

The Westin Melbourne

Contractor Induction Program

Effective Date: March 2020

Preface

The purpose of this document is to provide for the effective management of occupational health and safety issues during the engagement of a contractor by The Westin Melbourne Hotel and to outline the process for control and supervision during contractor activities on site or on behalf of The Westin Melbourne in accordance with the requirements of The Victorian Occupational Health and Safety Regulations 2007 (OH&S Regulations 2007).

This procedure applies to contractor as person or business entity, engaged through The Westin Melbourne for any contractual arrangement to carry out work for The Westin Melbourne or any Westin Melbourne controlled entity. It applies to both short term and long term contractor engagement.

Any deviation from the procedure must be approved by the Human Resource Personnel, Chief Engineer and or contracted personnel of The Westin Melbourne.

Definitions

Contractor

A contractor provides goods or services or performs work for a set price or rate. The contractor may be self employed, have employees of their own or have business partners (The Victorian Occupational Health and Safety Regulation 2007)

Sub-Contractor

- A sub contractor is defined as any person or business entity engaged by the primary contractor to assist with the contracted work.
- Sub contractors are the direct responsibility of the primary contractor.(section 10A of the Act)
- All sub contractors must complete The Westin Melbourne contractor induction program.

Duties and Responsibilities of Contractor/s, Sub-Contractor/s and their employees

A contractor as person or business entity, engaged through The Westin Melbourne for any contractual arrangement to carry out work for The Westin Melbourne or any Westin Melbourne controlled entity have duties as employees under the current Victorian Occupational Health and Safety Regulations 2007 (OH&S Regulations 2007) and Approved Code of Practice .

While at work they must take reasonable care for their own health and safety and that of other people who may be affected by the way the work is done. For example, contractors should cooperate with employers by following instructions, procedures and work practices and attending training sessions. They must not intentionally or recklessly interfere with or misuse anything provided by an employer which could adversely affect health, safety or welfare at the workplace. All works undertaken by contractor entities must comply with Australian Occupational Health and Safety legislation.

In addition all, contractors and employees of contractors engaging work activities with The Westin Melbourne must have completed:

- contractor registration
- relevant licensing to carried out the task(if applicable)
- The Westin Hotel Melbourne contractor induction program

The Westin Melbourne regards health, safety and environment as a shared responsibility between the contractor, their employees or sub-contractors, and The Westin Melbourne itself.

Therefore, it is the responsibility of contractors to ensure that:

- they are competent to do the job asked of them;
- all work has been properly risk assessed and documented prior to commencement
- Risk Assessments are the responsibility of the engaged contractor and his/her parent organisation
- they have the qualifications, training, experience and certification of competency that will be needed for the job;
- they have the OHS and environmental knowledge required for the job;
- they maintain the premises in which they work in a safe and healthy manner for themselves and for the associates, guests and visitors of The Westin Melbourne
- they employ safe tools and systems of work to do a job;
- electrical power tools are regularly inspected and tagged in accordance with AS3760;
- they comply with appropriate standards;
- MSDS are provided for all chemicals;
- Instructions and supervision from the contracting company are adequate.
- close supervision is required particularly in the case of young or inexperienced workers;
- they communicate regularly with their Westin Melbourne contract supervisor/project officer;

- methods of work are approved by the contract supervisor/project officer;
- they raise any issue that is or may become a health, safety, environmental or core business concern.

Contractor Induction Program

The Westin Melbourne contractor induction process may involve following personnel but not limited to:

- Human Resource Personnel
- Chief Engineer
- Person in charge or contracting the contractor
- Contractor and Sub-Contractor

Brief Responsibilities of Personnel Involved in Contractor's Induction Program

Any person who contracted the contractor/s must first of all ensure that contractor or subcontractor you are contracting has

- contractor registration
- relevant licensing to carried out the task(if applicable)
- signed in and obtained a visitor pass from store/dm office (Passes must be obtained daily and must be displayed with current date)

The personnel delivering the Contractor's induction program is responsible to provide the induction booklet and brief the contractor/s about designated work site and/or infrastructure relevant to their tasks to be carried out. Chief engineer will also brief them about hotel's standard and procedures(S&P).

The Chief Engineer and/or person who contracted the contractor is/are responsible for contractor management and the adherence of contractor OH&S obligations in relation to the work for which the contractor is contracted.

The primary contractor and any sub-contractor/s are responsible for compliance to all Westin Melbourne OH&S requirements and for the individual and collective obligations of the current Victorian Occupational Health and Safety Regulations 2007 (OH&S Regulations 2007) and Approved Code of Practice.

Before commencing any work activities at The Westin Melbourne; contractors, sub-contractors and their employees engaging the work activities at The Westin Melbourne or at entity managed by The Westin Melbourne must have completed The Westin Melbourne Contractor Safety Induction process conducted by the contract personnel, Human Resource personnel and or Chief Engineer of The Westin Melbourne.

At this induction they will be issued with the Westin Melbourne contractor's OHS induction booklet and will be briefed about designated work site and/or infrastructure.

Upon completion of The Westin Melbourne's Contractor Safety Induction, the person doing the induction process will issue each contractor with a Site OH&S Induction Card and pass that allow access to designated work site.

While undertaking work at The Westin Melbourne, contractors, sub-contractors and their employees must wear the pass issued to access the designated work site at all times.

Condition of Entry/Exit

Parking of vehicles on site must be approved prior to arrival at The Westin Melbourne. There are limited spaces available and these are controlled by The Westin Melbourne.

The Westin Hotel Melbourne Contractor Registration

Contractor registration is the process of verifying and documenting that the proposed contractor meets the requirements of The Westin Melbourne.

Completion of contractor registration is required to establish that the proposed contractor has appropriate:

- competence (qualifications and experience);
- insurance (professional indemnity and public liability);

Before engaging with any work activities Contractor/s must have:

- contract letter
- license as proof that contractor/s and their employees are eligible to carry out the task
- the Westin Melbourne's contractors' safety induction completion card
- access card to access the work site

Security

Contractor/s and their employees shall be responsible for the safe keeping and storage of any privately owned equipment. The Westin Melbourne will not be liable for the loss of privately owned equipment or possessions left on property. Contractor/s and their employees will be accountable for the security of any equipment or items issued or loaned by The Westin Melbourne for the purposes of services carried out on property.

Under certain circumstances, Management may conduct a search of contractor equipment. You may be required to produce tool bags / kits for inspection whilst on property.

Any breaches of common law may be reported to local police.

Environmental

The Westin Melbourne's Environmental Policy is aimed at ensuring that the relevant environmental laws and regulations are complied with and that the protection of the environment is enhanced by keeping impacts to a minimum in a sustainable, financially rewarding and technically feasible manner.

During any works at The Westin Melbourne, consideration must always be given to the impact to the environment.

YOUR legal duty requires that you notify the Engineering Department as soon as you become aware of any occurrence/accident that may cause material or serious environmental harm. An example of an environmental problem may be a chemical spill or the release of CFCs.

Upon your notification, the Chief Engineer will:

- verify the extent and degree of the environmental occurrence;
- advise you of the findings; and
- if the occurrence breaches the Environment Protection Act (1994), the Chief Engineer or Security and Safety Manager will report the occurrence to the Victorian Occupational Health and Safety Regulations 2007 (OH&S Regulations 2007) and Approved Code of Practice

The Westin Melbourne required standards and procedures relating to Hazards but are not limited to the followings:

1. Air Emissions

Common types of air emissions from contractor's works may include:

- Dust from demolitions
- Chemical off gassing from paints, chemicals and solvents
- Plant exhausts from operating machinery
- Odour from sources such as sewers, chemicals etc.

If there is a risk that any air emissions are likely to impact or effect areas external to the work area, the contractor must consider and inform the level of severance and implement control measures.

2. Alcohol and Drugs

The risk level related to hazards at a workplace can be significantly increased by alcohol and other drugs. Contractors are required to ensure persons affected by alcohol or other drugs are not permitted to carry out work at the Westin Hotel Melbourne. The consumption or abuse of drugs, including alcohol within the hotel premises during work activities is also not permitted by the Westin Hotel Melbourne.

3. Behavior

During any construction or maintenance work on site contractors, their sub-contractors and employees are to ensure the least amount of disruption as possible.

Offensive behavior by any party will not be tolerated. Offensive behavior includes, but is not limited to:

- all behavior and language that reinforces inappropriate, demeaning or discriminatory attitudes or assumptions about persons based on age, race, sex, disability, sexual orientation, transgender status, or marital status; and behavior such as whistling, unsolicited remarks of a sexual nature and swearing.

4. Confined Spaces

A number of confined spaces exist at The Westin Hotel Melbourne and it is recognized that activities undertaken in confined spaces can be inherently hazardous to the worker's health and safety. Any Contractor work activities that involve working in any confined space of the Westin Hotel Melbourne must be approved by Chief engineer.

A confined space is considered to be any space which, because of its location, contents and the activities performed within it, may be deficient in oxygen or contain flammable/toxic vapors and gases. It may be of any size. Confined spaces usually have limited openings for entry and exit and unfavorable natural ventilation. They are generally not designed for continuous worker occupancy. The effect of physical or chemical agents may be exacerbated in a confined space.

Confined spaces include spaces such as those in a vat, tank, pit, pipe, duct, flue, oven, chimney, silo, reaction vessel, container, receptacle, underground sewer, well, shaft, trench, tunnel or other similar enclosed or partially enclosed structure, which meet certain conditions

A documented job procedure, which includes an entry permit, is required for all work in a confined space. A Confined Space Permit must be obtained from the Chief Engineer. It is advisable to have another work colleague next to person who works in confined space.

5. Electrical Safety

The contractor will ensure that the use of electrical wiring, portable tools and extension leads will be in accordance with the Code of Practice Electrical Practices for Victoria and The Electricity Safety Installations (Regulations) 1999, which were amended on 1 February 2009.

Where a more specific provision is not made in the Code of Practice conformance will be to the provisions of Australian Standard AS-3000 Wiring Rules. Industry Standard states that "inspection and testing should be undertaken by a licensed electrician or electrician supervised (ES or L)". WorkSafe and OCEI accept this is not always practical. An alternative is to use an individual who has satisfactorily completed a competency-assessed training course on testing and tagging.

Any person carrying out these tests must:

- Have the appropriate test instruments and be competent in their use,
- Carry out both visual inspection and electrical tests,
- Use testers that have been re-calibrated within the previous 12 months,
- Keep in a logbook proof of competency and all required test information,
- Have the logbook available for audit purposes within 24 hours of request, and
- Use a tag that identifies the person who carried out the test.

6. Hazardous Substances

Any material that may have negative impact to the environment should be considered a hazardous substance.

In the event where hazardous substances, are involved to carry out the tasks, contractor must transport all the hazardous substances in accordance with the Dangerous Good (Transport by Road or Rail) Regulations 2008.

No hazardous substance should be released to the environment. The contractor is to have on hand all necessary equipment and materials to prevent such a release.

Contractor is fully responsible to proper handling and usage and also comply the following but not limited to:

- Inform The Westin Hotel Melbourne prior to use of hazardous substance
- All hazardous substances should have material safety data sheet (MSDS) with information including substance's properties, Ingredients, hazards, and precautions for use and contacts for further information.

Ensure containers of the substances are labelled with the manufacturer's or importer's label.

7. Hot Works

Hot work, including welding, thermal or oxygen cutting or heating and other related heat or spark producing operations, are not to take place in

any building area without a hot work permit. This must be obtained from the Chief Engineer and is then submitted to the Human Resource Personnel before work commences.

Isolation of any fire detection systems is to take place before any hot work commences and fire prevention alternative countermeasures must be employed by the contractor such as but not limited to Fire Wardens and hand held firefighting equipment.

8. Isolation of Work Area

All maintenance work is to be isolated from other activities, guests, visitors and associates of The Westin Hotel Melbourne. Where this cannot be controlled by closing off areas or using a spotter to stop access temporarily to an area, then barricades are required to be used.

If at any stage during maintenance work, or from past experience, a chosen method of isolation is found not to be successful, then a more appropriate control is to be implemented.

Under no circumstances is construction or maintenance work to be carried out above a workplace while an associate of The West in Hotel Melbourne is there, or in a way that exposes others to an increased risk of injury.

9. Noise

Noise level in the Westin Hotel Melbourne as well as near the premises should be kept as low as possible and loud radios, music or loud communication medium are not permitted unless it is the nature of work.

10. Personal Protective Equipment

Any source of dangers to workers health and safety needs to be eliminated altogether or where this is not practicable, the risks must be properly controlled by isolating the danger from people. Where other means of protection are not practicable, the contractor must use the right combination of properly understood safe work procedures and wear personal protective equipment (PPE) to fully safeguard himself. The Westin Hotel Melbourne will not provide any PPE and relevant and effective PPE have to be supplied and the use of it must be monitored by contractors. PPE must be designed to protect parts, or all parts of the body. These equipments may include, but is not limited to: gloves, hearing protection, high visibility garments, breathing apparatus, thermal wear, eye protection, sun cream, safety belts and harnesses.

11. Rooftop Access

Rooftop access is not permitted without the permission of the Chief Engineer. Where rooftop work is being conducted, all risk countermeasures are to be in place which include, but not limited to, safety harness and rigging and safety barriers.

12. Slips, Trips and Fall Prevention

It is the duty of contractor to ensure that any risk of a slip, trip or fall are to be eliminated or controlled as far as practicable at their designated worksite while their work activities takes place. For example; the contractor must ensure, where cables and equipment being used does not create a slip or trip hazard. Cables are to be covered to prevent a trip hazard when in the open and when crossing entry and exit points.

13. Smoking

The Westin Hotel Melbourne has breath policy and all areas of The Westin Hotel Melbourne are smoke free environment. However, a smoking area has been designated and any smoking is to be contained to the designated area only.

14. Timing of Works

Many areas of The Westin Hotel Melbourne are occupied by guests and visitors. Before any noisy works commences, consultation must be undertaken with the Chief Engineer to determine the appropriate time for this works.

15. Waste

A waste is any gas, liquid or energy or combination of these that is left over, or an unwanted by-product or surplus to the activity generating the waste. Waste must be managed in the most environmentally sound manner and should be minimized following the waste hierarchy.

Avoid generating the waste

Re-use the waste

Recycle the waste

Energy recovery

Disposal (final option)

Contractors are responsible for the waste they generate. All wastes must be transported by a licensed company and disposed of at a licensed site.

Any materials that may wash, flow or blow off the site must be managed in such a manner as to prevent loss from the site (and prevent contamination)

16 INJURY REPORTING (register of injury form)

All injuries in the workplace, regardless of how minor, and all near misses are to be reported to the Chief Engineer or to engineer on duty by dialing 9 on any hotel phone.

An injury report is to be completed and lodged by Chief Engineer or by engineer on duty. Register of injuries include:

- your name and job title
- the date and time of your injury or illness
- your exact location when you were injured or became ill
- floor, weather conditions and (temperature) at the time of injury.
- how the injury or illness happened.
- the nature of injury or illness and what part of your body was affected
- any witnesses to the injury or illness
- the date you notified your employer.

First aid will be provided by The Westin Melbourne where appropriate. The cost of transportation to a medical facility, as a result of the injury, will be a cost to the contractor. Serious injury must be reported to WorkSafe Victoria and where this occurs; The Westin Melbourne will make such report.

17 EMERGENCY MANAGEMENT

All workers must be aware of the location of fire exits, fire extinguishers and emergency assembly points in case of an emergency.

Alarms and Procedures

The Alert Alarm (BEEP – BEEP – BEEP) is designed to alert the Hotel of a potential emergency.

- On acknowledgement of the Alert Alarm all workers will cease operations and listen for announcements and directions given by the Hotel Incident Response Team,
- All workers are to check their immediate area for danger and be prepared to evacuate if required to do so.

The Evacuation Alarm (WHOOOP – WHOOOP – WHOOOP)

- This alarm is designed to alert the Hotel of an identified emergency.
- On acknowledgement of the Evacuation Alarm all workers will cease operations and commence evacuating the work area via the nearest safe exit. A verbal announcement will confirm the designated assembly point to be used.

What do I do if I discover a Fire?

- Preserve life as a priority by shouting “Fire, Fire, Fire”.
- Utilise the nearest fire extinguisher or fire hose if safe to do so.
- Ensure co-workers or guests are evacuated to a safe area.
- Isolate the fire by closing doors and windows if safe to do so.
- Ensure that the Hotel Incident Response Team is notified immediately.

NEVER:

- Use elevators during a fire
- Fight the fire on your own without support
- Enter a smoke filled room alone

In the event of an emergency, follow the directions given over the hotel PA system and those given by hotel associates, Floor and Exit Wardens. REMAIN CALM

Each contractor must report to the engineering office or loading dock on arrival and pass to access to the designated area will be issued by the Chief Engineer. To obtain a security pass, photo ID must be provided and will be held by Chief Engineer until the security pass is returned. This procedure forms part of the hotel's emergency evacuation procedure and ID's will be used to confirm the presence of the contractor in the assembly area. The primary assembly area is at the St. Paul Cathedral located on the Flinders Lane.

The assembly area is under control of the Assembly Area Controller and contractors are required to follow the instructions of this person.

Disclaimer

The Westin Melbourne has prepared this handbook in order to assist management, associates, contractors and their staff to work safely with information based on various administrations but not limited to the Victorian Occupational Health and Safety Regulations 2007, the Dangerous Goods (Storage and Handling) Regulations 2000, the Dangerous Goods (Transport by Rail) Regulations 2008, the Equipment (Public Safety) Act 1994, the Equipment (Public Safety) Regulations 2007 and Accident Compensation (Occupational Health and Safety) Act 1996, whose objective is to reduce the incidence and severity of work-related injury, disease and death. Hence, this should not be considered a legal document, or a substitute for the Act.

Therefore, responsibility to understand, observe and practice relevant and updated legislation remains with the contractor and their employees.

References

The Victorian Occupational Health and Safety Regulations 2007
The Dangerous Goods (Storage and Handling) Regulations 2000
The Dangerous Goods (Transport by Rail) Regulations 2008
The Equipment (Public Safety) Act 1994
The Equipment (Public Safety) Regulations 2007
Accident Compensation (Occupational Health and Safety) Act 1996
Worksafe Victoria

I acknowledge that I have read and understand the terms and conditions of Occupational, Health and Safety at the Westin Melbourne Hotel.

I understand and acknowledge that I and all relevant workers under my management have read and understood this Contractors Orientation Handbook for the Hotel.

I agree to ensure all workers under my management will be correctly inducted and trained prior to commencement of works at the Hotel.

I agree to provide copies of all pertinent certification and insurance required by the Hotel prior to commencing works on property.

I further understand that I will be held legally accountable by the Hotel for strict compliance with OHS controls and failure to adhere may result in termination of the contract or legal action.

Name: _____

Company Name: _____

Position: _____

Signature: _____

Date: _____

