



Contractor General

Work Health Safety

Instruction Pack

THINK SMART

## Document Control

### Record Change

Date	Author	Company	Version	Change Reference
11.08.15	Paul Finney	Top Ryde	1.0	Changed Centre Contact Details
12.10.15	Sam Bourne	Risk Factors	2.0	General updates and formatting

# Table of Contents

<b>Introduction</b> .....	<b>4</b>
<b>Centre Details</b> .....	<b>5</b>
<b>Contractor General Guidelines</b> .....	<b>6</b>
WORK IN BASE BUILDING .....	6
WORK STANDARDS .....	6
CENTRE RULES .....	6
SAFE WORK METHOD STATEMENTS / RISK ASSESSMENTS .....	7
INCIDENT REPORTING .....	7
FIRST AID .....	7
ALCOHOL, SMOKING AND DRUGS .....	7
ELECTRICAL WORKS .....	7
WORKING AT HEIGHTS .....	8
CONFINED SPACES .....	8
PERSONAL PROTECTIVE EQUIPMENT .....	9
STRUCTURE CUTTING & CORING .....	9
ISOLATION OF SERVICES .....	9
PETROL OR DIESEL POWERED EQUIPMENT .....	9
EQUIPMENT DAMAGE .....	9
DEMOLITION AND INSTALLATION WORKS .....	9
<b>Security</b> .....	<b>10</b>
GENERAL .....	10
ACCESSING SITE .....	10
KEY MANAGEMENT .....	10
<b>Traffic Management</b> .....	<b>11</b>
CONTRACTOR PARKING .....	11
LOADING DOCKS .....	11
<b>Fire Safety &amp; Evacuation</b> .....	<b>12</b>
GENERAL .....	12
EMERGENCY CONTACT .....	12
HOT WORK PERMIT .....	12
FIRE OR SMOKE DETECTION .....	12
EVACUATION .....	12
<b>Environment</b> .....	<b>13</b>
HAZARDOUS CHEMICALS .....	13
NOISE, VIBRATION, DUST & FUMES .....	13
WASTE / RUBBISH .....	13

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## Introduction

Bevillesta P/L (Receivers and Managers Appointed) in its Capacity as Trustee of the John Beville (Bankstown) Trust will be referred in this document as Bevillesta Pty Ltd

This instruction pack is designed to inform all Retailers and Contractors of Top Ryde City Shopping Centre of their minimum obligations whilst working in the Centre including the identification of site-specific hazards and the application of house rules in relation to Health & Safety. The intention is to provide a safe workplace for all members of the public, employees, Retailers and Contractors.

Contractors must ensure all their employees working in the Centre read this document and understand their obligations under the Work Health & Safety Act 2011.

Statutory rules and regulations are to be taken as a minimum guide only. Where Bevillesta Pty Ltd requirements exceed these, Bevillesta Pty Ltd requirements shall be met. Should you require clarification of any safety matters, please discuss with the Operations Manager and / or Centre Management representative (Security).

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## Centre Details

**Address:** Top Ryde City shopping Centre  
Car Park Level B1, (Orange)  
109-129 Blaxland Road  
Ryde NSW 2112

**Location:** Centre Management is located at Car Park Level B1 North (Orange)

**Security Office Location:** Basement Parking BP1 North (Behind Centre Management Office)

**Management:** Bevillesta Pty Ltd (Managers and Receivers Appointed)

### Centre Contact Details:

Centre Manager	Peter Reece	
Senior Operations Manager:	Paul Finney	pfinney@toprydecity.com.au
Retail Manager:	Paul Savelberg	paul@toprydecity.com.au
Assistant Operations Manager:	Dave Irvine	dave@toprydecity.com.au
Duty Manager	Ray Opitz	ray@toprydecity.com.au
Security Manager:	Matt Granter	securitymgr_trc@accessgroupsolutions.com.au

**Phone Number:** 02 9808 8888  
**Facsimile Number:** 02 9808 2188  
**Security 24/7:** 1300 079 577

**Trading Hours:**

Monday	9.00am – 6:00pm
Tuesday	9.00am – 6:00pm
Wednesday	9.00am – 6:00pm
Thursday	9.00am – 9.00pm
Friday	9.00am – 6:00pm
Saturday	9:00am – 6.00pm
Sunday	10:00am – 5.00pm
Public Holidays:	10:00am – 5:00pm

**Loading Dock Hours:** Monday to Sunday 06:00am – 18:00pm

## Contractor General Guidelines

### Work in Base Building

If you are required to undertake works anywhere within the base building (outside a tenancy), either engaged by Top Ryde City Shopping Centre, a contractor or a retailer, the following applies:

- Contact Security prior to undertaking works – **at least 24 hours in advance**
- All workers are to be inducted
- Provide the appropriate documentation, including
  - Insurances (Public Liability, Workers Compensation, Professional Indemnity)
  - Evidence of a safe system of work (Safe Work Method Statement / Risk Assessment)
  - Licenses / Qualifications for workers

In addition to the above, the general site requirements detailed in this guideline apply.

If you have any queries in relation to the above, please contact a Centre Representative.

### Work Standards

All work is to be carried out in a professional manner to a proper and workmanship standard (or such higher standard as is specified in the contract. and only by appropriately licensed and approved tradespeople.

Contractors must ensure that all work undertaken, as well as the equipment and tools used on site conform to the relevant Australia Standards and legislative requirements.

### Centre Rules

The objectives of the Centre House Rules are to ensure that both Retailers and Contractors obtain maximum benefit and access from the shared services provided in the Centre and that Retailers suffer minimum disruption to their leased spaces.

The following behaviours WILL NOT be tolerated and may result in removal from the Centre:

- Working without being inducted
- Working without having attended the Security officer prior to undertaking works
- Working without identification, i.e. Sticker ID issued by security
- Undertaking high-risk works without a valid permit
- Parking in an unauthorised area
- Failure to notify security of any damage caused to the Centre.
- Not cleaning up post works or removing rubbish/waste
- Obstructing fire doors at any time.
- Failing to report a hazard or emergency situation
- Cleaning of tools and equipment within the Centre.
- Isolation of any system without the prior written consent of Centre Management or Security.
- Use of shopping trolleys for any purposes associated with the Contractors works.
- The wearing of offensive / ripped or torn clothing and not wearing safety boots.
- Bullying behaviour towards members of the public, retailers, other contractors, etc.

## Safe Work Method Statements / Risk Assessments

Contractors undertaking works within the centre are required to submit a documented safe work method statement (SWMS) or risk assessment prior to works being undertaken. Top Ryde City has a number of WHS requirements in relation to the content of the SMWS; a copy of the review checklist is available from Security.

## Incident Reporting

All accidents and/or injuries, major or minor are to be reported to Centre Management or Security Office if after hours.

Bevillesta Pty Ltd requires an Incident Report to be completed on all incidents, near misses and first aid treatments.

All parties involved, either directly or indirectly, are required to cooperate with Bevillesta Pty Ltd in any subsequent investigation or inquiry into the accident/incident.

## First Aid

Contractors should provide their own first aid kits if they are undertaking high-risk works. Alternatively, familiarise yourself with the nearest medical centre or pharmacy.

First aid kits are located on site for emergency use at the following locations.

- Information desk (LG1)
- Maintenance Office (BP1 South)
- Security Office (BP1 North CP)

## Alcohol, Smoking and Drugs

Alcohol and drugs that are not prescribed to the bearer are not to be brought onto or consumed on site. Persons affected by drugs or alcohol are not permitted on site. Contractors or their employees suspected of supplying either drugs or alcohol within the Centre will be removed from site.

This centre has a smoke free policy, which will be enforced; smokers are to vacate the site to smoke external to the building

## Electrical Works

NO WORK IS PERMITTED ON 'LIVE' ELECTRICAL INSTALLATIONS.

The only exception to this is for the purposes of commissioning or testing, and then only after the licensed electrician who will carry out the work has completed a written Safe Work Method Statement.

## Portable Earth Leakage Units

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All portable electrical devices must be protected by an Earth Leakage Unit (RCD). The earth leakage unit will be an approved device or can form part of the electrical device appliance used in accordance with the manufacturer's recommendations.

### Electrical Isolation and Equipment

Any works that require a penetration (i.e. core holing, drilling) must be authorised by Centre Management, contractors are required to provide a SWMS for any works.

Isolation of electrical supply on the Centre's switchboards is only to be carried out by a qualified / authorised person after approval from Centre Management has been obtained.

Works to any of the Retailers distribution boards are also to be carried out by a qualified / authorised person.

Main switches, circuit breakers or fuses must be tagged, with an approved tag stating reasons for isolation and signed by the authorised person with a contact number and removed at the completion of that task.

### Electrical Lead and Tool Tagging

All electrical leads and tools used on site are to be tested and tagged by a licensed electrician. It is the responsibility of the person using the electrical lead or equipment to ensure it has a current safety tag.

### Working at Heights

Before commencing any work where there is a risk of a fall, the contractor is responsible for ensuring that:

- A risk assessment and safe work method statement has been completed;
- The agreed risk controls are in place and safe work procedures have been established;
- All employees have received adequate training and instruction in the use of the agreed risk controls and safe work procedures.

### Scaffolding

Any work to be carried out at heights that require the use of scaffolding must comply with the relevant Work Safe Regulations.

### Ladders

Contractors are required to provide their own ladders, ladders are to be in good condition, fit for purpose and used by competent persons only. A documented safe work method statement is required for all works that require a ladder.

No ladders are to be left standing if unattended in public areas of the Centre.

### Roof Access

All roof works require a permit to work to be completed, this is undertaken at the security office. Only authorised contractors will be permitted to access the roof area.

### Confined Spaces



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If planning on entering confined space, the Confined Space permit must be completed prior to commencing works. The permit requires persons to be competent, monitoring equipment to be provided, emergency response procedures to be in place and signage to be provided. The contractor is required to provide a SWMS for review by Centre Management.

### Personal Protective Equipment

Personal Protective Equipment (PPE) must be worn where the need has been identified. Contractors are responsible for ensuring that all workers are wearing the appropriate PPE and that they are trained in its use.

### Structure Cutting & Coring

The Contractor shall coordinate with Centre Management before carrying out any structural cutting / coring / drilling / chasing of walls and slabs for conduits / piper work etc. Approval is required from Centre Management prior to any coring of slabs.

### Isolation of Services

No work is permitted by Contractors on any equipment without first ensuring that all services have been disconnected, secured and declared safe.

Should a contractor need to isolate any system (security, water, power, fire etc), then Centre Management must be notified of their intention to interrupt a system, in writing before commencing.

### Petrol or Diesel Powered Equipment

If any petrol or diesel powered equipment is to be used onsite, the Maintenance Manager must be notified prior to use. Fuel must be stored only in approved safety containers.

### Equipment Damage

Any equipment damage (e.g. air conditioning ducts, fire systems, electrical) must be reported to the Centre Security immediately.

### Demolition and Installation Works

Before any demolition or installation work of any kind, permission must be obtained from Centre Management, who will advise the location of electrical cables, gas mains and underground services where practical. There may be the need to have floor areas scanned prior to any cutting of floors.

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## Security

### General

Please contact the Security Office prior to commencement of ANY works to discuss the times you propose to carry out works in the Centre.

If you require access to the Centre, or plan to carry out works outside of normal trading hours dedicated Security may be required. This service is at your expense and independent arrangements must be made between yourself and Centre Management. Security will require authorisation from Centre Management and some form of identification before allowing access.

### Accessing Site

All Contractors working on site either for Centre Management or Retailers must sign in and out on a daily basis using the contractor kiosk (Blue Glue) located at the Security Office on B1.

In order to use the system you are required to register with Security, which will involve the completion of a registration form, ID verification and completing the site induction.

### Key Management

Keys are accessible via the Blue Glue contractor management system, using the key cabinet located at the security office.

Only authorised contractors are permitted to access the key cabinet. If any keys are lost, the replacement costs are to be borne by the contractor.

## Traffic Management

### Contractor Parking

All vehicles parked at the Centre are parked at their own risk. All contractors must park their vehicle in BP3 car park. There may be a charge for such parking.

Contractors are required to abide by posted speed limit signage whilst onsite.

### Loading Docks

All loading docks around the Centre are numbered for ease of access. When ordering goods, the delivery firm should be advised to deliver through the doorway most conveniently located to the area or store.

- Upon entry to the loading dock all vehicles must park in the designated bays. If the loading dock is full, drivers will be required to 'circle the block' until space is available.
- No private vehicles are to be parked in any goods delivery areas.
- Under normal circumstances the maximum loading / unloading parking period is 30 minutes to avoid congestion. Therefore, if the drivers are going to be delayed within the Centre, please make sure their vehicles are not left in the dock areas.
- Vehicles are parked in the area at the owner's risk and under the conditions of entry as displayed.
- No materials are to be delivered during trading hours. Advise Security Office when entering loading docks and always leave your contact details (name & mobile phone number) on the dashboard if you are leaving your vehicle park in the dock.
- The loading dock areas and common areas must be maintained in a clean condition. The cleaning up of any foreign material is the responsibility of the deliverer, Retailer or Contractor during and after the delivery of any material or equipment. If cleaning staff are required to clean up after the delivery of goods, the principal Contractor / Retailer will be responsible for the cost of that service.
- No goods or rubbish are to be left in the loading dock or common areas without the approval of Centre Management. If goods or rubbish are left in these areas without approval they will be removed from the area at the principal contractor / Retailer's expense.
- Centre Management will not accept, hold or sign for goods on behalf of any Retailer or Contractor.

## Fire Safety & Evacuation

### General

Any detection of fire or smoke in the area should be reported to your Warden who shall then inform the Chief Warden / Centre Management on duty.

All Contractors must familiarise themselves with the closest Fire Stairs, and it would be a good idea to traverse this stairway / corridor so you will be aware as to where it deposits you.

Please observe where the nearest Fire Warden Assembly Area is in the Centre, which will show the position of the nearest safety external assembly area closest to your exit point of the Centre.

### Emergency Contact

Centre Management Office:	02 9808 8888
Security	1300 079 577
Fire Brigade / Ambulance / Police	000

### Hot Work Permit

Any works that including welding, grinding or cutting operations, which use or generate heat, flames or sparks, require a 'Hot Work Permit' from Centre Security.

### Fire or Smoke Detection

Detection units are provided throughout the centre, these can be set off by smoke and dust. If you are undertaking works that may cause smoke or dust you are required to contact a Centre Representative as it may require isolation.

Isolation of any safety system i.e. Fire Alarms and detector, must be organised through the Centre Security Office. Failure to request isolation of system/s will result in the Contractor having to meet all associated costs.

### Evacuation

Contractors are required to familiarise themselves of the Centre evacuation procedures / plans prior to undertaking works on site.

Evacuation diagrams are displayed throughout the Centre that detail the appropriate arrangements:

On the ALERT signal being sounded, ...beep...beep...beep, be aware than an evacuation of the Centre may be imminent.

Follow instructions given by the Centre Evacuation System and / or Floor Wardens and Area Wardens who will be identified by safety hats and / or vests.

On the EVACUATION signal being sounded, ...whoop...whoop...whoop, or when told to do so proceed to your Assembly Area outside the Centre.

In an evacuation or emergency situation, use the Fire exits. Do not use the lifts.

## Environment

Environmental considerations are essential as to the way we approach our business. Contractors and Retailers should also be aware of their environmental responsibilities.

### Hazardous Chemicals

Any hazardous chemicals used or stored on site are required to have a valid safety data sheet (SDS) and the use or storage of the chemical is to be in accordance with this data sheet. If the chemical is stored on site, you are required to provide Centre Management with a register of chemicals; this includes storage location, quantity, type, use, etc.

### Noise, Vibration, Dust & Fumes

Works that may disturb (noise, vibration, dust, fumes) must not be conducted during trading hours without prior consent from Centre Management.

Noisy works are not to occur between 10pm and 7am the following morning unless Centre Management grants prior approval

The Contractor must conduct regular housekeeping and cleaning to ensure the presence of dusts and rubbish is kept to a minimum.

### Waste / Rubbish

Centre waste compactors (general waste and cardboard) are NOT to be used for disposal of any waste generated from contracted work on site.

All rubbish must be removed daily from the site as it accumulates. Failure to remove rubbish will result in a fee being charged for this service by Centre Management.

Any hazardous chemicals (paints, chemicals etc.) must be disposed of in accordance with governing regulations.