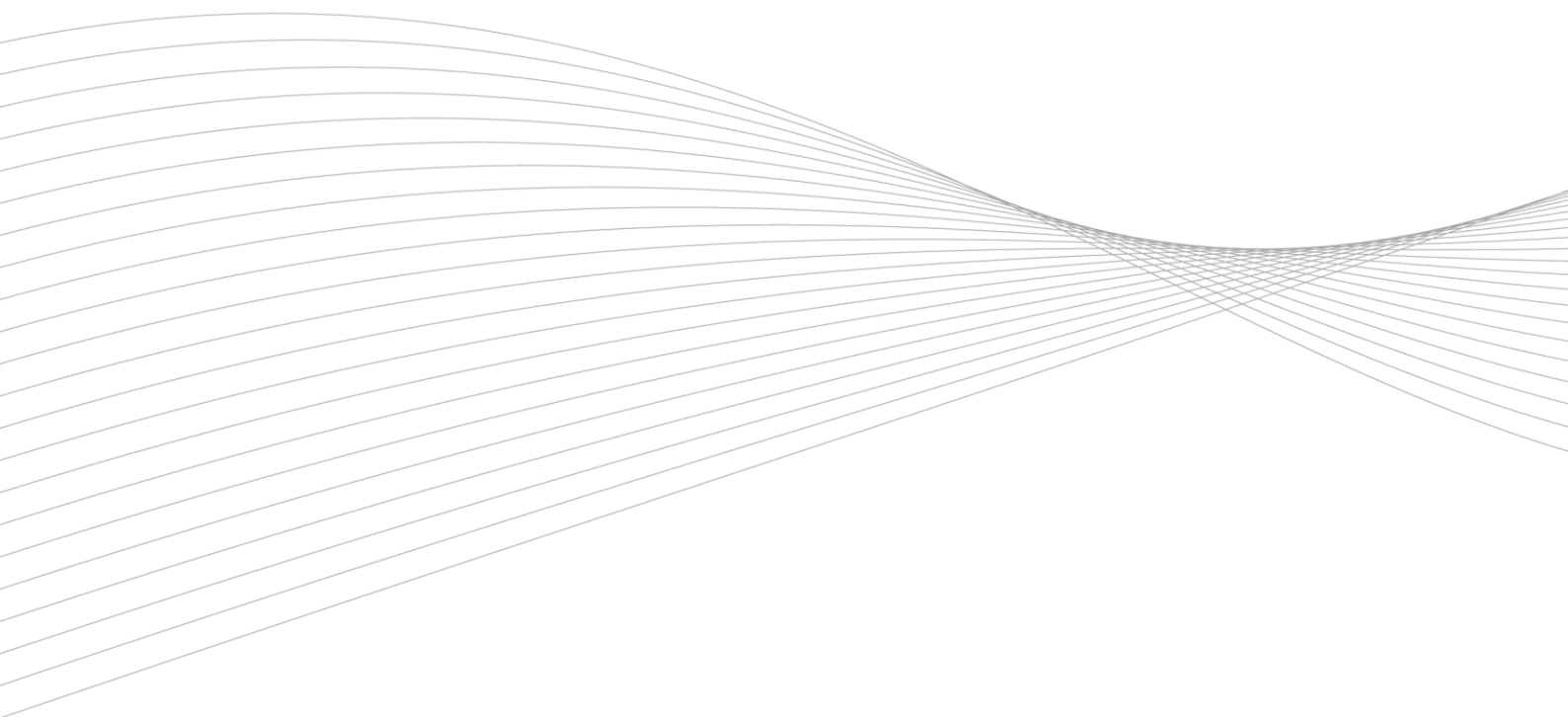


# UGL Services

## 1. Contractor Registration Guide

Guide for Registration



## TABLE OF CONTENTS

COMPLETION CHECKLIST .....	2
ABOUT THIS DOCUMENT .....	3
INTRODUCTION .....	3
The Essentials .....	3
WELCOME .....	3
SUPPLIER REGISTRATION .....	4
PROCESS .....	4
Process Overview .....	4
CONTRACTOR COMPANY REGISTRATION .....	4
Risk Categorisation.....	5
CONTRACTOR EMPLOYEE INDUCTION .....	6
COMPLETION OF REGISTRATION AND INDUCTION .....	6

## COMPLETION CHECKLIST

The table below may assist you in completing UGL Services Contractor Registration and Induction:

Work Cover certificates of currency (for each State you will be working in):	
<input type="checkbox"/> WA <input type="checkbox"/> SA <input type="checkbox"/> NT <input type="checkbox"/> QLD <input type="checkbox"/> NSW <input type="checkbox"/> ACT <input type="checkbox"/> VIC <input type="checkbox"/> TAS	
Public Liability Insurance certificate of currency	<input type="checkbox"/>
Safety Documentation (evidence of an understanding and commitment to safety)	<input type="checkbox"/>
Contractor Company Licence (if sub-contracting the work out)	<input type="checkbox"/>
Trade license for individual employees completing the work	<input type="checkbox"/>
Signed and Completed Training Register (contractor Employee Training Register)	<input type="checkbox"/>
Contractor Company Registration Form (including signed Terms and Conditions)	<input type="checkbox"/>
Signed Contractor Declaration	<input type="checkbox"/>
Police Checks (eg. Working with Children, Background etc.) (where required)	<input type="checkbox"/>

**YOUR REGISTRATION WILL NOT BE COMPLETE  
AND YOU WILL NOT RECEIVE WORK ORDERS  
FROM UGL SERVICES UNTIL ALL OF THE ABOVE  
REQUIRED DOCUMENTS ARE RECEIVED.**

## ABOUT THIS DOCUMENT

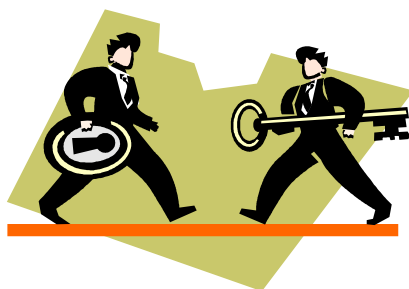
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This Guide has been produced by the HSSE Department South Melbourne. If you require more information please contact the HSSE department on the email address above.

## INTRODUCTION

**Contractor Registration Team: 1800 067 950**



### The Essentials

- Registration and Induction is mandatory
- All incidents/injuries are preventable
- Everyone of us is responsible for safety– including the safety of our contractors
- No induction – no start!
- We will comply with all relevant legislation: but Safety is not just about legislative compliance
- We will use a risk-based approach. Always assess the risk before starting the job – JSA/SWMS/Risk Assessment/Hazard Prompt Sheet
- We will audit our contractors from time to time to verify they are working safely
- Never assume somebody else has taken care of the safety requirements
- Maintain auditable records
- If it isn't safe, don't start the job

## WELCOME

Welcome to the Contractor Registration Guide. UGL Services is Australia's leading provider of Property and FM Services. Our success relies not only on our own staff, but also on the professional conduct of our Contractors and suppliers. To become a UGL Services Contractor/Supplier you need to register and provide us with certain information.

This Guide has been compiled and produced by UGL Services and is designed to provide UGL Services contractors/suppliers with an easy-to-follow process for registration and induction on our contractor database.

The guidelines have been written as generally as possible so as to apply to all contractors/suppliers regardless of size. It is recommended that for any high risk or complex activities, further guidance should be sought from the Contractor Registration Team.



## SUPPLIER REGISTRATION

If you are a supplier (supply goods and/or materials only) and do not undertake any work for, or on behalf of UGL Services please contact the Customer Registration Team on 1800 067 950 and they will forward you a supplier registration form. Return the completed form to the Customer Registration Team and they will complete your registration. No further action is required.

## PROCESS

### Process Overview

The process to become an approved contractor for UGL Services is as follows:

- a) Contractors are invited by UGL Services Customer Service Centre (CSC) to register.
- b) CSC provides the Contractor Registration and Induction Pack
- c) Contractor completes registration
- d) Contractor emails or posts back all required documents
- e) UGL Services reviews information provided by Contractor
- f) UGL Services provides formal notification of approval / non approval to contractor. Contractors may be required to supply further information prior to approval.
- g) Work orders will be issued to approved Contractors only.

## CONTRACTOR COMPANY REGISTRATION

You will be asked to provide evidence of current compliance or details in relation to:

- Bank Account Details.
- Company details, e.g. contact person, address, and phone numbers.
- Public Liability (minimum cover \$10m);
- Workers Compensation Insurance (in each state/territory in which you work);
- Correct licence/s or Contractor Registration/s;
- Trade licences and/or special permits
- Safe Work Procedures (SWP) / Job Safety Analysis (JSA) / Safe Work Method Statement (SWMS).

Please ensure before proceeding that you have copies of the necessary documents to send to UGL Services Registration Team.

## Risk Categorisation

All Contractors will be categorised as HIGH, MEDIUM or LOW risk depending on the work they are undertaking. You will be required to supply safety documentation in direct relation to the risk category in accordance with the following criteria:

RISK LEVEL	MINIMUM SAFETY DOCUMENTATION
<b>High Risk Work</b>	<b>Safe Work method Statements (SWMS)</b>
<ul style="list-style-type: none"> <li>Working at heights greater than 2 metres</li> <li>Working with gas</li> <li>Working in a confined space</li> <li>Physical interaction with Asbestos</li> <li>Working with designated hazardous substances</li> <li>Working with designated dangerous goods</li> <li>Construction work</li> <li>Electrical work requiring a licensed electrician</li> <li>Pest control involving pesticides</li> <li>Specialist cleaners, eg biological waste, asbestos</li> <li>Security work involving risk of physical harm</li> <li>Tree lopping</li> <li>Other work identified as high risk during a risk assessment</li> </ul>	<ul style="list-style-type: none"> <li>A SWMS details the same information as a JSA and provides the following additional information: <ul style="list-style-type: none"> <li>Outlines the legislation, standards and codes to be complied with;</li> <li>A description of the equipment used in the work</li> <li>Qualifications of the personnel doing the work</li> <li>Training required to do the work in a safe and environmentally sound manner.</li> </ul> </li> </ul>
<b>Medium Risk Work</b>	<b>Job Safety Analysis (JSA)</b>
<ul style="list-style-type: none"> <li>Working at heights less than 2 metres.</li> <li>Glazing or work with glass.</li> <li>Using power tools.</li> <li>Minor building works.</li> <li>Work involving a licensed tradesperson, e.g. plumber.</li> <li>Grounds maintenance.</li> <li>Cleaners.</li> <li>Security work not involving risk of physical harm.</li> </ul>	<ul style="list-style-type: none"> <li>A JSA is a statement that:</li> <li>Describes how the work is carried out;</li> <li>Identifies the work activities assessed as having safety or environmental risks;</li> <li>States what the safety and environmental risks are;</li> <li>Describes the control measures that will be applied to do the work in a safe and environmentally sound manner; and</li> <li>Describes how measures will be implemented to do the work in a safe and environmentally sound manner.</li> </ul>
<b>Low Risk Work</b>	<b>Safe Work Procedures (SWP)</b>
<ul style="list-style-type: none"> <li>Any work not classified above</li> <li>Asbestos consultants</li> <li>Fire safety consultants</li> </ul>	<ul style="list-style-type: none"> <li>SWP are a series of specific steps that guide a worker through a task from start to finish in a chronological order.</li> <li>Safe Work Practices are generally written methods outlining how to perform a task with minimum risk to people, equipment, materials, environment and processes.</li> </ul>

**Note: To be authorised to undertake work at a level above which you been categorised you must supply safety documentation for approval in accordance with the list above prior to undertaking that work. Blank forms will not be accepted.**

**FOR FURTHER INFORMATION ON HEALTH AND SAFETY, WE RECOMMEND YOU CONSULT WITH YOUR STATES OCCUPATIONAL HEALTH AND SAFETY BODY**

## CONTRACTOR EMPLOYEE INDUCTION

Each employee undertaking work on your behalf for UGL Services must complete the UGL Services *Contractor Employee Induction*.

**You will NOT be registered until UGL Services receives a completed *Contractor Employee Training Register***

The induction program consists of:

- a) Contractor Employee Induction Manual
- b) Contractor Employee OHS Questionnaire.
- c) Contractor Employee Training Register (copy sent to UGL Services)
- d) Contractor Employee Induction Card

Please have each employee read the *Contractor Employee Induction Manual* and then complete the *Contractor Employee OHS Questionnaire*. A pass mark of 100% is required for a successful induction.

On successful completion, the contractor is to issue to the individual employee an Induction Card and send the **completed** *Contractor Employee Training Register* to the registration team.

The induction card is to be produced upon request when undertaking work on behalf of UGL Services.

## COMPLETION OF REGISTRATION AND INDUCTION

Please send the completed Registration and Induction documents to:

Fax: 02 6261 8222

Email: [contractor.registration@unitedgrouppltd.com](mailto:contractor.registration@unitedgrouppltd.com)

Post: UGL Services  
Contractor Registration Team  
Level 3, 99 Coventry Street  
South Melbourne  
VIC 3205

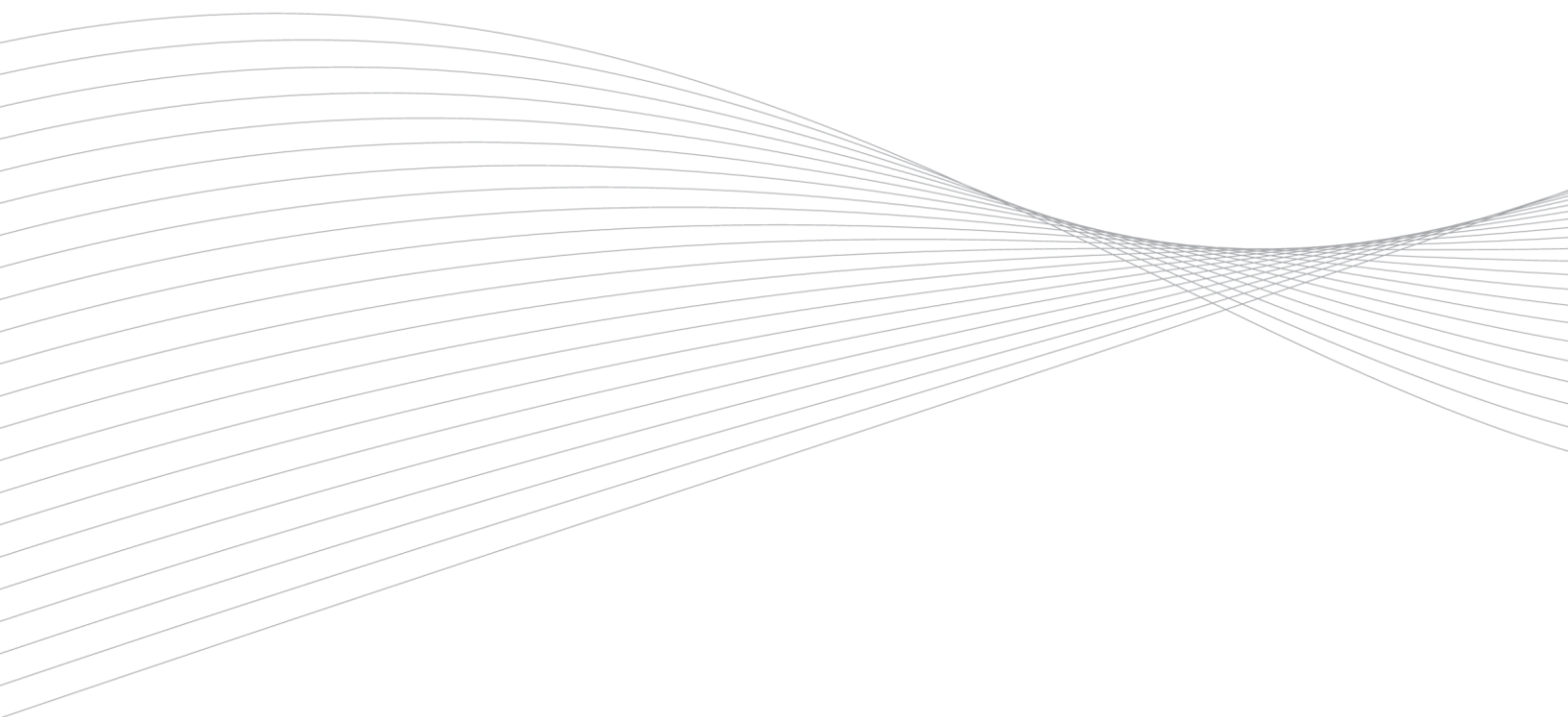
The Contractor Registration Team will review your application and advise you via email if you have been successful.

If, during the registration process, you submitted an incomplete or incorrect form, you will receive an email from the Contractor Registration Team advising that your application has been rejected. You will then be invited to re-submit your registration and make the necessary corrections.

Should you wish not to proceed with registration, please advise us via email or phone and we will remove your company details from our database and no future work orders will be allocated to your organisation.

# UGL Services

## 2. Contractor Company Registration Manual



## TABLE OF CONTENTS

ABOUT THIS DOCUMENT .....	3
INTRODUCTION .....	4
Terms/Definitions .....	4
Acronyms and Abbreviations .....	5
UGL Services Goals, Objectives and Requirements .....	5
Scope & Application .....	5
Statutory Requirements .....	5
Contractor Terms and Conditions .....	5
UGL Services Contractor Registration .....	5
UGL Services Contractor Acceptance .....	6
Contractor Registration Modules .....	6
Contractor Acknowledgement .....	6
OHS Legislation .....	6
SERVICE PROVISION REQUIREMENTS .....	7
Client Policies and Procedures .....	7
Contractor Personnel Adequately Equipped .....	7
Competency .....	7
Professional Conduct .....	7
Timely Provision of Service .....	7
Alternate Personnel to Cover Emergency and Leave Periods .....	7
UGL Services, Client and Third Party Inspection & Audits .....	7
Public Relations .....	8
Confidentiality Agreement .....	8
HSSE Management Plan / Management Systems .....	8
OHS and Work Hours Reporting .....	8
GENERAL OCCUPATIONAL HEALTH AND SAFETY REQUIREMENTS .....	9
Contractor Responsibilities (General Duty of Care) .....	9
Contractor Personnel Responsibilities .....	9
Consultation Requirements .....	10
Incident / Injury Reporting and Investigation .....	10
Notifiable Incidents .....	10
Injury Management & Rehabilitation .....	10
UGL SERVICES CONTACTS .....	10
Customer Service Centre .....	10
TERMS OF AGREEMENT .....	11
Appointment .....	11
Confidentiality and Privacy .....	11



Insurance .....	11
Invoicing, Payment and Budget .....	11
Security .....	12
Confirmation .....	12

## ABOUT THIS DOCUMENT

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## INTRODUCTION

### Terms/Definitions

TERM	DEFINITION
<b>Competent Person</b>	Means a person who is appointed or designated by the contractor to perform specific duties which the person is qualified to perform by knowledge, training or experience.
<b>Contractor Personnel</b>	Qualified and competent employees of the Contractor/Sub-Contractor required to undertake work on behalf of UGL Services.
<b>Contractor/ Sub-contractor</b>	Is defined as any company, individual, supplier or entity bound by a contractual arrangement with UGL Services to provide a service or undertake site work
<b>Hazard</b>	Means any thing (including an intrinsic property of a thing), or situation with the potential to cause harm to people, damage to property or the environment or a combination of these.
<b>Incident</b>	An unplanned or undesirable event resulting in, or has the potential for, personal injury, loss of productivity, environmental damage or property damage.
<b>May/Should</b>	Signifies an action which is optional (but preferred)
<b>Plant</b>	Includes any machinery, equipment (including scaffolding), appliance, implement or tool, including any component, fitting or accessory to any machinery, equipment (including scaffolding), appliance, implement or tool.
<b>Risk</b>	Means the likelihood of a hazard causing harm to people or damage to property or the environment.
<b>Safe Work Method Statement</b>	Means a statement that: <ul style="list-style-type: none"> <li>identifies a work activity assessed as having a safety risk or risks;</li> <li>states the safety risk or risks;</li> <li>describes the control measures that will be applied to the work activity;</li> <li>describes how safety measures will be implemented to do the work safely; and</li> <li>includes a description of the equipment used in the work, the qualifications of the personnel doing the work and the training required to do the work safely.</li> </ul>
<b>Shall</b>	Signifies an action that is mandatory.
<b>Site Manager</b>	The person responsible for all UGL Services activities on a particular site or for a particular contract or project. This person is responsible for health, safety, security and environmental performance. The site manager position will usually include Facility Manager, Contract Manager, Office Manager, Project Manager and similar functions.
<b>Site/ Premises</b>	Is defined as any building, structure, land, installation, etc, that is owned or leased by the client.

## Acronyms and Abbreviations

<b>HSSEQ+R</b>	Health, Safety, Security, Environment, Quality and Risk
<b>JSEA (JHA)</b>	Job Safety Environment Analysis (Job Hazard Analysis)
<b>MSDS</b>	Material Safety Data Sheet
<b>NCoC</b>	National Certificate of Competency
<b>HSSE</b>	Occupational Health, Safety, Security and Environment
<b>PPE</b>	Personal Protective Equipment
<b>SWMS</b>	Safe Work Method Statement

## UGL Services Goals, Objectives and Requirements

This *Contractor Company Registration Manual* has been developed to ensure that all Contractors engaged by UGL Services to provide work activities on our behalf are fully informed of their Occupational Health, Safety, Security and Environmental (HSSE) obligations in accordance with applicable State/Territory legislation.

Those Contractors who perform various duties must be aware of their company and individual obligations to the systems and methods that are used to execute the work efficiently and safely.

Completion of the *UGL Services Contractor Company Registration* and *Contractor Employee Induction* is a prerequisite for any Contractor providing services to the Client on behalf of UGL Services.

## Scope & Application

This manual applies to all Contractors, Contractor personnel and any sub-contractors performing work for Client's on behalf of UGL Services.

The purpose of this manual is to provide information relating to the HSSE standards and the overall behaviours expected when the Contractor performs work.

## Statutory Requirements

The Contractor must meet all statutory and regulatory requirements. All Contractors employed by UGL Services have a major role to play in maintaining the highest standards of Occupational Health and Safety.

Nothing in this document relieves the Contractor from fully understanding and complying with the safety, health and environmental requirements and practices required by relevant authorities and industry codes of practice, compliance codes, Acts and Regulations as administered by Federal, State/Territory and Local Governments as they apply to the scope of works.

## Contractor Terms and Conditions

Each Contractor will be engaged under the *Terms of Acknowledgement*.

**NOTE:** *Undertaking any work on behalf of UGL Services constitutes an acknowledgment and acceptance of the terms.*

## UGL Services Contractor Registration

Work will only be allocated to Contractors who have satisfactorily completed the *Contractor Company Registration and Employee Induction Process* and have attached copies of;

- Bank Details.
- Company details (eg. contact person, address, and phone numbers).

- Safety systems / accreditation.
- Public Liability (minimum cover \$10m);
- Workers Compensation Insurance (in each state/territory in which you work);
- Quality assurance accreditation.
- Correct licence/s or Contractor Registration/s from the relevant authority (eg. Office of Fair trading/WorkCover/Police/Building Services Authority/Electrical Licensing Board, Building Commission/Plumbing Industry Commission/Office of Chief Electrical Inspector);
- Trade licences an/or special permits
- Safe Work Procedures (SWP) / Job Safety Analysis (JSA) / Safe Work Method Statement (SWMS) and Hazard Prompt Sheets.

The *Contractor Company Registration Process* also defined the contractual relationship between the Contractor and UGL Services, terms of payment, response times, consumables, travel, call out, charges etc.

## UGL Services Contractor Acceptance

Contractors will only be accepted as a preferred Contractor subject to:

- satisfactory completion of the UGL Services Contractor Registration Process; and
- satisfactory evidence that prospective Contractors will be incorporating the relevant sections of this Contractor Company Registration and Employee Induction Manual into their operational training program as applicable for their employees.

**NOTE:** Contractors that do not comply with the contents of this Contractor Registration Manual may have their registration reviewed.

## Contractor Registration Modules

To facilitate UGL Services in inducting approved Contractors this *Contractor Employee Induction Manual* is forwarded as a self-learning tool for all Contractors to implement.

The core induction sections are as follows:

- Service Provision Requirements;
- General Occupational Health and Safety Requirements;

Certain UGL contracts require a contract specific and/or site induction. UGL Services will notify the Contractors requiring a specific induction.

## Contractor Acknowledgement

After reading this manual, prospective UGL Services Contractors must complete SH-02-ST008 - 8. Contractor Company Registration Form.

## OHS Legislation

The Contractor is responsible for identifying all Acts, Regulations, Codes of Practice, Australian Standards and industry standards that are applicable to the scopes of works being undertaken and agree to comply in full with all requirements.

## SERVICE PROVISION REQUIREMENTS

### Client Policies and Procedures

It is a requirement of the Contractor to ensure awareness and conformity to the Client Policies and Procedures.

Contractors must adhere to Client-specific policies and procedures. UGL Services Facility Managers are responsible for ensuring that Contractors meet these requirements. Any enquiries regarding information relating to Client-specific requirements can be obtained from your UGL Services contact; specific procedures will be provided to the Contractor as they apply to the scope of services provided.

To the extent that they are not inconsistent with the Contractor's occupational health and safety statutory obligations, the Contractor shall, as a minimum, comply with and ensure its employees, agents and Contractors comply with the Client's policies and procedures which are relevant to the work activities performed.

### Contractor Personnel Adequately Equipped

Contractors shall ensure that the Contractor personnel and any sub-contractors are fully equipped to enable services to be performed in a safe and professional manner. Consideration must be given to service vehicles being fully equipped with safety equipment, tools, materials, etc suitable for the task.

### Competency

The Contractor must ensure that all Contractor personnel and any subcontractors have the appropriate skills, competencies and licences to perform the work. The Contractor is expected to maintain a register of all National Certificates of Competency, licences, skills and training undertaken by their employees and subcontractors.

The Contractor must ensure that all Contractor personnel receive the necessary training to enable them to comply with statutory requirements and the requirements contained within this pack.

### Professional Conduct

All Contractors engaged to perform work on behalf of UGL Services must conduct themselves in a professional manner and ensure the objective of providing excellent services while minimising disruption to the Client's personnel and business operations is achieved.

### Timely Provision of Service

Services are to be carried out in a timely and diligent manner to ensure minimum interruption to Client business operations. Response times will be clearly defined when works are issued.

Contractors must ensure that wherever possible the Client's business operations are not interrupted. If it is necessary to interrupt services it is to occur at a time that causes the least inconvenience to the Client, any interruption to the Client's business operations must first be approved by UGL Services prior to the commencement of the work activity.

### Alternate Personnel to Cover Emergency and Leave Periods

To maintain coverage of service during periods where designated Contractors are unavailable, the Contractor must make alternate arrangements and provide suitable replacement personnel. The alternate Contractor personnel must have completed induction training. Any alternative arrangements must be approved by the UGL Services Facility Manager.

### UGL Services, Client and Third Party Inspection & Audits

Contractors may undergo inspections and audits. The purpose of these is to determine statutory, Client or UGL Services compliance requirements. Contractors are expected to assist and cooperate with personnel who are performing the inspections and audits.

Where non conformance issues are identified, the Contractor will be advised of these and of the actions required so that future compliance can be achieved. Continual occurrences of non-conformances may result in a review of registration.

## Public Relations

Contractor shall always be attentive and courteous to all Client personnel and visitors. Where a customer complaint can be verified, action may result in a review of your registration.

## Confidentiality Agreement

All Contractor and Contractor personnel are bound by the confidentiality agreement in the *Terms of Agreement*.

## HSSE Management Plan / Management Systems

The Contractor shall have implemented an HSSE management System. The system shall as a minimum requirement, demonstrate compliance with the principles of management responsibility required by OHS&E legislation relevant to the work activities that are being provided.

Where requested, the Contractor will be required to develop, implement and administer an OHS&E Management Plan. The plan shall be in writing and be submitted to the UGL Services contact prior to the commencement of the work. The plan must demonstrate how the company will manage OHS&E, and should include, but not be limited to the following areas:

- How responsibilities will be assigned within the organisation;
- Selection, induction and training of personnel including ongoing training for all personnel within the organisation;
- OHS&E policies, procedures and work instructions, and how this information is communicated to personnel within the organisation;
- OHS&E communication and meeting processes;
- System for hazard identification, risk assessment and control;
- Systems for workplace inspection and audits;
- Management of hazardous materials and dangerous goods;
- Assessment of Contractors and process for Contractor management;
- Injury and incident reporting procedures, investigation and analysis;
- Systems of the management of plant, equipment and tools;
- Management of personal protective equipment; and
- Injury management.

## OHS and Work Hours Reporting

It is a requirement that the Contractor reports monthly the total amount of hours worked and number of incidents (injury, property damage, etc).

**NOTE:** All incidents that occur at a Client premises or while work is being performed for a Client must be reported **IMMEDIATELY** to the UGL Services AND Client contact person. Late reporting of incidents may result in a review of the Contractor's registration.

# GENERAL OCCUPATIONAL HEALTH AND SAFETY REQUIREMENTS

## Contractor Responsibilities (General Duty of Care)

Contractors must comply with all applicable OHS&E Acts and Regulations, Codes of Practice, Standards, Compliance Codes and the appropriate (UGL Services and the Client) Policies and Procedures.

It is the Contractor's responsibility to ensure that they make themselves aware of all their legislative responsibilities as well as specific procedural requirements that they must comply with while working at Client sites.

The Contractor is responsible for ensuring that their operations comply with all Local, State/Territory, and Federal statutory requirements as apply to their undertakings.

In general these responsibilities include, but are not limited to:

### ***To ensure that there are safe systems of work***

- To ensure that all personnel are made aware through an induction, of the legislative, Client and UGL Services OHS&E requirements.
- To implement an approved hazard identification and risk assessment process to identify and control hazards on the job.
- To develop procedures and / or safe work instructions for the work undertaken by their employees and ensure that all personnel are aware of the correct procedures and safe working instructions to be followed.
- To develop, implement and monitor performance against a Safety Plan (where this is not appropriate permission may be given for the UGL Services Plan to be adopted).
- Provide the appropriate Personal Protective Clothing/Equipment to employees to protect them from hazards that cannot be controlled through other methods, train personnel in its use and ensure that it is worn as required.

### ***To ensure that safe plant, equipment tools and materials are used at the work site***

- To ensure that all plant, equipment and tools that are brought onto the work site are in a safe condition and meet all legislative, Client and UGL Services requirements.
- To ensure that all personnel required to work on, and/or use equipment/plant and tools are competent and where required have the appropriate licence(s).
- To keep records of all training, licences held, tools/plant/equipment inspections (as legislatively or otherwise required).

### ***To ensure that employees are provided with information, instruction, training and competent supervision***

- All personnel working on site must have the required licences and national certificates of competency (where applicable). It is the responsibility of the contractor to ensure that all personnel have the required training and experience to undertake their jobs in a safe manner.
- The contractor must ensure that there is competent supervision of the work undertaken.

## Contractor Personnel Responsibilities

Contractor Personnel have a responsibility to:

- Take reasonable care for their own safety and health and for the safety and health of other persons who may be affected by their acts or omissions in the workplace;
- not wilfully or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare; and



- use equipment in accordance with any instructions given by the employer consistent with its safe and proper use.

## Consultation Requirements

Each State, Territory or Commonwealth OHS Act requires employers to consult with their employees in relation to OHS.

It is expected that the Contractor will have mechanisms in place to inform their employees of OHS information that is relevant to their work.

## Incident / Injury Reporting and Investigation

All injuries and incidents must be reported to UGL Services as soon as possible after they occur:

- For incidents where Medical Treatment /Hospitalisation is required, where a person receives an electric shock, or damage, the notification must occur within one hour.
- For other incidents, reports must be received within 24 hours.
- Depending upon the nature of the incident UGL Services will decide the extent of the investigation to be undertaken.
- All incidents will be reported to the client via UGL Services.
- Non reporting of an incident may result in a review of the Contractor's registration.

## Notifiable Incidents

Contractor must immediately report to applicable Authority and UGL Services if the incident is classified as notifiable in accordance with applicable OHSE Legislation.

## Injury Management & Rehabilitation

The Contractor is required to have a current Worker's Compensation policy in place, a copy of this policy is to be provided to UGL Services, and as the policy is renewed a copy of the renewal notice is to be also provided to UGL Services on an annual basis. If an injured employee requires medical treatment and rehabilitation, then the Contractor must make all such arrangements.

## UGL SERVICES CONTACTS

### Customer Service Centre

**Phone:** 1800 067 950

**Fax:** 02 6261 8222

**Email:** [contractor.registration@ugllimited.com](mailto:contractor.registration@ugllimited.com)

**Post:** UGL Services  
Contractor Registration Team  
Level 3, 111 Coventry Street  
South Melbourne  
VIC 3205



## TERMS OF AGREEMENT

### Appointment

UGL Services appoints the Contractor and the Contractor accepts its appointment, to provide the services at UGL Services managed locations (the "Sites") as specified by UGL Services from time to time (the "Assignment"), subject to the terms and conditions set out (this "Agreement").

UGL Services is not obliged to pay for any Assignments from the Contractor except to the extent UGL Services has been presented with an original, duly completed, Contractor Assignment Form signed by someone with the authority to bind the relevant UGL Services client (usually client staff member).

It is the contractors responsibility to inform UGL Services of attendance, completion or if additional time is required to complete the works. Failure to inform will delay payment.

### Confidentiality and Privacy

The contractor shall keep confidential and shall not disclose or make available directly or indirectly to any third party, any information or material of whatever nature and in whatever medium which becomes available to the Contractor in the course of providing services under this Agreement ("Confidential Information"), except as legally required under the relevant OH&S Act.

In particular, the Contractor shall not publicise the existence of the Agreement or any of its terms or any other matter related to it without first obtaining the written approval of UGL Services.

The Contractor shall keep confidential Personal Information of UGL Services. Personal information of UGL Services shall include any information or an opinion (including information forming part of the database), whether true or not and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained from the information or opinion, provided to the Contractor by UGL Services in connection with this Agreement.

The Contractor acknowledges that UGL Services is bound to comply with the National Privacy Principles as set out in the Commonwealth Privacy Act 1988. the contractor agrees to adhere to those principles and to any UGL Services privacy policies whenever it process or otherwise deals with Personal Information belonging to, or in the custody of UGL Services.

The Contractor's obligations under this clause shall continue after expiry or termination of this Agreement.

### Insurance

The Contrator must maintain:

- Public liability insurance, to the value of Australian dollars ten million (AUD \$10,000,000) per year, or such other sum as UGL Services direct from time to time; and
- Any other insurance policies as required by law.

The contractor must provide UGL Services with copies of certificates of currency for the insurance policies relevant to the Assignment:

- on the commencement date of this Agreement
- on each anniversary of the Agreement thereafter
- on the expiry of any previous insurance policy; and
- on request by UGL Services

### Invoicing, Payment and Budget

UGL Services shall pay on behalf of its Clients the fees for the services supplied by the Contractor, within thirty (30) days upon receipt of an original copy of the invoice and a duly signed Contractor Assignment Form. Contractor invoices must:

- Not be submitted via fax
- Only the original copy will be accepted
- Be received by UGL Services no later than the 12th day of each month for payments to be made prior to the 12th of the following month;
- State a Fault Identification Number (eg. 123456-2003-NAB)
- State the Purchase order number

## Security

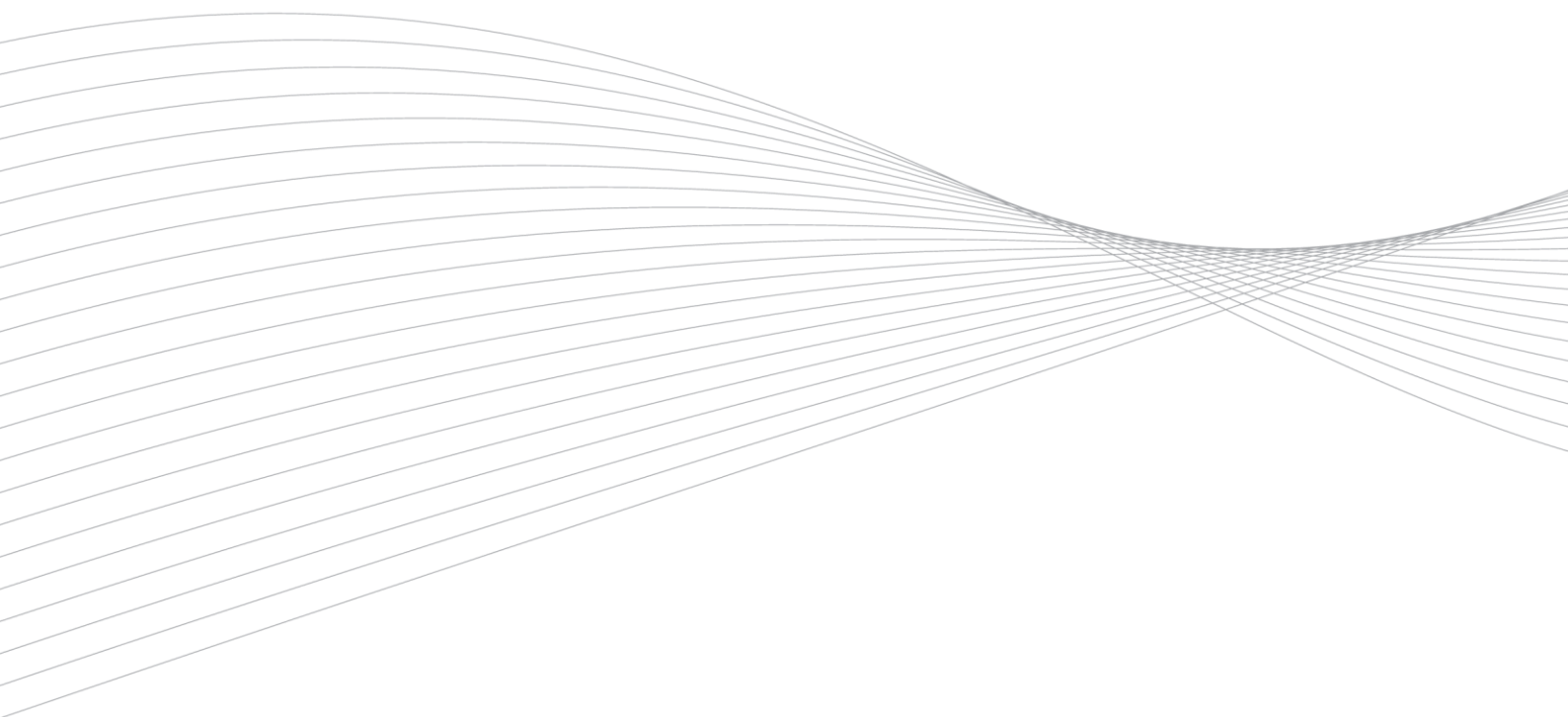
The contractors attending sites shall provide proof of identity including photographic identification. The contractor agrees to comply with any security checks or procedures required by clients before entering premises.

## Confirmation

Advise the UGL Services Customer Service Centre when on site and again advise UGL Services Customer Service Centre by phone, Fax or Email to confirm the time that the work is completed. Failure to comply will result in delay in payment.

# UGL Services

## 3. Contractor Employee Induction Manual



## TABLE OF CONTENTS

INTRODUCTION .....	4
Safety at UGL Services .....	4
Statutory Requirements .....	4
Acronyms and Abbreviations .....	5
Terms/Definitions .....	5
Induction Modules .....	6
Contractor Acknowledgement .....	6
OHS Legislation .....	6
SERVICE PROVISION REQUIREMENTS .....	7
Client Policies and Procedures .....	7
Timely Provision of Service .....	7
Public Relations .....	7
Confidentiality Agreement .....	7
GENERAL OCCUPATIONAL HEALTH AND SAFETY REQUIREMENTS .....	8
Employer (Contractor) Responsibilities (General Duty of Care) .....	8
Contractor Personnel Responsibilities .....	8
Consultation requirements .....	9
Prohibitions .....	9
Approvals .....	9
Hazard & Fault Reporting .....	9
Incident / Injury Reporting and Investigation .....	10
Notifiable Incidents .....	10
Site Induction .....	10
Protection For the Client and Public .....	10
Hazard Identification & Risk Assessment .....	10
Plant & Equipment .....	11
Isolation /Lockout and Tagout of In-service Plant and Equipment .....	11
Live Electrical Work .....	11
Working At Height / Fall Prevention .....	11
Lifting Equipment .....	11
Hot Work .....	11
Housekeeping .....	11
Hazardous Substances .....	12
Dangerous goods .....	12
Disposal of Waste Materials .....	12
Lone & Isolated Work .....	12
Restricted areas .....	12

Biological Hazards .....	12
Personal Protective Clothing And Equipment.....	12
OHS QUESTIONNAIRE .....	13
UGL SERVICES INDUCTION CARD .....	13
UGL SERVICES CONTACTS .....	13
Customer Service Centre .....	13

## ABOUT THIS DOCUMENT

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This Guide has been produced by the HSSE Department South Melbourne. If you require more information please contact the HSSE department on the email address above.

## INTRODUCTION

### Safety at UGL Services

Safety is one of our core values. UGL Services focuses strongly on achieving a safe and healthy work environment for everyone – our employees, Contractors, vendors and visitors, in all of our workplaces.

One way for UGL Services to contribute to reducing the incidence of workplace and/or injury, is by ensuring organisations contracted to provide services on our behalf have a strong OHS management system and a demonstrated commitment to safety.

As a UGL Services Contractor you have an important role to play in developing and maintaining a safe work place. We encourage all our Contractors to adopt a disciplined and level-headed approach to HSSE, whatever their role.

UGL Services HSSE (Health, Safety, Security and Environment) Team members are professionals in their field, and may provide Contractors with HSSE information, advice and support in relation to work carried out on behalf of UGL Services. The HSSE team's main objective is to ensure that UGL Services have a safety management system in place that enables the organisation and our Contractors to consistently achieve the highest levels of Occupational Health & Safety performance.

UGL Services operates and maintains externally certified management systems for occupational health and safety, environmental and quality management. Your organisation will need to familiarise themselves with the systems and adhere to procedures and processes relevant to your work. You should discuss these with your employees as part of their induction. Just as UGL Services have an obligation to keep you safe; it is a condition of your contract that you comply with our HSSE policies and procedures.

Management of OHS should be integrated into our normal work procedures - don't view it as an add-on. Following a safety management system, will help to make sure that the risk of injury is minimised and that your company and its employees are demonstrating "Due Diligence" in relation to OHS.

### Statutory Requirements

It is a requirement for the Contractor to meet all statutory and regulatory requirements. All personnel employed by UGL Services and its Contractors have a major role to play in maintaining the highest standards of occupational health and safety.

Nothing in this document relieves the Contractor from fully understanding and complying with the safety, health and environmental requirements and practices required by Authorities, codes of Practice, Compliance Codes, Acts and Regulations as administered by Federal, State and Local Government as they apply to the scope of works.

## Acronyms and Abbreviations

TERM	DEFINITION
<b>HSSEQ+R</b>	Health, Safety, Security, Environment, Quality and Risk
<b>JSEA (JHA)</b>	Job Safety Environment Analysis (Job Hazard Analysis)
<b>MSDS</b>	Material Safety Data Sheet
<b>NCoC</b>	National Certificate of Competency
<b>OHSSE</b>	Occupational Health, Safety, Security and Environment
<b>PPE</b>	Personal Protective Equipment
<b>SWMS</b>	Safe Work Method Statement

## Terms/Definitions

TERM	DEFINITION
<b>Competent Person</b>	Means a person who is appointed or designated by the Contractor to perform specific duties which the person is qualified to perform by knowledge, training or experience.
<b>Contractor/ Sub-Contractor</b>	Is defined as any company, individual, supplier or entity bound by a contractual arrangement with UGL Services to provide a service or undertake site work.
<b>Contractor Personnel</b>	Qualified and competent employees of the Contractor/Sub-Contractor required to undertake work on behalf of UGL Services.
<b>Hazard</b>	Means any thing (including an intrinsic property of a thing), or situation with the potential to cause harm to people, damage to property or the environment or a combination of these.
<b>Incident</b>	An unplanned or undesirable event resulting in, or has the potential for, personal injury, loss of productivity, environmental damage or property damage.
<b>May/Should</b>	Signifies an action which is optional (but preferred)
<b>Plant</b>	Includes any machinery, equipment (including scaffolding), appliance, implement or tool, including any component, fitting or accessory to any machinery, equipment (including scaffolding), appliance, implement or tool.
<b>Risk</b>	Means the likelihood of a hazard causing harm to people or damage to property or the environment.

TERM	DEFINITION
<b>Safe Work Method Statement</b>	Means a statement that: <ul style="list-style-type: none"> <li>identifies a work activity assessed as having a safety risk or risks;</li> <li>states the safety risk or risks;</li> <li>describes the control measures that will be applied to the work activity;</li> <li>describes how safety measures will be implemented to do the work safely; and</li> <li>includes a description of the equipment used in the work, the qualifications of the personnel doing the work and the training required to do the work safely.</li> </ul>
<b>Shall</b>	Signifies an action that is mandatory.
<b>Site Manager</b>	The person responsible for all UGL Services activities on a particular site or for a particular contract or project. This person is responsible for health, safety, security and environmental performance. The site manager position will usually include Facility Manager, Contract Manager, Office Manager, Project Manager and similar functions.
<b>Site/ Premises</b>	Is defined as any building, structure, land, installation, etc, that is owned or leased by the client.

## Induction Modules

To facilitate UGL Services in inducting approved Contractors, this *Contractor Employee Induction Manual* is forwarded as a self-learning tool for all Contractors to implement.

The core induction sections are as follows:

- Service Provision Requirements;
- General Occupational Health and Safety Requirements;

## Contractor Acknowledgement

After reading this manual, prospective UGL Services Contractors must complete:

- OHS Questionnaire with 100% pass mark

**NOTE:** All Contractor Employees' **must** complete the Contractor Employee Induction Questionnaire.

## OHS Legislation

The Contractor is responsible for identifying all Acts, Regulations, Codes of Practice, Australian Standards and industry standards that are applicable to the scopes of works being undertaken and agree to comply in full with all requirements.



## SERVICE PROVISION REQUIREMENTS

### Client Policies and Procedures

It is a requirement of the Contractor to ensure awareness and conformity to the Client Policies and Procedures.

Contractors must adhere to Client-specific policies and procedures. UGL Services Facility Managers are responsible for ensuring that Contractors meet these requirements. Any enquiries regarding information relating to Client-specific requirements can be obtained from your UGL Services contact; specific procedures will be provided to the Contractor as they apply to the scope of services provided.

To the extent that they are not inconsistent with the Contractor's occupational health and safety statutory obligations, the Contractor shall, as a minimum, comply with and ensure its employees, agents and Contractors comply with the Client's policies and procedures which are relevant to the work activities performed.

### Timely Provision of Service

Services are to be carried out in a timely and diligent manner to ensure minimum interruption to Client business operations. Response times will be clearly defined when works are issued.

Contractors must ensure that wherever possible the Client's business operations are not interrupted. If it is necessary to interrupt services it is to occur at a time that causes the least inconvenience to the Client, any interruption to the Client's business operations must first be approved by UGL Services prior to the commencement of the work activity.

### Public Relations

Contractors shall always be attentive and courteous to all Client personnel. Where a customer complaint can be verified, action may result in a review of your registration.

### Confidentiality Agreement

All Contractor and Contractor personnel are bound by the confidentiality agreement in the *Terms of Agreement*.

# GENERAL OCCUPATIONAL HEALTH AND SAFETY REQUIREMENTS

## Employer (Contractor) Responsibilities (General Duty of Care)

Contractors must comply with all applicable OHS&E Acts and Regulations, Codes of Practice, Standards, Compliance Codes and the appropriate (UGL Services and the Client) Policies and Procedures.

It is the Contractor's responsibility to ensure that they make themselves aware of all their legislative responsibilities as well as specific procedural requirements that they must comply with while working at Client sites.

The Contractor is responsible for ensuring that their operations comply with all Local, State/Territory, and Federal statutory requirements as apply to their undertakings.

In general these responsibilities include, but are not limited to:

### ***To ensure that there are safe systems of work***

- To ensure that all personnel are made aware through an induction, of the legislative, Client and UGL Services OHS&E requirements.
- To implement an approved hazard identification and risk assessment process to identify and control hazards on the job.
- To develop procedures and / or safe work instructions for the work undertaken by their employees and ensure that all personnel are aware of the correct procedures and safe working instructions to be followed.
- To develop, implement and monitor performance against a Safety Plan (where this is not appropriate permission may be given for the UGL Services Plan to be adopted).
- Provide the appropriate Personal Protective Clothing/Equipment to employees to protect them from hazards that cannot be controlled through other methods, train personnel in its use and ensure that it is worn as required.

### ***To ensure that safe plant, equipment tools and materials are used at the work site***

- To ensure that all plant, equipment and tools that are brought onto the work site are in a safe condition and meet all legislative, Client and UGL Services requirements.
- To ensure that all personnel required to work on, and/or use equipment/plant and tools are competent and where required have the appropriate licence(s).
- To keep records of all training, licences held, tools/plant/equipment inspections (as legislatively or otherwise required).

### ***To ensure that employees are provided with information, instruction, training and competent supervision***

- All personnel working on site must have the required licences and national certificates of competency (where applicable). It is the responsibility of the Contractor to ensure that all personnel have the required training and experience to undertake their jobs in a safe manner.
- The Contractor must ensure that there is competent supervision of the work undertaken.

## Contractor Personnel Responsibilities

- Take reasonable care for their own safety and health and for the safety and health of other persons who may be affected by their acts or omissions in the workplace;
- Co-operate with their employer, and comply with all employer and statutory requirements;
- Not wilfully or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare; and

- Use equipment in accordance with any instructions given by the employer consistent with its safe and proper use.

## Consultation requirements

Each State, Territory or Commonwealth OHS Act requires employers to consult with their employees in relation to OHS.

It is expected that the Contractor will have mechanisms in place to inform their employees of OHS information that is relevant to their work.

## Prohibitions

**Intoxicants and Drugs** – The use or possession of intoxicants or non-prescribed drugs by any person at the Client's facility is prohibited. Any person involved in the performance of the services provided on behalf of UGL Services who is found in possession of, or under the influence of these substances will be immediately removed from the workplace.

**Cameras** – Other than as required for work activities, the taking of photographs at the Client's premises is prohibited. Where the Contractor is required to take photographs, this must be arranged through the UGL Services contact.

**Client plant and equipment** – The Client's plant and equipment must not be operated by the Contractor's personnel without the permission of the Client, this can be arranged through the UGL Services contact.

**Smoking**– Smoking is not permitted on any client site. Persons found to be smoking in prohibited areas will be immediately removed from site, their induction revoked and they will not be permitted to work on behalf of UGL Services.

## Approvals

Prior to any of the following activities being undertaken, the Contractor **MUST** obtain written approval from UGL Services and the Client through the Permit to Work process:

- Access to roof areas
- Bringing of hazardous substances (chemicals) onto a site
- Confined space entry
- Construction work including, excavations / trenching
- Hot work
- Impairment of fire detection / protection services
- Isolation of ANY services
- Work on gas installations

## Hazard & Fault Reporting

Where the Contractor identifies a hazard in the workplace, they must:

- Rectify the situation, if possible and safe to do so;
- If it is not possible to rectify, make the area safe and prevent other persons from interacting with the hazard, eg. erect barricading or signage;
- Report the hazard as soon as possible to the Client and UGL Services; and
- Highlight on the service docket any faults encountered, and if fault is urgent follow up with phone call.

## Incident / Injury Reporting and Investigation

All injuries and incidents must be reported to UGL Services as soon as possible after they occur:

- For incidents where Medical Treatment /Hospitalisation is required, where a person receives an electric shock, or damage, the notification must occur within one hour.
- For other incidents, reports must be received with 24 hours.
- Depending upon the nature of the incident UGL Services will decide the extent of the investigation to be undertaken.
- All incidents will be reported to the Client via UGL Services.
- Non-reporting of an incident may result in a review of the Contractor's registration.

## Notifiable Incidents

Contractor personnel must immediately report to applicable Authority and UGL Services if the incident is classified as notifiable in accordance with applicable OHSE Legislation.

## Site Induction

Contractors working on Client premises must familiarise themselves with the emergency response procedures for that location, including emergency exits, evacuation procedures, assembly points, emergency notification, etc.

The Contractor is responsible for equipping its personnel with the necessary first aid equipment and training to deal with any injuries that may occur during the course of the work.

## Protection For the Client and Public

The Contractor must ensure that the execution of its work does not:

- Place any person at risk of injury or cause damage to plant, property or the environment;
- Have an adverse impact or cause inconvenience to any person; or
- Limit the ability of the Client's personnel or public to use the facilities of the Client.

Where the Contractor is required to work in areas where other persons are present the following actions must be complied with;

- Client to be notified when work is to begin;
- A risk assessment will be completed prior to any work commencing.

## Hazard Identification & Risk Assessment

It is a requirement for a hazard identification and risk assessment to be conducted prior to performing any task done by the person who is performing that task. The objective of this process is to;

- Identify potential job and work environment hazards prior to commencement of the work;
- Take what ever action is necessary to eliminate or reduce the hazards;
- Notify the Client of the work to be undertaken and any specific precautions which may need to be taken eg. area barricaded off.

Risk assessments can take a number of forms.

- Job Safety Analysis;
- Standard Work Instructions / Procedures Checklist;
- Safe Work Method Statements

The type of risk assessment needed is dependant on the Risk Categorisation which is dictated by scope of works the Contractor is undertaking.

Contractor personnel must be able to demonstrate an appropriate form of risk assessment before they will be permitted to work at the Client facility.

Risk assessments provided by the Contractor will be reviewed by UGL Services and may be forwarded to the Client for approval. Both UGL Services and the Client will verify compliance with Risk Assessments while work is being conducted. Where risk assessments are found to be substandard or where work practices are not complying with the risk assessment, the Contractor will not be permitted to commence or continue with the works until the risk assessment or work activities meet the required standard.

*It is recommended that a range of "common task" risk assessments are developed to suit the range of tasks that the Contractor will undertake, these can be used for repetitious jobs **as long as an area work assessment is completed prior to starting.***

## Plant & Equipment

Contractors who use plant and equipment for the provision of services to UGL Services must ensure plant and equipment complies with all relevant OHS legislation and standards.

Plant and equipment must have operators who are trained to use the equipment, and who have the necessary licence or a National Certificate of Competency.

Contact the Client and/or UGL Services to obtain permission to operate and use Client plant or equipment.

## Isolation /Lockout and Tagout of In-service Plant and Equipment

Working on plant or equipment that has not been isolated is **NOT** permitted unless written permission is obtained from the UGL Services contact and where required the Client contact.

## Live Electrical Work

In addition to statutory requirements, UGL Services procedure for working on 'live' equipment must be followed, this will be provided to the Contractor when required. A permit to work is required for live electrical work.

## Working At Height / Fall Prevention

It is the responsibility of the Contractor to make themselves familiar with the legislative requirements relating to working at heights and ensures that where there is a potential for any person to fall from one level to another, that the fall hazard is controlled to prevent this eventuality from occurring. A permit to work is required for working at heights in excess of 2 metres.

## Lifting Equipment

Lifting equipment includes chain, rope, winches, ratchet winch, slings, pulleys, shackles, cranes, forklifts, hoists etc. or any similar devices intended for the lifting of objects must be suitable for the task and comply with all relevant State/Territory legislation and standards. Contractor personnel must be competent and appropriately licensed to operate the equipment.

## Hot Work

Persons performing hot work must be suitably qualified to do so. If welding, qualifications must be supplied to UGL Services upon request. A permit is required for hot work.

## Housekeeping

It is the Contractor's responsibility to ensure that while working at the Client premises that the work area is maintained in a clean and safe condition, such that employees, Client personnel or members of the public are not put at risk of injury or disease.

The Contractor must inspect the work area regularly to ensure that it is in a safe condition. Depending upon the length of the task, work area inspections may need to be undertaken to ensure that high standards of housekeeping are maintained.

## Hazardous Substances

Prior to bringing any hazardous substance onto the Client's premises the Contractor **must** submit to UGL Services a list of all hazardous substances **and** the Material Safety Data Sheet (MSDS) for each hazardous substance that is proposed to be used. If the substance is to be kept on the client site, written approval must be given by UGL Services and possibly the Client.

## Dangerous goods

The Client must give approval for the storage of any Dangerous Goods at their premises; this will need to be arranged through UGL Services;

**Any spillage of a hazardous substance or dangerous good must be reported to UGL Services and the Client immediately**

**NOTE:** *Responsibility for cleaning up any spillage remains with the Contractor, they must ensure that they have available the appropriate equipment to contain and clean up any spillage that may occur.*

## Disposal of Waste Materials

The Contractor is responsible for the disposal of all waste materials generated from their work activities. Waste materials must not be placed in the Client's waste bins or disposed of in non-approved refuse disposal areas.

## Lone & Isolated Work

There may be circumstances where the Contractor's work involves personnel working by themselves or working in remote areas or areas where there are no other personnel in the immediate area. In these circumstances the Contractor must have procedures in place to ensure that personnel are not placed at risk of injury or in a situation where they cannot call for help should an emergency situation arise.

## Restricted areas

To obtain key access to restricted areas, arrangements will have to be made through the UGL Services or Client contact.

## Biological Hazards

### Management of Sharps

In the event of a 'sharp', i.e. used syringe, being found the Contractor must inform the Client and UGL Services.

### Cooling Towers

Client cooling towers are inspected, tested, and treated on a regular basis to prevent the growth of biological organisms. As an added precaution however, it is recommended that the Contractor advises their employees to wear a P2 respirator when working in the vicinity of cooling towers to prevent the inhalation of water droplets.

## Personal Protective Clothing And Equipment

The Contractor is responsible for providing the necessary personal protective clothing and equipment (PPE) to their employees. This responsibility also includes the requirement to maintain the PPE in good condition and ensure that personnel have received instruction on how and maintain it correctly.

- PPE requirements will be identified through job risk assessment.

## OHS QUESTIONNAIRE

Complete the OHS questionnaire to demonstrate competency.

## UGL SERVICES INDUCTION CARD

On successful completion of the OHS Questionnaire and a pass mark of 100% achieved, a UGL Services induction card will be issued by the Contractor.

It is a requirement that this card is carried with you at all times while working on behalf of UGL Services and must be produced upon request. Failure to produce a current and valid induction card may result in a non-conformance being issued and you may be requested to leave the clients premises.

## UGL SERVICES CONTACTS

### Customer Service Centre

**Phone:** 1800 067 950

**Fax:** 02 6261 8222

**Email:** [contractor.registration@ugllimited.com](mailto:contractor.registration@ugllimited.com)

**Post:** UGL Services  
Contractor Registration Team  
Level 3, 111 Coventry Street  
South Melbourne  
VIC 3205

## OHS QUESTIONNAIRE

### INSTRUCTIONS

1. To be completed by ALL Contractor Employees
2. 100% Pass Mark Required
3. Complete 6. *Contractor Employee Training Register*
4. Keep this completed questionnaire for audit purposes.

Name (Print): \_\_\_\_\_ Induction Date: \_\_\_\_\_ / \_\_\_\_\_ / 20\_\_\_\_

Company Name: \_\_\_\_\_

1. Who is responsible for identifying all OHS Acts, Regulations, Codes of Practice and Standards that are applicable to the scope of works being undertaken by the contractor?

- ☐ Contractor  
☐ UGL Services  
☐ Client

2. Are contractors required to conform with Client OHS Policies and Procedures?

- ☐ Yes  
☐ No  
☐ Only if requested to do so by UGL Services or the Client.

3. The contractor must ensure that all personnel who perform work on behalf of their organisation have the appropriate skills, competencies and licences to perform that work.

- ☐ True  
☐ False

4. When must a hazard identification / risk assessment be performed?

- ☐ Prior to performing any task.  
☐ Only on hazardous tasks  
☐ Only when requested by UGL Services or the client.

5. What incidents must be reported to UGL Services?

- ☐ Injury requiring attention by a doctor  
☐ When a client's property is damaged  
☐ When requested to by the client  
☐ All of the above

6. All services are to be carried out in a timely and diligent manner without regard to any interruption that may be caused to the clients business operations.

- ☐ True  
☐ False



## 4. Contractor Employee OHS Questionnaire

SH-02-ST004



7.	<b>It is a requirement of my contract that I may be subject to an Audit / Inspection at any time, the purpose of which is to determine compliance to applicable security and OH&amp;S requirements.</b>
	<input type="checkbox"/> True <input type="checkbox"/> False
8.	<b>The contractor is responsible for ensuring that their operations comply with local, state and federal statutory requirements as applies to their undertakings. In general these responsibilities include, but are not limited to:</b>
	<input type="checkbox"/> To ensure that there are safe systems of work <input type="checkbox"/> To ensure that safe plant, equipment, tools and material are used at the work site <input type="checkbox"/> To ensure that employees are provided with information, instruction, training and competent supervision <input type="checkbox"/> All of the above
9.	<b>The contractor must obtain prior approval from UGL Services and the client PRIOR to starting which activities?</b>
	<input type="checkbox"/> Access to roof areas <input type="checkbox"/> Bringing of hazardous substances (chemicals) to site <input type="checkbox"/> Confined space entry <input type="checkbox"/> Creating of surface penetrations <input type="checkbox"/> Construction work <input type="checkbox"/> Hot work <input type="checkbox"/> Impairment of fire detection / protection services <input type="checkbox"/> Isolation of any services <input type="checkbox"/> Work on gas installations <input type="checkbox"/> All of the above
10.	<b>All contractors must ensure that the execution of its work does not:</b>
	<input type="checkbox"/> Place any person at risk of injury / disease, cause damage to plant, property of the environment. <input type="checkbox"/> Have an adverse impact or cause inconvenience to any person. <input type="checkbox"/> Limit the ability of the Client's personnel or members of the public to use the facilities of the client. <input type="checkbox"/> All of the above <input type="checkbox"/> None of the above
11.	<b>UGL Services is responsible for the disposal of all waste materials generated from contractor work activities. Waste materials may be placed in client waste bins or disposed of in non-approved refuse disposal areas.</b>
	<input type="checkbox"/> True <input type="checkbox"/> False
12.	<b>The contractor is responsible for providing the necessary personal protective clothing and equipment (PPE) to their employees. This responsibility also includes the requirement to maintain the PPE in good condition and ensuring that personnel have received instruction on how to maintain it correctly.</b>
	<input type="checkbox"/> True <input type="checkbox"/> False

## 4. Contractor Employee OHS Questionnaire

SH-02-ST004



13. It is the Contractors responsibility to ensure that while working at the clients premises that the work area is maintained in a clean and safe condition, such that employees, Client personnel or members of the public are not put at risk of injury or disease.

☐ True  
☐ False

14. Where risk assessments are found to be sub-standard or where work practices are not complying with the risk assessment, the contractor will not be permitted to commence or continue with the works until the risk assessment or work activities meets the required standard.

☐ True  
☐ False

15. Prior to the commencement of work, who is responsible for ensuring that provisions are available for prompt treatment to your employees in the event of an injury?

☐ Contractor  
☐ UGL Services  
☐ Client  
☐ All of the above

16. When entering a client occupied premises you must? (Tick correct answers)

☐ Inform the client representative that you have arrived, the work to be undertaken and sign the visitors register.  
☐ Proceed directly to the work site and commence work

I certify that I have completed the above questionnaire.

Signature: \_\_\_\_\_

## OHS QUESTIONNAIRE ANSWERS

1. **Who is responsible for identifying all OHS Acts, Regulations, Codes of Practice and Standards that are applicable to the scope of works being undertaken by the contractor?**
  - ☒ Contractor
  - ☐ UGL Services
  - ☐ Client
2. **Are contractors required to conform with Client OHS Policies and Procedures?**
  - ☒ Yes
  - ☐ No
  - ☐ Only if requested to do so by UGL Services or the Client.
3. **The contractor must ensure that all personnel who perform work on behalf of their organisation have the appropriate skills, competencies and licences to perform that work.**
  - ☒ True
  - ☐ False
4. **When must a hazard identification / risk assessment be performed?**
  - ☒ Prior to performing any task.
  - ☐ Only on hazardous tasks
  - ☐ Only when requested by UGL Services or the client.
5. **What incidents must be reported to UGL Services?**
  - ☐ Injury requiring attention by a doctor
  - ☐ When a client's property is damaged
  - ☐ When requested to by the client
  - ☒ All of the above
6. **All services are to be carried out in a timely and diligent manner without regard to any interruption that may be caused to the clients business operations.**
  - ☐ True
  - ☒ False
7. **It is a requirement of my contract that I may be subject to an Audit / Inspection at any time, the purpose of which is to determine compliance to applicable security and OH&S requirements.**
  - ☒ True
  - ☐ False
8. **The contractor is responsible for ensuring that their operations comply with local, state and federal statutory requirements as applies to their undertakings. In general these responsibilities include, but are not limited to:**
  - ☐ To ensure that there are safe systems of work
  - ☐ To ensure that safe plant, equipment, tools and material are used at the work site
  - ☐ To ensure that employees are provided with information, instruction, training and competent supervision
  - ☒ All of the above
9. **The contractor must obtain prior approval from UGL Services and the client PRIOR to starting which activities?**
  - ☐ Access to roof areas
  - ☐ Bringing of hazardous substances (chemicals) to site
  - ☐ Confined space entry
  - ☐ Creating of surface penetrations

## 5. Contractor Employee OHS Answers

### SH-02-ST005



- ☐ Construction work
- ☐ Hot work
- ☐ Impairment of fire detection / protection services
- ☐ Isolation of any services
- ☐ Work on gas installations
- ☒ All of the above

**10. All contractors must ensure that the execution of its work does not:**

- ☐ Place any person at risk of injury / disease, cause damage to plant, property of the environment.
- ☐ Have an adverse impact or cause inconvenience to any person.
- ☐ Limit the ability of the Client's personnel or members of the public to use the facilities of the client.
- ☒ All of the above
- ☐ None of the above

**11. UGL Services is responsible for the disposal of all waste materials generated from contractor work activities. Waste materials may be placed in client waste bins or disposed of in non-approved refuse disposal areas.**

- ☐ True
- ☒ False

**12. The contractor is responsible for providing the necessary personal protective clothing and equipment (PPE) to their employees. This responsibility also includes the requirement to maintain the PPE in good condition and ensuring that personnel have received instruction on how to maintain it correctly.**

- ☒ True
- ☐ False

**13. It is the contractors responsibility to ensure that while working at the clients premises that the work area is maintained in a clean and safe condition, such that employees, Client personnel or members of the public are not put at risk of injury or disease.**

- ☒ True
- ☐ False

**14. Where risk assessments are found to be sub-standard or where work practices are not complying with the risk assessment, the contractor will not be permitted to commence or continue with the works until the risk assessment or work activities meets the required standard.**

- ☒ True
- ☐ False

**15. Prior to the commencement of work, who is responsible for ensuring that provisions are available for prompt treatment to your employees in the event of an injury?**

- ☒ Contractor
- ☐ UGL Services
- ☐ Client
- ☐ All of the above

**16. When entering a client occupied premises you must? (Tick correct answers)**

- ☒ Inform the client representative that you have arrived, the work to be undertaken and sign the visitors register.
- ☐ Proceed directly to the work site and commence work

## 6. Contractor Employee Training Register

SH-02-ST006



### INSTRUCTIONS

1. To be completed by all Contractors/Sub-contractors Employees, engaged by UGL Services who have completed UGL Services Induction
2. **KEEP** this completed register for audit purposes.
3. **SEND** a copy of the completed Register to UGL Services Registration Team on:  
Fax: 02 6261 8222  
Email: contractor.registration@ugllimited.com

Company: \_\_\_\_\_ ABN: \_\_\_\_\_

I, \_\_\_\_\_ being a duly authorised officer certify that the employees listed below:

1. will be performing services at the request of **UGL Services**;
2. have read and understood the UGL Services Contractor Induction Manual; and
3. have each completed the induction questionnaire and obtained a result of 100%.

Serial	Name
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
13	
14	
15	

Serial	Name
16	
17	
18	
19	
20	
21	
22	
23	
24	
25	
26	
27	
28	
29	
30	

I have retained a copy of all completed questionnaires and agree to provide a copy to UGL Services upon request.

Signature: \_\_\_\_\_ Position: \_\_\_\_\_

Date:        /        / 20

## 7. Contractor Employee Induction Card

SH-02-ST007



### INSTRUCTIONS

1. To be completed and issued to all Contractor Employees who have successfully completed the *Contractor Employee Induction*
2. All Contractor Employees to produce Induction Card when requested while doing work on behalf of UGL Services.



#### CONTRACTOR INDUCTION CARD

Company: \_\_\_\_\_

Contractor Name: \_\_\_\_\_

has completed the UGL Services Contractor Induction

Date Completed: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Signature: \_\_\_\_\_

Fold Here

#### REPORT ALL INCIDENTS AND INJURIES IMMEDIATELY

1. Stop and look
2. Think the task through
3. Identify the hazards
4. Control and communicate
5. Do the task safely



#### CONTRACTOR INDUCTION CARD

Company: \_\_\_\_\_

Contractor Name: \_\_\_\_\_

has completed the UGL Services Contractor Induction

Date Completed: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Signature: \_\_\_\_\_

Fold Here

#### REPORT ALL INCIDENTS AND INJURIES IMMEDIATELY

1. Stop and look
2. Think the task through
3. Identify the hazards
4. Control and communicate
5. Do the task safely



#### CONTRACTOR INDUCTION CARD

Company: \_\_\_\_\_

Contractor Name: \_\_\_\_\_

has completed the UGL Services Contractor Induction

Date Completed: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Signature: \_\_\_\_\_

Fold Here

#### REPORT ALL INCIDENTS AND INJURIES IMMEDIATELY

1. Stop and look
2. Think the task through
3. Identify the hazards
4. Control and communicate
5. Do the task safely



#### CONTRACTOR INDUCTION CARD

Company: \_\_\_\_\_

Contractor Name: \_\_\_\_\_

has completed the UGL Services Contractor Induction

Date Completed: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Signature: \_\_\_\_\_

Fold Here

#### REPORT ALL INCIDENTS AND INJURIES IMMEDIATELY

1. Stop and look
2. Think the task through
3. Identify the hazards
4. Control and communicate
5. Do the task safely

## 8. Contractor Company Registration Form

SH-02-ST008



### INSTRUCTIONS

1. Complete ALL details (where applicable)
2. Attached all evidence
3. **SEND** to UGL Services Registration Team

### COMPANY DETAILS

Company Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_ ABN: \_\_\_\_\_

Address:  
(Physical location) \_\_\_\_\_

Country: \_\_\_\_\_ State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Mail Address:  
(if different from above) \_\_\_\_\_

Country: \_\_\_\_\_ State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Vendor Type: ☐ Contractor ☐ Supplier Only ☐ Managing Agent/Landlord

### BANK DETAILS

Name of Bank (EFT): \_\_\_\_\_

Account Name: \_\_\_\_\_

Bank Address: \_\_\_\_\_

BSB: \_\_\_\_\_ Account Number: \_\_\_\_\_

### CONTACT/SERVICE CENTRE DETAILS

Telephone No.	Country Code	Area Code	Local Number
---------------	--------------	-----------	--------------

Business Hours:	+	( )	_____
-----------------	---	-----	-------

After Hours:	+	( )	_____
--------------	---	-----	-------

Mobile:	+	( )	_____
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Fax:	+	( )	_____
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Email: \_\_\_\_\_

Service Order Email: \_\_\_\_\_

8. Contractor Company Registration Form

## 8. Contractor Company Registration Form SH-02-ST008



SERVICES PROVIDED					
Service	License Provided	Service	License Provided	Service	License Provided
<input type="checkbox"/> Auditing	<input type="checkbox"/>	<input type="checkbox"/> Electricity Supply	<input type="checkbox"/>	<input type="checkbox"/> Pool Maintenance	<input type="checkbox"/>
<input type="checkbox"/> Air conditioning	<input type="checkbox"/>	<input type="checkbox"/> External Building Clean	<input type="checkbox"/>	<input type="checkbox"/> Power Generator maintenance	<input type="checkbox"/>
<input type="checkbox"/> Architectural Services	<input type="checkbox"/>	<input type="checkbox"/> Fire Equipment	<input type="checkbox"/>	<input type="checkbox"/> Fitouts/Minor Projects	<input type="checkbox"/>
<input type="checkbox"/> Automatic Doors	<input type="checkbox"/>	<input type="checkbox"/> Fire Systems	<input type="checkbox"/>	<input type="checkbox"/> General Maintenance	<input type="checkbox"/>
<input type="checkbox"/> Battery Servicing	<input type="checkbox"/>	<input type="checkbox"/> FM Services	<input type="checkbox"/>	<input type="checkbox"/> Medical Equipments	<input type="checkbox"/>
<input type="checkbox"/> Blinds	<input type="checkbox"/>	<input type="checkbox"/> Furniture	<input type="checkbox"/>	<input type="checkbox"/> Roller Doors	<input type="checkbox"/>
<input type="checkbox"/> Boiler Maintenance	<input type="checkbox"/>	<input type="checkbox"/> Furniture – Repairs	<input type="checkbox"/>	<input type="checkbox"/> Sanitary	<input type="checkbox"/>
<input type="checkbox"/> Building Maintenance	<input type="checkbox"/>	<input type="checkbox"/> Gas	<input type="checkbox"/>	<input type="checkbox"/> Safe/ Vault Service	<input type="checkbox"/>
<input type="checkbox"/> Building Management Systems	<input type="checkbox"/>	<input type="checkbox"/> Indoor Plants	<input type="checkbox"/>	<input type="checkbox"/> Signage	<input type="checkbox"/>
<input type="checkbox"/> Carpet/Vinyl	<input type="checkbox"/>	<input type="checkbox"/> Relocation/Removal	<input type="checkbox"/>	<input type="checkbox"/> Security	<input type="checkbox"/>
<input type="checkbox"/> Carpentry	<input type="checkbox"/>	<input type="checkbox"/> Glazier	<input type="checkbox"/>	<input type="checkbox"/> Telephony	<input type="checkbox"/>
<input type="checkbox"/> Cleaning	<input type="checkbox"/>	<input type="checkbox"/> Grounds Maintenance	<input type="checkbox"/>	<input type="checkbox"/> Tiling	<input type="checkbox"/>
<input type="checkbox"/> Cleaning - Graffiti	<input type="checkbox"/>	<input type="checkbox"/> Heating Systems	<input type="checkbox"/>	<input type="checkbox"/> Toilet Requisites/ Consumables	<input type="checkbox"/>
<input type="checkbox"/> Gardening	<input type="checkbox"/>	<input type="checkbox"/> Infra Red Surveys	<input type="checkbox"/>	<input type="checkbox"/> Waste Removal	<input type="checkbox"/>
<input type="checkbox"/> White Goods Repair	<input type="checkbox"/>	<input type="checkbox"/> Lift Services	<input type="checkbox"/>	<input type="checkbox"/> Water & Sewerage	<input type="checkbox"/>
<input type="checkbox"/> Refrigeration	<input type="checkbox"/>	<input type="checkbox"/> Locksmiths	<input type="checkbox"/>	<input type="checkbox"/> Water Testing	<input type="checkbox"/>
<input type="checkbox"/> Computer Room Services	<input type="checkbox"/>	<input type="checkbox"/> Office Equipment	<input type="checkbox"/>	<input type="checkbox"/> Medical Equipment	<input type="checkbox"/>
<input type="checkbox"/> Communications	<input type="checkbox"/>	<input type="checkbox"/> Painting	<input type="checkbox"/>	<input type="checkbox"/> CCTV	<input type="checkbox"/>
<input type="checkbox"/> Construction	<input type="checkbox"/>	<input type="checkbox"/> Plumbing	<input type="checkbox"/>	<input type="checkbox"/> TV/DVD/VCR Repairs	<input type="checkbox"/>
<input type="checkbox"/> Consultancies	<input type="checkbox"/>	<input type="checkbox"/> Pest Control	<input type="checkbox"/>	<input type="checkbox"/> All Trades	<input type="checkbox"/>
<input type="checkbox"/> Electrical	<input type="checkbox"/>	<input type="checkbox"/> Electrical Tube/Globes	<input type="checkbox"/>		
<input type="checkbox"/> Other (please specify) _____					

INSURANCES, LICENCES AND ACCREDITATION	
All copies provided must display expiry date, member or policy number, company name and value of insurance.	
Public Liability Insurance* (\$10million minimum)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Professional Indemnity Insurance (if providing an advice/consulting service)*	<input type="checkbox"/> Yes <input type="checkbox"/> No
Workers Compensation Insurance for each state*	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> NSW <input type="checkbox"/> VIC <input type="checkbox"/> QLD <input type="checkbox"/> SA <input type="checkbox"/> WA <input type="checkbox"/> TAS <input type="checkbox"/> ACT <input type="checkbox"/> NT	
Contractor Company Licences* (if sub-contracting out the work)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Individual Trade Licences* (of employees conducting the work)	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>*Copies must be attached to registration</b>	



## 8. Contractor Company Registration Form

SH-02-ST008



### Areas Serviced

Please list your office details and the areas/suburbs that they service.

Office Name	Office Address	Areas Services

### Charge Out Rates

Hourly Rate Normal Hours:	\$
Hourly Rate After Hours:	\$
Hourly Rate for Travelling (rate per hour):	\$
Minimum call out charge normal hours:	\$
Minimum call out charge after hours (weekdays)	\$
Minimum call out charge after hours (weekends and public holidays):	\$
km Rate for Travelling (rate per km):	\$
Please provide any other details as appropriate:	

## **Terms of Agreement**

### **1 Appointment**

- 1.2 UGL Services appoints the Contractor and the Contractor accepts its appointment, to provide the services at UGL Services managed locations (the "Sites") as specified by UGL Services from time to time (the "Assignment"), subject to the terms and conditions set out (this "Agreement").
- 1.3 UGL Services is not obliged to pay for any Assignments from the Contractor except to the extent UGL Services has been presented with an original, duly completed, Contractor Assignment Form signed by someone with the authority to bind the relevant UGL Services client (usually client staff member).
- 1.4 It is the contractors responsibility to inform UGL Services of attendance, completion or if additional time is required to complete the works. Failure to inform will delay payment.

### **2 Confidentiality and Privacy**

- 2.1 The contractor shall keep confidential and shall not disclose or make available directly or indirectly to any third party, any information or material of whatever nature and in whatever medium which becomes available to the Contractor in the course of providing services under this Agreement ("Confidential Information").
- 2.2 In particular, the Contractor shall not publicise the existence of the Agreement or any of its terms or any other matter related to it without first obtaining the written approval of UGL Services.
- 2.3 The Contractor shall keep confidential Personal Information of UGL Services. Personal information of UGL Services shall include any information or an opinion (including information forming part of the database), whether true or not and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained from the information or opinion, provided to the Contractor by UGL Services in connection with this Agreement.
- 2.4 The Contractor acknowledges that UGL Services is bound to comply with the National Privacy Principles as set out in the Commonwealth Privacy Act 1988. the contractor agrees to adhere to those principles and to any UGL Services privacy policies whenever it process or otherwise deals with Personal Information belonging to, on in the custody of UGL Services.
- 2.5 The Contractor's obligations under this clause shall continue after expiry or termination of this Agreement.

### **3 Insurance**

- 3.1 The Contractor must maintain:
- Public liability insurance, to the value of Australian dollars ten million (AUD\$10,000,000) per year, or such other sum as UGL Services direct from time to time; and
  - Any other insurance policies as required by law.
- 3.2 The contractor must provide UGL Services with copies of certificates of currency for the insurance policies relevant to the Assignment:
- 3.2.1 on the commencement date of this Agreement
  - 3.2.2 on each anniversary of the Agreement thereafter
  - 3.2.3 on the expiry of any previous insurance policy; and
  - 3.2.4 on request by UGL Services

### **4 Invoicing, Payment and Budget**

- 4.1 UGL Services shall pay on behalf of its Clients the fees for the services supplied by the Contractor, within thirty (30) days upon receipt of an original copy of the invoice and a duly signed Contractor Assignment Form. Contractor invoices must:
- Not be submitted via fax
  - Only the original copy will be accepted
  - Be received by UGL Services no later than the 12th day of each month for payments to be made prior to the 12th of the following month;
  - State a Fault Identification Number (eg. 123456-2003-NAB)
  - State the Purchase order number
  - JSA's that are compliant with OH&S Legislation

### **5 Security**

The contractors attending sites shall provide proof of identity including photographic identification. The contractor agrees to comply with any security checks or procedures required by clients before entering premises.

### **6 Confirmation**

## 8. Contractor Company Registration Form

SH-02-ST008



Advise the UGL Services Customer Service Centre when on site and again advise must be made to UGL Services Customer Service Centre by phone, Fax or Email to confirm time of that work is completed. Failure to comply will result in delay in payment

### **Contractor Declaration**

In signing this Agreement the Contractor acknowledges that the Contractor has:

- Read and shall comply with the terms and conditions of this Agreement
- Read and shall comply with General Requirements of the Contractors Manual
- Provided UGL Services with the current copies of the Contractors:
  - Public Liability insurance certificate
  - Workers Compensation insurance certificate
  - Quality Assurance accreditation certificate (where applicable)
  - License to Operate and trade certification; and
  - Details of Trade Association memberships
  - Details of Risk Assessments (where applicable)

Submitted by:

Position in Company:

**SUBMITTED BY (NAME):**

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**POSITION IN COMPANY:**

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**SIGNATURE**

Date    /    /

8. Contractor Company Registration Form