Health and Safety - Contractor Safety Management Procedure

Section 1 - Summary

(1) This Procedure details the process involved to integrate health and safety requirements within contractor management at Victoria University (VU).

Section 2 - Scope

(2) This Procedure applies to:

a. all services being delivered by contractors and their subcontractors on VU managed and controlled sites.
b. all VU staff and contractors involved in VU business operations and activities.

(3) This Procedure excludes:

a. Matters concerning contractor management that are not related to work health and safety;
b. Management of contractors engaged by a VU Controlled Entity; and
c. Tenants of VU.

Section 3 - Policy/Regulation

(4) Health and Safety Policy

Section 4 - Procedures

Part A - Summary of Roles and Responsibilities

Roles	Responsibilities
Department Heads, Directors, Senior Managers	- Implement these procedures in their area of responsibility, including ensuring that any who engage a contractor (i.e. University Responsible Person) do so in line with this Procedure. - Assist the Responsible Person to identify hazards (including site specific) that may pose a risk to contractors working in their area of control.

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Roles	Responsibilities
VU Responsible Person	The VU Responsible Person must, as far as is reasonably practicable: - Select contractors who have the competence and skills required to undertake the task. - Provide contractors with information about any potential hazards in the environment in which they will work, to enable the contractor to determine an appropriate safe system of work. This includes consultation with relevant site contacts regarding local hazard knowledge (i.e. laboratory supervisors). - Where relevant to the job, provide access to the Asbestos Registers and the Confined Space Register. - Ensure that contractors have provided via the online contractor registration all necessary licences, insurance documentation and risk management/safety documents, as applicable, and that where required apply for any University Permits/ Permission to Proceed. - Monitor contractor performance where reasonable and ensure that work on University sites is carried out in a safe manner (Using: HSW-1.10-F-05-1.0 Contractor Site Inspection Checklist). - Ensure that hazards, incidents & near misses are reported to the University via the QuickSafe
OH&S Team	- Develop and maintain the VU Contractor OHS Inductions on RAPID Global; - Provide Workplace Health & Safety (WHS) support and advice to VU Responsible Person in relation to the category and management of contractors; - Review and approve safety management systems for Construction Projects; - Assist with monitoring contractor compliance with the contracted work health and safety risk controls by reviewing incidents and onsite inspections and audits.
Security	- Ensure all contractors and Visitors sign in and out of site by using the Rapid Access terminal and are issued with identification stickers and necessary keys / fobs). - May refuse entry if contractors are not recognised as currently approved on Rapid Global. - Escort contractors unfamiliar with site - or organise someone from the department they are visiting to pick them up from Security.
Procurement	- Verify Contractor's status on Rapid Global and advise the manager engaging the contractor as required.
VU Staff	- Not place themselves or others at risk of injury. - Assist with the identification of hazards of their work that may impact on a contractor engaged to undertake work in the University. - Report any incident, accident or hazard as a result of work undertaken or impacted by contractors via the QuickSafe.

Part B - Contractor Planning and Selection

Types of Contractors Engaged by VU

(5) Contractors engaged by VU are classified into five categories:

a. Deliveries;
b. Consultants and Contract Workers (labour-hire, consultant auditors, guest or contracted lectures, work experience personnel, event entertainers, vendors and stall operators);
c. Contracted Suppliers (e.g. cleaning, security, waste collection, printer and multi-function device management);
d. Maintenance and Construction Work; and
e. Principal Contractors

(6) Contractor categorization determines the manner of induction, identification, registration and risk management required. (See: Contractor Categories – WHS Requirements)

Risk Management

(7) It is important that all contracted works are adequately scoped and planned potential risk factors identified to ascertain work health and safety requirements.

(8) A planning risk assessment will identify the hazards and controls associated with the work, based on activities to be conducted, location of the work and complexity of work organisation. At this stage, the VU Responsible Person shall identify risk controls for the components of the work that the University has control over for inclusion in the scope / specification. Contractor Risk Management Planning Quick Reference Tool can be used to assist with planning the risk assessment.

(9) Where potential health and safety risks are identified in relation to contracted works, the contract shall specify the health and safety requirements as identified in the planning phase. The more hazardous the works to be performed, the greater the need for a detailed contract specification that clearly defines the obligations of the parties.

(10) The more complex and hazardous the works to be performed, the greater the need for a detailed plan.

(11) Items that may need to be considered during the planning phase are:

a. Is the work 'construction work'?
b. Does the construction work suit engagement of a principal contractor?
c. Identification of hazards and risks associated with the work;
d. Legislative obligations to be met (including Codes of Practice);
e. Work methods, people and equipment to be used;
f. Contractor monitoring requirements;
g. Access to the asbestos register / asbestos management plan;
h. Safety documentation required, for example:
    i. Construction OHS management plans;
    ii. SDS chemicals, equipment manuals;
    iii. SWMSs for high-risk construction work – specific to work;
    iv. Job specific risk assessments;
    v. A construction/demolition plan;
    vi. Permits to work;
    vii. Copies of licences/certifications;
    viii. Insurance documents;
    ix. Specialist design or technical data;
    x. Safety in design reviews;
    xi. Monitoring certificates (e.g. asbestos / mould);
    xii. Adherence with Australian / relevant standards;

(12) VU may choose to coordinate a series of contractors in a project. In this case, a plan must be developed to coordinate the works.

Contractor Evaluation and Selection

(13) Contractors must provide required safety information as part of the procurement process (e.g. tender submission, quotation). The safety information shall be considered when determining the contractor's suitability to perform the contracted work. This process is outlined in Purchasing Procedure.

(14) All safety documentation must be evaluated by the VU Responsible Person to ensure the potential contractor is able to meet legislative and VU minimum standards. Support is available from the OH&S team.

(15) Where a potential contractor's system is deemed to be below the acceptable standard, the VU Responsible Person must provide direction in the use of the university Risk Management Procedure and request the potential

contractor to resubmit their safety documentation.

(16) Contractors should be able to demonstrate as a minimum:

a. A good understanding of hazards and risks relevant to the scope;
b. Licences, certificates and trade qualifications (as applicable to the work);
c. Plant and equipment registrations / maintenance records.
d. The ability to undertake risk assessment for the work being undertaken.
e. Current insurance policies for Workers Compensation, Public Liability, and Professional Indemnity.
f. The contractor, its employees and sub-contractors have completed appropriate training with respect to the type of construction work and / or activities; and,
g. Construction work related legislative requirements e.g. safe work method statements for high-risk work.

(17) Higher risk contracts may require:

a. formally developed WHS management system;
b. WHS safety plans and SWMS's;
c. reporting on WHS performance.

Training and Licences

(18) The contractor must produce evidence of the training and licenses required to perform the work activities.

(19) This may include, but is not limited to:

a. General Construction Induction Card (White Card);
b. Food business licence;
c. Australian high-risk work licences;
d. Electrical work licenses; or
e. Work activity specific competency certificates (including high risk construction work related competencies).

(20) The VU Responsible Person is responsible for identifying these requirements as part of the WHS risk assessment.

Insurance

(21) Contractors must hold certificates of currency prior to commencing and for the duration of the work and may be asked to provide evidence of certificates of currency.

(22) Types of insurance required may include, but is not limited to:

a. Workers Compensation insurance / personal accident insurance;
b. Professional indemnity;
c. Motor vehicles;
d. Public Liability insurance.

(23) Contract terms and conditions specify will insurance requirements. For further information refer to the Purchasing Procedure.

Part C - Contractor Engagement

(24) The VU Responsible Person will:

a. ensure that a contractual agreement and approval is completed as detailed in the Purchasing Procedure;
b. ensure that contractors register using Rapid Global prior to commencing work for VU, (unless not required based on the contractor category as defined in Contractor Categories – WHS Requirements. (See: VU Contractor Portal Management Flowchart).

(25) When engaging a Principal Contractor, the VU Responsible Person is required to:

a. Verify the Principal Contractor has the necessary expertise for the work (such as licences, qualifications, level of experience, etc.);
b. Verify the Principal Contractor has their own systems in place for carrying out the work safely (for Construction Projects, this must be audited and approved by the OH&S Unit);
c. Verify the Principal Contractor is carrying out the work safely as per their own stated procedures;
d. Continue to consult, coordinate and cooperate with the Principal Contractor;
e. Verify that the work being performed will have no negative impact on the immediate surroundings e.g. dust, noise, falling objects, etc.;
f. Provide the Principal Contractor with any hazard / risk information that VU is aware of, e.g. asbestos registers, chemical contamination, underground services, etc.

Induction

(26) All contractors must either be inducted prior to performing any works for VU or be accompanied and supervised by the VU Responsible Person (or a delegate) when on VU sites for purposes other than performing works, such as inspections or quoting. Refer to Contractor Categories – WHS Requirements for induction specifics based on the work category. Inductions are mandatory for contractors performing works and must be refreshed every two years to remain valid.

(27) To work unsupervised, the contractor must, as a minimum requirement, successfully complete each of the following:

a. The relevant online VU work health and safety induction via Rapid Global;
b. Specific site/area induction that includes all areas where contracted works will be conducted; and,
c. General Construction induction training (white card), if the person is engaged to carry out construction work.

(28) Where a Principal Contractor is engaged, and in order to maintain the control of the workplace, the Principal Contractor must:

a. Incorporate the approved VU contractor induction into the safety management plan and induction for that site;
b. Provide SWMSs;
c. Provide a health and safety induction to all workers, including subcontractors and their workers who are engaged to work at a worksite controlled by VU.

Site / Area Specific Induction

(29) A site induction is specific to the area in which the contractor will be working to ensure the contractor:

a. Knows how to respond to an emergency particular to the site in which they will be working; and,

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b. Is aware of any hazards and risks specific to the area in which they will be working.

(30) A site / area specific induction should include the following as a minimum:

a. The emergency escape routes;
b. The location of the appropriate Emergency Evacuation Assembly Point;
c. Any area specific hazards (e.g. there may be other contractors working in the area, service disruptions, increased pedestrian traffic at certain times coinciding with work they are undertaking, chemicals, radiation, asbestos); and,
d. Details on accessing buildings and restricted access areas.

(31) Records must be retained and be made available to the OH&S unit upon request.

General Construction Induction Training (construction work only)

(32) Contractors must ensure all workers engaged in construction work hold a general construction induction training card or certification issued within the last 60 days. For non-construction projects, the VU Responsible Person must consult with the contractor to confirm this requirement is met. (See: Construction induction training (white card)).

WHS Documentation

(33) Prior to commencing work activities, the engaged contractor shall supply safety documentation specific to the work being conducted via the Rapid Global - refer to VU Contractor Portal Management Flowchart. (Note: this information may have been supplied as part of the evaluation and selection process).

(34) The VU Responsible Person will:

a. confirm that the safety documentation is complete and applicable to work.
b. retain specified WHS documentation. (The retention of WHS documentation will be determined during the planning phase e.g. asbestos clearance certificates, mould remediation certificates);
c. where required, the applicable permits to work are completed by the contractor and authorised by the appropriate VU permit issuer prior to commencement of work. (See Health and Safety - Permit to Work Procedure)

(35) The Contractor will:

a. Implement safety documentation;
b. ensure that safety documentation is readily available for inspection;
c. ensure all workers and sub-contractors are signed-on and following all WHS requirements. (Note: Contractor's safety documentation may be subject to VU Responsible Person / VU OH&S unit inspection at any time).

Sign In / Sign Out

(36) The sign-in and sign-out process for contractors is conducted using the VU kiosks.

(37) A manual process may be used on VU remote worksites that do not have access to the VU kiosk.

Monitoring of Contractors

(38) The VU Responsible Person will monitor the work of the contractor while they are undertaking contracted work for the University.

(39) Monitoring shall be conducted to ensure the contractors operations conforms with:

a. WHS legislation including codes of practice and standards;
b. Contract WHS requirements; and,
c. Contractor job specific risk management plans.

(40) The VU Responsible Person and / or the OH&S unit may provide the contractor with safety performance feedback, post monitoring activity.

Part D - Incident Management

WorkSafe Notifiable Incident on VU Controlled Site

(41) Where a WorkSafe Notifiable Incident occurs on a worksite controlled by VU, the VU Responsible Person must give the WorkSafe notice of the workplace incident immediately after becoming aware of the incident occurring and by the fastest means possible.

(42) Once those involved in the incident are safe, the incident site must not be disturbed until WorkSafe provide clearance.

(43) All work health and safety incidents must be managed in accordance with Health and Safety - OHS Incident Reporting and Investigation Procedure. The VU Responsible Person in consultation with the OH&S unit will conduct the subsequent investigation into the incident and report the incident using the Regulator's approved form within 24 hours of the incident occurring.

Notifiable Incidents on a site controlled by a Principal Contractor

(44) Where a WorkSafe Notifiable Incident occurs on a worksite controlled by a principal contractor appointed by VU, the principal contractor must give the WorkSafe notice of the workplace incident immediately after the principal contractor becomes aware of the workplace incident occurring and by the fastest means possible.

(45) The VU Responsible Person is to be informed of the incident at this time and given a copy of the incident report. The VU Responsible Person will advise the OH&S unit as soon as possible of the Notifiable Incident.

(46) The VU Responsible Person and the OH&S unit are to participate in or be kept informed of the progress of subsequent investigations. Subsequent investigation reporting is to be provided to the VU Responsible Person and promptly attached to the incident in the risk management system.

Incidents that are not WorkSafe notifiable

(47) For all incidents that are not WorkSafe notifiable, the contractor must record the incident and advise the VU Responsible Person:

a. Within 24 hours of the incident occurring; or,
b. Immediately of any incident which involves a VU worker or a member of the public or VU infrastructure.

(48) Communication must be in the form of phone call, followed by email, followed by a report.

Safety Breaches

(49) VU reserves the right to order cessation of work, or request to modify work practice(s) to control any hazards impacting safety which the VU Responsible Person or the OH&S unit believes to be compromised.

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(50) This includes failure of the contractor to implement, monitor and / or enforce the required work health and safety requirements prescribed by the Act, applicable VU procedure(s), contractual agreement and any reasonable instruction provided by the VU Responsible Person or the OH&S unit.

(51) Depending on the circumstances surrounding a safety breach, the VU Responsible Person in consultation with the OH&S unit and VU Procurement, may decide to take steps to terminate the contract.

(52) Any safety breach, whether an instance or repeated behaviour, may lead to the contractor not being suitable to undertake future work for VU.

Part E - Monitoring

(53) The application of this Procedure shall be audited in accordance with the Health and Safety - Governance, Accountability and Assurance Procedure.

Section 5 - HESF/ASQA/ESOS Alignment

(54) HESF – Standard 2.3 Wellbeing and Safety; 7.3 Information Management.

(55) Compliance Standards for NVR Registered Training Organisations and FPP Requirements 2025: Standard 20 Compliance with Laws.

(56) This Procedure also meets ISO 45001:2018 – 6.1, 6.1.2, 8.1.2, 8.1.4.2.

Section 6 - Definitions

(57) Contractor – a person or business that contracts to supply materials, service or labour. It does not include ‘Consultants’ who are subject to separate and specific consultancy agreements.

(58) Construction Work – Any work carried out in connection with construction, alteration, renovation, repair, maintenance, demolition, refurbishment, fitting-out or dismantling of a structure.

(59) Hazard – A situation with the potential to harm the health and safety of Workers or to damage buildings, plant or equipment.

(60) Incident – An unplanned event that caused, or could have caused, illness or injury to a Worker. This includes near miss events where no injury or illness occurred.

(61) VU Responsible Person - The University staff member who engaged the contractor and is responsible for ensuring this procedure is followed.

(62) Rapid Global - Software system that assists VU to manage contractors' OHS while working on VU premises or on VU's behalf.

(63) Permits to work / Permission to proceed - University documents that specify requirements that must be completed and approved before undertaking work involving asbestos, excavations, confined spaces, hot work, service isolation or working at heights.

(64) Principle Contractor - under the Occupational Health and Safety (OHS) regulations. The Principal Contractor is the person or organization responsible for the overall management of a construction project where the cost of the construction work is $350,000 or more.

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(65) Rapid Global Administrator - A VU staff member who is able to add contractors, verify documentation and approve contractors on the VU Rapid Global Software.

(66) SWMS (Safe Work Method Statement): A SWMS is a document that sets out the high-risk construction work (HRCW) to be carried out at a workplace, the hazards arising from these activities, and the measures to be put in place to control the risks. SWMS must be prepared before HRCW commences. (See WorkSafe Victoria SWMS Guidance).

Status and Details

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