

UOW ADMINISTRATION

GUIDELINE for CONTRACTOR SAFETY INDUCTION and PROTOCOLS for working in ACSV Residence

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References & Legislation:					
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1 Introduction / Background

Contractors are expected to work safely at all times, in line with their obligations under the WHS Act 2011 and WHS Regulation 2011 as well as relevant Codes of Practice, Australian Standards and University of Wollongong (UOW) procedures.

All contractors and maintenance personnel (hereinafter “contractors”) must appreciate each resident’s need to feel safe, secure and comfortable within the Residence. The University’s expectation is that each resident will be afforded the same respect and consideration from contractors as they would receive from contractors if they were in their private home.

For some residents cultural norms are especially important and if these are compromised a resident’s standing within their community may be significantly and irreparably damaged or be the cause of considerable distress.

It is important for contractors to be aware of the different styles of accommodation with the accommodation portfolio. A door can be nondescript. In some cases it may open into a shared living/dining space; in others it may open directly into an individual study/bedroom. Contractors should therefore ensure that they familiarise themselves with these different styles and enquire at the relevant Residence’s Administration Office if they are unsure.

2 Scope / Purpose

UOW Living is committed to providing a safe and healthy workplace for staff, students, contractors and visitors. The aim of this document is to provide specific information relevant to contractors prior to and whilst working at accommodation sites that protects safety and security of everyone on site.

This document is an addition to the information provided in the **UOW Contractor Induction Guidelines** and should be used to supplement them. <http://staff.uow.edu.au/content/groups/public/@web/@ohs/documents/doc/uow017010.pdf>

All contractors are required to complete UOW contractor induction prior to conducting any works on site.

3 Contractor Safety Induction

3.1 Definitions

Contractor: A person or company(s), including sub-contractors, who are engaged by the University of Wollongong to perform work, carry out a service or provide labour hire.

Work: including the construction (including the manufacturing of prefabricated elements of a building of the place of work concerned), alteration, renovation, repair, maintenance and demolition of all types of buildings.

SRM: Student Residence Manager – manager responsible for the area the works are being conducted upon.

3.2 Reporting to Residence

Contractors should report to the Residence’s Administration Office providing appropriate documentation to establish their *bona fides* for being at the Residence and the work being undertaken.

Contractors are required to sign-in and sign-out at the site office to account for their presence on site. Uniforms should be worn wherever possible. Identification badges or lanyards issued by the Residence should also be worn at all times and must be produced on demand by any staff member, resident or other contractor.

Contractors must abide by the directions of any Authorised Person (as defined by the *Campus Access and Order Rules* <http://www.uow.edu.au/about/policy/UOW058655.html>).

Please ensure you are familiar with site specific facilities/services such as:

- Emergency assembly and exit points
- Fire Equipment
- First Aid
- Public Amenities
- Administration Office

3.3 Work area safety

Contractors must ensure that appropriate barriers and signage are used to isolate any area affected by their work to keep them and residents/staff safe at all times. Under no circumstances must emergency access be impeded by work or materials unless an alternate route has been provided, sign posted and SRM notified.

Contractors are responsible for the actions for any persons accompanying them onsite. Strictly no pets or animals are allowed onsite, unless authorised by the Student Residence Manager.

3.4 Fire Detection Systems

UOW Living residential buildings have fire detection systems installed and active at all times. These systems automatically alert Fire Rescue NSW once activated, thus care must be taken to ensure certain types of work do not cause a false alarm. Fire detection system can be isolated during the period of work by specific personnel only, do not attempt to place anything over the fire detectors to isolate them. Please check with the site SRM should you be unsure, as false alarms and attendance of fire fighting vehicles will be billed to the contractor.

3.5 Evacuation of Building

Should you hear the evacuation tones or are instructed to leave the site by Building Warden(s), an Authorised Person or UOW Security during an evacuation or emergency, quickly make sure your site is left safe and immediately make your way to the emergency assembly area. Remain at the assembly point and await further instruction from Building Warden(s), an Authorised Person or UOW Security.

3.6 Smoking

Smoking in residential buildings are strictly non-smoking; this includes buildings, common areas, walkways and surrounding open spaces. Contractors must observe University or Residence-specific policies regarding smoking.

3.7 Permit to work.

Certain types of work require the issue of a "Permit to Work" prior to work commencing and are issued by UOW.

Types of works requiring permits include:

- Fire Alarm Isolation
- Hot Work
- Energy Isolation (water, electricity, gas etc),
- Roof Access
- Confined Space

3.8 Equipment

All equipment used onsite must be maintained to an acceptable and safe level. All electrical equipment must be tagged with a current electrical test tag. Portable RCD devices must be used at all accommodation sites, All gas cylinders must be chained or strapped into trolleys to prevent them from falling and should be fitted with flashback arrestors or gas fuses.

3.9 Hazardous Substances

Any substance used must have an MSDS (Material Safety Data Sheet) less than 5 years old available onsite and substances must be used and stored in accordance with the relevant standards and manufacturers instructions. No hazardous substance is to be stored under or near stairs, paths used for emergency access, storage rooms with gas hot water systems or areas likely to create a hazard.

No radioactive material or items containing asbestos are to be brought onto the site. No flammable substances such as LPG gas, fuels, paint thinners or thinner based paints are to be stored onsite. The contractor is responsible for the proper disposal of any hazardous waste.

3.10 Waste Removal

The site must be kept clean and free of trip hazards. Contractors are responsible for the removal of any waste from site, the bulk garbage bins and recycle bins at each site are not be used for waste disposal, unless specifically authorised by a UOW representative. No chemical substance should be disposed of down drains. All enquiries concerning waste discharged through the sewerage system must be directed to the site SRM.

3.11 Traffic management

Limited parking is available, contractor parking permits are available from the site office or relevant SRM.

Contractors should ensure that any motor vehicle is parked in accordance with the University's parking regulations. The University is not able to waive or rescind parking infringement notices once issued.

Where ever possible, please park on hard surfaces only and in designated parking spaces. Permission must be given to park on the grass and must be arranged prior to entry at that site. Any gates used to access the sites must be closed after vehicle egress at the sites.

3.12 Incident reporting procedure

Contractors must report immediately any **injuries** to themselves or others to the Residence's Administration Office or SRM.

Contractors must also report any **damage** to buildings, equipment or Residents personal property to Site office or SRM.

Contact numbers for accommodation site are as follows:

Campus East	4221 3351
Graduate House	4252 8242
Gundi	4221 5240
International House	4221 5250
Keiraview	4252 8242
Kooloobong Village	4221 4770
Marketview	4252 8242
The Manor	4221 5240
Weerona	4221 5240

Contractors may call:

- Emergency services for fire, police or ambulance by dialling 000 if the site is unattended or
- University Security on 4221 4900 to provide first aid assistance if required or to contact emergency services. Please clearly state your name, exact location and nature of the assistance that you require.

Note: Emergency phones identified by their blue colour and signage are located at Kooloobong Village main entrance BD 68, these are a direct line to the security office at the University.

4 Protocols for working in Residence

Protocols found in this section aim to ensure additional consideration is maintained given the nature of building usage (accommodation).

4.1 Work Hours

Due to the residential nature of our sites any planned work shall only occur between the hours of 9am to 4pm weekdays unless approved by prior arrangement with the Student Residence Manager.

4.2 Notification Periods

Except in case of emergency individual residents or groups of residents should be given as much notice as possible of an intention to enter their living spaces and particularly their individual study/bedroom. This would normally be seven (7) days for Residence-wide or block/area-wide inspections (e.g. fire detection equipment, audits, etc.) and would be for a specific day or two day's maximum of shared living spaces.

When entry for an inspection involves individual study/bedrooms a specific day must be identified. For example, it is not acceptable to inform all the residents in a Residence that contractors would be entering individual study/bedrooms over the period of a week. Some residents will wish to ensure that their room is tidy, their bed is made or be aware that on that particular day they will not be able to sleep in after working a night shift.

The absolute minimum notice provided would be twenty-four (24) hours and this would normally be where the work being undertaken could not have been predicted. Contractor convenience or poor planning should not be the basis for such short notice periods.

Where maintenance has been requested by a resident then there is an expectation on the resident's part that this work will be undertaken and they will be expecting a contractor to call on them. Residents are able to indicate when logging a maintenance request whether they would like to be present when this maintenance is undertaken.

4.3 Noise Control

Please consider that our residencies are home to a mix of people from different ethnic and social backgrounds and may be studying when you are working at our sites. You must keep noise to a minimum whenever possible and refrain from using racist, sexist or other offensive language. There are total noise bans in place at certain times of the year just prior to and including the exam periods. Please consult with the SRM or administration office should you be unsure.

4.4 Access to Restricted Areas

Contractors must sign for access keys available from site reception staff. The keys must only be used to access areas directly related to your work, persons found accessing areas not relating to their work without a valid reason will be barred from all accommodation sites. Note that electronic locking systems record an audit trail of keys used and door openings. Keys must be returned at the end of each day or immediately at the completion of work, unless otherwise arranged.

4.4.1 Residential Areas

Care must be taken when entering student's personal / private space. It is important to give residents enough time to respond to a contractor's intention of entering their unit or bedroom. The following protocol should be followed to ensure privacy of residents is maintained.

Entering Residential Areas:

Apartment / Unit:

On arrival at a unit door (which opens into a shared living area) the contractor should knock on the door and wait. If there is no answer, the contractor should knock again and announce who they are (for example, "It's Ken, from Programmed Facilities Management" or "It's Bob, from Chubb Fire"). Knock again and if there is no answer repeat the request as you unlock the door and enter the unit cautiously, for example "It's Ken, from Programmed Facilities Management, I'm coming into your unit now."

If the work is to be undertaken in the common area it also useful to check to see whether there are any residents in the shared areas (kitchen, living/dining areas, bathroom) who may be surprised if they emerge to find a contractor in the shared area. Knocking on individual study/bedroom doors (without opening them) will be helpful in preventing such surprises, for example, "It's Ken from Programmed Facilities Management, I'm just here to take a look at the leaking taps you reported."

Individual Unit / Studio / bedroom:

On arrival at an individual study/bedroom door the contractor should knock on the door and wait. If there is no answer, the contractor should knock again and announce who they are (as per example above). Knock again and if there is answer repeat the request as you unlock the door and enter the study/bedroom (as per example above). As a resident may be asleep it is very important that the room is entered cautiously. If the contractor observes a resident asleep in the room they should close the door immediately and attempt to rouse the resident from the other side of the closed door. If this is unsuccessful, assistance should be sought from the Residence's Administration Office (who may, for example, accompany the contractor to the room, telephone the resident's room telephone or mobile telephone to wake them).

If, on arrival, at a unit or individual study/bedroom the resident requests the contractor to leave the area for example, "I'm sorry, but you can't come in while my husband isn't home" then the contractor must accede to that request. The contractor should return to the Residence's Administration Office and report the resident's response. The Residence's administrative staff will make contact with the resident to negotiate under what terms the necessary work may be undertaken.

Bathrooms:

Contractors entering single gender bathrooms (or similar) should seek assistance from the Residence's Administration Office to ensure that the bathroom is cleared of all residents prior to entering. The contractor should then place signage outside the room indicating that the facility has been closed. A resident(s) should not be permitted to enter that area (regardless of their own personal views) whilst a contractor is working.

Leaving the unit or study/bedroom

Regardless of the condition in which a door was found (locked or unlocked) the door must be closed and locked at completion of works or if required to leave area for any reason. In this way the contractor cannot be accused of leaving a room insecure.

4.5 Consideration of Gender and Cultural norms.

It would be normal practice for an individual contractor to undertake work in a shared living space or individual study/bedroom unaccompanied. However if there are potential sensitivities where, for example, it would be inappropriate for a male contractor to be present in a unit with a female, the Residence Administration Office will with sufficient notice be able to make appropriate arrangements to ensure cultural norms are observed.

Whilst undertaking work in residential areas, contractors should ensure that unit doors and especially individual study/bedrooms doors are left open whilst the work is undertaken. In this way whilst the contractor may be unaccompanied in this area, the contractor may well be in plain sight of residents in that area. A contractor should not work alone in an individual study/bedroom with a resident of any gender with the door closed.

As individual study/bedrooms are small areas contractors may well find it best to ask the resident to step out of the room whilst the work is undertaken. Workplace safety may prescribe this anyway depending on works being undertaken.

If a contractor is of the opinion that a resident(s) is acting in an inappropriate manner towards the contractor, the contractor should leave the area immediately and report this immediately to the Residence's Administration Office.

4.6 Conduct

At all times the contractor must treat the resident(s) with respect as they themselves would expect to be treated in their own home. The contractor should introduce themselves, the organisation they work for, and the work that the contractor is in the area to undertake.

If a resident(s) is present the contractor should update the resident(s) on the progress of the work particularly if the contractor needs to leave the unit for some time to obtain additional tools, etc.

At all times the work place must be kept safe, especially so if the contractor needs to leave for even a short time.

In conducting their work, contractors must act in a respectful manner to the resident(s) ensuring, for example, that no inappropriate language is used. Disputes between contractors must not occur.

At the end of the work the area should be left clean and safe. Dust, shavings, off-cuts, old parts, packaging, etc. should all be removed and the area vacuumed. If a resident(s) is present the contractor should inform the resident(s) that the work has been completed.

5 Related Documents

NSW Work Health and Safety Act 2011
 NSW Work Health and Safety Regulation 2011
 UOW Purchasing and Procurement Policy
 UOW Workplace Health & Safety Policy
 UOW Contractor Induction Guide

6 Version Control Table

Version Control	Date Released	Author/Reviewer	Approved By	Amendment
1	12/06/15	Fiore Costa	Nigel Pennington	New version