinding, welding and cutting equipment), a Hot Work Permit must be

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issued by Bendigo Health Facilities Management and related equipment such as smoke/heat detectors must be isolated.

No work shall be undertaken without an authorised Hot Work Permit. The Hot Work Permit will prescribe precautions to be taken, such as: location of flammable materials, use of screens, danger signs, end of shift procedures, PPE, protection of materials and equipment, etc.

Welding shall not be undertaken without suitable fire extinguishers being available, and Contractors shall provide these in addition to any Bendigo Health extinguishers in the vicinity. Screens are to be erected to protect by-standers or passers-by, and any damage to surfaces or equipment as a result of such work is the responsibility of the Contractor.

While welding, two people must always be in attendance, one acting as a fire officer. It is the responsibility of the fire officer to complete the inspection portion of the permit, and return this to Bendigo Health Facilities Management.

The Contractor shall be totally responsible for the safe application, usage and procedures to ensure a fire safe environment and shall be liable for any loss or damage.

Each year Bendigo Health obtains a permit to conduct hot works on a day of Total Fire Ban, however no hot work will be conducted in the open air on a day of Total Fire Ban unless it is of critical importance to the operation of the hospital.

Fire Wall Penetration Permit

Many Bendigo Health buildings have fire and smoke compartments within the buildings and floor levels. Plans are available from Bendigo Health Facilities Management showing the location of the fire and smoke walls.

If a wall has to be penetrated for cabling, building works, etc. the Contractor must check with Bendigo Health Facilities Management to determine whether the wall is a smoke or fire wall. If the wall is a fire/smoke wall, the Contractor must obtain a Penetration Permit prior to the commencement of works.

It is the responsibility of the Contractor to make good the fire/smoke wall by approved method/s at the completion of work.

Note: If temporary stopping of fire wall penetration is required, the Contractor must have approval from Bendigo Health Facilities Management before requesting a Penetration Permit

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Insurances

Contractors must have in place appropriate liability insurances. The required liability insurances include:

- Public Liability and Products Insurance
- Professional Indemnity Insurance
- WorkCover Insurance.

These requirements do not override or limit any mandatory statutory requirement for Contractors, for example, under the Building Act.

The Contractor must submit evidence of insurance/s (i.e. a certificate of currency) to Bendigo Health prior to the commencement of any work. Typically this evidence will be submitted via the Smartek system. For those Contractors not required to be registered in Smartek system, this evidence should be made available to the Bendigo Health Facilities Management.

Specific details of the insurances required can be found in Bendigo Health's conditions of contract, or upon request from the Bendigo Health Facilities Management.

Sub-contractors

The Contractor shall not assign or sub-contract the works or any part thereof without Bendigo Health prior written approval.

The Contractor must ensure that any sub-contractors employed during the course of contracted works have agreed to and comply with all Bendigo Health requirements, particularly inductions, insurance requirements and licenses.

Police Checks

All Contractors undertaking work at Bendigo Health must provide a statement in writing or via the Smartek system indicating that all staff employed by them have a current (within the previous 3 years) Police Check.

Contractors are required to inform Bendigo Health via Bendigo Health Facilities Management if any police record check indicates an offence and/or charge. Bendigo Health will advise the Contractor, without knowledge of the person/s, as to whether the particular charges mean that they are not permitted to work at a Bendigo Health premises.

Working with Children Checks

Bendigo Health has a number of locations where Contractors will require a Working with Children Check, Contractors will be advised by their Bendigo Health Facilities Management contact if this is required.

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Licences

Contractors shall ensure that all their employees and any sub-contractors have completed construction induction training. Evidence of this training can include a construction induction card issued by WorkSafe, a 'white card' or other approved documentation.

Contractors must ensure that where contracted work requires licences, all employees carrying out this work are licensed and/or have the appropriate permits. Such licences or permits will be provided to Bendigo Health via the Smartek system. For those Contractors not required to be registered in Smartek system, this evidence should be made available to the Bendigo Health Facilities Management.

Examples of trades/skills that require certification include:

- Plumbing
- Electrical
- Crane or hoist operation
- Scaffolding
- Forklift driving
- Confined spaces entry.

Warranties

Contractors are required to provide warranties to ensure adequate quality of work and materials used for all works performed for Bendigo Health. Wherever possible, Contractors are to use products which fall into the category of 'preferred by Bendigo Health.

Obsolete Materials

Unless specifically mentioned in a contract or scope of works, and after discussion with the Bendigo Health Facilities Management, all equipment and materials that can be reused or sold as scrap are to remain the property of Bendigo Health.

Completions of Works

Bendigo Health will not deem work completed until:

- All work has passed a final inspection by Bendigo Health Facilities Management and approved by the authorised person
- All equipment, materials, tools and waste material has been removed from the works area
- All paperwork (i.e. checklists, compliance forms, drawings, documentation, etc.) has been completed and submitted to the Bendigo Health Facilities Management.

Contractors working in ceiling spaces must replace all ceiling tiles and lights. In some areas, the ceiling cavity forms part of a return air plenum and the air conditioning system cannot function correctly if tiles are displaced.

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Infection Prevention & Control

All Contractors engaged in Bendigo Health works have an obligation to minimise the exposure of patients, residents, staff, visitors and the general public to risks of infection. This is particularly important for patients who have immune system deficiencies.

All Contractors or sub-Contractors attending any Bendigo Health facility are required to comply with the Australian Government's requirement to be vaccinated against seasonal influenza before entering facility, the Contractor must provide appropriate evidence of the current immunization status.

This requirement will apply to any access for the period of 1 June to 30 September each year.

Contractors must keep all work areas clean and free of dust at ALL times, and be conscious that foot traffic, dirt and airborne dust are major risk factors in the infection of patients.

Contractors will not be permitted to work in critical clinical areas until they have attended a training program on 'Infection Prevention in Building Works'. This program is operated by Bendigo Health's Infection Prevention & Control Unit.

Work in areas where infection is a significant risk is NOT to proceed until Bendigo Health Facilities Management has consulted a Bendigo Health Prevention Infection Control Consultant and agreed on special work procedures. These procedures impose strict limits on the opening up of internal building surfaces (e.g. lifting of ceiling tiles, demolition, creation of plaster dust, etc.). These special procedures typically involve the complete containment of the work and the use of negative pressure systems and strict filtering of air.

Where there is a possibility that dust, noise, fumes or other emissions from the work area could affect adjoining areas (or the health, safety and comfort of people outside the immediate area) every effort must be made to:

- Control the emission at the source
- Contain the emission within the work area
- Define an appropriate means to remove building rubbish
- Clean areas adjacent to the work area as requested by Bendigo Health Facilities Management to eliminate a build-up of dust
- Utilise sealed containers for the conveying of building waste from the work area to the point of disposal.

Bendigo Health Facilities Management representative will advise on the specific work practices required, and will coordinate with the Infection Prevention & Control Consultants as required.

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Note: Should concerns regarding the presence of dust be brought to the attention of the Bendigo Health Facilities Management, the Contractor will be notified immediately in order to rectify the situation.

Housekeeping

Housekeeping means keeping the work area, tools and equipment clean, tidy and in good order at all times, including:

- Keeping all work areas clean and free of dust at all times
- Removing tools and equipment after use
- Keeping corridors and passageways free of obstacles
- Keeping floor surfaces in good state of repair
- Cleaning up around machinery after use
- Ensuring free access to firefighting equipment
- Cleaning up spills and slip hazards immediately
- Ensuring handrails and fall protection is always in place
- Cleaning of windows and lighting
- Ensuring rubbish bins are used and regularly emptied
- Safety signs are erected and displayed as required.

Hand Washing

It is required that Contractors wash and/or disinfect their hands before entering patient areas, and again at the completion of work.

Alcohol hand rubs are a practical and acceptable alternative to hand washing when hands are not grossly soiled.

Hands that are visibly soiled or grossly contaminated with dirt or organic matter must be washed with liquid soap and water.

SPECIFIC WORK PRACTICES

The following sections provide a summary of the procedures which must be observed when working on Bendigo Health premises.

An overriding obligation upon the Contractor is to ensure that at all times the working environment is safe and without risks to health and the environment.

Contractors will comply with all relevant legislation, regulations, Codes of Practice, Compliance Codes, Australian Standards, contract conditions and requirements, etc. during the completion of works.

Any concerns, risks identified or issues should be brought to the attention of Bendigo Health Facilities Management as soon as practicable.

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The following sections are sorted alphabetically for ease of reference.

Animals

Animals, including pets, are not permitted on Bendigo Health works sites under any circumstances.

Asbestos

Asbestos has previously been used extensively throughout the Lucan St and Barnard Street Sites and is also present on other Bendigo Health sites.

Bendigo Health has a plan detailing the management of asbestos on site – the Asbestos and Hazardous Materials Management Plan. An Asbestos Risk Assessment Register contains details of the location, form, types and condition of any asbestos containing material (ACM) identified, details of inaccessible areas that may contain ACMs, risk ratings, etc.

Prior to starting work, Bendigo Health Facilities Management will advise on asbestos levels in the proposed work area, as detailed in the Register.

The Contractor is responsible for notifying Bendigo Health Facilities Management prior to any works that could directly disturb any existing or known ACMs. The Contractor will also prepare a safe work method statement (SWMS) for work in the vicinity of ACMs.

The Contractor will immediately notify Bendigo Health Facilities Management if further confirmation testing is required for suspected ACMs. All work must cease in the area until testing has been completed.

No work is to be conducted on asbestos containing materials unless the Contractor has a relevant 'Class A' or 'Class B' asbestos removal licence, and the Asbestos Program Manager has been notified.

If asbestos containing materials (ACMs) are accidentally disturbed, the Contractor is to follow the procedures in Appendix B of the Asbestos and Hazardous Materials Management Plan. This will be at the Contractor's expense.

Chemicals

Bendigo Health uses various chemical substances across its campuses, and Contractors need to be aware they may come into contact with these chemicals during their work.

Contractors may also require chemicals as part of their work, and will bring these onto Bendigo Health's campuses for use as required. Any chemicals brought onto a Bendigo Health site must be approved in advance by Bendigo Health Facilities Management.

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In either situation, these chemicals can be harmful, particularly if they are classified as hazardous substances and/or dangerous goods.

In all situations involving the use of chemicals, Contractors should:

- Be aware of the hazards associated with all chemicals by completing a risk assessment (refer SWMS section)
- Have a copy of the Safety Data Sheet (SDS) on site, and know how to read and understand the information in it. Bendigo Health Facilities Management will provide a SDS for any Bendigo Health supplied chemicals
- Wear the appropriate Personal Protective Equipment (PPE) for the chemical being used
- Provide a spill kit in case of an emergency
- Understand the procedures associated with any chemical emergency (i.e. spill or fire)
- Be aware of emergency equipment available (i.e. location of safety showers and eye wash stations, fire extinguishers, etc.)
- If in doubt, ask Bendigo Health Facilities Management Department.

In situations involving the storage of chemicals, Contractors shall:

- During the works, all chemicals should be stored securely in labelled containers
- Mutually reactive chemicals shall not be stored near each other
- The storage of flammable liquids in bulk (i.e. unleaded petrol) is prohibited.
- Small quantities of flammable liquids (i.e. solvents) may be kept near the point of use, providing suitably sealed and labelled containers are used and there are no open flames or spark generating equipment in the vicinity and adequate fire protection equipment is at hand
- Contractors must ensure compressed gases (i.e. oxygen, acetylene, etc.) are stored in a safe place and secured in an upright position away from heat and according to appropriate regulations and standards.

All chemicals should be removed from the site/campus at the end of the contract works.

Compressed Air

Do not use compressed air for any purpose other than that which it is provided. Do NOT direct a stream of compressed air towards any person – as compressed air is dangerous and can enter through the skin and cause injury or death.

Confined Spaces

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

Bendigo Health Facilities Management maintains a register of all confined space on their sites. 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

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authorised by both Bendigo Health Facilities Management 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.

Designated Hazard or Restricted Areas

Some areas of Bendigo Health are designated as hazardous areas or have restricted entry (i.e. operating theatres, service tunnels, etc.). Casual entry to these areas is strictly prohibited.

Bendigo Health Facilities Management shall make the necessary arrangements for Contractors to enter these areas prior to work commencing, including providing instructions about any precautions to be observed and/or special protection requirements which may be needed when working in such areas.

Emergency Management

Contractors will prepare local work area emergency procedures where required, in consultation with the Bendigo Health Facilities Management. All Closed Construction Sites should have an emergency plan.

Entries, Exits and Walkways

Unless involved directly with the works, do not enter buildings on Bendigo Health 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.

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

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- Aesthetics: litter and debris
- Waste: creation, storage 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.

Excavation and Trenching

Any excavation and trenching work on Bendigo Health premises must be carried out in accordance with the Code of Practice. All such work must be inspected by the Bendigo Health Facilities Management.

Explosives

No explosive device is to be brought onto Bendigo Health premises, activated (used) or stored without the specific approval of and strict supervision of the Bendigo Health Facilities Management. Patient safety is paramount, and NO exception will be accepted.

Fire Doors

For security purposes, some doors are locked from the stairwell side to prevent access via the fire escapes.

All doors to fire escapes must be kept fully closed at all times.

Fire doors must NOT be propped open or their operation impeded in any way.

Fire Equipment

Under no circumstances can ANY equipment or vehicle belonging to the Contractor obstruct free access to any fire safety equipment, including emergency exits.

Contractors must NOT use fire extinguishing or fire management equipment for any purpose other than the emergency use for which it was designed. For example: hydrants and hose reels are not to be used to obtain water.

Fire Protection

The Contractor shall be responsible for fire protection in the designated work area. Fire prevention should be taken into consideration when determining work methods and selecting tools and equipment for use.

It is the responsibility of the Contractor to ensure they are aware of the location of firefighting equipment, manual call points and exit paths before commencing any work.

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Firefighting equipment in place at the work area shall be kept in good working order, condition and be accessible and ready for use if required. Contractors are not permitted to use Bendigo Health equipment, except in emergency situations.

The Contractor, where practical, shall provide all necessary firefighting equipment to protect the work area. If Bendigo Health's equipment is used, the Contractor shall be liable for the refurbishment cost of this equipment.

Fire protection alarms, fixed installations and ancillary equipment such as pumps and water supplies must not be shut down or altered without authorisation from the Bendigo Health Facilities Management.

All fires should be reported to Bendigo Health Facilities Management immediately.

Ladders Scaffolding & Mobile Towers

All ladders, scaffolding and mobile towers shall be of approved design, used in the approved situation and maintained in good condition. Damaged equipment is to be taken out of service and repaired, or removed from the work area.

Only qualified persons under the provisions of the current OH&S Regulations shall erect mobile towers and scaffolding.

All necessary precautions must be taken to protect people from falling debris, tools, equipment etc., before any overhead work commences.

Safe work procedures as agreed between Bendigo Health Facilities Management and Contractor must be used for all high work, and documented in the SWMS.

When working above floor level, Contractors are to ensure that tools and materials are properly secured to prevent injury from falling objects.

Lifts

If access to a lift is required for any length of time, prior arrangements shall be made with Bendigo Health Facilities Management to ensure that adequate access is available for other users.

The Contractor shall be responsible to arrange protection of the lift prior to any usage, which includes the walls and floor. The Contractor is required to maintain the lift and keep it in a clean and tidy condition.

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Mobile telephones

It is the responsibility of Contractors to ensure that mobile telephones and other hand-held communications devices are not used in patient care areas or near biomedical equipment, and that such equipment is turned off prior to entering these areas.

Photography

Although it is common to use photography to record building or maintenance works, photos or video are not to be taken of staff or patients for privacy reasons.

Noise

Noise can impact Bendigo Health in two ways - noise inside buildings and facilities (internal noise) can disturb patients, residents, their visitors and staff, while noise outside buildings (external noise) can also cause nuisance to local residents and the community.

All noise must be kept to levels which will not cause nuisance to patients, residents, staff and the community, and ensure the health and safety of the Contractor's (and any sub-contractors) employees.

Noise shall be kept to the minimum possible at all times, including shouting and the use of radios etc.

Prior to commencing work where excessive noise may occur, the Contractor shall discuss the work practices and noise control procedures to be adopted with a representative of the Bendigo Health Facilities Management.

No noisy work is to begin before 8am or after 5pm.

Where required, patient and resident resting periods must be respected - typically from 12.00 pm to 1.30 pm.

Waste Management

The contractor shall ensure that appropriate facilities (i.e. bins or skips) are provided for the storage and removal of both recycling and general waste, these containers are to be emptied regularly and the use of Bendigo Health's bins and skips is not permitted.

All items that are being disposed should be segregated for recycling or reuse including items such metals, timber, polystyrene, soft plastics and commingled recycling.

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

Bendigo Health Facilities Management will advise Contractors when this is required.

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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 Bendigo Health Facilities Management before commencing work or disposing of these wastes. If requested, a copy of the EPA Waste Transport Certificate should be provided to Bendigo Health 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, Bendigo Health Facilities Management should be contacted immediately to organise for safe clean-up.

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.

Alternative Water Sources

Bendigo Health uses several sources of alternative water supplies across its campuses, including rain water, reclaimed water, greywater and Class A recycled water.

Class A recycled water (supplied by Coliban Water) is used at the Barnard St and Lucan St site and education precinct for purposes including garden irrigation, toilet flushing and cooling towers.

The predominant risks to health of using reclaimed or recycled water for non-drinking purposes are from exposure to microbial hazards, including large numbers of pathogens that can cause gastroenteritis when ingested.

Reclaimed and recycled water pipes and outlets are clearly identified as they are lilac in colour, pipes are labelled with 'recycled water' stickers, and outlets and points of use are labelled with a sign stating 'recycled water in use – do not drink' or 'recycled water in use – wash hands after contact'.

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Changes to reclaimed, greywater and recycled water pipes, outlets and points of use are not permitted without permission from the Bendigo Health Facilities Management, as the Recycled Water Agreement or Council permit (for greywater) may need to be updated.

If contact is made with reclaimed or recycled water during works, hands should be washed afterwards, and washed before eating or drinking. Do not drink or wash in recycled water.

If there is a spill, leak or release of reclaimed, greywater or recycled water and it enters the stormwater system or leaves Bendigo Health property, the Buildings and Infrastructure Department should be notified as per the Section titled 'Environmental Incidents'.

Services to Work Areas

Any services or utility connections required by the Contractor to perform the scope of the works (such as water, electricity etc.), must be arranged by the Contractor after consultation with the Bendigo Health Facilities Management.

Existing services to Bendigo Health premises are not to be shut down, disconnected or in any way altered without prior approval from the Bendigo Health Facilities Management. Refer to the Section titled [Isolations and permits to work](#) for further details.

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 Bendigo Health premises.

Bendigo Health Facilities Management 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. Bendigo Health does not accept liability for the loss or damage of any equipment belonging to the Contractor while in use or stored on Bendigo Health's property.

Bendigo Health workshop facilities and equipment are for Bendigo Health use only. Only in exceptional circumstances will permission be granted by Bendigo Health Facilities Management for Contractors to use Bendigo Health workshops and/or equipment.

Do not ride on or attempt to operate Bendigo Health vehicles or equipment without permission from Bendigo Health Facilities Management

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Traffic Management

All traffic management works must be managed by people who have completed an accredited traffic management training course. Evidence of such training must be provided to the Bendigo Health Facilities Management.

High visibility safety vests must be worn at all times. Clearances and barriers must be maintained between workers and traffic.

Traffic Management Plans must be sighted by Bendigo Health Facilities Management prior to any work being commenced.

Traffic Management Plans for onsite works should be considered when there will be significant disruption to traffic or pedestrian movements on a Bendigo Health premises. Special consideration should be given to pedestrian access on the Lucan St site and Barnard St campuses, as elderly and/or physically disadvantaged people are often moving slowly around these sites.

Vehicles

Vehicles are allowed on site ONLY for the movement of tools and equipment, and access is at the discretion of the Bendigo Health Facilities Management.

In common with its employees, Bendigo Health does not provide on-site vehicle parking for Contractors or their employees.

When vehicles are on Bendigo Health premises:

- Park in a designated space. Vehicles must not park on footpaths, on lawn or garden areas, or patient and staff parking areas
- Vehicles must not obstruct roads, driveways, escape routes from buildings or fire protection equipment
- Observe speed limits and all traffic signs. The speed limit within the grounds is as signposted or a maximum of 15 km/h
- Take extra care when driving onsite, particularly when reversing. Remember that elderly and physically disadvantaged people are often moving around sites.
- Vehicles carrying protruding materials must be clearly flagged.

Note: Hospital Security officers regularly patrol internal car parks, and City of Greater Bendigo officers patrol street parking, infringement notices may be issued for illegally parked vehicles.

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While on Bendigo Health 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. Bendigo Health Facilities Management and other Bendigo Health 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 Bendigo Health 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

Bendigo Health 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. Bendigo Health 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 Bendigo Health of all complaints and/or incidents involving discrimination, sexual harassment or bullying.

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

Smoking, Alcohol and Drugs

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

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

CONFIDENTIALITY

It is possible that a Contractor may observe an incident or activity or view patient information while undertaking works on a Bendigo Health premises. It is a condition of

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entry to Bendigo Health that Contractors maintain this confidentiality.

Contractors must comply with all privacy and confidentiality regulations currently in force.

Access to Computers

All computer usage must be in accordance with Bendigo Health policies on the use of internet, e-mail and software.

Computers owned by Bendigo Health may only be used with the permission of Bendigo Health ICT Department. Prior to access being granted, the Contractor must define the business reason for the use of the computer. If required, individual logins will then be granted.

Any Contractor found using the Bendigo Health computer system to access any inappropriate or material deemed offensive will be asked to leave the site, have their system access revoked and a review undertaken to determine if the contract is to be terminated.

FACILITIES FOR CONTRACTORS

Toilets

Contractors may use public toilet facilities within Bendigo Health properties. All facilities must be left in a clean condition after use.

Telephones

Public telephones are available in some areas of Bendigo Health and can be used by Contractors and their employees.

Hospital phones are not to be used by Contractors, unless during an emergency.

Food Outlets

Food outlets are available in the Monash and Hospital Buildings and are available for use by Contractors and their employees.

Some properties have vending machines for coffee/drinks or food, and these are available for use by Contractors.

KEY LEGISLATION, ACTS & STANDARDS

Occupational Health and Safety Act 2004

Occupational Health and Safety Regulations 2007

[Victorian Building Act 1993](#)

[Victorian Building Regulation](#)

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RELATED BENDIGO HEALTH DOCUMENTS

- [OH&S Protocol](#)
- [OH&S Issues and Hazard Resolution Protocol](#)
- [Harassment Policy](#)
- [On-Call Engineer Protocol](#)
- [Bullying Policy](#)
- [Environmental Sustainability Policy](#)
- [Privacy and Confidentiality Policy](#)
- [Asbestos Policy](#)
- [Lead Management](#)
- [Police Records Checks Policy](#)
- [IT Security Policy](#)
- [Electrical Work Permit Process](#)
- [Smoke Free Protocol](#)
- [Security Surveillance](#)
- [ICT Mobile Device Policy](#)
- [Bendigo Health Facilities Management All Works Policy](#)
- [Confined Space Policy](#)
- [Portable Electrical Items Safety Policy](#)
- [Working with Children Policy](#)
- [Alcohol and Other Drugs Protocol](#)

APPROVAL

DOCUMENT OWNER	Directors, Facilities Management
LEAD AUTHOR THIS VERSION	Emergency Management Coordinator
APPROVED BY	Corporate Standards Committee
DATE APPROVED	22/04/2024

MANDATORY INCLUSION

Personal information and health information as defined in the relevant Victorian law, which is required to be collected, used, disclosed and stored by Bendigo Health in order to achieve the Purpose of this document, will be handled by the Group and its employees in accordance with their legal obligations.

When developing this document, Bendigo Health has taken all reasonable steps to make its content consistent with the proper discharge of its obligations under the Charter of Human Rights and Responsibilities Act 2006.

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Appendix 1: Hospital Precinct Plan

