# Facility Services Contractor Management Procedure

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| Policy Owner | Group HSEQ Manager |
| Division | WHSE |
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Wilson

# Contents


1. Purpose / Scope 02
2. Definitions 02
3. Reference Documentation 02
4. Responsibilities 03
5. Procedure 05
   - 5.1 Sourcing Contractors 05
   - 5.2 Scope of Work 06
   - 5.3 Contractor Establishment 07
   - 5.4 Authority to Work Permit 07
   - 5.5 Induction 07
   - 5.6 Permit to Work 07
   - 5.7 Supply, Use and Maintenance of Contractor Plant and Equipment 08
   - 5.8 Supply and Use of Hazardous Chemicals and Dangerous Goods 09
   - 5.9 Supervision and Monitoring of Facility Services Contractors 09
   - 5.10 Review of Facilities Services Contractors 10
   - 5.11 Reporting of Incidents 10
   - 5.12 Reporting of Non-Conformances and/or Service Delivery Failures 10
   - 5.13 Engagement of Emergency Sub-Contractors 10
   - 5.14 Process Flow Chart 11
6. Documentation / Records 12
7. Evaluation of Compliance 12
8. Procedure Review History 13

# 1. PURPOSE / SCOPE

The purpose of this procedure is to define the requirements for the selection and appointment of Facility Services Contractors that will be used to supply services for Wilson Group and on behalf of Wilson Group to its customers. This procedure applies equally to providers of labour hire or the direct hire of sub-contractors.

The health and safety of contractors, Wilson Group employees, visitors and its customers are paramount. These persons must not be exposed to risk by the activities of contractors in the workplace. Where contract work is being carried out on any Wilson Group building and/or plant, workplace safety must be maintained throughout the period of work to ensure building and plant integrity and the minimisation of service disruption.

# 2. DEFINITIONS

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| **Maintenance, repair or installation - Contractor** | An external party who carries out temporary, work under a main contract for Wilson Group |
| **Maintenance, repair or installation – Sub-Contractor** | An external party who carries out temporary, work under the direction of the main contract holder for Wilson Group |
| **High risk work** | high risk work including; electrical, work at heights, painting, building construction, hot work and confined spaces. |
| **Permit to Work** | A document which is required to be completed and authorised to undertake specific **High-risk** work in a designated area. |
| **Authority to Work Permit** | Permit allowing work to commence once required site specific safety documentation has been submitted and approved |
| **Facility Services Contract Evaluation form** | Form that requires specific contract company Safety Management System information to be supplied for evaluation. |
| **PCBU** | A PCBU is a 'person conducting a business or undertaking'. While a PCBU may be an individual person (e.g. a sole trader) or an organisation, in most cases the PCBU will be an organisation |
| **Overlapping duties / shared responsibilities.** | When more than one PCBU has the same health and safety duties in relation to the same matter. (E.g. maintenance contractor and or Sub-contractor carrying out maintenance work for Wilson PCBU) |
| **Senior Managers & Officers** | An officer is a person who occupies a specified position or who occupies a position that allows them to exercise significant influence over the |

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| | management of the business or undertaking. This includes, for example, CEO and General, Divisional and Senior Managers |
| **Workplace Managers** | Workplace managers include; Departmental, Operations, Account, Client Service and other functional managers and supervisors. People responsible for the day to day direction of other persons in the workplace. |
| **Workers** | All personnel either employed or subcontractor working under the direction, control or on behalf of Wilson Group. |

# 3. REFERENCE DOCUMENTATION

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| AU | Model WHS Act 2011 |
| WA | WA – Occupational Health and Safety Act 1984 |
| VIC | Vic – Occupational Health and Safety Act 2004 |
| NZ | Health and Safety at Work Act 2015 Section 36<br>Health and Safety at Work (General Risk and Workplace Management) Regulations 2016 |
| AU | Work Health and Safety Act 2011 & Health and Safety (WHS) Regulations 2011 |
| NZ | Worksafe - Building health and safety into contract management |
| AU | Standards: ISO 14001:2004, AS/NZS 4801:2001, OSHAS 18001:2007, ISO 9001, ISO 45001 |
| ***Copies of relevant acts, regulations, codes of practice and other guidance can be accessed via the Document Management System, the Company Intranet, or alternatively on the relevant legislative website for your location.*** | |

# 4. RESPONSIBILITIES

| TITLE | RESPONSIBILITIES |
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| **Senior Managers, Workplace Manager or other Employee delegated responsibility for Contractor Management** | A designated Wilson Group employee authorised to; appoint Facility Services Contractors, sign Provision of Service Agreements, evaluate contractor and supporting documentation, and suspend the use of facility services contractors.<br><br>Approval of facility services contractors shall be after the state manager (or delegate) reviews the evaluation material provided and signs the Facility Services Contractor Evaluation Form and HSE Pre-Qualification Evaluation Form. In the absence of a State Manager, the Regional General Manager or relief State Manager will assume this responsibility.<br><br>This role must also supervise the performance of contractors while undertaking work on any Wilson Group premises. |

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| **Senior Human Resources Advisor** | A designated Wilson Group employee within the Human Resources team reporting to the General Manager Human Resources. |
| **National Contractor Coordinator** | A designated Wilson Group employee within the National Operations structure assigned to coordinate state and territory facility services contractor information reporting to the General Manager – Specialist Group.<br><br>This role maintains the National Contractor Register on a system suitable for access by the State Contractor Coordinators.<br><br>Escalate to the General Manager – Specialist Group as a priority any compliance matters that may expose the company or its customers by any contractor. |
| **State Contractor Coordinator** | A designated Wilson Group employee assigned with the responsibility for compiling and maintaining up to date contractor records. This role could be incorporated as part of an existing role. Each state and territory business shall appoint a person to perform this role.<br><br>Contractor records, inclusive of;<br>• evidence of current insurance and workers compensation cover,<br>• currency of relevant Industry Licences. Includes company and / or individual licences (if applicable),<br>• facility services contractor evaluation form,<br>• records of reports on contractor employee inductions,<br>• incident statistics for contractor employees working at any Wilson Group site. |
| **Contract Controller** | Any employee in Wilson Group that requests an external contractor to provide facility services. A Contract Controller could be any employee in Wilson Group, including the other roles listed in this procedure.<br>The Contract Controller has direct responsibility of sourcing and managing the contractor, as well as the works that contractor undertakes for Wilson Group. |
| **Facility Services Contractor** | Any external party (i.e. a non-Wilson Group employee or business) engaged to provide facility services / personnel to Wilson Group.<br><br>Facility Services Contractors can either be appointed and working under the direct supervision of Wilson Group or be appointed to provide facility services, including supervision of their own personnel on behalf of Wilson Group.<br><br>Typically, Facility Services Contractors can be split into two main groups:<br><br>1. Short-term: project work, emergency work or one-off maintenance requests. Eg. Removalists, builders. |

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| | 2. Long-term: regular or long-term maintenance. Usually performs standard work on a schedule or routine. Eg. Cleaners, waste removal, lift maintenance. |

# 5. PROCEDURE

| # | PROCEDURE STEPS | RESPONSIBILITY |
|---|---|---|
| **1** | **Sourcing Contractors** | |
| 1.1 | Managers that identify facility services contractors for approval must ensure that:<br><br>• The facilities services contractor has the ability, experience and geographic coverage necessary to support Wilson Group's requirements.<br>• Value – seek national supply chain, particularly when sourcing long-term contractors.<br>• Does not have adverse findings that may affect the company or its customer's reputation by having Company checks conducted on the Contractor Company, its directors and company officers by requesting a check be conducted through the National Credit Manager. Request should include Contractor Company Name, ACN or ABN, address and any names of company officers known.<br>All facility services contractors are subject to the following approval processes prior to engagement;<br><br>The contractor has submitted signed and completed the following forms;<br><br>• Facility Services Contractor Evaluation Form<br>• Authority to Work Permit (ATWP) Form<br>• Facility Services Provision of Services Agreement (if applicable)<br><br>The above forms should include all relevant supporting documentation such as; insurances, (a minimum of $10 million dollars public liability, professional indemnity (where applicable), workers compensation) and verification of their safety systems, risk management plans, and maintenance programs.<br><br>State Contractor Coordinators or Contract Controllers must review the completed documents listed above and when satisfied the facilities services contractor is able to perform the intended scope of work in a | **State Contract Coordinator** |

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| | safe, legal and competent manner, submit to the State Manager for review and approval. Documents relevant to the facilities services contractor and associated contractor information shall be stored in the Wilson Group State Office.<br><br>The review of facilities services contractor company information is to consider the result of the company check conducted by the Wilson Group Credit Manager and that the company entity that is licenced under the company industry licence, listed on the insurance certificates of currency and invoiced under must match. Any variation to the company or trading names across licences, company checks, and insurance certificates are to be escalated to the State Manager.<br><br>Once a contractor is approved, the relevant details shall be recorded in the Wilson Group Contractor Management System by the State Contractor Coordinator. | |
| **2** | **Scope of Work** | |
| 2.1 | The scope of the procedure applies to any contract/sub contract work including:<br>• Installation, servicing, maintenance and/or repair of plant/equipment (eg. Air conditioning, lifts)<br>• Cleaning<br>• Waste Management<br>• Delivery services<br>• Consultancy<br>• Training/education of staff<br>**Construction work:** means any work carried out relating to the construction, alteration, conversion, fitting-out, commissioning, renovation, repair, maintenance, refurbishment, demolition, decommissioning or dismantling of a structure.<br>**Disruptive work:** any work which may be disruptive to the activities of the site such as:<br>○ work which is noisy<br>○ work that generates dust, fumes or smells<br>○ work that interferes with the supply of water, electricity, gas or any other essential service<br>○ asbestos removal<br>○ work that may trigger fire alarms<br>○ disruptions to traffic flows (cars and pedestrian)<br>○ blocking of egress or exits | **Contract Controller** |

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| **3** | **Contractor Establishment** | |
| 3.1 | A schedule of licence and insurance renewals will be placed into the Contractor Management System to ensure that current compliance documentation is held by Wilson Group. The Contractor Management System will manage the process of communicating to the facilities services contractors when updated information is required. State Contractor co-ordinators will follow up non-conformance to tasks allocated from the Contractor Management System. | **State Contract Coordinator / Workplace Manager** |
| **4** | **Authority to Work Permit** | |
| 4.1 | The ***Authority to Work Permit (ATWP)*** form must be completed internally and appropriate sign off obtained by management prior to works taking place.<br><br>In accordance with the ATWP, the Sub-Contract Supervisor must ensure the sub-contractor workers are inducted and have satisfied requirements pertaining Job Safety & Environmental Analysis (JSEA) and Permits to Work as detailed below.<br><br>ATWPs are valid until the completion of the activity/project.<br>The ATWP must be signed-off the Sub-Contractor Supervisor and all persons performing the work prior to commencement of work.<br><br>The Sub-Contractor Supervisor must also sign-off the ATWP upon completion of the specified works. | **Facility Services Contractor** |
| **5** | **Induction** | |
| 5.1 | Wilson Contractor Induction Package (which may include On Line induction training), prior to commencing any work (other than planning meetings) for Wilson Group. Records of inductions must be maintained by the Facilities Services Contractor. It is the responsibility of the contractor to ensure that inductions are conducted in accordance with contractual arrangements.<br><br>Where the Facilities Services Contractor worker is working under the supervision of Wilson Group, they must be given a specific workplace/site induction with information on emergency evacuation, workplace layout, safe work procedures, and job instructions, in addition to the Wilson Group Contractor Induction. This area-specific induction is to occur each time the facilities services contractor worker commences a new job.<br><br>The general safety induction will remain valid for a period of one year after which refresher training is required to be completed. | **Contractor Controller** |

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| **6** | **Permit to Work** | |
| 6.1 | Wilson Group acknowledges that contractors can typically be performing specialised and hazardous work. While these works may be regular, they are usually infrequent, and project based maintenance work, or installation works. Note – a Permit to Work is different to an Authority to Work Permit. A Permit to Work specifically includes:<br>• Working at Heights<br>• Confined Space<br>• Excavation<br>• Hot Work<br>• High Hazard Electrical Work<br>Where a high hazardous task is undertaken, the Facility Management Contractor will supply their own internal Permit to Work process, as well as adhering to Wilson Group's Permit to Work process. | **Contractor Controller** |
| **7** | **Supply, Use and maintenance of Contractor Plant and Equipment** | |
| 7.1 | The sub-contractors will supply and maintain all plant and equipment for the specified scope of work (including items of PPE) in accordance with relevant Australian and New Zealand Standards and regulatory requirements.<br>All plant and equipment supplied for use by a facilities services contractor or contractor employees must be fit for purpose and maintained in accordance with Australian/New Zealand Standards and comply with relevant State and Federal legislation.<br>Facilities Services Contractors or their workers must possess the appropriate licensing, qualifications and competency to operate plant and equipment in a safe manner. Where necessary State Managers, Contractor Coordinators or Contract Controllers may request documented evidence of training and competency.<br>• Mobile plant supplied by Sub-contractors must meet the following criteria:<br>• Designed and constructed in accordance with Australian Standards;<br>• Where applicable, registered with the relevant government authority (e.g. Transport Authorities);<br>• Maintained and serviced on a periodic basis in accordance with established schedules;<br>• Inspected each day before use (minimum) and supported by an established system to identify, record and correct defects prior to resumption of operation.<br>Portable ladders used by a contractor must be designed and constructed in accordance with AS 1892. | **Facility Services Contractor** |

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| | • Electrical equipment used by a contractor must be tagged and tested in accordance with AS 3760, where required by State WHS Regulations. | |
| **8** | **Supply and Use of Hazardous Chemicals and Dangerous Goods** | |
| 8.1 | Site Supervisors must authorise any Hazardous Chemicals or Dangerous Good supplied by a contractor prior to use.<br>Site Supervisors must ensure the following documentation is provided by the contractor prior to authorising the use of a Hazardous Chemicals or Dangerous Good:<br>A current Safety Data Sheet (SDS) (i.e. with an issue date within the last 5 years).<br>A risk assessment for the proposed use of the substance, including safe methods for the use, handling, actions on a spill, and/or storage of the substance.<br>All substances used on site must be correctly labelled and kept to minimal volumes – Facilities Services Contractors must ensure residual volumes of chemicals and containers are removed from the site upon completion of work.<br>Risk assessments and any safe working instructions are to be maintained on site and available for reference by staff. | **Contract Controller** |
| **9** | **Supervision and Monitoring of Facility Services Contractors** | |
| 9.1 | Contract Controllers must ensure Facility Services Contractors are subject to an appropriate level of monitoring and supervision. As a minimum this must include periodic (to be specified in the **Provision of Services Agreement**) observation / liaison to ensure compliance with all prescribed contract and safety requirements (e.g. those outlined in Risk Assessments, Permits to Work and/or SOPs, Assignment Instructions and Contract KPI's).<br>For the purpose of documenting and assessing sub-contractors, procedure **WHS Hazard and Risk Management** procedure must be followed.<br>Where possible, Contract Controllers, and other appropriate Wilson Group workers, should document the monitoring and supervision of Facilities Services Contractors via completion of one or more of the following processes.<br>Inspections;<br>• Audits;<br>• Toolbox talks;<br>• Reports on agreed performance indicators;<br>• Records of Training; | **Contract Controller** |

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| | • Records of Incidents and accidents.<br>All Wilson Group workers, including Facilities Services contractors, have the responsibility to immediately cease work where the immediate safety of any person is jeopardized. | |
| **10** | **Review of Facilities Services Contactors** | |
| | Contract Controllers must ensure Facilities Services Contractors are subject to an annual review (where practical). The annual review process must require the Facilities Services Contractor to submit a new **Contractor Evaluation Form,** including insurances and inductions. | **Contract Controller** |
| **11** | **Reporting of Incidents** | |
| | All incidents resulting in injury to any person or property damage must be reported immediately to the Contract Controller and details of the accident / incident recorded Wilson Group's, **Incident Report Form** (see **Incident Investigation and Corrective/Preventative Action Procedure**). The report must be forwarded within 24 hours of the incident occurring to the National Operations Centre. | **Contract Controller** |
| **12** | **Reporting of Non-conformance and / or Service Delivery Failures** | |
| | All non-conformances and/or service delivery failures identified by the contractor or the contractor's employees must be recorded in Insight, and a **Management Action Report** is assigned to the Contract Controller for actioning. | **Contract Controller** |
| **13** | **Engagement of Emergency Sub-Contractors** | |
| | Emergency Sub-contractors are not subject to formal approval processes and may be engaged in the event of an emergency situation whereby the services of the sub-contractor are essential to ensure:<br>• The immediate health and safety of any person;<br>• The immediate prevention of environmental harm;<br>• The immediate protection/preservation of property, plant or equipment. | **Contract Controller** |

## PROCESS FLOW CHART

# 5. DOCUMENTATION / RECORDS

| Document Title | Record Location | Min Retention Period | Destruction Method |
|---|---|---|---|
| Facilities Services Contractor Evaluation Form | Administration files | Period of Contract + 10 yrs. | Shred |
| Authority to Work Permit (ATWP) Form | Administration files | Period of Contract + 10 yrs. | Shred |
| Operational Risk Assessment | Administration files | Period of Contract + 10 yrs. | Shred |
| Approved Contractor Register | Administration files | Period of Contract + 10 yrs. | Shred |
| Provision of Service Agreement | Administration files | Period of Contract + 10 yrs. | Shred |
| Contractor Training / Competency Record | Administration files | Period of Contract + 10 yrs. | Shred |

# 6. EVALUATION OF COMPLIANCE

The following activities are undertaken and assessed to determine the effectiveness of implementation and verify compliance with management system, legal and other identified requirements applicable to this activity.

- Findings of supervision of contract works in progress.
- Outcomes of the internal audit program.
- Outcomes of external audits against relevant management system standards, procedures and the requirements stated in the Comcare National Audit Tool.

# 7. PROCEDURE REVIEW HISTORY

| Issue No. | Date of Issue. | Amendment | Prepared By | Approved By |
|---|---|---|---|---|
| 00 | Oct 2007 | Draft of procedure | Nathan Pereira<br>Chris Barugh<br>Crystal Murphy | A. Bishop |
| 1 | Dec 2017 | Original Issue | Nathan Pereira<br>Chris Barugh<br>Crystal Murphy | A. Bishop |
| 2 | Jan 2020 | Change Contractor and Sub-contractor definition, Minor amendments. Updated onto new template. | Jodene Gosden<br>John Hall<br>K. Santos | A. Bishop |
| 3 | April 2020 | Changed Riskware to Insight | K. Santos | A. bishop |
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