



# **GUIDELINE** **SUPPLIER USER GUIDE**

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# CONTENTS

<b>INTRODUCTION .....</b>	<b>3</b>
Overview .....	3
Objective .....	3
Scope .....	3
Definition .....	3
WHS Supply Categorisation .....	5
Panel Suppliers .....	5
Damstra Registration .....	5
<b>MANAGER WHS RISKS .....</b>	<b>6</b>
Statutory Requirements .....	6
Hunter Water Lifesavers .....	6
Risk Management Fundamentals .....	6
Identifying Hazards .....	6
Risk Control .....	7
Review Risks Controls .....	7
Work Health and Safety (WHS) Management System .....	8
WHS Health and Safety (WHS) Management Plan (If Applicable) .....	8
Traffic Control Plans .....	8
WHS Pre-Work Site Meeting (If Applicable) .....	9
HW Site Safety Rules .....	9
Consultation .....	11
<b>INDUCTION, TRAINING, SUPERVISION, LICENCES AND COMPETENCIES .....</b>	<b>12</b>
Inductions .....	12
DAMSTRA Inductions .....	12
Site Specific WHS Induction (Mandatory) .....	12
General Construction Induction (If Applicable) .....	13
Hunter Water Electrical Induction (If Applicable) .....	13
Training .....	13
Working at Heights Training (If Applicable) .....	13
Asbestos and Asbestos Containing Material (ACM) Training (If Applicable) .....	13
Confined Space Training and Requirements (If Applicable) .....	14
Supervision .....	14
Licences and Competencies .....	14
Licences for High Risk Work .....	14
Competencies for High Risk Work not covered by a High Risk Licence .....	14
Service Provider WHS Performance Report .....	15
Incident Notification and Investigation .....	15
Emergency Response .....	15
Safework NSW Inspections and Notices .....	15
Audits .....	16
Hunter Water Documents .....	16



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## INTRODUCTION

### Overview

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

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.

### Objective

The objective of this Supplier User Guide is to ensure the health, safety and wellbeing at work of all persons involved with work being undertaken for HW. 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 HW; and
- Ensuring that HW workers and its suppliers comply with WHS legislation and can readily demonstrate compliance

### Scope

The requirements of this Supplier User Guide will be applied to all supply arrangements except construction projects which are managed by the Asset solutions and are subject to the contractual General Specification for Construction.

### Definition

**Construction project** – as defined in [WHS Regulation 2017, Cl. 292](#)

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

**Construction work** – as defined in [WHS Regulation 2017, Cl. 289](#)

**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 HW and supplier for the performance of work or delivery of a service.

**Contract Manager** – means designated HW 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 HW's WHS requirements and this may or may not be the same person as the HW Project Manager.

**Damstra** – external supplier engaged to manager supplier competencies, real time tracking logging into and out of the Damstra system providing HW 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** – as defined in [WHS Regulation 2017, Cl. 291](#).

**High Risk Work** – includes high risk construction work as defined in the [Code of Practice for Construction Work](#) and activities that require a High Risk Licence including, as defined in the [WHS Regulation 2017, Schedule 3](#).

**HW Lifesavers** – The Lifesavers are a Hunter Water initiative to fatality proof the business, by identifying critical controls to address our highest risks (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** – As defined in [WHS Act 2011 Cl 35](#).

**Panel Supplier** – Suppliers placed on a HW 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** – As defined in [WHS Regulation 2011, CL.293](#).

**Project Manager** – means designated HW representative 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 HW’s WHS requirements and this may or may not be the same person as the Contract Manager.

**Reasonably practicable** – As defined in [WHS Act 2011, Cl.18](#).

**Safe Design** – As defined in [WHS Act 2011, Cl 22](#).

**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 HW’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.

**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](#).

**Supplier** – includes any company or organisation supplying goods and services to HW, 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.

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

**Worker** – Under the WHS Act the definition of worker will include HW employees, employees of suppliers and sub-contractors and labour hire personnel.

## WHS Supply Categorisation

The purpose of the HW 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 HW 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.

## Panel Suppliers

Where existing arrangements for suppliers do not meet the business needs of HW, 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.

## Damstra Registration

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

All suppliers providing goods or service on a site controlled or managed by HW 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 HW to validate and record supplier insurance certificates of currency, worker competencies/skills/appointments, and emergency contact details. HW also engages Damstra to manage the HW 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 HW.

HW 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 HW if working on a site controlled or managed by HW. Registration of workers must be under the company under which they are employed– if previously registered in Damstra under HW with another supplier a transfer of registration must be completed.



## MANAGER WHS RISKS

### Statutory Requirements

Suppliers undertaking work for HW shall comply with:

- a. [Work Health and Safety Act 2011](#) (WHS Act)
- b. [Work Health and Safety Regulation 2017](#) (WHS Regulation) and
- c. [Safe Work Australia model codes of practices](#) which are relevant to the work or supply.

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

### Hunter Water Lifesavers

The Hunter Water Lifesavers are a set of minimum lifesaving behaviours related to high-risk activities.

All personnel, including contractors, are expected to abide by the [Hunter Water Lifesavers](#).

### Risk Management Fundamentals

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

- a. identifying all reasonably foreseeable physical and psychosocial hazards that could give rise to a risk;
- b. eliminating the risk so far as is reasonably practicable;
- c. if it is not reasonably practicable to eliminate the risk, minimise 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.

### 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. psychosocial hazards as defined by the SafeWork NSW Code of Practice – Managing Psychosocial Hazards at Work;
- c. 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;
- d. falling/unsecured objects, e.g. tools, debris and equipment;
- e. collapse of trenches;
- f. structural collapse;
- g. hazardous chemicals, including the handling, use, storage, and transport or disposal of hazardous chemicals;
- h. the presence of asbestos and asbestos-containing materials;
- i. welding fumes, gases and arcs;
- j. 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;
- k. systems of work;



- l. hazardous atmospheres including ignition sources;
- m. storage of flammable and combustible chemicals e.g. fuels, oils, grease, paint, solvents, glues and sealants;
- n. plant, including the transport, installation, erection, commissioning, use, repair, maintenance, dismantling, storage and/or disposal of plant;
- o. hazardous manual tasks causing injuries including musculoskeletal injuries e.g. sprains, strains, and occupational overuse injuries;
- p. the interface with other works or trade activities;
- q. 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;
- r. the access chamber on the inlet works;
- s. the pumping station wet well; and
- t. 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.

## 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.

## Review Risks 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).





## Work Health and Safety (WHS) Management System

Suppliers will be required to demonstrate that they have a system in place that clearly defines the supplier's structure, policies, responsibilities, procedures, resources and performance standards for the management of WHS. Suppliers are to consent to an audit/review of their WHS Management System by Hunter Water personnel.

## WHS Health and Safety (WHS) Management Plan (If Applicable)

The WHS Management Plan is to set out the arrangements to manage work health and safety on a project. The intention of a WHS Management Plan is to ensure the risks associated with a project 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.

## Traffic Control Plans

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 6. 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.

Supplies 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.



## WHS Pre-Work Site Meeting (If Applicable)

The HW 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. discussions of WHS risk controls required incl. Lifesavers, Permits to Work, SWMS, Hazardous Chemicals, Traffic Control, Fatigue, PPE
- b. Scheduling of WHS meetings
- c. Scheduling of WHS workplace inspections
- d. Scheduling of WHS audits
- e. Clear understanding of HW's incident reporting and emergency response procedure

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

- f. validity for company registration and all required certificates of currency in Damstra
- g. validity for worker required qualifications and certificates of currency in Damstra
- h. all required work specific training having been completed
- i. 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.*

## HW Site Safety Rules

In addition to the HW Lifesavers and any site safety rules adopted by the supplier, all persons at workplaces on HW 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 HW controlled or managed site. No person under the influence of any intoxicating substance is allowed on a HW 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, Sexual Harassment, Sex Based Harassment and Discrimination** – All forms of bullying, harassment and discrimination are not permitted on HW controlled or managed sites.
- **Emergencies** – All workers and visitors must be aware of, and comply with, the site emergency HW controlled or managed sites.
- **Firearms, Weapons and Explosives** – Firearms, weapons and explosives are not permitted on HW 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 HW 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:
  - high visibility long sleeve shirts. Shirt to have reflective striping in “limited lighting conditions”;
  - Long Pants;
  - safety shoes or boots fitted with protective toe caps and slip resistance sole;
  - 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 HW 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 HW 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/Vapouring** – Smoking and vapouring is not permitted on HW 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:
  - Electrical safety gloves and rubber boots must be worn

- Electrical earth bridging lead/strap must be installed to maintain continuity
- Plumb guard must be connected to test for electrical current

Electrical Gloves must be tested prior to use and replaced after 2 years, or 5 years for gloves within Low Voltage rescue kits.

- **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.

## Consultation

Consult with workers in accordance with Safe Work Australia's code of practice [Work Health and Safety Consultation, Co-operation and Co-ordination](#) 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.





## 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.

### Inductions

#### DAMSTRA Inductions

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

- i. HW 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 HW General Induction, relevant HW 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 HW Contract Manager or HW 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 HW 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 HW general induction is not required for **contracts**.

- Involving large numbers of workers under the direct control of a Principal Contractor. In this instance the supplier is to incorporate the general HW 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 HW controlled or managed site for a meeting
  - not performing work on HW controlled or managed sites
  - carrying out inspections on HW assets or property

#### Site Specific WHS Induction (Mandatory)

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



### **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. 391; 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.

### **Hunter Water Electrical 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 HW, undertake the HW Safe Electrical Work Induction prior to commencing work. It is the responsibility of the HW Contract Manager or HW 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 HW Electrical Work does not include:

- Connections to electricity supply via flexible cord plug and 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; and
  - the cable/wiring is not energised; and
  - the work is supervised by a HW Authorised Electrical Worker

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

## **Training**

### **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.

### **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.

### **Confined Space Training and Requirements (If Applicable)**

Suppliers are to comply with [WHS Regulation 2017 Cl.76](#) Information, Training and Instruction for Workers.

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.

### **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 HW 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.

### **Licences and Competencies**

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

Suppliers must not allow any worker to carry out work listed in WHS Regulation 2017, 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.

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

Suppliers must not allow any worker to carry out work nominated by HW 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. HW 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 and 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
- k. Building work



The 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.

## Service Provider WHS Performance Report

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.

## 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 HW Contract Manager or HW 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 HW Contract Manager or HW 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 HW authorised personnel responsible for engaging and managing suppliers, will assist suppliers in coordinating and managing incident notification and investigation, with the support of the HW 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.

## Emergency Response

Contract managers and other authorised HW authorised personnel responsible for engaging and managing suppliers will assist suppliers to ensuring that workers are trained and competent in the event of an emergency whilst on the work site.

## Safework NSW Inspections and Notices

Suppliers are to immediately notify the HW Contract Manager or HW personnel of any site inspection undertaken by a Safer 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.

## Audits

On request from the HW Contract Manager and HW 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.

## Hunter Water Documents

The following are available from Hunter Water Intranet site:

Document Title
<ul style="list-style-type: none"><li>Hunter Water Corporation Work Health and Safety Management System Manual</li></ul>
<ul style="list-style-type: none"><li>Hunter Water Health and Safety Fact Sheets covering a broad range of topics such as chainsaw safety, ladders, eye safety, footwear and heat stress</li></ul>
<ul style="list-style-type: none"><li>Hunter Water WHS Forms comprising of extensive range of standard forms such as incident notification report, accident investigation report, contractor induction record, high voltage access permit and safety hazard report.</li></ul>
<ul style="list-style-type: none"><li>Hunter Water Safety Policy Manuals, Handbooks and Guides covering a broad range of topics such as alcohol and other drugs, asbestos, hazardous substances, inductions, fatigue and traffic control</li></ul>
<ul style="list-style-type: none"><li>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 or sewer lines, metal fabrication and repairs, entry to rail corridors and environmental incident sampling and inspection.</li></ul>
<ul style="list-style-type: none"><li>Hunter Water Lifesavers</li></ul>