

**SYDNEY CATCHMENT AUTHORITY****INVITATION TO TENDER****TENDER NO. T02428680**

in respect of

**CLEANING OF PICNIC AREAS & SCA OFFICES –  
METROPOLITAN DAMS & SHOALHAVEN AREAS**

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<b>Closing Date and Time:</b>	<b><u>2.00pm, Thursday 8<sup>th</sup> November 2007</u></b>
<b>Place for Lodgement:</b>	Tender Box, Sydney Catchment Authority Level 2, 311 High Street PENRITH NSW 2751
<b>Mandatory Tender Briefing:</b>	<b><u>8:30am, Wednesday 24<sup>th</sup> October 2007</u></b> at <b>Cataract Dam, Baden Powell Drive (off Appin Road)</b>
<b>Tender Document Cost:</b>	\$110.00 (Inclusive of GST)

**NOTES: This Tender will not be considered if payment for the tender document has not been received. Tender document cost is not refundable.**

## **PART E - TECHNICAL SPECIFICATION**

### **E1. DESCRIPTION OF THE WORKS**

#### **E1.1 Purpose**

This Contract covers cleaning of the picnic areas and associated facilities at all Metropolitan Dams (Avon, Nepean, Cordeaux, Cataract and Woronora) and Shoalhaven areas (Fitzroy Falls Dam Picnic Area, Bendeela Camping Ground, and Tallowa Dam Picnic Area.)

It also includes the cleaning of dam offices, kitchen and toilet and washroom facilities at all Metropolitan Dams and the Shoalhaven.

#### **E2. Scope Of Work / Services For Avon, Cordeaux, Nepean, Cataract, Woronora Dams And Shoalhaven Dams**

The scope of work to be executed under the contract is broadly described in this clause. The full scope of work can only be determined by reference to the several documents forming the contract.

The SCA requires cleaning of picnic areas (including picnic area furniture), toilet facility blocks, barbecues and picnic sheds at the following sites:

- Avon Dam
- Cordeaux Dam
- Nepean Dam
- Woronora Dam
- Cataract Dam
- Fitzroy Falls Dam Picnic Area
- Bendeela Camping Ground
- Fitzroy Falls Fishing Area
- Tallowa Dam

The SCA also requires cleaning of SCA dam offices, kitchens, and toilet and washroom facilities (where applicable) at the following sites:

- Avon Dam
- Cordeaux Dam
- Nepean Dam
- Woronora Dam
- Cataract Dam
- Fitzroy Falls Dam Picnic Area
- Wingecarribee Dam

- Tallowa Dam

The work comprises the following activities:

- Cleaning of toilets in picnic area
- Cleaning of picnic sheds including floors, tables, chairs sinks etc
- Cleaning of barbecues
- Cleaning of picnic areas including picnic area furniture and playground facilities
- Cleaning of SCA Offices, kitchen areas and toilet and washroom facilities

In addition to the normal cleaning, the SCA may require the Contractor to undertake from time to time, additional work which has not been included in the lump sum portion of the contract. The Superintendent shall direct the work to be carried out as provided in Clause C11.1 of the General Conditions of Contract and the work shall be valued as provided in Clause C11.1 based as far as possible on rates established in the Schedule of Rates for Ancillary Works.

The type of work that the SCA may require the Contractor to undertake could include but will not be limited to that described hereunder:

- The removal and disposal of sharps
- Extraneous cleaning arising from unforeseen incidents

### **E3. SPECIFICATIONS**

#### **E3.1 Extent Of Work – Avon, Nepean, Cordeaux, Cataract, Woronora, And Shoalhaven Areas**

The areas to be maintained by the Contractor are as follows:

1. Woronora Picnic Area and SCA Office and kitchen
2. Cordeaux Picnic Area, SCA Office, and kitchen and toilet and washroom area
3. Avon Picnic Area, SCA Office, and kitchen and toilet and washroom area
4. Nepean Picnic Area, SCA Office, and kitchen area
5. Cataract Picnic Area, SCA Office, and kitchen and toilet and washroom area
6. Fitzroy Falls Picnic Area, SCA Office, toilet and washroom area and Fishing Area toilets and washrooms
7. Bendeela Camping Ground area
8. Wingecarribee SCA Office, toilet and washroom area

## 9. Tallowa Dam Picnic Area and SCA Office.

### E3.2 Toilets in Picnic Areas

#### E3.2.1 LEVEL OF SERVICE FOR CLEANING TOILETS IN PICNIC AREAS

The Contractor shall provide the following level of services to the following standards:

##### **EACH CLEAN**

- Toilets are to be cleaned in compliance with Health and Safety Regulations
- Clean & disinfect all toilet seats, lids, pans, urinals, taps, pipes chrome fittings, doors, door furniture and hand basins using an appropriate germicidal cleanser
- Clean Mirrors and ensure free of finger marks etc. A non-abrasive cleaner is to be used on wall mirrors. Acid, abrasive cleansers, steel wool or any like cleaning substance or material shall not be used on mirrors under any circumstances.
- Wall tiles, painted walls, partitions and doors are to be dusted and wiped clean of surface soil. Dust or dirt that is adhering to a surface is to be removed with a damp cloth and an acceptable commercial cleaner.
- Check and replace toilet paper and hand towels. Toilet paper and hand towel to be supplied by Contractor.
- Floors are to be thoroughly swept and damp mopped using a commercial grade liquid germicidal cleanser and disinfectant. Where stubborn stains are evident the Contractor shall restore the floor by appropriate means.
- Remove all rubbish from toilet area
- Empty all waste and garbage containers. Wipe out all containers surfaces and replace bin liner bags (supply of liners items is the responsibility of the Contractor). All garbage and waste paper collected from toilet area is to be placed in suitable containers provided and placed in allotted area for collection by waste removal contractor.
- Remove graffiti where possible
- All traces of verdigris and/or soap scum are to be removed from wash basins and taps

##### **WEEKLY CLEAN**

- Clean and dust windowsills.
- Clean window glass with commercial type liquid window cleaner.

- Remove all cobwebs.
- Remove any weed or plant growth evident in toilet area.

#### **MONTHLY CLEAN**

- Walls shall be scrubbed clean of stains using an approved cleanser.
- All surfaces are to be treated with an agreed commercial grade detergent/disinfectant prior to being pressure washed clean.
- Replace urinal tablets as required. (Tablets to be provided by Contractor).

### **E3.3 Picnic Shelters in Picnic Areas**

#### **E3.3.1 LEVEL OF SERVICE FOR PICNIC SHELTERS IN PICNIC AREA**

The Contractor shall provide the following level of services to the following Standards:

##### **EVERY CLEAN**

- Clean tables and seats free of marks, stains, bird droppings, cob webs, spillages and food scraps
- Clean and wipe down sinks and surrounds
- Stainless Steel surfaces, HWS sink traps, hot water services, are to be cleaned free of all dust, grease and debris
- Clean railings
- Floors are to be thoroughly swept and damp mopped using a commercial grade liquid cleanser and disinfectant
- Remove rubbish from picnic-shed area. All garbage and waste paper collected from area is to be placed in suitable containers provided and placed in allotted area for collection by waste removal contractor.
- Remove all cobwebs

##### **MONTHLY**

- All hard surfaces are to be treated with an agreed commercial grade degreaser prior to being pressure washed clean.

### **E3.4 Barbecues in Picnic Areas**

#### **E3.4.1 LEVEL OF SERVICE FOR BARBECUES IN PICNIC AREAS**

The Contractor shall provide the following level of services to the following standards:

**EVERY CLEAN**

- Clean cooking surfaces, surrounding bench surfaces, sides and front facings of barbecue clear of food scraps, grease and debris using an approved food safe cleanser.
- Check, and remove when necessary, fat from containers under hot plate area. Fat to be disposed of in a correct environmental manner. Degrease floor area surrounding barbecues.

**E3.5 Picnic Areas**

**E3.5.1 LEVEL OF SERVICE FOR PICNIC AREAS**

The Contractor shall provide the following level of services to the following standards:

**EVERY CLEAN**

- Clean tables and seats free of marks, stains, bird droppings, cob webs, spillages and food scraps.
- Remove all loose litter.
- Damp clean playground equipment removing dust, grime, spillage and bird droppings.
- Soft fall area surrounding playground equipment to be cleared of litter.

**WEEKLY**

- At Metropolitan Dams Sulo garbage bins to be placed on side of road on garbage days for removal by waste removal contractor. Days will be advised by the SCA.

**E3.6 SCA Dam Offices, Kitchens, Toilets and Washroom Areas**

**E3.6.1 LEVEL OF SERVICE FOR SCA OFFICES, KITCHENS, TOILETS AND WASHROOM AREAS**

SCA offices at Metropolitan dams are to be serviced weekly. SCA offices in the Shoalhaven area are to be cleaned once a month.

The Contractor shall provide the following level of services to the following standards:

**EVERY CLEAN**

- Empty all waste and garbage containers. Wipe out all containers surfaces and replace bin liner bags (supply of liners items is the responsibility of the Contractor). All garbage and waste paper collected from office, kitchen and toilet areas is to be placed in suitable containers provided and placed in allotted area for collection by waste removal contractor.
- Remove all cobwebs.
- In carpeted area at Avon Dam Office vacuum all floor surfaces, including all corners and edges and under furniture. An acceptable commercial type vacuum is to be used. Remove stains, marks, and spills by an acceptable spot shampooing method.
- In all other offices and kitchen areas thoroughly sweep floor surfaces with an impregnated sweeping tool or dust collecting mop, taking care to include corners edges and areas under furniture are swept clean.
- Floors are to be damp mopped thoroughly using an appropriate liquid cleanser.
- External paved areas where applicable are to be thoroughly swept with an acceptable bassine or millet type broom.
- Care is to be taken whilst sweeping that the minimum amount of dust is raised.
- Sinks and surrounds and bench top and bench fronts, refrigerators and any tables and chairs are to be cleaned and wiped.
- Cabinet tops and high level cupboards are to be wiped over.
- Clean and dust windowsills.
- Clean window glass with commercial type liquid window cleaner.

In toilet, wash/shower areas: -

- Toilets are to be cleaned in compliance with Health and Safety Regulations.
- Clean & disinfect all toilet seats, lids, pans, urinals, tape, pipes chrome fittings, doors, door furniture and hand basins using an appropriate germicidal cleanser.
- Clean Mirrors and ensure free of finger marks etc. A non-abrasive cleaner is to be used on wall mirrors. Acid, abrasive cleansers, steel wool or any like cleaning substance or material shall not be used on mirrors under any circumstances.

- Wall tiles, painted walls, partitions and doors are to be dusted and wiped clean of surface soil. Dust or dirt that is adhering to a surface is to be removed with a damp cloth and an acceptable commercial cleaner.
- Clean and dust windowsills.
- Clean window glass with commercial type liquid window cleaner.
- Check and replace toilet paper and hand towels. Toilet paper and hand towels to be supplied by Contractor.
- Floors are to be thoroughly swept and damp mopped using a commercial grade liquid germicidal cleanser and disinfectant. Where stubborn stains are evident the Contractor shall restore the floor by appropriate means.
- Remove all rubbish from toilet area.
- Empty all waste and garbage containers. Wipe out all containers surfaces and replace bin liner bags (supply of liners items is the responsibility of the Contractor). All garbage and waste paper collected from toilet area is to be placed in suitable containers provided and placed in allotted area for collection by waste removal contractor.
- Remove all cobwebs.
- All traces of verdigris and/or soap scum are to be removed from wash basins and taps

### **E3.7 General Requirements**

#### **E3.7.1 General Requirements To Be Adhered To During Performance Of Cleaning**

The Contractor shall provide the following level of services to the following standards:

- **All sites are to be cleaned by 1000 hours (10.00am).**
- **During water restrictions hoses are not to be used to clean areas**
- **In the event of cleaning staff not being able to perform their tasks on the day they are rostered to work, the Contractor must ensure they have adequate staff to cover absent staff. The replacement staff must be in position to perform the duties no later than 2 hours after the scheduled starting times.**
- In the interest of hygiene relating to cleaning tasks, all contractors must use  
**Color                      Coding                      on                      equipment                      and                      materials-**



**TOILET AREAS**

- All cloths, mops, buckets, etc must be colour coded **RED**

**OFFICES & KITCHEN**

- All cloths, mops, buckets, etc must be colour coded **WHITE**

**ALL OTHER AREAS**

- All cloths, mops, buckets, etc must be colour coded **BLUE**
- It is also understood that different coloured equipment **shall not**, under any circumstances be allowed to be mixed together, or come into contact with each other, even during storage. Contractors are to ensure all staff are fully trained in these requirements
- Equipment such as mops, mop buckets, brooms, squeegees etc are to be maintained at all times in a safe and efficient manner.
- Mops are to be cleaned after every use
- At the end of cleaning mops are not to be left in dirty water
- Dusting cloths are to be a non lint variety and must be replaced or washed to ensure optimal usage
- Detergents and disinfectants are to have as close a “Neutral” PH value factor compatible with the use for which they are intended
- All cleaning staff must be fully trained in the safe use of all chemicals used.
- Carpet spotting materials are to be compatible with the stain or mark to be removed
- All equipment and materials used are to be of a commercial grade quality.
- Operators are to have a complete understanding of equipment and materials used to ensure optimal cleaning is achieved
- Machinery and equipment used, including electrical leads and attachments are to be maintained in a safe and efficient manner by the contractor
- All electrical tools, equipment and attachments **must be** fitted with an earth-leakage device
- Contractors must comply at all times with all Statutory and Legislative OHS&R Regulations. All Staff must be made aware of and practice the same regulations
- Contractors will be responsible for the safe and proper removal and correct disposal of any sharps located. All staff will be trained in the proper procedures for such removal and disposal. Contractor will be responsible for supplying proper containers and equipment to be used
- Staff will be available over weekends to handle any cleaning incidents and/or the removal and disposal of sharps
- All cleaning staff must be of a neat and tidy appearance and wear a proper protective uniform clearly showing the name of the company.
- All cleaning staff will wear Proper ID. ID's should be clearly visible at all times.

- All cleaning staff shall ensure that all windows and doors are shut and locked on leaving cleaning sites.
- All cleaning staff shall ensure that all gates are locked where necessary.
- Contractor shall supply Material Safety Data Sheets for all chemicals used
- Contractor shall supply with Tender all Environmental Management Plans; Safe Work Plans; Accreditations in Quality (AS9000); and all Quality Control and Quality Assurance systems in use by the Contractor
- Remove and / or repair any broken Sulo bins using spare parts held by SCA.

### **E3.8 Frequency of Cleaning Service**

#### **E3.8.1 Metropolitan Dams**

- **Avon, Nepean**  
Monday and Friday  
All gazetted NSW Public Holidays  
Sundays within NSW School Holidays
- **Woronora, Cataract and Cordeaux**  
Monday, Friday and Sunday  
All gazetted NSW Public Holidays

#### **E3.8.2 Shoalhaven Area**

- **Fitzroy Falls, Bendeela, Wingecarribee and Tallowa**  
Monday and Friday except SCA offices, which will be cleaned once a month.  
All gazetted NSW Public Holidays  
NSW School holidays on request
- **Bendeela**  
Christmas, April and October holidays
  - Regular Friday, Monday and Public Holiday services
  - Additional clean on each Wednesday, Saturday and SundayJuly holidays
  - Regular Friday, Monday and Public Holiday services
  - Additional clean on each Wednesday
- **Tallowa**  
Christmas, April and October holidays

- Regular Friday, Monday and Public Holiday services
- Additional clean on each Wednesday

### **E3.8.3 Christmas Periods**

- All picnic areas will require extra cleaning during the Christmas period requiring early starts. Cordeaux picnic area will require extra servicing prior to Christmas Day and on Boxing Day.
- Extra cleaning requirements are as follows but may change depending on the fall of gazetted public holidays-

Cordeaux to be cleaned on 24 December, 26 December, 27 December

Woronora Dam to be cleaned 27 December

Avon & Nepean Dams to be cleaned 27 December

Cataract Dam to be cleaned 27 December

### **E3.9 Schedule of Rates Portion - Ancillary Work**

- The SCA may require the Contractor from time to time to undertake additional ancillary work, which has not been included elsewhere under the Lump Sum Portion of the Contract.
- The Contractor will undertake this work only if directed by the Superintendent.
- The SCA will pay for this work at the rates quoted in the Schedule of Rates for Ancillary Work.
- The type of Ancillary Work, which the SCA may require the Contractor to undertake, could include, but will not be limited to that ancillary work described hereunder:
  - 1) Removal and disposal of sharps as requested.
  - 2) Extraneous cleaning as required due to unforeseen incidents

### **E3.10 Contract Period**

- (a) The Commencement Date of the Contract shall be the date in the letter of acceptance. The Completion date of the Contract shall be 2 years from the Commencement Date.
- (b) The Contract includes an option to extend the Contract Period for two (2) additional 12 month periods. The SCA may, at its sole discretion, exercise its option to extend the Contract period for an additional 12 months by giving at least 28 days advance notice to the Contractor in regards to extending the contract period.
- (c) If the SCA exercises its option to engage the Contractor for an additional 12 months then that engagement will be on the terms of this Contract and will be at the rate and Annual Lump Sum in "Schedule B2, Contract Fee". SCA may or may not extend the contract period for any further 12-month period subject to satisfactory performance of the

contractor. The SCA reserves its right to not assign any reasons for not extending the contract.

## **E4. OHS & R**

### **E4.1 General Requirements**

- (a) The occupational health, safety and rehabilitation requirements contained in this specification:
  - (i) may be in addition to, but are not in substitution for, any other requirements of any legislation or regulations or of any condition in the General Conditions of Contract or the Special Conditions of Contract; and
  - (ii) shall not be taken to limit the powers of the SCA or the liabilities and responsibilities of the Contractor under the Contract.
- (b) The Contractor shall, at all times, exercise any other necessary and reasonable precautions appropriate to the nature of the Work and the conditions under which the Contract is to be performed for the safety of all persons on the Site, or in the vicinity.

### **E4.2 Not Used**

### **E4.3 Serious Accident and Dangerous Occurrence Reports**

- (a) The Contractor shall immediately notify WorkCover and the SCA of any serious accident or dangerous occurrence. The Contractor shall then formally notify WorkCover in accordance with the Occupational Health and Safety Regulation 2001, using the prescribed form, and immediately supply an additional copy to the SCA.
- (b) If requested, the Contractor shall supply a written report to the SCA in the form directed and shall co-operate in any subsequent incident investigation and/or debrief conducted by the SCA.
- (c) The Contractor shall promptly submit reports of all accidents involving loss of time or incidents with serious accident potential such as equipment failures, slides, cave-ins, etc., giving such information as may be required by the SCA.

### **E4.4 Safety Co-ordination Committee**

- (a) In the absence of an Occupational Health, Safety and Rehabilitation (OHS&R) Workplace Committee, the SCA may direct that a Safety Co-ordination Committee be established.
- (b) The Committee shall be chaired by the SCA or SCA's nominee and shall comprise representatives of the SCA, the Contractor, subcontractors and employees on the Site or such one or other of

those as the SCA may direct. If more than one Contractor is working on a particular Site, all such Contractors may be represented.

- (c) At the direction of the SCA, recommendations made by the Committee shall be put into effect by the Contractor. If such direction involves a variation to the Works, then Part C - General Conditions of Contract shall prescribe the method of valuing the variation.

#### **E4.5 Hazard Identification and Risk Assessment Meeting.**

Following award of the Contract, the Contractor shall attend and participate in, a 'Hazard Identification and Risk Assessment Meeting', which shall be chaired by the SCA. Attendance by other stakeholders shall be as determined by the SCA. The purpose of the meeting shall be to ensure that significant OHS&R hazards and risks associated with the Contract Work have been identified.

#### **E4.6 Preparation, Review and Sign-Off of Project Safety Plan**

- (a) Following the Hazard Identification and Risk Assessment Meeting, the Contractor shall prepare a 'Project Safety Plan', which shall include appropriate controls to minimise the OHS&R hazards & risks identified in the accepted Hazard Risk Identification in clause F2 and at the Hazard Identification and Risk Assessment Meeting.
- (b) The Project Safety Plan shall detail the OHS&R systems and procedures which will apply during the term of the Contract, including all relevant aspects of the Work and in regard to sub-contractors. The Project Safety Plan shall incorporate the Contract requirements listed under 'Project Safety Plan – Specifics' in the relevant sub-clause below.
- (c) The Contractor shall submit the Project Safety Plan for review and formal sign-off by the SCA prior to the 'Kick-off Meeting' and grant of Site possession.
- (d) All work activities identified in the Hazard Identification and Risk Assessment Meeting as carrying a high or moderate safety risk shall be addressed in Safe Work Method Statements. These shall be included in the Project Safety Plan. Where conditions of the job Site on the day must be known to determine the specific work method to be used, Safe Work Method Statements may be of a generic nature. In such cases a site-specific Safe Work Method Statement shall be developed at the Site prior to commencement of the relevant Work.
- (e) Where the Project Safety Plan does not meet SCA's Contract requirements the SCA shall notify the Contractor who shall make appropriate modifications to the Project Safety Plan. The Contractor shall not commence on-site work until the SCA has acknowledged in writing to the Contractor, that the Project Safety Plan is acceptable to the SCA.

#### E4.7 Kick-off Meeting, Contractor Induction and Site Possession

- (a) The Contractor shall attend and participate in a 'Kick-Off Meeting' and Contractor induction. These shall be conducted by the SCA and attended by other stakeholders nominated by the SCA. The purpose of the meeting shall be to ensure that all OHS&R controls required to be deployed prior to Site possession are in place and that Contract responsibilities are understood by the key personnel. Key OHS&R issues associated with the Site, the Work and the Project Safety Plan shall be reviewed.
- (b) At the satisfactory conclusion of the Kick-Off Meeting and Contractor induction the SCA shall grant the Contractor possession of the Site or sufficient of the Site to enable the Contractor to commence work.

#### E4.8 Types of OHS&R Induction

- (a) It is a legislative requirement that employees receive adequate induction and training to ensure tasks are undertaken in a manner that minimises the risk to their health and safety. SCA OHS&R induction must be completed for all contractors, subcontractors and their employees before they commence Work. There are three levels of OHS&R induction:

<b>General Induction</b>	Conducted by SCA for the Contractor and the Contractor's employees and subcontractors.  Additionally conducted by the Contractor for other Contractor employees and subcontractors.
<b>Site Specific Induction</b>	Conducted by SCA for the Contractor and the Contractor's employees and subcontractors.
<b>Project Specific Inductions</b>	Conducted by the Contractor sometimes in conjunction with the Project Manager or the SCA or both.

- (b) If the Contractor is carrying out construction work which requires a WorkCover Construction Induction Certificate (which replaced "Green Cards") to be issued by the WorkCover Authority of NSW then the Contractor will be required to ensure that it and its personnel (as relevant) obtain and carry such a card as required by WorkCover and the relevant legislation and regulations.

#### E4.9 Guidelines for OHS&R Induction

- (a) The following guidelines provide an outline of the content of induction courses to be delivered to persons working on SCA contracts, and the responsibilities for delivery of different induction components. They

also outline the requirements for issue of SCA Contractor Induction Cards.

- (b) The Contractor shall ensure that all Personnel, subcontractors and employees involved in the Work under the Contract are properly inducted before their commencement of Work on Site. Specific responsibilities for delivery of inductions are outlined below. These responsibilities shall be specified in the Contractor's Project Safety Plan.

(c) General Induction Process

- (i) All Contractors, subcontractors and their employees shall be given a General Induction where they will be given a General Induction Card (refer SCA Contractor Induction Card System below).
- (ii) A general induction package shall include:
- SCA's OHS&R policy, values and code of conduct;
  - An overview of SCA OHS&R requirements for contractors (including responsibilities of SCA and responsibilities of the Contractor); and
  - SCA contractor safety rules.
- (iii) The General Induction will provide the Contractor with practical safety induction to SCA. It is the first part of a three part induction process that the Contractor and each of the Contractor's employees and subcontractors must complete before commencing Work on SCA Sites. In addition to this General Induction, the Contractor shall ensure that each of the Contractor's employees and subcontractors (and their employees) shall receive a Site-Specific Induction and a Project-Specific Induction.

(d) SCA Site-Specific Induction

- (i) The Contractor and its Personnel shall be given a Site-specific induction before they commence Work on Site.
- (ii) Where management of the Site is not under the control of SCA, the Site-Specific Induction will be delivered by the person who has management responsibility for the Site. This shall be the Contractor unless otherwise advised in writing by the SCA.
- (iii) Site-Specific Inductions shall as a minimum address the following:
- Site-specific hazards.
  - Controls to be adhered to on Site.
  - Site safety rules.

- Work permits.
- Emergency evacuation and incident procedures.
- Emergency contacts.
- Hazard and incident reporting procedures.
- Regulatory requirements and Codes of Practice relevant to Site hazards.
- Safe access and amenities.
- Other site-specific OHS&R issues.

(e) Project-Specific SCA Induction.

- (i) The Contractor shall ensure that all employees and sub-contractors have received a Project Specific Induction prepared and provided by the Contractor. The Project Specific Induction shall be tailored by the Contractor to the specific project and work activity.
- (ii) The Project-Specific Induction shall include:
  - Safe Work Method Statements;
  - the Project Safety Plan key contents; and
  - Codes of Practice.

#### **E4.10 Induction Records and Monitoring**

- (a) The Contractor shall keep records of all inductions given to the Contractor and its Personnel. Specific inductions received by each individual shall be recorded on each individual's project specific induction card (refer contractor induction card system below).
- (b) Contractor Induction Card System

The Contractor will be issued with a Contractor Induction Card which shall be evidence that the Contractor has undertaken the General Induction. In relation to the other induction processes these may be undertaken through the Contract specific safety documentation and plans or under separate safety documentation as relevant to the Work and the project.

#### **E4.11 Project Safety Plan - Specifics**

- (a) The Contractor shall prepare a Project Safety Plan in accordance with the requirements of the Contract.
- (b) The Contractor shall implement the Project Safety Plan and shall carry out frequent workplace inspections to ensure that OHS&R controls are in place, systems are implemented, OHS&R risks are identified and promptly addressed. The Contractor shall ensure that subcontractors follow the requirements of the Project Safety Plan.



- (c) The SCA may audit the Contractor's Project Safety Plan at any time to evaluate implementation, effectiveness and level of compliance with the Project Safety Plan. The SCA may report any non-conformance issues. The SCA shall appraise the Contractor's performance for the SCA's records.
- (d) The Project Safety Plan shall cover the key elements contained in the current NSW Government OHS&R Management System Guidelines and shall incorporate the requirements of that publication's "Corporate OHS&R Management System".
- (e) The Project Safety Plan shall be reviewed at regular intervals throughout duration of the Contract to ensure that it is maintained in an up to date condition. The Project Safety Plan shall also form the basis by which the Contractor's management systems will be audited by SCA.
- (f) The Project Safety Plan and Safe Work Method Statements should utilise but not depend solely on the Hazard Risk Identification included in the Contract documents. The Project Safety Plan and Safe Work Method Statements should take into account the interface/s with ongoing SCA operations and with any other employees and contractors who may be undertaking other work simultaneously on the Site/s. Revisions to the documentation shall also be submitted.
- (g) Outlined below are the general requirements for and elements of the Project Safety Plan to be provided by the Contractor.

(i) Management Responsibility

The Contractor's Project Safety Plan shall state the name of the Contractor's management representative responsible for the following:

- Overall compliance on-Site to OHS&R requirements & legislation.
- Reviewing subcontractors' Project Safety Plans.
- Monitoring subcontractors' Project Safety Plans.
- Monitoring purchasing and materials delivery.
- Receiving, safely storing and using materials and hazardous substances.
- Communicating OHS&R information & Site Safety Rules.
- Providing OHS&R training and site induction.
- Maintaining accident and emergency procedures and first aid equipment.
- Conducting Site inspections.
- Identifying, assessing and controlling hazards.
- Workplace injury management and rehabilitation.

- Managing communication between OHS&R Workplace Committees.
- Ensuring appropriate interaction with SCA procedures and operating systems.

(ii) Subcontracting and Purchasing

Safe Work Method Statements or procedures for the project should be in place for the following.

- Selection of subcontractors.
- Monitoring of work undertaken by subcontractors.
- Purchasing and delivery of materials.
- Delivery of hazardous substances.
- Handling of materials and hazardous substances.
- Review of Subcontractors' Project Safety Plans.
- Subcontractors' compliance with their Project Safety Plans.

(iii) Process Control (includes Safe Work Method Statements)

(A) Hazard identification and risk analysis will be completed and documented in the Project Safety Plan. All work activities identified in the Hazard Risk Identification and Hazard Identification and Risk Assessment Meeting as carrying a high or moderate safety risk shall be addressed in a Safe Work Method Statement.

(B) A Safe Work Method Statement shall include the following elements:

- A description of the Work.
- Identification of potential hazards associated with the Work.
- The actual step by step sequence involved in doing the Work (may reference SOP).
- The foreseeable hazards for each step listed.
- The safety controls that will be in place to minimise these hazards.
- All precautions to be taken to protect health and safety.
- All health and safety instructions to be given to employees involved with the Work.
- The names and qualifications of those who will supervise the Work.
- The names and qualifications of those who will inspect and approve work areas, work methods, protective measures, plant equipment and power tools.

- Description of what training is to be given to those doing the Work.
  - The names and qualifications of those responsible for training workers in the requirements of the Safe Work Method Statements;
  - Identification of health and safety related standards or codes applicable to the Work, and where these are kept.
  - Identification of the plant and equipment that will most likely be used on the project.
  - Details of inspection and maintenance checks that will or have been carried out on the equipment.
- (C) Some Contract Works may involve activities for which a proven work method or training requirement is required by standards or regulations. These proven work methods shall be included in the Project Safety Plan. These activities may include:
- emergency procedures;
  - electrical work;
  - tool and equipment inspections;
  - safety systems for isolated areas;
  - scaffolding;
  - working at heights;
  - 'hot work' procedures;
  - fire protection;
  - clothing and footwear;
  - power tools;
  - confined spaces;
  - excavations;
  - dust control;
  - dangerous goods, chemicals;
  - disposal; and
  - traffic control.
- (D) A pro-forma outline for a Safe Work Method Statement is included in clause F7.

#### **E4.12 Audit**

The Contractor shall make available, on request, all relevant OHS&R records including those of subcontractors and suppliers, for the purpose of audit and surveillance. The Contractor shall provide all reasonable assistance during the audits including attendance by the Contractor.

**E4.13 Failure To Comply**

If at any time the Contractor has not carried out any part of its obligations under clause E2, then SCA shall not be required to make payments to the Contractor, notwithstanding any other clause of the Contract.

**E5. ENVIRONMENTAL REQUIREMENTS****E5.1 Noise Specifications**

Equipment supplied and installed may need to provide a quiet working environment for SCA operations personnel and others such as nearby residents. The Contractor shall comply with the OH&S Regulation 2001 and WorkCover Code of Practice: Noise Management and Protection of Hearing at Work.

**E5.2 Purchasing**

- (a) The Contractor shall purchase and use recycled content products where appropriate.
- (b) The Contractor shall submit a progress report to the SCA every two months during the Contract Term and a summary report before Completion regarding the purchase of certain materials with details of the total and recycled content tonnages (the "Purchasing Reports").
- (c) The Purchasing Reports are to be in the format set out in clause F4.1 below.

**E5.3 Waste Management**

- (a) The Contractor shall recycle and divert from landfill surplus soil, rock and other excavated or demolition materials, wherever this is practical.
- (b) The Contractor shall separately collect and stream quantities of waste concrete, bricks, blocks, timber, metals, plasterboard, paper and packaging, glass and plastics and offer them for recycling where practical.
- (c) The Contractor shall monitor waste tonnage and record their method and location of disposal and whether or not that location was a place that could lawfully be used as a waste facility for the waste.
- (d) The Contractor shall submit to the SCA a progress report every two months and a summary report before Completion regarding the implementation of waste management measures, including the record of waste tonnage and their method and location of disposal (the "Waste Management Report"). All receipts issued by the waste facility need to be supplied to the SCA.

- (e) The Waste Management Reports are to be in the format set out in clause F4.2 below.
- (f) The SCA promotes the use of the recycled paper to protect the environment. The Contractor shall print all documents and reports required by the Authority **on a minimum 50% recycled content paper**. Where it is not practical for the Contractor to use recycled paper for printing of reports and documents, the Contractor shall obtain written approval from the SCA before printing reports or documents on non-recycled paper.

#### **E5.4 Energy Management**

- (a) All equipment used in the construction of and installed under this Contract should minimise energy use. Equipment should meet best practice in energy management by being the most efficient of its class, and by using the most appropriate energy source for the application (whether that be electricity, natural gas or LPG, a renewable energy source, or any other fuel). This is to ensure low ongoing costs for the operation of the installation.
- (b) Energy star for office equipment and energy ratings for (usually household) appliances can be used where appropriate.

#### **E5.5 Site Requirements**

- (a) Unless directed otherwise by the SCA, the Contractor must ensure that:
  - (i) any door that is unlocked is locked when left;
  - (ii) all windows, external doors and gates are securely fastened and locked after all personnel employed on the Work leave the premises;
  - (iii) all keys given to the Contractor by the SCA are kept securely, are not copied and are returned to the SCA when asked.
  - (iv) If a key given to the Contractor by the SCA is lost, the Contractor shall immediately inform the SCA.
- (b) The SCA may supply electricity and water for the WUC however, the Contractor must ensure that the use of these services is not more than is reasonably necessary to carry out the WUC and that all electric lights, power points and water taps are turned off immediately after use. The Contractor must ensure that its employees do not use telephones or other equipment on SCA's premises without the consent of the SCA.

### **E5.6 Complying with Environmental Laws**

- (a) The Contractor must become aware of liabilities and responsibilities applying to the Contractor and/or SCA under environmental laws. The Contractor must also become aware of any requirements of SCA's Operating Licence Environment Plan and environmental policies relevant to this Contract. In particular the Contractor must become aware of and comply with the requirements of the NSW Protection of the Environment Operations Act, 1997.
- (b) The Contractor must ensure that the operation of equipment or other activities required under this Contract are carried out in a manner, which satisfies these laws, regulations and SCA's environmental requirements. If the Contractor fails to do so, the Contractor will be responsible for any resulting costs and/or penalties.

### **E5.7 Not Used**

### **E5.8 Environment Management Plan**

- (a) At least 7 calendar days before commencement of the Work, the Contractor shall provide to SCA a written explanation ("Environmental Management Plan") of how the Contractor will carry out the Work in a manner which will protect the environment. The Contractor's Environmental Management Plan shall demonstrate to the reasonable satisfaction of SCA that the Contractor has carried out an adequate risk assessment, developed and implemented appropriate controls to protect the environment. The "reasonable satisfaction of SCA's Representative" shall not be construed to mean that the Contractor's Environmental Management Plan is automatically adequate to protect the environment. The responsibility for such adequacy always remains with the Contractor.
- (b) The Contractor shall implement the Environmental Management Plan and shall take appropriate measures to ensure the Plan is kept relevant to the carrying out of the work under the Contract.

### **E5.9 Changing the Environment Management Plan**

- (a) The Contractor may make changes to the Environment Management Plan at any time, however the Contractor must ensure that any changes are agreed in writing by SCA before they are implemented.
- (b) The Contractor is required to immediately change an existing Environment Management Plan if:
  - (i) there are changes in environmental laws, regulations or SCA's environmental policies/requirements during the course of the Contract;

- (ii) the Environment Management Plan does not adequately reflect the environmental management requirements of this Contract;
- (iii) the procedures/plan do/does not reflect the Contractor's actual working practices;
- (iv) the Contractor alters or reschedules the work undertaken within the Contract.

#### **E5.10 Non Conforming Work Practices**

- (a) The Contractor is required to immediately stop any work practices that do not meet the requirements of the Environment Management Plan, and to rectify any non-conforming Works.
- (b) Work practices which could result in a violation of SCA's environmental responsibilities or requirements, are to be considered as non-conformances.
- (c) The Contractor must record all non-conformances detected and notify SCA as soon as possible. A written report must be submitted to SCA within one working day of detecting the non-conformance.

#### **E5.11 Contractor's Environmental Representative**

- (a) The Contractor shall nominate a person from the Contractor's own management to be responsible for ensuring that environmental management for the Contract meets the requirements of this specification.
- (b) This person should have qualifications and/or experience in environmental management including specific skills/qualifications in the area of maintenance and cleaning services.

#### **E5.12 Records**

- (a) The Contractor is to ensure that all records related to the implementation of the Environment Management Procedures/Policies are stored and maintained in such a way that they are not subject to deterioration, damage or loss and can be easily retrieved for supply to SCA for up to 7 years from the date of Completion of the Contract.

#### **E5.13 Induction and Training**

- (a) The Contractor shall ensure that all employees undertaking on-Site Works for this Contract are aware of the environment management procedures required by this Contract. The Contractor shall assign specific tasks related to environmental management required by the Contract only to personnel who are qualified to perform them.

**E5.14 Subcontracting**

- (a) The Contractor must specify the environmental management requirements of this Contract in all sub-contract agreements. Sub-contractors shall be required to comply with the environment management procedures/plan in accordance with the requirements of this Contract.

**E6. NOT USED****E7. ADDITIONAL WORKS REQUIREMENTS****E7.1 Not Used****E7.2 Not Used****E7.3 Not Used****E7.4 Working Hours**

Unless the Contract otherwise provides, the span of working hours shall be nine hours per day worked between 7:00 a.m. and 5:00 p.m. and the working days shall be Monday to Friday inclusive and school and public holidays as specified in the 'Frequency of Cleaning Service' in the Technical Specification.

**E7.5 Customer Complaints**

- (a) SCA has a Customer Complaint Resolution Policy to address complaints and enquiries from customers. The procedures for this policy are applicable to all personnel, including external Contractors engaged by SCA.
- (b) The Contractor shall take the details of any SCA customer, member of the public or affected party who complains to the Contractor or who enquires about any SCA activity or associated work under this Contract and provide those details to the SCA contact person for this Contract. In the event of any complaint by a member of the public or affected party, the Contractor shall provide the complainant with the SCA main switchboard telephone number.
- (c) The Contractor shall advise SCA of the occurrence and nature of any such complaint or enquiry within one week of the occurrence.

**E8. INCIDENT MANAGEMENT**

- (a) The Contractor shall manage all incidents in a manner, which conforms with the requirements of relevant legislation and minimises the adverse effects of the incidents.



- (b) The Contractor shall, before commencing any Work under the Contract, provide to SCA, and obtain its approval of, an Incident Management Plan, which shall deal with issues including:
  - (i) a clear statement of accountabilities;
  - (ii) identification and analysis of the risks;
  - (iii) prevention of incidents;
  - (iv) preparedness for incidents;
  - (v) declaration of incidents;
  - (vi) early notification of incidents;
  - (vii) response to and recovery from incidents;
  - (viii) current contact directories including the names and procedures for 24 hour contact with persons nominated by the Contractor to prevent, prepare for, respond to and recover from incidents. The Contractor shall advise SCA immediately of any changes in the names of persons so nominated.
- (c) The Contractor's Site Incident Manager shall notify each incident to SCA immediately it occurs and manage the incident, unless SCA's Incident Manager takes over the role of Site Incident Manager from the Contractor for that incident. In that event the Contractor shall continue to provide necessary support and assistance to SCA's Incident Manager in managing the Incident.
- (d) "Incidents" shall include, but are not limited to, those events causing or with the potential to cause a threat to or impact upon:
  - (i) the life, health and safety of any persons;
  - (ii) the environment;
  - (iii) public or private property;
  - (iv) interruption to availability and/or quality of services to SCA customers;
  - (v) SCA property or systems;
  - (vi) SCA businesses operations including infrastructure, staffing, major suppliers;
  - (vii) community infrastructure including electricity, gas, telephone, rail, road, footpaths;

- (viii) prosecution or fines by a regulatory authority;
  - (ix) requirements for urgent action under legislation;
  - (x) the reputation and/or public image of SCA; and
  - (xi) customer expectations (service quality, quantity, duration, damage, social inconvenience).
- (e) “Incidents” shall also include an anticipated imminent incident arising from a flood, fire and/or weather warning, terrorist threat, industrial action, potential electrical failure, etc.
- (f) The Contractor shall manage all incidents in a manner, which conforms with the requirements of relevant legislation, and SCA’s Incident Management Procedures to minimise the adverse effects of each incident.