	<b>Contractor Information &amp; Procedures Handbook</b>	
<b>Scope</b>	<ul style="list-style-type: none"> <li>• All Departments</li> <li style="margin-left: 300px;">• All Staff</li> </ul>	
<b>Responsible Department</b>	Buildings & Infrastructure, Director of Buildings & Infrastructure	
<b>Approved By</b>	Buildings & Infrastructure Operations Group	Oct 2017
<b>Authorised or noted by</b>	Group Executive Policy Strategy & Risk	15 Nov 2017

## PURPOSE

This handbook is written for contractors undertaking work for Bendigo Health, 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 Bendigo Health. The information contained in this handbook is applicable to ALL works and services carried out across Bendigo Health 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 Bendigo Health 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.

## Note:

This hand book relates to the maintenance of all Bendigo Health buildings classified as retained buildings and their associated equipment, with these retained buildings being the responsibility of the Buildings & Infrastructure Department. Throughout the remainder of this handbook, the term Buildings & Infrastructure Department is used to reference the Director of Buildings & Infrastructure or his/her approved representative.

Buildings, systems and areas associated with the Acute Hospital Campus are not the responsibility of the Buildings & Infrastructure Department, contractors shall be required to contact Spotless in relation to these buildings

## DEFINITIONS

Barnard St campus - Old Anne Caudle Centre campus  
Acute campus – New hospital  
Academic precinct – Monash, Latrobe & Primary Care buildings  
Retained buildings – All buildings not part of the acute campus (See Schedule 1)  
BHCG - Bendigo Health Care Group  
B&I – Buildings & Infrastructure Department  
OH&S – Occupational Health and Safety  
SWMS - Safe Work Method Statement  
Lucan St – Lucan St campus  
Contractor- any or all of the contractor and their employees, and sub-contractor and their employees.  
RIS - Request to Interfere with Services

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## INTRODUCTION

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 and attitudes of their employees and sub-contractors
- Working in accordance with relevant BHCG 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 Buildings & Infrastructure Department 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 Buildings & Infrastructure Department of any near misses, incidents or accidents or risks, and completing an incident report when required.

## Telephone Numbers

Buildings & Infrastructure Department	(03) 5454 8140
BHCG Switchboard	99 from an internal phone (03) 5454 6000
BHCG Emergency Number	7777 from an internal phone only

## EMERGENCY SITUATIONS

### Emergency Responses

Contractors and their employees working on BHCG premises are required to observe the established Emergency Procedures.

In the event that any emergency exists at a BHCG facility, contractors and their employees will respond to all alarms and must follow instructions from BHCG staff without question. The emergency codes used at BHCG 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 BHCG facility, dial the switchboard on 7777 or use a Break Glass Alarm for fire.**

<b><u>EMERGENCY NUMBERS</u></b>	
<b><u>The Bendigo Hospital – 7777</u></b>	
<b><u>Ann Caudle Centre – 7777</u></b>	
<b><u>All others - 000</u></b>	
<b>EMERGENCY CODES</b>	
<b>BLACK</b>	Person with Weapon / hostage situation
<b>GREY</b>	Aggression/Violence Emergency
<b>BLUE</b>	Medical Emergency
<b>ORANGE</b>	Evacuation
<b>FIRE</b>	Fire/smoke
<b>BROWN</b>	External Disaster
<b>YELLOW</b>	Internal Emergency
<b>PURPLE</b>	Bomb Threat

## **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.

It is the responsibility of the contractor to assist injured and/or ill employees to seek medical attention as appropriate.

Should additional medical assistance be required, attend the Emergency Department or call an ambulance on 000, and shall notify the Buildings & Infrastructure Department 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 the Buildings & Infrastructure Department 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 the Buildings & Infrastructure Department immediately.

All incidents should be investigated by a senior representative of the contractor and an incident report forwarded to the Buildings & Infrastructure Department within 48 hours.

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

BHCG’s OH&S Manager is authorised to initiate accident investigations and, if required, the contractor shall implement preventative and/or corrective measures as directed.

## **RISK MANAGEMENT**

### **Safe 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 known as Job Safety & Environment Analysis (JSEA).

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 the Buildings & Infrastructure Department before work commences, or upon request.

## **Personal Protective Equipment**

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.

## **ACCESS TO PROPERTIES**

BHCG utilizes 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 Buildings & Infrastructure Department, are required to ensure their company, employees and any subcontractors 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 the Buildings & Infrastructure Department will provide further site specific induction and safety briefing before works commence.

## **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 BHCG staff. Erection of any necessary barricades/fencing will be as determined between the contractor and the Buildings & Infrastructure Department.

Children and general BHCG staff are forbidden from work sites/areas at all times.

## **Sign In and Sign Out Each Day**

Prior to any works being carried out, the contractor must ensure that all employees and subcontractors sign in using a Smartek ID swipe card, OR have been approved to manually sign in and have been issued with an ID Badge from the Buildings & Infrastructure Department.

On arrival at a BHCG facility, and before starting work, contractors should contact their Buildings & Infrastructure Department representative to notify them of their presence, and discuss any arrangements for the works. Contractors must also notify the manager or supervisor of the work area and communicate their work intent and duration of work.

Contractors must also ensure that at the completion of each day they must swipe out with their Smartek ID swipe card, or sign out and return their ID badge to the Buildings & Infrastructure Department.

This procedure is to be adhered to each working day unless special arrangements have been approved by the Buildings & Infrastructure Department.

## **Identification Badges**

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

## **Keys**

Access to certain areas of BHCG facilities is restricted. Applications for keys or cards to access these restricted areas must be made to the Buildings & Infrastructure Department. 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 afterhours 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.

## **Hours of Work**

8.00am to 16.30pm hours are the normal contractor working hours at Bendigo Health.

In the interest of safety, BHCG does not support employees working for periods longer than those set out in an Award or Agreement or the contractors' contract of employment.

## **After Hours Work**

In some circumstances work may need to be arranged outside the normal working hours to avoid interruption to critical areas, and must be approved by the relevant Buildings & Infrastructure Department representative.

Contractors required to perform work outside normal working hours must apply to the Buildings & Infrastructure Department at least two working days prior to the proposed date of works. Contractors will not be permitted to work outside normal hours without approval.

**Note:** An access fee may be charged for afterhours access and/or isolations.

## **Work Boundaries**

Work boundaries are to be determined in consultation between the Buildings & Infrastructure Department 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 a closed construction site on a Bendigo Health property, a closed construction site will be fenced or secured and shall be controlled by the managing contractor in liaison with the Buildings & Infrastructure

Department, works within this site will generally not be subject to the conditions in this hand book. Should contractors working in the closed construction site need to do works on BHCG 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

### Telephone Numbers

Buildings & Infrastructure Department	(03) 5454 8140
BHCG Switchboard	99 from an internal phone (03) 5454 6000
BHCG Emergency Number	7777 from an internal phone only

### Request to Interfere with Services

Contractors should notify the Buildings & Infrastructure Department prior to the commencement of works on site, according to the following table, and will ensure a Request to Interfere with Services (RIS) form has been completed and submitted to the Buildings & Infrastructure Department for approval prior to works:

Notice Period	Scope of works will impact...
>1 week	Work that will impact on patient services scheduling or have a significant impact on BHCG 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 BHCG infrastructure (e.g. short term interruption to road, corridor/lift access, water or sewerage, fire service isolations, use of exposed flame such as welding, entry into plant rooms etc)
< 48 hours	Will only be considered in an emergency



## **ISOLATIONS AND PERMITS TO WORK**

**Contractors must not shut down or reinstate any plant, equipment or service on any BHCG retained site under any circumstances. The Buildings & Infrastructure Department 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

**The Buildings & Infrastructure Department will undertake ALL isolations. Contractors must not isolate or reinstate plant and services.**

Wherever possible, BHCG 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.

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 the Buildings & Infrastructure Department 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 the Buildings & Infrastructure Department at least 48 hours prior to works taking place.

[See \*Request to Interfere with Services\*](#)

### **Isolation of Fire Alarm Systems**

Applications to isolate fire alarms must be made to the Buildings & Infrastructure Department 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 Buildings & Infrastructure Department 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 BHCG 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.

### **Permit to Work**

Bendigo Health operates a permit to work system for the following tasks:

- Confined space entry
- Electrical access
- Restricted area access
- Fire wall penetrations
- Hot works.

Permits can be obtained by contacting the Buildings & Infrastructure Department at least 48 hours prior to works taking place.

### **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. BHCG 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 BHCG electrical switchboard or system requires a BHCG electrical work permit issued by the Buildings & Infrastructure Department.

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 BHCG without permission from the Buildings & Infrastructure Department.

All electrical equipment must be tested and tagged before use on any BHCG 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 issued by the Buildings & Infrastructure Department and related equipment such as smoke/heat detectors must be isolated.

No work shall be undertaken without an authorised Hot Work Permit. It is the responsibility of the Contractor to produce the permit on request.

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 BHCG 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 the Buildings & Infrastructure Department.

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.

### **Fire Wall Penetration Permit**

Many BHCG buildings have fire and smoke compartments within the buildings and floor levels. Plans are available from the Buildings & Infrastructure Department 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 the Buildings & Infrastructure Department 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 the Buildings & Infrastructure Department before requesting a Penetration Permit

## **GENERAL REQUIREMENTS**

### **Insurances**

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

- Public Liability 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 BHCG 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 Buildings & Infrastructure Department.

Specific details of the insurances required can be found in BHCG's conditions of contract, or upon request from the Buildings & Infrastructure Department.

### **Sub-contractors**

The contractor shall not assign or sub-contract the works or any part thereof without BHCG's approval.

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

### **Police Checks**

All contractors undertaking work at BHCG 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 BHCG via the Buildings & Infrastructure Department if any police record check indicates an offence and/or charge. BHCG 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 BHCG premises.

### **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 BHCG via the Smartek system. For those Contractors not required to be registered in Smartek system, this evidence should be made available to the Buildings & Infrastructure Department.

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 BHCG. Wherever possible, contractors are to use products which fall into the category of 'preferred by BHCG'.

## **Obsolete Materials**

Unless specifically mentioned in a contract or scope of works, and after discussion with the Buildings & Infrastructure Department, all equipment and materials that can be reused or sold as scrap are to remain the property of BHCG.

## **Completion of Works**

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.

BHCG will not deem work completed until:

- All work has passed a final inspection by the Buildings & Infrastructure Department, 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 Buildings & Infrastructure Department.

## **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.

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 BHCG's Infection Control Unit.

Work in areas where infection is a significant risk is NOT to proceed until the Buildings & Infrastructure Department has consulted an Infection Control Supervisor 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 the Buildings & Infrastructure Department 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.

The Buildings & Infrastructure Department representative will advise on the specific work practices required, and will coordinate with the Infection Control Consultants as required.

**Note:** Should concerns regarding the presence of dust be brought to the attention of the Buildings & Infrastructure Department, 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
- Replacing 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 fire fighting equipment
- Cleaning up spills and slip hazards immediately
- Ensuring handrails and fall protection is always in place
- Scheduling the 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 BHCG 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 the Buildings & Infrastructure Department as soon as practicable.

The following sections are sorted alphabetically for ease of reference.

### **Animals**

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

### **Asbestos**

Asbestos has previously been used extensively throughout the Lucan St and ACC campuses and is also present on other BHCG sites. Restricted access has been placed on several areas within Lucan St.

BHCG 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, the Buildings & Infrastructure Department will advise on asbestos levels in the proposed work area, as detailed in the Register.

The contractor is responsible for notifying the Buildings & Infrastructure Department 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 the Buildings & Infrastructure Department 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**

BHCG 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 BHCG's campuses to use as required.

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 Material Safety Data Sheet (MSDS) on site, and know how to read and understand the information in it. The Building & Infrastructure Department will provide a MSDS for any BHCG 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 the Building & Infrastructure Department.

In situations involving the storage of chemicals, contractors shall:

- During the works, all chemicals should be stored securely in labeled 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 labeled 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**

BHCG 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 both the Buildings & Infrastructure Department 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 BHCG are designated as hazardous areas or have restricted entry (i.e. operating theatres, service tunnels, etc). Casual entry to these areas is strictly prohibited.

The Buildings & Infrastructure Department 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 Buildings & Infrastructure Department.

### **Entries, Exits and Walkways**

Unless involved directly with the works, do not enter buildings on BHCG 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
- 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.

### **Excavation and Trenching**

Any excavation and trenching work on BHCG premises must be carried out in accordance with the Code of Practice. All such work must be inspected by the Buildings & Infrastructure Department.

## **Explosives**

No explosive device is to be brought onto BHCG premises, activated (used) or stored without the specific approval of and strict supervision of the Buildings & Infrastructure Department. 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 fire fighting equipment, manual call points and exit paths before commencing any work.

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

The contractor, where practical, shall provide all necessary firefighting equipment to protect the work area. If BHCG'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 Buildings & Infrastructure Department.

**All fires should be reported to the Buildings & Infrastructure Department 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 the Buildings & Infrastructure Department 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 the Buildings & Infrastructure Department 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.

### **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.

### **Noise**

Noise can impact BHCG 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 Buildings & Infrastructure Department.

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 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 BHCG'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, large containers >200 L, used/contaminated absorbent material, etc. Discuss these wastes with the Buildings & Infrastructure Department before commencing work or disposing of these wastes. If requested, a copy of the EPA Waste Transport Certificate should be provided to BHCG 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 Buildings & Infrastructure Department 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**

BHCG 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 ACC and Lucan St campuses 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'.

Changes to reclaimed, greywater and recycled water pipes, outlets and points of use are not permitted without permission from the Buildings & Infrastructure Department, 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 BHCG 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 Buildings & Infrastructure Department.

**Existing services to BHCG premises are not to be shut down, disconnected or in any way altered without prior approval from the Buildings & Infrastructure Department. 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 BHCG premises.

The Building & Infrastructure Department 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. BHCG does not accept liability for the loss or damage of any equipment belonging to the contractor while in use or stored on BHCG's property.

BHCG workshop facilities and equipment are for BHCG use only. Only in exceptional circumstances will permission be granted by the Building & Infrastructure Department for contractors to use BHCG workshops and/or equipment.

Do not ride on or attempt to operate BHCG vehicles or equipment without permission from the Building & Infrastructure Department.

## **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 Buildings & Infrastructure Department.

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 the Buildings & Infrastructure Department 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 BHCG premises. Special consideration should be given to pedestrian access on the Lucan St and ACC 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 Buildings & Infrastructure Department.

In common with its employees, BHCG does not provide on-site vehicle parking for contractors or their employees.

When vehicles are on BHCG 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.

Be aware that the City of Greater Bendigo regularly patrols internal and external public car parks, and have the right to issue infringement notices for illegally parked vehicles.

## **OTHER MATTERS**

### **Conduct**

While on BHCG 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 Buildings & Infrastructure Department and other BHCG 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 BHCG 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**

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

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

### **Smoking, Alcohol and Drugs**

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

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

### **Confidentiality**

It is possible that a Contractor may observe an incident or activity or view patient information while undertaking works on a BHCG premises. It is a condition of entry to BHCG that contractors maintain this confidentiality. Contractors must comply with all privacy and confidentiality regulations currently in force.

### **Working with Children Checks**

No person will be allowed to undertake 'child-related work' (including but not limited to YPARC) unless they possess a Working with Children (WWC) check in accordance with the *Working with Children Act 2005*.

### **Access to Computers**

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

Computers owned by BHCG may only be used with the permission. 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 BHCG 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 BHCG properties. All facilities must be left in a clean condition after use.

### **Telephones**

Public telephones are available in some areas of BHCG and can be used by contractors and their employees.

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

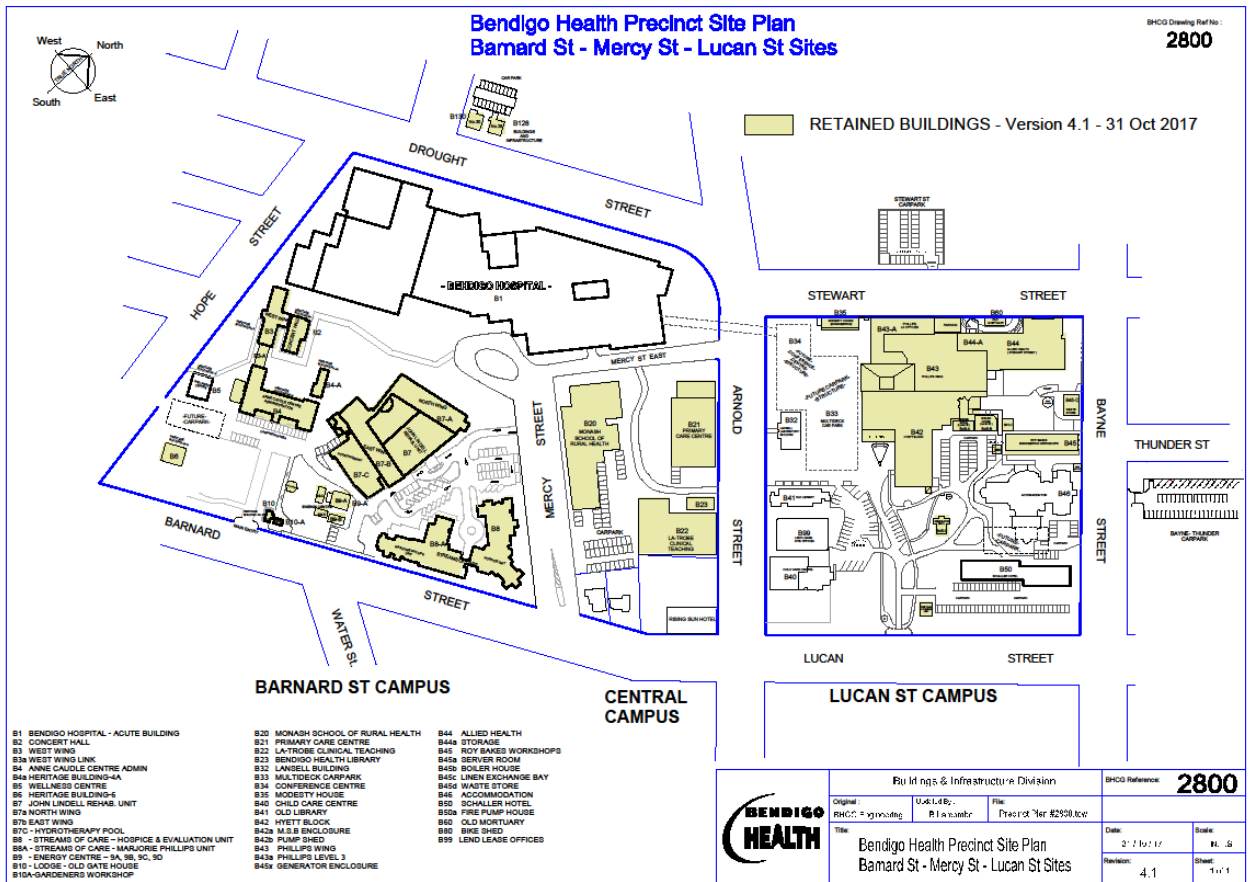
### **Food Outlets**

Food outlets are available on the Acute campus 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.



# Appendix 1: Hospital Precinct Plan



## Appendix 2: Schedule 1 Retained Building List

<b>Retained Buildings - Precinct</b>		
B2 Concert Hall	B32 Lansell Building	
B3 West Wing	B35 Modesty House	
B3a West Wing Link	B41 Old Library	
B4 Anne Caudle Centre Admin	B42 Hyett Block	
B4a Heritage Building-4a	B42a M.S.B Enclosure	
B6 Heritage Building-6	B42b Pump Shed	
B7 John Lindell Rehab. Unit	B43 Phillips Wing	
B7a North Wing	B43a Phillips Level 3	
B7b East Wing	B44 Allied Health	
B7c Hydrotherapy Pool	B45x Generator Enclosure	
B8 Streams Of Care – Hospice & Evaluation Unit	B45 Roy Bakes Workshops	
B8a Streams Of Care - Marjorie Phillips Unit	B45a Server Room	
B9 Energy Centre – 9a, 9b, 9c, 9d	B45b Boiler House	
B10 Lodge - Old Gate House	B45c Linen Exchange Bay	
B10a Gardeners Workshop	B45d Waste Store	
B20 Monash School Of Rural Health	B50a Fire Pump House	
B21 Primary Care Centre	B60 Old Mortuary	
B22 La-Trobe Clinical Teaching	B80 Bike Shed	
B23 Bendigo Health Library		
<b>Retained Buildings – External Sites</b>		
Bayne / Thunder Carpark	14 Bayne St & 2 Thunder St	Bendigo
Stewart St. Carpark	Stewart St	Bendigo
Stewart Cowen Comm. Rehab. Centre	1 Market St	Eaglehawk
Autistic Assessment Service ( Wallace Ave )	8 Wallace Ave	Quarry Hill
8 Olinda Street - Psych Services	8 Olinda Street	Quarry Hill
8a Olinda Street - Psych Services	8a Olinda Street	Quarry Hill
John Bomford Centre	Cnr Condon St & Crook St	Strathdale
Joan Pinder Nursing Home	Davidson St	Eaglehawk
Simpkin House	Gibson St	Eaglehawk
Stella Anderson Nursing Home	Gibson St	Eaglehawk
Vahland House	Vahland St	Eaglehawk
Carshalton House	Stoneham St	Golden Square
Golden Oaks Nursing Home	Stoneham St	Golden Square
APARC Facility	Hattam St / Tucker St	Golden Square
Unit 11 -30 Golden Oaks Village - VACANT	Hattam St / Tucker St	Golden Square
Castlemaine Community Mental Health	13 Mostyn St	Castlemaine
Echuca Community Mental Health	214 Service St	Echuca
Mildura Community Care Options & CSS	67 Pine Ave	Mildura
Swan Hill Community Mental Health	369 Campbell St	Swan Hill
Echuca Carer Support Services	227 Service St	Echuca
Accommodation	10 Atkins St	Nth Bendigo
Student Accommodation	Units 1 – 7/46 Lucan St	Bendigo
Accommodation	50 Lucan St	Bendigo
Patient Accommodation	Units 1-6/59 Lucan St	Bendigo
Patient Accommodation	Units 1 – 6/24 Nolan St	Nth Bendigo
Patient Accommodation	Units 1-7/300 Napier Street	Bendigo

## REFERENCES AND ASSOCIATED DOCUMENTS

### Bendigo Health Policies and Protocols

[OH&S Policy](#)

[OH&S Issues and Hazard Resolution](#)

[Harassment Policy](#)

[Bullying Policy](#)

[Environmental Sustainability Policy](#)

[Confidentiality Policy](#)

[Asbestos Exposure Policy](#)

[Police Records Checks Policy](#)

[Use of Internet Policy](#)

[Acceptable Use of BHCG Computers Policy](#)

[Electrical Work Permit Policy](#)

[Smoke Free Protocol](#)

[Photography and Filming Policy](#)

[ICT Use of Mobile Phones Policy](#)

[Buildings & Infrastructure All Works Policy](#)

[Contractor Safety Policy](#)

[Electrical Equipment Safety Testing Policy](#)

[Confined Spaces Policy](#)

[Working With Children Policy](#)

[Alcohol and Other Drugs Protocol](#)

RIS Application Form

### State and Commonwealth Legislation

Occupational Health and Safety Act 2004

Occupational Health and Safety Regulations 2007

### 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 BHCG in order to achieve the Purpose of this policy, will be handled by the Group and its employees in accordance with their legal obligations.*

*When developing this policy, BHCG 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.*