



# **Supplier User Guide – Work Health and Safety Requirements**

## *User Guide for Suppliers to Hunter Water Corporation (HWC)*

COPYRIGHT  
Copyright © 2013 Hunter Water Corporation  
All Rights Reserved

This document and all related documentation is the property of Hunter Water Corporation and may not be copied, sold, transferred or otherwise disposed of without written permission of the owners.

# CONTENTS

|           |  |           |
|-----------|--|-----------|
| <b>1</b>  | <b>INTRODUCTION</b> .....  | <b>3</b>  |
| 1.1       | Overview .....   | 3         |
| 1.2       | Objective .....  | 3         |
| 1.3       | Scope.....   | 3         |
| 1.4       | Definitions.....   | 3         |
| <b>2</b>  | <b>HWC WHS SUPPLY CATEGORISATION</b> .....                               | <b>7</b>  |
| <b>4</b>  | <b>DAMSTRA REGISTRATION</b> .....  | <b>8</b>  |
| <b>5</b>  | <b>MANAGING WHS RISKS</b> .....  | <b>8</b>  |
| 5.1       | Statutory Requirements .....   | 8         |
| 5.2       | HWC Fatal Risk Standards (FRS) .....                                     | 10        |
| 5.3       | Risk Management Fundamentals .....                                       | 10        |
| 5.4       | Work Health and Safety (WHS) Management System (if applicable).....      | 12        |
| 5.5       | Work Health and Safety (WHS) Management Plan (if applicable).....        | 13        |
| 5.6       | WHS Pre-Work Site Meeting (if applicable) .....                          | 14        |
| 5.7       | HWC Site Safety Rules .....  | 15        |
| 5.8       | Consultation .....   | 16        |
| <b>6</b>  | <b>INDUCTION, TRAINING, SUPERVISION, LICENCES AND COMPETENCIES</b> ..... | <b>17</b> |
| 6.1       | Inductions .....   | 17        |
| 6.2       | Training .....   | 18        |
| 6.3       | Supervision.....   | 20        |
| 6.4       | Licences and Competencies.....   | 20        |
| <b>7</b>  | <b>SERVICE PROVIDER WHS PERFORMANCE REPORT (IF REQUIRED)</b> .....       | <b>21</b> |
| <b>8</b>  | <b>INCIDENT NOTIFICATION AND INVESTIGATION</b> .....                     | <b>21</b> |
| <b>9</b>  | <b>EMERGENCY RESPONSE (IF REQUIRED)</b> .....                            | <b>22</b> |
| <b>10</b> | <b>MANAGING PANDEMICS</b> .....  | <b>22</b> |
| <b>11</b> | <b>SAFE WORK NSW AUTHORITY INSPECTIONS AND NOTICES</b> .....             | <b>22</b> |
| <b>12</b> | <b>AUDITS</b> .....  | <b>23</b> |
| <b>13</b> | <b>HUNTER WATER DOCUMENTS</b> .....                                      | <b>23</b> |
| <b>14</b> | <b>NSW GOVERNMENT PROCUREMENT DOCUMENTS</b> .....                        | <b>23</b> |
| <b>15</b> | <b>DOCUMENT CONTROL</b> .....  | <b>23</b> |
|           | <b>ADDENDIX 1 – SH&amp;W POLICY</b> .....                                | <b>25</b> |

# 1 INTRODUCTION

## 1.1 Overview

This Supplier User Guide sets the minimum Work Health and Safety (WHS) obligations of suppliers undertaking work for Hunter Water Corporation (HWC).

The WHS requirements contained or referred to in this Supplier User Guide, are in addition to, but are not in substitution for, any requirements under the Work Health and Safety Act 2011 (WHS Act), the Work Health and Safety Regulation 2017 (WHS Regulation), and the Codes of Practice, and do not limit the responsibilities of the supplier.

## 1.2 Objective

The objective of this Supplier User Guide is to ensure the health, safety and welfare at work of all persons involved with work being undertaken for HWC. This includes, but is not limited to:

- Ensuring the provision of a safe and health work environment and work practices for all who may be affected by work performed for HWC; and
- Ensuring that HWC workers and its suppliers comply with WHS legislation and can readily demonstrate compliance.

## 1.3 Scope

The requirements of this Supplier User Guide will be applied to all supply arrangements except construction and infrastructure projects which are managed by the Asset solutions section of HWC and subject to the "Contract Managers Safety Management Manual".

## 1.4 Definitions

**Arrangement** is a description of a contract, standing offer, scheme, or any other form of agreement between HWC and supplier/s, whether or not the arrangement creates a legal relationship between the parties. Models of supplier arrangements in place include:

- \* contracts between HWC and a supplier;
- \* standing offer agreements between HWC and suppliers, which establish the legal arrangements for contracts relating to the purchase of goods or services; and
- \* registration lists and prequalification schemes, under which Hunter Water then enter into contracts.

Whilst these models create different legal relationships between HWC and suppliers, procurement policy and procedures refer to these as 'arrangements' for the sake of simplicity.

**Construction project** - (as defined in WHS Regulation 2017, Cl. 292) is a project that involves construction work where the cost of the construction work is \$250,000 or more.

To calculate the costs the following is taken into account:

- project management costs;
- cost of fittings and furnishings; and
- any taxes, levies, or charges payable in connection to the work, excluding GST.

**Construction site** – is a site where construction work is carried out.

**Construction work** - (as defined in WHS Regulation 2017, Cl. 289 – Meaning of Construction Work) any work carried out in connection with the construction, alteration, conversion, fitting-out, commissioning, renovation, repair, maintenance, refurbishment, demolition, decommissioning or dismantling of a structure:

- (a) any installation or testing carried out in connection with an activity referred to above,
- (b) the removal from the workplace of any product or waste resulting from demolition,
- (c) the prefabrication or testing of elements, at a place specifically established for the construction work, for use in construction work,
- (d) the assembly of prefabricated elements to form a structure, or the disassembly of prefabricated elements forming part of a structure,
- (e) the installation, testing or maintenance of an essential service in relation to a structure,
- (f) any work connected with an excavation,

- (g) any work connected with any preparatory work or site preparation (including landscaping as part of site preparation) carried out in connection with an activity referred to above,
- (h) an activity referred to above, that is carried out on, under or near water, including work on buoys and obstructions to navigation.

**Note** - *WHS Regulation 2017, Cl. 290 2) (c) indicates that the Construction provisions of the legislation do not apply unless the plant is fixed plant on which outage work or overhaul work that involves or may involve work being carried out by 5 or more persons conducting businesses or undertakings at any point in time.*

**Consultancy Services** - means services engaged under contract on a temporary basis to provide recommendations or high-level specialist or professional advice to assist decision-making by management.

**Contract** – means any arrangement, including formal contract and/or agreement, or consultancy engagement, between HWC and supplier for the performance of work or delivery of a service.

**Contract Manager** - means designated HWC employee (or agent) authorised to manage the performance of the supplier and to authorise payments, for the provision of goods and services. The Contract Manager will be responsible for ensuring that the supplier is conducting work in compliance with HWC's WHS requirements and this may or may not be the same person as the HWC Project Manager.

**Damstra** – external supplier engaged to manage supplier competencies, real time tracking logging into and out of the Damstra system, providing HWC General Inductions and reporting.

**Emergency Response** – means the preparation, maintenance and implementation of an emergency response plan under WHS Regulation, Division 4 “Emergency Plans”, Section 43 “Duty to prepare, maintain and implement emergency plan”.

**Hazardous Chemical** – means any substance, mixture or article that satisfies the criteria for a hazard class in the Globally Harmonised System of Classification and Labelling of Chemicals (GHS) including a classification referred to in Schedule 6 of the WHS Regulations., but does not include a substance, mixture or article that satisfies the criteria solely for one of the following hazard classes:

- acute toxicity - oral - Category 5
- acute toxicity - dermal - Category 5
- acute toxicity - inhalation - Category 5
- skin corrosion/irritation - Category 3
- serious eye damage/eye irritation - Category 2B
- aspiration hazard - Category 2
- flammable gas - Category 2
- acute hazard to the aquatic environment – Category 1, 2 or 3
- chronic hazard to the aquatic environment - Category 1, 2, 3 or 4, or
- hazardous to the ozone layer.

**Health and Safety Representative (HSR)** - means the health and safety representative elected under WHS Act - Part 5, for the work group of which the worker is a member.

**High risk construction work** -

- (a) involves a risk of a person falling more than 2 metres, or
- (b) is carried out on a telecommunication tower, or
- (c) involves demolition of an element of a structure that is load-bearing or otherwise related to the physical integrity of the structure, or
- (d) involves, or is likely to involve, the disturbance of asbestos, or
- (e) involves structural alterations or repairs that require temporary support to prevent collapse, or
- (f) is carried out in or near a confined space, or
- (g) is carried out in or near:
  - (i) a shaft or trench with an excavated depth greater than 1.5 metres, or
  - (ii) a tunnel, or
- (h) involves the use of explosives, or

- (i) is carried out on or near pressurised gas distribution mains or piping, or
- (j) is carried out on or near chemical, fuel or refrigerant lines, or
- (k) is carried out on or near energised electrical installations or services, or
- (l) is carried out in an area that may have a contaminated or flammable atmosphere, or
- (m) involves tilt-up or precast concrete, or
- (n) is carried out on, in or adjacent to a road, railway, shipping lane or other traffic corridor that is in use by traffic other than pedestrians, or
- (o) is carried out in an area at a workplace in which there is any movement of powered mobile plant, or
- (p) is carried out in an area in which there are artificial extremes of temperature, or
- (q) is carried out in or near water or other liquid that involves a risk of drowning, or
- (r) involves diving work

**High Risk Work** – includes high risk activities that require a High Risk Licence including, but not limited to:

- (a) scaffolding;
- (b) dogging;
- (c) rigging;
- (d) operating a tower crane, derrick crane, portal boom crane, bridge and gantry crane, non-slewing mobile crane with a capacity exceeding three tonnes, or any slewing mobile crane;
- (e) operating a materials hoist or a personnel and materials hoist;
- (f) operating boom-type elevating work platform with a boom of 11 metres or more;
- (g) operating a concrete placing boom; and
- (h) operating a forklift

**High Risk Work (Additional):**

- (a) Work tasks rated as inherently high risk under the Fatal Risk Standards using the Health Safety and Environment Risk Matrix Operating plant including backhoe, dozer, excavator, wheeled or skid steer loader, front end loader, grader, roller, high pressure water jetter
- (b) Abrasive blasting
- (c) Assessing asbestos
- (d) Removing asbestos – Classes A & B
- (e) Confined space entry, work in accordance with issued permit, undertake confined space rescue
- (f) Operating and/or working from an elevated work platform <11 metres
- (g) Roof safety installation
- (h) Working at heights

**HWC Fatal Risk Standards (FRS)** - The Fatal Risk Standards are a Water Services Association Australia (WSAA) initiative to collectively identify the industry fatality potential topics and identify the critical controls (i.e. “must do’s, golden rules, critical elements”), with the aim of providing clarity to workers and leaders on the controls that will prevent fatality.

**Inherent Risk** – means the rated level of risk in a task where no controls or other mitigating factors are in place (i.e. before risk controls are implemented).

**Notifiable Incident** – outlined in the WHS Act 2011 as the “death of a person”, a “serious injury or illness” or a “dangerous incident” arising out of work carried out by a business or undertaking (PCBU). Notification is required of a serious injury or illness of a person if they require any of the following: immediate treatment as an in-patient in a hospital, treatment for an amputation, treatment for serious head or eye injuries, serious burns, treatment for loss of bodily function, spinal injury, serious lacerations, and medical treatment within 48 hours of exposure to a substance.

**Other HWC Personnel** - means designated HWC employee (or agent) authorised to manage the performance of the supplier and to authorise payments, for the provision of goods and services. The

HWC personnel will be responsible for ensuring that the supplier is conducting work in compliance with HWC's WHS requirements.

**Panel Supplier** – Suppliers placed on a HWC register following pre-qualification and established through a tender process. Pre-qualification may include agreed rates, terms and conditions.

**Persons** – Persons include all workers, visitors, or any person including public persons.

**Principal Contractor** – Refer to WHS Regulation 2011, Cl. 293 Principal Contractor. A principal contractor is a supplier engaged to undertake a construction project where HWC authorises the supplier to have management or control of the workplace. A construction project can have only one principal contractor at any specific time. Note: If the construction work is valued at \$250,000 or more, it is called a construction project and a principal contractor must oversee the project.

**Project Manager** – means designated HWC employee (or agent) authorised to manage the delivery of a project (capital or operational), through one or more of the various project phases. The Project Manager will be responsible for ensuring that the supplier is conducting work in compliance with HWC's WHS requirements and this may or may not be the same person as the Contract Manager.

**Purchase Orders** – Consist of three types generated from purchase requisitions and dependent upon type of spend:

\* **Direct Orders** – For 'one off' purchases of goods or services – created by Purchasing staff following receipt of a purchase requisition which may be initiated by any authorised HWC personnel

\* **Term Orders** – For multiple purchases of goods or services from a supplier with the costs being allocated to a number of different work order numbers – created by Purchasing Staff following receipt of a purchase requisition which may be initiated by any authorised HWC authorised personnel, usually following a supplier selection process as the result of a tender

\* **Service Orders** – For multiple purchases of goods or services from a supplier with the costs being allocated to only one work order number. These are generally used for progress payments on contracts or consultancies.

**Reasonably practicable** – Refer to WHS Act, Cl. 18 "What is reasonably practicable" in ensuring health and safety, and section 5.3.1.2 of this Manual.

**Safe Design** - Refer to WHS Act, Division 3, Section 22, Duties of persons conducting businesses or undertakings that design plant, substances or structures" and WHS Regulations, Part 6.2 "Duties of a Designer of Structure and Person Who Commission Construction Work" in ensuring health and safety, and compliance with 5.1.1 of this document.

**Site pre-work meeting** – an on-site meeting undertaken prior to work commencing, where the Supplier Representative is sanctioned and all known hazards associated with the work are discussed. This meeting would also include communication of HWC's WHS requirements and clarification of the known work scope with the supplier.

**Site specific WHS induction training** – training delivered to workers so that they are aware of the site specific WHS hazards and can recognise and avoid the risks associated with working on the site.

**Work site specific WHS management plan** – a plan that identifies work site specific responsibilities, risk management processes, safe work methods, incident management, and training.

Note: The Site Specific WHS Management Plan is described as a WHS management plan in the *WHS Regulation 2017: Section 6.4, Cl 309* where a Principal Contractor is nominated.

**Specific WHS training** - training associated with specific health and safety work procedures or practices, including, but not limited to, confined spaces and working at heights.

**Structure** - (as defined in WHS Regulation 2017, Cl. 290 – Meaning of structure) has the same meaning as it has in the WHS Act. (e.g. a roadway or pathway; a ship or submarine; foundations, earth retention works and other earthworks, including river works and sea defence works;

formwork, falsework or any other structure designed or used to provide support, access or containment during construction work; an airfield; a dock, harbour, channel, bridge, viaduct, lagoon or dam; or a sewer or sewerage or drainage works).

NB: - Plant is not a structure unless the plant is:

- a ship or submarine; or
- a pipe or pipeline; or
- an underground tank; or
- designed or used to provide support, access or containment during work in connection with construction work; or
- work on the plant relates to work that is carried out in connection with construction work; or

fixed plant on which outage work or overhaul work that involves or may involve work being carried out by 5 or more persons conducting businesses or undertakings at any point in time.

**Supplier** – includes any company or organisation supplying goods and services to HWC, including construction work.

**Supplier representative** - means the supplier's nominated (site) employee (or agent) authorised to act and make decisions on behalf of the supplier.

**Supply arrangement/s** - includes contract, agreement or purchase order.

**Visitor induction** - includes health and safety requirements that shall be explained to visitors prior to entry to the site.

**Work Health and Safety Management Plan** - provides an explanation of WHS arrangements in the workplace and assists in the communication of the WHS Management System.

**Workplace Health and Safety Management System** – a system that clearly defines a supplier's structure, policies, responsibilities, procedures, resources and performance standards for the management of WHS in accordance with the NSW Government Work Health and Safety Management Systems and Audit Guidelines 5<sup>th</sup> Edition, September 2013 (update May 2014).

**Work Health and Safety (WHS) Risk** – means WHS risk to which HWC is exposed by the supply arrangement including contract or other arrangement.

**Worker** – Under the WHS Act the definition of worker will include HWC employees, employees of suppliers and sub-contractors and labour hire personnel. This definition excludes Principal Contractor, please refer to Principal Contractor definition.

## 2 HWC WHS SUPPLY CATEGORISATION

Based on WHS risk, HWC categorises all supply arrangements, including contracts, agreements and purchase orders etc.

The purpose of the HWC WHS categorisation for contracts and purchase orders is to capably manage WHS risks inherent in service, supply, maintenance, repair and/or construction activities, both inside, and outside, contractual arrangements. Whilst the WHS obligations on suppliers and HWC remain the same, irrespective of the size and duration of works, practical issues associated with the engagement of varied suppliers must be considered. For this reason, when engaging suppliers, a WHS risk-based approach has been adopted.

This requires suppliers to ensure that all WHS risks are identified and appropriately controlled by demonstrating appropriate levels of WHS management and competencies associated with the work involved.

## 3 PANEL SUPPLIERS

Where existing arrangements for suppliers do not meet the business needs of HWC, or if the cumulative value of work over a 12-month period exceeds \$50,000 a panel of suppliers for this work will be established through the tender process and will include terms and conditions. This will enable prompt selection and engagement of a supplier with the terms and conditions of engagement, and nominated rates, already in place.

Notwithstanding these Panel Suppliers will be required to comply with this documented procedure, including entering into a contract, and complying with all WHS requirements therein, if and when work is undertaken.

## **4 DAMSTRA REGISTRATION**

HWC authorised personnel responsible for engaging and managing suppliers shall advocate the requirement for all suppliers and their workers, including workers of sub-contractors, to be registered in Damstra under HWC if working on a site controlled or managed by HWC.

Registration of workers must be under the company under which they are employed– if previously registered in Damstra under HWC with another supplier a transfer of registration must be completed.

Although it will be the responsibility of suppliers to ensure that they meet these requirements, HWC authorised personnel will be responsible for ensuring compliance prior to work commencing and for the duration of the work.

HWC engages Damstra to electronically register, record, and validate supplier details to assist in managing HWC's WHS responsibilities.

All suppliers providing goods or services on a site controlled or managed by HWC are to register their:

- Company details on the Damstra System
- Employee details and competencies on the Damstra System

This includes workers of sub-contractors to the supplier who will be required to separately register their company details and details of their employees, including competencies, in Damstra. This will enable HWC to validate and record supplier insurance certificates of currency, worker competencies/skills/appointments, and emergency contact details. HWC also engages Damstra to manage the HWC general induction, HWS site inductions and Drinking Water Quality Awareness (refer section 6.1. For further information on Damstra registration

<https://register.damstratechnology.com/Companyregister.aspx>

This excludes suppliers' workers who are solely transporting and delivering goods to sites controlled or managed by HWC.

## **5 Managing WHS Risks**

### **5.1 Statutory Requirements**

Suppliers undertaking work for HWC shall comply with:

- (a) Work Health and Safety Act 2011 (WHS Act)
- (b) Work Health and Safety Regulation 2017 (WHS Regulation); and
- (c) the following Safe Work Australia model codes of practices, but not limited to, which are relevant to the work or supply:

- Abrasive blasting
- Confined spaces
- Construction work
- Demolition work
- Excavation work
- First aid in the workplace
- Hazardous manual tasks
- How to manage and control asbestos in the workplace
- How to manage work health and safety risks
- How to safely remove asbestos
- Labelling of workplace hazardous chemicals
- Managing electrical risks in the workplace
- Managing noise and preventing hearing loss at work
- Managing risks of hazardous chemicals in the workplace



- Managing the risk of falls at workplaces
- Managing the risks of plant in the workplace
- Managing the work environment and facilities
- Preparation of safety data sheets for hazardous chemicals
- Safe design of structures
- Spray painting and powder coating
- Welding processes
- Work health and safety consultation, coordination and cooperation

(d) the following pre-WHS legislation, Codes of Practice, but not limited to, which are relevant to the work contract (*these codes of practice were developed based on the pre-WHS legislated OHS Act & Regulation, however they are current and can still be used as evidence of what is known about a hazard or risk, and what is reasonably practicable*):

- Control of work-related exposure to hepatitis and HIV (blood-borne) viruses
- Cutting and drilling concrete and other masonry products
- Formwork
- Moving plant on construction sites
- Overhead protective structures
- Use of synthetic mineral fibres
- Safe work on roofs part 1 commercial industrial
- Safety aspects in the design of bulk solids containers including silos, field bins and chaser bins
- Technical guidance
- Work near overhead power lines

Compliance with codes of practice is not mandatory provided that any other method used provides an **equivalent** or **higher standard** of work health and safety than suggested by the code of practice.

The WHS Act and the WHS Regulation can be accessed at <https://www.safework.nsw.gov.au/legal-obligations/legislation>

The codes of practice can be accessed at <https://www.safework.nsw.gov.au/resource-library/list-of-all-codes-of-practice>

### 5.1.1 Safe Design

Under Division 3, Section 22 of the WHS Act, there is a requirement for the design of assets and structures, which are to be used as workplaces, be designed so far as is reasonably practicable, to be without risks to the health and safety of those involved in the construction, use, maintenance and demolition of the asset. Part 6.2, Section 294 of the WHS Regulation requires Hunter Water to consult with the designer to ensure that risks to health and safety arising from the design are eliminated or minimised as far as reasonably practicable. On completion of the design, the designer is required by Part 6.2, Section 295 of the WHS Regulation to give Hunter Water a written safety report specifying hazards relating to the design of the structure.

HWC authorised personnel responsible for engaging and managing suppliers will consider safe design requirements as early as possible in the cradle to grave supply process to ensure that the hazards, risks and risk controls, for the relevant design scope of the work, are respectively identified, considered and appropriately addressed/implemented. For supply involving construction and the design of an asset, HWC's consultation with the designer will be arranged by the Contract Manager or HWC authorised personnel and the following steps undertaken:

| Step  | Possible Techniques   | By Whom  |
|---|---|--|
| Identify solutions from regulations, codes of practice and recognised standards | Consult with all relevant persons to determine which hazards can be addressed with recognised standards.<br>Plant the risk management process for other hazards | Designer led. Client approval of decisions.          |
| Apply risk management techniques  | Further detailed information may be required on hazards, for example by:  | Designer led. Client provides further information as |

|   |  |   |
|---|--|---|
|   | <ul style="list-style-type: none"> <li>• using checklists and referring to codes of practice and guidance material</li> <li>• job/task analysis techniques.</li> </ul> <p>A variety of quantified and/or qualitative risk assessment measures can be used to check the effectiveness of control measures.</p> <p>Scale models and consultation with experienced industry personnel may be necessary to achieve innovative solutions to longstanding issues that have caused safety problems.</p> | agreed in the planned risk management process.              |
| Discuss design options                  | Take into account how design decision influence risks when discussing control options.   | Designer led. Client contributing.                          |
| Design finalisation                     | <p>Check that the evaluation of design risk control measures is complete and accurate.</p> <p>Prepare information about risks to health and safety for the structure that remain after the design process.</p>   | Designer led. Client and designer agree with final result.  |
| Potential changes in construction stage | Ensure that changes which affect design do not increase risks, for example substitution of flooring materials which could increase slip/fall potential and may introduce risks in cleaning work.   | Construction team in consultation with designer and client. |

SafeWork NSW "Safe Design of Structures" ([http://www.safework.nsw.gov.au/\\_data/assets/pdf\\_file/0003/52158/safe-design-structures-code-practice-3839.pdf](http://www.safework.nsw.gov.au/_data/assets/pdf_file/0003/52158/safe-design-structures-code-practice-3839.pdf))

## 5.2 HWC Fatal Risk Standards (FRS)

The Fatal Risk Standards are a Water Services Association Australia (WSAA) initiative to collectively identify the industry fatality potential topics and identify the critical controls (i.e. "must do's, golden rules, critical elements"), with the aim of providing clarity to workers and leaders on the controls that will prevent fatality. HWC FRS include:

- Asbestos
- Bites and Stings
- Confined Space
- Contractor Management
- Cranes and Lifting
- Electrical
- Excavation
- Fatigue
- Hazardous Manual Tasks
- High Pressure Jetting
- Hot Work
- Isolation of energy sources
- Lone or Isolated Worker
- Mobile Equipment
- Personal Threat and Violence
- Prevention of Falls
- Road Transport
- Safe Driving
- Sharps and Needle Sticks
- Traffic Control, Underground and Overhead Services
- Working In, On or Around Water

Those work tasks rated High or Extreme will be considered "High Risk Work" for the purpose of WHS Category decision making and will subsequently require the implementation of minimum WHS risk controls and actions according to FRS.

Supplier compliance with HWC FRS is not mandatory provided that any other method used provides an **equivalent** or **higher standard** of work health and safety than suggested by the HWC FRS. Although it will be the responsibility of suppliers to ensure that they implement the required controls, Contract Managers and HWC authorised personnel will be responsible for ensuring compliance prior to work commencing and during the term of contract.

## 5.3 Risk Management Fundamentals

Suppliers must manage all risks to health and safety of any person arising as a consequence of the work by:

- identifying all reasonably foreseeable hazards that could give rise to a risk;
- eliminating the risk so far as is reasonably practicable;
- if it is not reasonably practicable to eliminate the risk, minimize the risk so far as is reasonably practicable by implementing control measures;

- (d) maintain the control measures so they remain effective; and
- (e) review, and if necessary revise, control measures so as to maintain, so far as is reasonably practicable, a work environment that is without risks to health and safety.

### **5.3.1 Identifying Hazards**

The supplier shall identify all reasonably foreseeable hazards that could give rise to risks to health and safety during the term of the works. Examples of hazards include:

- (a) the workplace itself, including its location, layout, condition and accessibility;
- (b) unguarded holes, penetrations, voids, excavations, trenches, shafts and wells; the use of ladders, equipment incorrectly erected, unstable structures e.g. brittle and fragile surfaces e.g. roofs sheeted with fibreglass or cement, roofs fitted with skylights, incomplete scaffolding or mobile platforms, and unprotected formwork decks;
- (c) falling/unsecured objects, e.g. tools, debris and equipment;
- (d) collapse of trenches;
- (e) structural collapse;
- (f) hazardous chemicals, including the handling, use, storage, and transport or disposal of hazardous chemicals;
- (g) the presence of asbestos and asbestos-containing materials;
- (h) welding fumes, gases and arcs;
- (i) the traffic management system that controls traffic access and egress both within the work site and public footpaths, roads, road verges, road medians, and bicycle paths;
- (j) systems of work;
- (k) hazardous atmospheres including ignition sources;
- (l) storage of flammable and combustible chemicals e.g. fuels, oils, grease, paint, solvents, glues and sealants;
- (m) plant, including the transport, installation, erection, commissioning, use, repair, maintenance, dismantling, storage and/or disposal of plant;
- (n) hazardous manual tasks causing injuries including musculoskeletal injuries e.g. sprains, strains, and occupational overuse injuries;
- (o) the interface with other works or trade activities;
- (p) the physical working environment, e.g. potential for electric shock, immersion or engulfment, fire or explosion, slips, trips and falls, people being struck by moving plant, exposure to noise, heat, cold, vibration, radiation, static electricity or a contaminated atmosphere, and the presence of a confined space.
- (q) the access chamber on the inlet works;
- (r) the pumping station wet well; and
- (s) all other sewerage system structures

Note: Presentation of the above lists do not relieve any person of their obligations under the WHS Act and WHS Regulation to identify hazards.

### **5.3.2 “Reasonably Practicable”**

For the purposes of this Supplier User Guide, and as defined by the WHS Act, “*reasonably practicable*”, in relation to a duty to ensure health and safety, means at which time is, or was at a particular time, reasonably able to be done in relation to ensuring health and safety, taking into account and weighing up all relevant matters including:

- (a) the likelihood of the hazard or the risk concerned occurring; and
- (b) the degree of harm that might result from the hazard or the risk; and
- (c) what the person concerned knows, or ought reasonably to know, about the hazard or the risk, and ways of eliminating or minimising the risk; and
- (d) the availability and suitability of ways to eliminate or minimise the risk, and
- (e) after assessing the extent of the risk and the available ways of eliminating or minimising the risk, the cost associated with available ways of eliminating or minimising the risk, including whether the cost is grossly disproportionate to the risk.

### **5.3.3 Risk Control**

If it is not reasonably practicable to eliminate a health and safety risk, minimise the risk by doing one or more of the following:

- (a) substituting (wholly or partly) the hazard giving rise to the risk with something that gives rise to a lesser risk (e.g. provide equipment to reduce manual handling);
- (b) isolating the hazard from any person exposed to it (e.g. provide physical barriers to keep pedestrians away from mobile plant);
- (c) implementing engineering controls (e.g. shoring of excavations to prevent collapse).

If a risk still remains, minimise the remaining risk, so far as is reasonably practicable, by implementing administrative controls (e.g. signage, training). Further minimise any remaining risk, so far as is reasonably practicable, by ensuring the provision and use of suitable personal protective equipment (e.g. hard hats, high visibility clothing, hearing protection).

Monitor the controls to ensure that they remain effective for as long as the hazard exists for the duration of the works.

### **5.3.4 Review Risk Controls**

Regularly review risk controls to make sure the controls are effective and work as planned. A review must be undertaken:

- (a) when a control measure is not effective in controlling risk;
- (b) before a change at the workplace that is likely to give rise to a new or different health and safety risk that the control measure may not effectively control;
- (c) if a new hazard or risk is identified;
- (d) if the results of consultation indicate that a review is necessary; or
- (e) if a Health and Safety Representative (HSR) requests a review (if applicable).

## **5.4 Work Health and Safety (WHS) Management System (if applicable)**

Suppliers will be required to demonstrate that it has a system in place that clearly defines the supplier’s structure, policies, responsibilities, procedures, resources and performance standards for the management of WHS in accordance with NSW Government Work Health and Safety Management Systems and Audit Guidelines 5<sup>th</sup> Edition, September 2013 (update May 2014). Suppliers are to consent to an audit/review of their WHS Management System ten (10) working days prior to the commencement of work and scheduled audits of the supplier’s WHS procedures and records during the work.

## **5.5 Work Health and Safety (WHS) Management Plan (if applicable)**

Suppliers will be required to demonstrate that appropriate decisions have been made about controlling risks by documenting the decisions in a WHS management plan in accordance with NSW Government Work Health and Safety Management Systems and Audit Guideline 5<sup>th</sup> Edition, September 2013 (update May 2014). The twelve elements contained within this Guideline will be addressed (as applicable):

1. Senior Management Commitment;
2. WHS Communication and Consultation;
3. Managing Subcontractors and Consultants;
4. Design;
5. Risk Management;
6. Training;
8. Inspection, Testing and Servicing;
9. Incident Management and Corrective Action;
10. Purchasing, Handling, Storage, packaging and Delivery;
11. Client Reporting and Project Performance Measurement;
12. Internal Reviews; Documentation and Records

The WHS Management Plan is to set out the arrangements to manage work health and safety on a project/job, covering the twelve elements (as applicable). The intention of a WHS Management Plan is to ensure the risks associated with a project/job are managed, as there are usually many contractors and subcontractors involved and circumstances can change quickly from day to day.

The WHS Management Plan must be in writing. It is a comprehensive document that provides direction and procedures to manage WHS, the community, and applicable stakeholders. It must be set out and expressed in a way that is readily accessible and understandable to persons who use it.

The WHS Management Plan is not to refer to other electronic systems or files that are inaccessible to those onsite, and it is to be accessible and easily understood by workers on the site. It may be necessary to communicate the entire WHS Management Plan to all workers, including contractors and subcontractors. The WHS Management Plan must be implemented, maintained and kept up to date during the course of the work on the site.

Suppliers are to submit a draft WHS management plan ten (10) working days prior to the commencement of work for which the health and safety management plan applies. Submission of the documentation does not relieve the supplier of any responsibility for ensuring compliance with the WHS legislation and the supply brief.

Suppliers will be required to adopt a system of routine and random workplace inspections to see if the control measures outlined in the health and safety management plan are being implemented.

Regular review of the health and safety management plan will be required to ensure that it remains effective. Suppliers will be required to keep records that demonstrate compliance with all aspects of the WHS Management Plan, including the results of workplace inspections and any actions arising from those inspections.

## **5.6 Traffic Control Plans – NSW Roads and Maritime Services (if applicable)**

Manage impacts on traffic by providing and implementing traffic control plans in accordance with *AS1742.3 Manual of uniform traffic control devices - Traffic control for works on roads* and *NSW Roads and Maritime Services: Traffic Control at Worksites Version 4*. Traffic control plans must be prepared by a person accredited for their preparation by NSW Roads and Maritime Service. Preparation separate traffic control plans for night and day work will be required. Traffic includes both vehicular and pedestrian.

Suppliers will liaise with the relevant local council or NSW Roads and Maritime Services traffic engineer to ensure all local requirements are taken into account in the traffic control plan, including any planned roadworks or special events likely to affect traffic volumes or flows.

Suppliers will notify local councils, police, fire brigade, ambulance service and public transport companies if traffic is to be disrupted.

Suppliers will engage traffic controllers accredited by NSW Roads and Maritime Services. Submit evidence of their accreditation before they begin work.

## **5.6 WHS Pre-Work Site Meeting (if applicable)**

The HWC authorised personnel will arrange a meeting with the supplier to take place at least seven (7) days before commencing work on site under the supply arrangement. This meeting is held to confirm WHS management arrangements including:

- (a) discussion of WHS risk controls required incl. FRS, Permits to Work, SWMS, Hazardous Chemicals, Traffic Control, Fatigue, PPE
- (b) Scheduling of WHS meetings
- (c) Scheduling of WHW workplace inspections

- (d) Scheduling of WHS audits
- (e) Clear understanding of HWC's incident reporting and emergency response procedure.

It is also an opportunity for the supplier to provide evidence of:

- (c) validity for company registration and all required certificates of currency in Damstra
- (d) validity for worker required qualifications and certificates of competency in Damstra
- (e) all required work specific training having been completed
- (f) all required protective equipment having been provided

*Note: This WHS Pre-Work Meeting can be staged over a number of sessions until all pre-commencement requirements are met.*

## 5.7 HWC Site Safety Rules

In addition to the HWC Fatal Risk Standards and any site safety rules adopted by the supplier, all persons at workplaces on HWC sites must, as a minimum, comply with the following:

- **Alcohol and Drugs.** No person is allowed to use or be in possession of any alcohol or illicit drugs while on a HWC controlled or managed site. No person under the influence of any intoxicating substance is allowed on a HWC controlled or managed site. As a general rule, the acceptable level of blood alcohol concentration for workers and suppliers is less than 0.05. This level however will vary in accordance with industry codes of practice, standards and legislative requirements and all persons must comply with these and company policies of the site at which they are working which may be as low as 0. For example:
  - Principal controlled contractor sites may have the accepted blood alcohol level of 0.
  - When working in a rail corridor or on some mine sites the accepted breath alcohol level is also 0 and all persons must comply with the relevant company's policy which may be as low as 0.
  - When driving B Doubles or operating other items of mobile plant or heavy machinery, the accepted breath alcohol level is less than 0.02.
  - If the person is a provisional driver, the relevant legislative requirements will apply if the person is driving to or from work or driving during work time.

Random testing is undertaken and applies to all workers and visitors on site.

- **Bullying, Harassment and Discrimination.** All forms of bullying, harassment and discrimination are not permitted on HWC controlled or managed sites.
- **Emergencies.** All workers and visitors must be aware of, and comply with, the site emergency procedures.
- **Firearms, Weapons and Explosives.** Firearms, weapons and explosives are not permitted on HWC controlled or managed sites.
- **Housekeeping.** Keep work areas in a clean and orderly state and walkways free from obstructions. Store any materials, plant and equipment so that it doesn't present a hazard.
- **Incident notification.** Workplace incidents, near misses and previously unidentified hazards must be reported immediately to supervisors.
- **Lock Out / Tag Out.** Equipment fitted with an out of service tag must not be operated. The only person permitted to remove an equipment lock or danger tag is the person named on the tag. Out of Service tags may only be removed by the person who fitted the tag, their supervisor or the maintenance worker who repaired the equipment.

A lock out system must be used for all isolations where there is a risk of injury, or damage to plant, equipment or the environment. Workers, who are unfamiliar with the system to be isolated,

must consult a competent person who is familiar with the particular installation to ensure that the correct switches or valves are isolated. Risk assessments are to include full consideration of all isolation requirements and where they identify the need for an isolation plan then HWC operations staff are to be involved in the planning and sign off of this plan.

- **Personal Protective Equipment.** All workers or visitors involved in construction, maintenance, general field work and field visits, must wear:
  - (a) high visibility long sleeve shirts. Shirt to have reflective striping in “limited lighting conditions”;
  - (b) safety shoes or boots fitted with protective toe caps and slip resistant sole;
  - (c) safety glasses when necessary. It is mandatory that employees comply with signs displayed in work environments indicating when safety eye wear must be worn. If required in a Work Instruction or identified as required to control a risk, safety glasses MUST be worn. Common instances where safety glasses MUST be worn in accordance with HWC policy include, but not limited to:
    - Flying fragments/particles e.g. when hammering, grinding, use of power tools
    - Airborne dusts e.g. road work, sanding
    - Liquid splash and harmful liquids e.g. handling corrosives, working near sewers
    - Gases/vapours e.g. chemical processes
    - Sunglasses should be worn when employees are exposed to sun glare from constant outdoor work

Workers using hazardous chemicals must wear the personal protective equipment as specified in the relevant safety data sheet (SDS).

The need for wearing a safety helmet is to be risk assessed. . Safety helmets must comply with AS 1801:1997 Occupational protective helmets and safety footwear must comply with AS 2210.5:2009 Occupational protective footwear specification for occupational footwear.

- **Pets/animals.** Dogs, cats and other domestic animals are not permitted on HWC controlled or managed sites.
- **Procedures, Signs and Instructions.** All persons must comply with safety procedures, posted signs and any instructions given by those persons having control of the workplace.
- **Site Security.** Any unauthorized access must be reported immediately to supervisors.
- **Smoking.** Smoking is not permitted on HWC controlled or managed sites.
- **Test metallic pipe prior to cutting.** Under fault conditions, metallic water pipes may provide the return electrical path instead of the neutral conductor and dangerous voltages may appear across any gaps in the metallic piping e.g. removed sections of pipe, water meters, and valves. When working on metallic sewer and water pipes workers must follow the Electrical Safety Procedure in correct sequence:
  - a) Electrical safety gloves and rubber boots must be worn
  - b) Electrical earth bridging lead/strap must be installed to maintain continuity
  - c) Plumb guard must be connected to test for electrical current
- **Workplace Specific Training.** Persons are only allowed to enter the workplace if they have been suitably informed, trained and instructed in the nature of any risks associated with their work or presence at the workplace and the controls measures to be adopted.

## 5.8 Consultation

Consult with workers in accordance with Safe Work Australia’s code of practice *Work Health and Safety Consultation, Co-operation and Co-ordination* (available from



[https://www.safeworkaustralia.gov.au/resources\\_publications/model-codes-of-practice](https://www.safeworkaustralia.gov.au/resources_publications/model-codes-of-practice)) with an aim to ensure that sufficient information is collected to make well-informed decisions and that workers who may be affected by decisions are given a reasonable opportunity to express their views and understand the reasons for the decision.

## 6 Induction, Training, Supervision, Licences and Competencies

Suppliers are responsible for ensuring that persons complete relevant inductions and training, and are provided with relevant information, instruction and supervision to protect all them from risks to their health and safety arising from the work. The induction, information, training, supervision, information and instruction will be readily understandable by the person to whom it is provided and be suitable and adequate having regard to:

- (a) the nature of work carried out by the person;
- (b) the nature of risks associated with the work at the time of the information, training and instruction; and
- (c) the control measures implemented.

### 6.1 Inductions

#### 6.1.1 HWC Damstra Induction

HWC engages Damstra to electronically manage HWC's induction process:

- i) HWC authorised personnel responsible for engaging and managing suppliers are to assess the work and match the required skills according to the Damstra Skills Matrix. If not already available job titles (and skills required) will need to be created and recorded in the Damstra Skills Matrix. This can be done by contacting sending an email to the Damstra help desk - [damstraenquiries@hunterwater.com.au](mailto:damstraenquiries@hunterwater.com.au) Please seek assistance from a WHS team member if required.
- ii) Following completion of company registration workers (incl. subcontractor employees) are to log into Damstra and after uploading the required worker qualifications, competencies and specific training in accordance with the relevant job title, complete the HWC General Induction, relevant HWC Site Induction and Drinking Water Quality Awareness.

Although it is the suppliers responsibility to ensure that this process is followed, it is the responsibility of the HWC Contract Manager or HWC authorised personnel engaging and managing the supply of goods and services, in ensuring that the supplier and their workers (including subcontractors) have registered on the Damstra system, lodged competencies, and completed the Damstra HWC inductions listed above prior to work commencing.

**Note: Face to face general inductions are permitted only in exceptional circumstances such as emergency work.**

Completion of the Damstra HWC general induction is not required for **contracts**:

- Involving large numbers of workers under the direct control of the service provider e.g. Principal Contractor. In this instance the supplier is to incorporate the general HWC induction into their own site induction and deliver to workers on site, and
- Provided consultants and suppliers are fully escorted whilst they are on site, they are not required to be inducted if:
  - attending a HWC controlled or managed site for a meeting
  - not performing work on HWC controlled or managed sites
  - carrying out inspections on HWC assets or property

### **6.1.2 Site Specific WHS Induction (mandatory)**

Workers (incl. subcontractor employees) are to complete the specific site induction on site before completing work.

### **6.1.3 General Construction Induction (if applicable)**

Suppliers must not direct or allow a worker to carry out construction work unless the worker has successfully completed general construction.

All workers must hold and produce when requested:

- (a) a current general construction induction training card issued under *WHS Regulation 2011 Cl. 319*; or
- (b) a current general construction induction training card issued under OHS Regulation 2001
- (c) a general construction induction training certification that has been issued on completion of the course within the preceding 60 days.

General construction induction training must be provided by an organisation listed as a Registered Training Organisation.

### **6.1.4 HWC Safe Electrical Work Induction (if applicable)**

The Supplier must ensure that all supervisors and trained and competent electrical workers, undertaking electrical work at sites controlled or managed by HWC, undertake the HWC Safe Electrical Work Induction prior to commencing work. It is the responsibility of the HWC Contract Manager or HWC personnel engaging and managing the supply of goods and services in ensuring that required workers have not only completed this induction but undertake this induction (as a refresher) every two (2) years.

Electrical work includes connecting or disconnecting electricity supply wiring to electrical equipment, or installing, removing, adding, testing, replacing, repairing, altering or maintaining electrical equipment or an electrical installation

At HWC Electrical Work does not include:

- Connections to electricity supply via flexible cord plug & socket outlet
- Work on a non-electrical component of electrical equipment, if the worker carrying out the work is not exposed to an electrical risk, e.g. painting electrical equipment
- Assembling, making, modifying or repairing electrical equipment as part of a manufacturing process
- Building or repairing cable/wiring support systems where electrical wiring is or will be installed if:
  - the cable/wiring support system is not intended to be earthed, &
  - the cabling/wiring is not energised, &
  - the work is supervised by a HWC Authorised Electrical Worker

Trained and competent high voltage electrical workers undertaking High Voltage Electrical Work at sites controlled or managed by HWC must also attend the HWC High Voltage Induction and be specifically authorised by HWC to work on High Voltage.

HWC Safe Electrical Work Induction and HWC High Voltage Induction can be arranged by emailing [ems.training@hunterwater.com.au](mailto:ems.training@hunterwater.com.au) or contacting Electrical Mechanical Maintenance Division on 0449799662.

## **6.2 Training**

### **6.2.1 Workplace Specific Training**

Suppliers must provide all workers with workplace specific training to make them aware of issues and arrangements relevant to the workplace including:

- (a) safety documents, policies and plans, including any WHS management plan and safe work method statements;
- (b) supervisory, consultation and reporting arrangements;
- (c) workplace safety rules, including first aid provisions and emergency procedures;
- (d) workplace facilities, including their location, use and maintenance;
- (e) emergency procedures, including after-hours emergency contacts;
- (f) health monitoring requirements and procedures;
- (g) access, egress and security;
- (h) workplace specific hazards and control measures;
- (i) how safety issues are resolved, including health and safety representative arrangements;
- (j) how to report hazards and unsafe work practices;
- (k) how to report accidents, incidents and dangerous occurrences;
- (l) what to do if a person is injured, including first aid provisions;
- (m) fire appliance selection and use appropriate for the various potential fire sources at the workplace (e.g.: electrical, liquids).

Suppliers must also provide suitably modified workplace specific training to any HWC workers who need to access the workplace to perform inspection, audit, management, maintenance or operations functions and to visitors.

Suppliers must maintain a register on site identifying at least the workers provided with workplace specific training and the date trained.

In particular specific workplace training should include any training requirements/expectations listed under any of the HWC FRS including:

#### **6.2.1.1 Working at Heights Training (if applicable)**

Suppliers must manage risks to health and safety associated with a fall by a person from one level to another that is reasonably likely to cause injury to the person or any other person. Workers must be provided with suitable and adequate information, instruction and training in relation to working at heights.

#### **6.2.1.2 Asbestos and Asbestos Containing Material (ACM) Training (if applicable)**

In accordance with WHS Regulation Cl. 445 Duty to train workers about asbestos, Suppliers must manage risks to health and safety of workers who they reasonably believe may be involved in asbestos removal work or in the carrying out of asbestos related work. This includes training in the identification and safe handling of, and suitable control measures for, asbestos and ACM.

A supplier who is a licensed asbestos removalist must provide workers who are carrying out licensed asbestos removal work with appropriate training to ensure work is carried out in accordance with the asbestos removal control plan for the work site. This is additional training to the general training provided on the identification and safe handling of asbestos and ACM.

#### **6.2.1.3 Confined Space Training and Requirements (if applicable)**

Suppliers are to comply with WHS Regulation Cl. 76 Information, Training and Instruction for Workers, by ensuring that workers who are to enter a confined space, workers who are to carry out a function in relation to work in a confined space, and the supervisors of those workers, are provided with suitable and adequate information, training and instruction in relation to the following:

- (a) the nature of all hazards associated with a confined space;
- (b) the need for, and appropriate use of, risk control measures;
- (c) the selection, use, fit, testing and storage of any personal protective equipment;
- (d) the contents of any relevant confined space entry permit; and
- (e) emergency procedures;

Training must be by an organisation listed as a Registered Training Organisation for confined space training. Assess competency every 2 years and provide re-training or refresher training as necessary to maintain competency. Keep records of all training provided and competency assessments including at least the name of the person trained, an outline of the training, the date and duration of training and the name of the trainer and Registered Training Organisation.

Submit copies of all entry permits within 24 hours of the confined space being returned to service.

### **6.3 Supervision**

Supervisors must be aware of and provide the level of supervision necessary to ensure the health and safety of workers, including assessing worker's competency to undertake the work.

The level of supervision to be provided by suppliers will be subject to the work being carried out and/or the WHS category into which the supply arrangement falls. In some supply arrangements the supplier may be required, as part of the supply arrangement, to provide supervision.

Contract Managers and HWC authorised personnel responsible for engaging and managing suppliers under a contract should ensure adequate supervision in all supply arrangements, necessary to ensure the health and safety of workers given the level of risk.

### **6.4 Licences and Competencies**

#### **6.4.1 Licences for High Risk Work**

Suppliers must not allow any worker to carry out work listed in WHS Regulation Schedule 3 unless they hold an appropriate high risk work licence. Suppliers will be required to provide a copy of workers' licences for high risk work when registering workers with Damstra. High risk work which requires a high risk work licence includes, but is not limited to:

- (a) scaffolding;
- (b) dogging;
- (c) rigging;
- (d) operating a tower crane, derrick crane, portal boom crane, bridge and gantry crane, non-slewing mobile crane with a capacity exceeding three tonnes, or any slewing mobile crane;
- (e) operating a materials hoist or a personnel and materials hoist;
- (f) operating boom-type elevating work platform with a boom of 11 metres or more;
- (g) operating a concrete placing boom; and
- (h) operating a forklift.

#### **6.4.2 Competencies for High Risk Work not covered by a High Risk Licence**

Suppliers must not allow any worker to carry out work nominated by HWC as high risk, not covered by a high risk licence, unless the worker is appropriately trained and competent. Suppliers will be required to provide a Letter of Competency (LOC), and third party Verification of Competency (VOC) for training undertaken within the previous 2 years, from a Registered Training Organisation (RTO) for each worker when registering with Damstra. HWC deems high risk work which requires a LOC and VOC to include, but not limited to:

- (a) Operating plant including backhoe, dozer, excavator, wheeled or skid steer loader, front end loader, grader, roller, high pressure water jetter
- (b) Abrasive blasting
- (c) Assessing asbestos
- (d) Removing asbestos – Classes A & B
- (e) Confined space entry, work in accordance with issued permit, undertake confined space rescue
- (f) Operating and/or working from an elevated work platform <11 metres
- (g) Roof safety installation
- (h) Working at heights
- (i) Electrical work
- (j) Plumbing work

Building workThe LOC will detail each worker's demonstrated competency including:

- (a) a signed written statement by an authorised representative of the worker's employer or hirer that they have personally observed the operator working on the class of plant to be used under conditions similar to those likely to be experienced and the employer or hirer is satisfied that the operator is competent to do so without supervision;
- (b) the number of years of experienced operating the class of equipment as observed or verified by the operator's current employer or hirer;
- (c) any certificates of competency previously issued by a regulator such as Safe Work NSW;
- (d) any statements of attainment or other nationally recognised qualification;
- (e) any evidence of having completed training at an industry training school; and

## **7 Service Provider WHS Performance Report (if required)**

Each calendar month Suppliers are to complete a Service Provider WHS Performance Report. Suppliers will submit the completed report no later than the fifth day of the next month. Payment for work shall not be due until after submission of the completed Service Provider WHS Performance Report for the period for which payment is claimed.

## **8 Incident Notification and Investigation**

In addition to responsibilities under WHS Act Part 3 to immediately notify Safe Work NSW of any Notifiable incidents, suppliers are to also immediately notify the HWC Contract Manager or HWC personnel:

- (a) immediately in the case of a Notifiable Incident; and

(b) as soon as reasonably practicable in the case of any other lost time injury, medical treatment injury or significant near miss.

In the case of a Notifiable Incident, ensure so far as is reasonably practicable, that the site where the incident occurred is not disturbed until directed or allowed by Safe Work NSW unless necessary to assist an injured person, minimise the risk of a further Notifiable Incident or at the direction of the police.

Submit copies to the HWC Contract Manager or HWC personnel of any documents provided to Safe Work NSW in relation to a Notifiable Incident.

Suppliers are to record, investigate and analyse all incidents, work related illnesses and injuries and their causes in consultation with workers and their supervisors to bring about improvements in policies, standards, procedures, processes and work practices. A written report detailing the investigation, analysis and proposed corrective actions will be submitted within 5 working days of the incident. Contract Managers and HWC authorised personnel responsible for engaging and managing suppliers, will assist suppliers in coordinating and managing incident notification and investigation, with the support of the HWC WHS team.

If any incident involves the failure of any plant or equipment, the supplier is not to permit the continued use of the failed plant or equipment until it has been inspected, repaired and certified as fit for use by a qualified person (e.g.: structural engineer, electrician, mechanic) and the certification submitted.

## **9 Emergency Response (If Required)**

For the purposes of WHS Regulation, Division 4 “Emergency Plans”, Section 43 “Duty to prepare, maintain and implement emergency plan, suppliers are to prepare, maintain and implement an emergency response plan for the supply. Contract managers and other authorised HWC authorised personnel responsible for engaging and managing suppliers will assist suppliers in ensuring that workers are trained and competent in the event of an emergency whilst on the work site.

## **10 Managing Pandemics**

If is a requirement that all Suppliers have COVID-19 Safety Plans if place and if working on HWC sites suppliers must supply these plans and risk assessments prior to starting work on any HWC site. These will need to be approved by the Contract or Project Manager prior to commencing works.

## **11 Safe Work NSW Authority Inspections and Notices**

Suppliers are to immediately notify the HWC Contract Manager or HWC personnel of any site inspection undertaken by a Safe Work NSW inspector and of any Improvement, Prohibition, Investigation or Penalty Notices issued.

A copy of such notices is to be submitted, together with written details of the corrective action(s) taken to rectify the identified issue(s) and prevent recurrence.

Contract Managers and HWC authorised personnel responsible for engaging and managing suppliers, will assist suppliers in implementing corrective actions with the support of the HWC WHS team.

## **12 Audits**

On request from the HWC Contract Manager and HWC authorised personnel, suppliers are to make available all relevant WHS records, including those of subcontractors and suppliers, for the purposes of audit and surveillance. Provide all reasonable assistance during such audits, including attendance.

## **13 Hunter Water Documents**

The following are available from the Hunter Water intranet site:

- Hunter Water Corporation Work Health & Safety Management System Manual
- Hunter Water Health and Safety Fact Sheets covering a broad range of topics such as chainsaw safety, ladders, eye safety, footwear and heat stress.
- Hunter Water WHS Forms comprising an extensive range of standard forms such as incident notification report, accident investigation report, contractor induction record, high voltage access permit and safety hazard report.
- Hunter Water Safety Policy Manuals, Handbooks & Guides covering a broad range of topics such as alcohol and other drugs, asbestos, hazardous substances, inductions, fatigue and traffic control.
- Hunter Water Safety Alerts & Bulletins drawing attention to developing issues and lessons learnt from within HWC or the wider community.
- Hunter Water Work Instructions with hazard profiles, covering a broad range of typical water and sewer related activities such as shutdown of a water reticulation system, replacing water mains, camera inspection of sewer lines, jet cleaning of sewer lines, metal fabrication and repairs, entry to rail corridors and environmental incident sampling and inspection.
- HWC Fatal Risk Standards

## **14 NSW Government Procurement Documents**

The following are available from the NSW Government Procurement website <https://buy.nsw.gov.au/>

- NSW Government Procure Point “Work Health and Safety Management Systems and Auditing Guidelines” 6<sup>th</sup> Edition, December 2019

## **15 Document Control**

**Document Owner:** WHS Manager

Version 5 August 2021

Page **23** of **26**

**Document Approver:** Executive Manager Governance & Assurance

| Version | Authors Name | Details of change      | Approval Date | Approved by | Next Scheduled Review |
|---------|--------------|------------------------|---------------|-------------|-----------------------|
| V3.0    | E. Davies    | Updated FRS            | March 2018    | P. Kembrey  | February 2020         |
| V4.0    | E. Davies    | Updated Policy         | February 2020 | I. Pike     | February 2022         |
| V5.0    | E. Davies    | Updated Policy & links | August 2021   | M. Brewster | August 2023           |





## SAFETY, HEALTH AND WELLBEING POLICY

### 1. Overview

#### 1.1 Policy at a glance

At Hunter Water the Safety, Health and Wellbeing (SH&W) of our people and the communities we serve is our highest priority. We are committed to achieving and maintaining a positive SH&W culture where all of our people are valued and SH&W is seen as the highest business priority. We aspire to be a workplace that prevents work related injuries and ill health caused by physical and psychosocial hazards. We strongly support a co-operative and inclusive work environment that promotes participation, collaboration, partnering, consultation and innovation.

#### 1.2 Scope

This policy commits Hunter Water to ensuring the provision of a safe and healthy workplace for all our people including employees, contractors, labour hire personnel, volunteers and visitors, members of the public and interested parties who may be affected by Hunter Water Corporation.

### 2. Policy statement

#### 2.1 Policy framework

Hunter Water is committed to providing a healthy and safe workplace by:

- Promoting a positive culture where everyone is responsible for Safety, Health and Wellbeing through our behaviours, our decision making and the way we conduct business, in accordance with our values, namely:
  - **Wellbeing:** This policy is our statement of commitment to wellbeing in the broadest sense. We prioritise the wellbeing of our people, including their safety and their health. We want our people to be safe, live well and thrive.
  - **Trust:** We trust and empower our people to work in a safe manner, to manage hazards and address safety concerns. We will ensure our people are capable of working in a safe manner and our people can rely on their colleagues. We will continue to ensure we have robust systems of work that can be relied upon to ensure the safety health and wellbeing of our people such as our integrated management systems.
  - **Learning:** We proactively learn from the experience of others, and openly share our learnings, to make our workplace a safer environment. We treat each incident or near miss as an opportunity to learn and be better.
  - **Inclusion:** Our commitment is to all of our people and we rely on the diversity of perspectives that all of our people bring to the organisation. These perspectives help us provide a safe and healthy environment where wellbeing is preserved and promoted.
  - **Leading:** Every single person has a leadership role, to identify and act in the interests of safety, health and wellbeing, to raise concerns, to stop unsafe work practices or to apply innovation and continuous improvement to help make our workplace a safer environment.
- Developing, implementing and maintaining a systematic work health and safety management system that ensures compliance with applicable work health and safety legislation, Codes of Practice, and Australian Standards; and
- Establishing measurable objectives and targets aimed at managing risks and effectively controlling hazards that may cause injury or illness to our workers.

### 3. Application of policy

At Hunter Water we promote maturity in safety, health and wellbeing leadership through:

- Encouraging and supporting innovative, healthy and safe work practices.
- Allocating sufficient financial and human resources for the effective implementation of the work health and safety management system.
- Communicating information and consulting with workers about safety, health and wellbeing matters.
- Integrating safety, health and wellbeing into all aspects of our business and promoting a reporting and learning culture where workers are provided the necessary training, skills and education to fulfil their roles.
- Implementing risk management principles and practices that effectively manage and mitigate risk across the business.

The following responsibilities are essential for Hunter Water to provide a healthy and safe workplace:

- The Managing Director, the Board and the Executive Management Team have responsibility for, and are committed to, the effective implementation of this policy.
- Group Managers will support managers/supervisors to fulfil their health and safety responsibilities and accountabilities.

Employees, contractors and visitors have a responsibility to take care for their own health and safety and the health and safety of others and comply with any policy, procedure or instruction.

### 4. Associated regulations and standards

| Document Type | Title                                      |
|---------------|--|
| Act           | NSW WHS Act 2021                           |
| Regulation    | NSW WHS Regulation 2017                    |
| Plan          | Hunter Water Towards 2024 Business Plan    |
| Strategy      | Safety, Health and Wellbeing Strategy 2021 |

### 5. Definitions, acronyms and abbreviations

| Term | Definition                   |
|------|------------------------------|
| SHW  | Safety, Health and Wellbeing |