

SITE GUIDELINES

ENVIRONMENTAL
HEALTH
&
SAFETY

FOR
CONTRACTORS

V e r s i o n
S e p t e m b e r 2 0 1 8

SITE GUIDELINES

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Emergency Contacts

Emergency (Ambulance, Fire, Police)	000
Police (Broadbeach Station)	07 5581 2811
Security Control	07 5581 5121
Centre Management	07 5581 5100
Fair Work Building & Construction – Australian Government	1800 003 338
Workplace, Health & Safety – QLD Government	1300 362 128

Site Emergency Contacts

Security Control Email: security.pacificfair@mht.net.au	07 5581 5121
Dock Master Email: pfdockmaster@airlitegroup.com.au	0411 678 596
Security Manager Email: secmgr.pacificfair@mht.net.au	0409 844 145
Senior Facilities Manager Email: richy.simpson@ampcapital.com	0414 424 870
Asst Operations Manager Email: james.jones@ampcapital.com	0435 918 617
Cleaning Manager Email: hward@airlitegroup.com.au	0421 702 710
Tenancy Delivery Manager Email: luke.weston@ampcapital.com	0423 606 420
Assistant Operations Manager Email: Amanda.attard@ampcapital.com	0414 77 3445
Security Risk and Compliance Manager Email: matthew.tarrant@ampcapital.com	0412 057 152

SITE GUIDELINES

Introduction

AMP Capital Shopping Centre's (AMP) is committed to ensuring that Environmental Health & Safety (EH&S) is managed appropriately to ensure a safe working environment to all personnel on site. This is regardless of whether they are our employees, employees of contractors, visitors to the centre or visitors potentially affected by any works on site.

These Contractor Site Guidelines have been developed and outline the requirements for contractors undertaking work in or on behalf of AMP Capital Shopping Centre's.

When referring to EH&S we are referring to the various legislative requirements governing the health and safety of visitors on site which includes but is not limited to the current Workplace Health & Safety Act.

For the purposes of this document the following meanings apply;

Centre/Site	means Pacific Fair Shopping Centre, Hooker Boulevard, Broadbeach Queensland
Centre Management	means AMP Capital Shopping Centre's
Centre Management Office	means the onsite office of the Centre Manager
Operations Manager	means the operation manager in this document or any other nominated representative of AMP
Tenancy Co-ordinator	means AMP employees nominated to manage the fitout process of any shop/tenancy
Contractor	means any person/s and their employees, undertaking any works on the site. This includes but is not limited to works occurring at the direction of AMP, Lessee fitout works to tenancies
Sub-Contractor	means any person/s and their employees, undertaking any works on the site. This includes but is not limited to works occurring at the direction of AMP, Lessee fitout works to tenancies and who is not a Contractor
Legislation	means any Act, Code of Practice, Regulation or Standard relevant to the workplace

EH&S Policy

AMP is committed to the prevention of injury and illness in the workplace and ensuring we maintain a safe and health focused work environment with an emphasis on preventing accidents and work related illnesses.

Whilst recognising AMP's legal duty to ensure the health and safety of employees and non-employees in the workplace, AMP aims to achieve higher standards than the minimum stipulated by current legislation.

AMP is committed to promoting and supporting a consultative process between employees, their representatives and management on matters affecting their health and safety.

Employees are not expected to conduct work that they reasonably consider to be unsafe and have an obligation and responsibility to STOP WORK and conduct a further risk assessment to ensure hazards are mitigated against and that work is carried out safely and in accordance with Site requirements.

Where a work related injury or illness occurs, AMP is committed to the provision of occupational rehabilitation to facilitate recovery and early safe return to work. AMP encourages Contractors and sub-contractors working on the site to include this commitment in their individual EH&S policies.

AMP seeks to achieve EH&S in the workplace under its control by:

- Providing and maintaining safe equipment, systems of work, and safe access to and from the workplace;
- Making and monitoring arrangements for safe use, handling, storage and transport of equipment and substances;
- Maintaining the workplace in a safe and healthy condition with adequate facilities for employee welfare;
- Providing information, training and supervision for all employees enabling them to work in a safe and healthy manner;
- Maintaining information and records relating to employees' health and safety.

Management of EH&S

AMP Capital Shopping Centre's is accountable for the health and safety performance of their contractors. This responsibility includes:

- Informing the contractor of any hazards likely to be encountered when carrying out the work;
- Ensuring the contractor has been inducted prior to the commencement of any works;
- Issuing Permits to Work, for Hot work, Confined space entry, Isolations, Penetrations, and excavation works and other works identified as requiring such permits;
- Establishing and maintaining communication with the contractor as and when required;
- Monitoring contractors to ensure work is conducted in a safe manner;
- Insisting all Contractors and sub-contractors accessing site have an EH&S policy for the workplace they are in control of as part of their works on site and are fully aware of the AMP policies when traversing/accessing the areas under AMP control.

Contractors, sub-contractors, and their employees are responsible for ensuring:

- They have a current EH&S policy for the workplace they are in control of as part of their works on site;
- Adherence to AMP Capital Shopping Centre's EH&S procedures as outlined in this document, all statutory requirements and their own policies and procedures;
- Supervision and training of employees under their control;
- Contact with the Security Office on arrival to the Centre;
- Electronic sign in is conducted for all contract work at the Security Office;
- All EH&S obligations contained in the various documents provided by AMP, including but not limited to the obligations relating to Hot Works, Operation of Machinery/Equipment, Safe Lifting, establishment of exclusion zones etc
- All employees have the relevant certifications/licenses required to undertake the works being conducted.

Prior to the commencement of work, contractors are required to identify EH&S hazards associated with the work and identify appropriate control strategies. Depending on the type of work, contractors may be requested to complete a Tender/Contractor EH&S Questionnaire and provide supporting documentation detailing the management of EH&S within their business. The contractor may also be requested to submit an EH&S plan for the works. The nominated Centre Management representative will indicate whether this is relevant.

General Work, Health & Safety Rules

The following are a set of general rules that must form part of the contractor or sub-contractors EH&S policy:

- **Site Access by contractors and sub-contractors** – only those workers who have completed an online Induction shall be allowed access to the site to undertake works. Evidence of the successful completion of the induction must be carried by the workers and displayed on the person always. Evidence of sign in may be subject to inspection and must be produced on demand by any AMP representative.
- **Worker Conduct** – behaviour in any workplace within the Centre must not offend, upset, or harass any other person or visitor to the Centre. This includes but is not limited to bullying, swearing, vilification, discrimination, excessive noise, or abuse.
- **PPE** – the storage of PPE when workers are moving within the Centre on breaks must occur within the site they are working and not within the sight of the public or a place where it can become a tripping hazard.
- **Following Direction** – workers must follow the direction of AMP personnel, provided that direction does not place the worker at risk.
- **Smoking** – the Centre is for the most a smoke free environment with only specific designated smoking areas. Workers must only smoke in these areas – Workers caught smoking outside the designated smoking areas will have their access withdrawn and will be required to undertake the induction again to reinforce AMP site requirements. If a worker is caught a second time in breach of AMP site requirements they could have their access revoked permanently.
- **Drugs & Alcohol** – workers are not permitted consume drugs or alcohol in the workplace or access the workplace after having consumed drugs or alcohol. Workers may be subject to random drug and alcohol testing at the discretion of AMP.
- **Personal Audio Devices** – headphones or inner ear headsets are not to be used on site whilst conducting any work.
- **Mobile telephones** – when using mobile telephones on site workers must move to a safe place within the workplace to use such devices.
- **Amenities** – only amenities nominated by AMP can be used by workers when onsite. Unauthorised use of amenities will result in expulsion from site. Note: where the WH&S legislation calls for amenities for workers, the provisions of these is the obligation of the contractor or sub-contractor relative to the workplace under their direct control (this includes but is not limited to toilets and lunchroom facilities).

- **Housekeeping** – the contractor or sub-contractor shall be responsible for the dispose of all building rubbish etc to locations nominated by the Centre Management representative. It is also a requirement of all workers to work in a tidy manner so as to minimise any potential risk to others within the workplace. AMP representatives conduct safety audits on a regular basis to ensure safety requirements are being maintained and that housekeeping obligations are being adhered to by all contractors and sub-contractors

WH&S DUTIES

Under the WH&S legislation various people accessing the workplace have duties placed upon them to assist in ensuring a safe workplace. A summary of those duties is as follows;

An employer has a duty to prevent risk of injury and to maintain the health and safety of their workers while they are at their place of work. They also have a duty of care to any other person affected from their work activities.

A worker has a duty to take reasonable care to protect their own health and safety and the safety of others that may be affected by their activities.

Induction

AMP ENGAGED CONTRACTORS

For **AMP engaged Contractors registered with AMP Property Assistance Centre**, you are required to complete the online induction through AMP Capital's contractor induction program, *AMPConDUCT*.

AMPConDUCT is a web based induction portal that delivers an online induction course which specifies general safety information and procedures relevant to all properties managed by AMP Capital and must be completed prior to attending site.

All AMP Capital contractors registered on Property Assist will have a nominated representative (Company Administrator) who is responsible for purchasing online credits, issuing induction passwords to their employees for access to the online portal and arranging re-inductions as required.

Costs associated with Induction are the sole responsibility of the contractor. Costs are \$22 (inc GST) per person with a 24 Month expiry.

ALL OTHER CONTRACTORS

For **all other contractors working at Pacific Fair (Including tenant engaged shopfitters)** they are required to complete the online induction through the Pacific Fair Contractor *Rapid Induct* program.

Access to *Rapid Induct* is via invitation issued via email by Pacific Fair Security. An invitation to register will be sent to the supplier/contractor nominated representative (Company Administrator) in the first instance. A Company Administrator is the person who the contractor nominates as the main contact for any questions relating to the online contractor induction process. It is the responsibility of the Company Administrator to ensure all contractors and sub-contractors complete the online induction.

If the registration email is not received, please contact the *Rapid Induct* Client Services Team on 1800 307 595 or email support@rapidglobal.com.

Costs associated with Induction are the sole responsibility of the contractor. Costs are \$22 (inc GST) per person with a 24 Month expiry.

SIGNING IN/OUT

Once onsite, contractors are required to sign in via an electronic tablet located at the Security Control Office and carry out an electronic familiarisation of the site specific rules and safety information as required. It is the responsibility of the contractor to ensure that all their employees and/or subcontractors have completed the online induction course prior to attending site.

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NON-COMPLIANCE

Any contractors or sub-contractors (or their employees) found working onsite without being;

- inducted, shall be instructed to cease work, leave site immediately and return only after they have completed the induction
- signed in, shall be instructed to cease work and have their induction cancelled requiring re-induction
- Correctly inducted (third party completing the induction in lieu of the contractor) shall have their access revoked and the Company Administrator shall have to show cause why the worker should be granted access to the site.

THEFT

- Any person found to have stolen anything from the workplace or from within the site shall be expelled from the site immediately without notice and will be reported to the authorities with a view to Police prosecution.

WILFUL DAMAGE

- Any person found tampering with or wilfully damaging any AMP property including any security feature on the site will be expelled from the site immediately. AMP reserves the right to recover the costs of any required repairs from their employer and the matter could be handed over to the Police for prosecution.

WASTE MANAGEMENT

- All contractors and sub-contractors are required to follow site rules and guidelines and ensure waste management procedures are followed to minimise waste streams.

CENTRE TRADING HOURS

Trading hours are the hours Centre retailers are open for trade.

Monday, Tuesday, Wednesday	9:00am – 5:30pm
Thursday	9:00am – 9:00pm
Friday	9:00am – 7:00pm
Saturday	9:00am – 6:00pm
Sunday & Public Holidays	9:00am – 6:00pm

The Patio Trading Hours (restaurant precinct)

Monday, Tuesday, Wednesday	10:00am – 10:00pm
Thursday, Friday, Saturday	10:00am – 10:00pm
Sunday & Public Holidays	10:00am – 10:00pm

Centre Operating Hours

Operating hours are the hours Pacific Fair is open to the general public.

Monday - Sunday	6:00am – 10:00pm
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Loading Dock Operating Hours

To comply with Gold City Coast Council (GCCC) noise restrictions and address shopping centre operation noise impacting residential neighbours, loading dock operating hours are restricted to 6:00am – 9:00pm daily.

Loading Docks will be secured for vehicle access outside these hours. All delivery vehicles are to be removed from the loading docks prior to 9:00pm or vehicles may be locked in until 6:00am the following morning.

Monday - Sunday	6:00am – 9:00pm
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Site Access

Tenant Works (excludes Shop Fitout Works)

- Tenant engaged works within a tenancy can occur without notification when the works;
 - occur within the Centre Operating Hours, 6:00am – 10:00pm
 - do not impact centre operations
 - do not impact neighbouring tenant trade
 - are contained within the tenancy

For All Other Works

- This includes tenant works that do not meet the above criteria, AMP engaged works and shop fitout works, all require;
 - the submission of a Contractor Access Request, compliant with the lodgement requirements
 - contractor online induction to be completed
 - electronic sign in/out at Security Control
- Contractors must comply with the following;
 - Comply with all Health and Safety legislation, regulations, and applicable codes of practice
 - Comply with all Health and Safety requirements imposed by AMP
 - Provide all relevant insurance details prior to work commencing; this includes public liability insurance cover (a minimum of \$20AUD million is required in Australia)
 - Comply with all AMP workplace policies
 - Report all incidents, near misses and accidents, including property damage, as soon as possible to the Site Manager or authorised delegate
 - Be familiar with emergency evacuation requirements and evacuation routes for their work area.
 - Advise the AMPC Site Manager or authorised delegate of the intention to bring any hazardous materials onsite, and gain approval from AMPC before this occurs.
 - Ensure that there are documented Site Specific Safe Work Method Statements and/or Risk Management Plans submitted prior to commencing work.
 - Consult, co-operate and co-ordinate activities with AMPC Management and any other parties that have a work health and safety duty and obligation.

EWP Management (Contractor Requirements)

- Download form from Pacific Fair Website and Lodge form with Security Control via email security.pacificfair@mht.net.au and secmgr.pacificfair@mht.net.au
 - Forms must be lodged Monday to Friday with a minimum of 48 hrs notice prior to delivery of EWP
- Incomplete Forms will NOT be approved or accepted**
- Submit EWP form prior to the delivery of any EWP on site (Submit in duplicate if submitting hard copy)
 - Be on site to take delivery of the EWP
 - Inform security of the arrival of the EWP as soon as the EWP is on site (Ph:5581 5121)
 - Display a copy of the approved form on the EWP
 - Store the EWP in the designated area nominated on this form or inside the Tenancy Hoarding
 - Fill a new form and submit to security if any details change (e.g. Period on site. Storage area)

Restricted Areas Access

- Areas throughout the building posing EH&S risks have been defined as restricted access areas and where practicable, they have been locked and signage affixed to indicate access requirements.
- These areas may include tenancies under fitout or defit, plant and equipment rooms, roof areas and cleaner's rooms.
- Access to these areas shall be arranged through the nominated Centre Management representative.
- Contractors are not permitted into restricted areas unless express permission is obtained from AMP or a delegate prior to access or unless access is approved under the terms of their contractual obligations.
- Contractors have an obligation to inform Security of any suspicious activity or person located in a restricted area.

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Contractor Access Request

Form Lodgement

- Lodge form with Security Control via email security.pacificfair@mhf.net.au CC (copy email) the Pacific Fair Point of Contact
- Form must be lodged Monday to Friday, a minimum of 48 hours prior to works
- Any form lodged after the above time or is incomplete will be returned and access not approved

Company name _____

Contractors coordinator name _____ Phone _____

Contractors on site contact name _____ Phone _____

Tenancy/area of work _____

Pacific Fair Point of Contact _____ Phone _____

Date(s) of work _____ Start time _____ Finish time _____

Description of works (attach additional information/documents as required)

Additional comments/requirements

Copy of Public Liability Insurance Certificates of Currency supplied

Copy of Workers Compensation Insurance Certificates of Currency supplied

Copy of Safety Documentation supplied (if required)

Are all staff inducted and hold current induction Cards

Will a representative from the tenancy be present during the works

Will access keys be required

Do you require trolleys to transport equipment through the Centre

Will hot works or fire impairment be involved

Are Security services required

Are Cleaning services required

Is vehicle access required? (If YES, complete details below)

Drivers name	Vehicle type
Drivers licence number	Registration
Details of vehicle access (entry point and route to be used for access)	

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EWP Control Document

Form Lodgement

- Lodge form with Security Control via email security.pacificfair@mhf.net.au and comms.pacificfair@mhf.net.au
- Forms must be lodged Monday to Friday with a minimum of 48 hrs notice prior to delivery of EWP
- Incomplete forms will NOT be approved or accepted

Principal Contractors Name _____ Phone _____

Contractors Name _____ Phone _____

Contractors (On-Site Contact) Name _____ Phone _____

Phone on site From _____ Until _____

Pacific Fair Point of Contact _____ Phone _____

Delivery Date and Time Date _____ Time _____

Contractors Name receiving EWP on site _____ Phone _____

Area where the EWP will be stored _____

Tenancy Name _____

EWP DETAILS (Can be completed after receiving EWP)

Working Company Name _____ Phone _____

Reg. of EWP _____ Colour _____

Serial Number _____

Additional comments/requirements

- Centre operating Rules & Regulations apply at ALL Times and must be adhered to
- All personnel shall have completed the online induction prior to commencing any work
- All EWP Operators must have relevant Certification for EWP and Certification must be available on request
- No movement of EWP at Dock 3 after 9:00 pm (Noise Restrictions apply)

Contractors Must:

- Submit the form prior to the delivery of EWP (submit in duplicate if submitting hard copy)
- Be on site to take delivery of the EWP
- Inform security of the arrival of the EWP as soon as the EWP is on site (08:00-01:00)
- Display a copy of the approved form on the EWP
- Store the EWP in the designated area nominated on the form or inside the Tenancy heading
- All a new form and submit to security if any details change (e.g. Phone on site Storage area)

Non-Compliance:

- EWPs won't be allowed on site if form is not submitted and approved
- EWPs won't be allowed on site if contractor representative is not present when EWP is being delivered on site
- EWPs with no form on display will be asked to be removed by hiring company
- EWPs not complying with the requirements on the form will be removed by hiring company
- Contractors not complying may have their site induction cancelled

Contractor Signature _____ Date _____

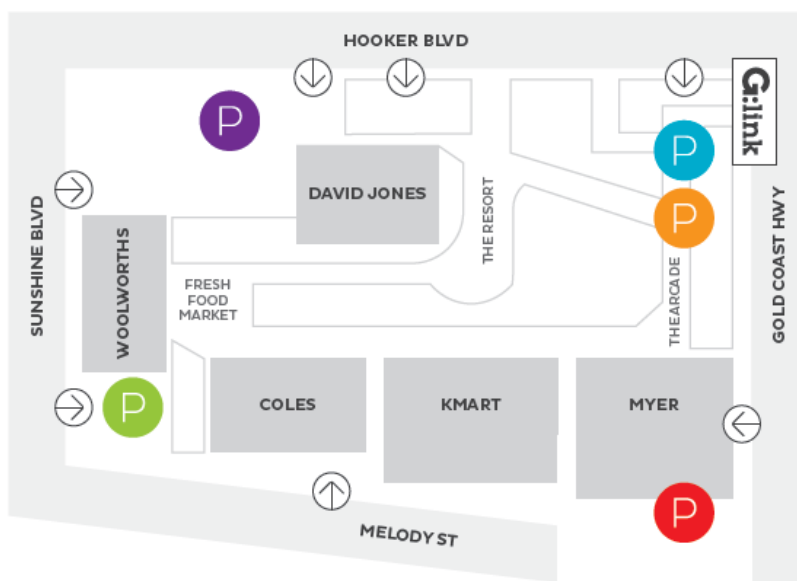
Pre-approved Yes = No = Approved Yes = No = S/O Approving _____

SAMPLE ONLY

PARKING

Pacific Fair has a controlled parking environment where charges are incurred after 5 hours, this includes shoppers and contractors alike. If you are a frequent contractor you can register details online and pre-pay or set up automatic payments from a valid credit card (this avoids validating your ticket each time before you leave) via Website: parking.pacificfair.com.au.

- Entry after 6pm is free until 1am
- If you enter after 6pm, the 5 hours for free will start counting from 1am (charges would apply if still there after 6am)
- The carpark closes for entry between 1am to 6am
- If you are arriving inside these times you will need to report to Security for carpark access



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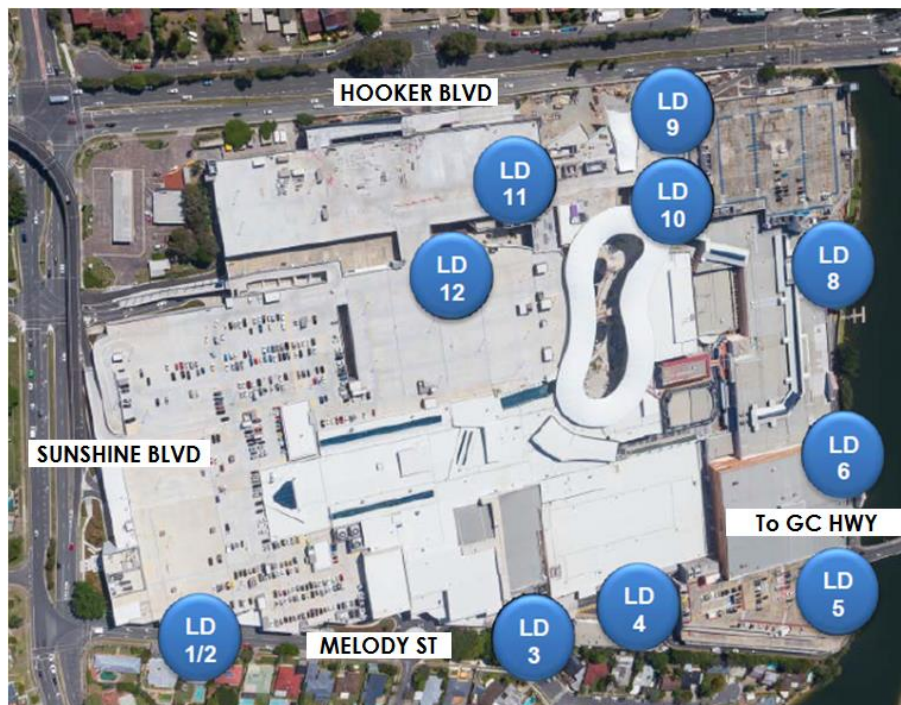
PARKING OUTSIDE DESIGNATED AREAS

- Any contractor or subcontractor found to be parked incorrectly or parked within a loading dock without prior approval or without a valid reason shall have their induction cancelled and will require re-induction. Point Parking may also be dispatched to infringe the vehicle. Subsequent breaches could result in having access to the site revoked.

Full conditions of entry are available at the entrance to each carpark or online via Website: pacificfair.com.au/parking-conditions. For further queries please contact the car parking team via Email: pacificfair@pointparking.com.au.

Loading Docks

Loading Docks are used for the deliveries of all materials & equipment and waste disposal.



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For the most appropriate Loading Dock for your delivery and waste requirements refer to the table below;

Location	Deliveries....Best For	Vehicle Access Via	Waste Services
LD 1	<ul style="list-style-type: none"> Woolworths Big W 	<ul style="list-style-type: none"> Melody Street 	<ul style="list-style-type: none"> For Woolworths & Big W only
LD 2	<ul style="list-style-type: none"> South Mall Fresh Food 	<ul style="list-style-type: none"> Melody Street 	<ul style="list-style-type: none"> General & cardboard compactors Cooking oil and organics
LD 3	<ul style="list-style-type: none"> Coles Event Cinemas South Mall The Patio 	<ul style="list-style-type: none"> Melody Street 	<ul style="list-style-type: none"> General & cardboard waste Soft plastics recycling Commingled recycling Milk & bread crate storage
LD 4	<ul style="list-style-type: none"> Kmart 	<ul style="list-style-type: none"> Melody Street Gold Coast Hwy 	<ul style="list-style-type: none"> For Kmart only
LD 5	<ul style="list-style-type: none"> Myer 	<ul style="list-style-type: none"> Gold Coast Hwy 	<ul style="list-style-type: none"> For Myer only
LD 6	<ul style="list-style-type: none"> East Mall 	<ul style="list-style-type: none"> Gold Coast Hwy 	<ul style="list-style-type: none"> General & cardboard waste Open top bins currently Soft plastics recycling
LD 7	<ul style="list-style-type: none"> Closed 	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> N/A
LD 8	<ul style="list-style-type: none"> East Mall Food Court 	<ul style="list-style-type: none"> Hooker Blvd Gold Coast Hwy 	<ul style="list-style-type: none"> Cooking oil disposal only Milk & bread crate storage
LD 9	<ul style="list-style-type: none"> Target 	<ul style="list-style-type: none"> Hooker Blvd 	<ul style="list-style-type: none"> For Target only
LD 10	<ul style="list-style-type: none"> East Mall Resort 	<ul style="list-style-type: none"> Hooker Blvd 	<ul style="list-style-type: none"> General & cardboard compactors Commingled recycling Soft plastics recycling Milk & bread crate storage
LD 11	<ul style="list-style-type: none"> Not Yet Open 	<ul style="list-style-type: none"> Hooker Blvd 	<ul style="list-style-type: none"> TBC
LD 12	<ul style="list-style-type: none"> David Jones North Mall 	<ul style="list-style-type: none"> Hooker Blvd 	<ul style="list-style-type: none"> No waste disposal

Loading Dock restrictions include;

- Operating hours 6am - 9pm and Dock (1) 6am – 10.00pm
- No parking in loading docks
- Delivery windows limited to 1 Hour maximum
- No storage of equipment or materials in docks without Centre Management approval

For queries relating to waste management, delivery vehicle access and after hours access to loading docks please contact the Pacific Fair Dock Master via Phone: 0411 678 596 or Email: pfdockmaster@airlitegroup.com.au.

Noise

During trading hours noise from construction and associated works must not impact on the quiet enjoyment of other tenants and the general public.

Gold Coast City Council (GCCC) will enforce the Environmental Protection Act 1994 which sets restrictions on noise impacting the neighbouring residents, the Act extract is shown below;

- A person must not carry out building work in a way that makes an audible noise;*
- on a business day or Saturday, before 6.30am or after 6.30pm; or*
 - on any other day, at any time.*

Where building works are approved to be completed outside the time restrictions above, the applicable contractor is required to ensure noise from those works do not impact the neighbouring residents.

Where noise levels emanating from the site (tenancy in the case of shopfitting works) are likely to breach GCCC regulations, the applicable contractor must obtain the relevant approvals from GCCC prior to undertaking the works.

For more information and access to the **Application for a permit to carry out a regulated activity - building work noise/building site delivery noise outside normal hours** follow this [link](#) to the *After Hours Building and Delivery Works*

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GCCC website or refer to the Development Compliance department at GCCC via Phone: 07 5667 5978 or Email: mail@goldcoast.qld.gov.au.

Where non-compliant noisy works are identified the works will be instructed to cease and the breach escalated to Centre Management. Works cannot recommence without approval from Centre Management.

Where noisy works result in AMP receiving a breach notice and fine from GCCC, this will be passed onto the offending contractor for reimbursement.

ADVICE – Liaise with your AMP point of contact to discuss your work schedule and how best to manage noisy works.

NOISE POLLUTION

Building work

Building works early in the morning, on weekends or public holidays can disturb neighbours, disrupt their sleep and interfere with their normal daily activities. If loud enough, it can affect their health. This fact sheet can help you to reduce noise and meet legal requirements.

This fact sheet includes information for builders and owner-builders, but does not apply to home renovators (please refer to fact sheet entitled 'Regulated devices' for home renovation noise). It is intended to help residents and builders manage noise and meet legal requirements.

Be a good neighbour

Talking to your neighbours about what work is planned and how long it will take can prevent problems. Work such as jack hammering, concrete cutting and pouring, should be discussed with neighbours beforehand. A sign on the site or distribution of leaflets detailing work hours may help prevent complaints.

Ways you can reduce noise

A range of measures can be used to reduce noise. These include:

- Limiting work hours**
Talk to neighbours to find out if there are particular times when noise disturbs them. Most people are concerned about noise at night or early morning.
- Select quieter equipment or use alternatives**
When buying equipment, consider the quietest option. Manufacturers often label equipment with the noise level or can provide this information. Alternatives such as electrical equipment, can be quieter, cheaper, more efficient and kinder to the environment than petrol powered models.
- Select location carefully**
Where practical, work as far away as possible from neighbours, bedroom windows and offices. Close windows and doors to reduce noise levels and consider completing some work, such as framing, off-site at less sensitive locations.
- Regular maintenance**
Regular maintenance reduces noise and increases effectiveness of equipment, such as mufflers. Contact the manufacturer for advice.
- Install fences or barriers**
A solid fence without gaps can help reduce noise levels. Consider completing the fencing prior to other building work.
- Consider an acoustic enclosure**
Some fixed equipment, such as compressors and vacuum equipment, can be effectively enclosed in a wooden box with an absorbent lining and adequate ventilation. Ask for advice from the manufacturer or installer.
- Equipment modifications**
Sometimes modifications can be made to the unit to reduce noise. For example, a more effective muffler can be fitted to engine-powered equipment. Discuss this option with the manufacturer or installer.

The law

Queensland's *Environmental Protection Act* includes noise limits for building work and Council of the City of Gold Coast (Council) is legally required to enforce these limits. If issues between neighbours cannot be resolved and complaints continue, an investigation will be carried out.

If building works exceed noise limits, Council may issue an on-the-spot fine to the value of 15 penalty units (for an individual) or 75 penalty units (for a corporation). See the City website for information about penalty unit values.

Allowable noise limits

The person carrying out the building work may be issued with an on-the-spot fine if noise from building work can be clearly heard at premises between the following hours:

- 6:30pm to 6:30am – on a business day or Saturday
- on any other day, at any time.

For more information

P 07 5581 6220
E mail@goldcoast.qld.gov.au
W cityofgoldcoast.com.au

CITY OF
GOLDCOAST.

GCC0918

Hoarding & Temporary Fencing

Hoarding Requirements

- The hoarding will be supplied, installed, adjusted as required and removed by the Centre Management contractor at the Lessee's cost.
- The Lessee contractors are not permitted to move, adjust or relocate the hoarding under any circumstances without written approval from the nominated AMP representative.
- Hoardings will generally be installed 900mm out from the tenancy line, in the case where 900mm cannot be achieved the maximum width will be provided based on the positioning of adjoining tenancies, common mall areas or balustrades.
- Hoardings are painted with decal graphics applied, the Lessee may choose to nominate a brand paint colour and/or branded decal which would be design approved by AMP and installed by Centre Management at the Lessee's cost
- Dust suppression will be installed at the top of the hoarding and sealed between hoarding and bulkhead. The contractor must maintain the dust suppression in good repair with no holes or tears
- Double entry doors will be installed with a key lock and bolt
- Additional entry doors where required may be installed by Centre Management at the Lessee cost
- A copy of the key for the lock shall be given to Security whilst the hoarding is in place
- The Centre Management will supply one set of entry doors to the hoarding, additional entry doors will be installed at the Lessee's cost
- Entry doors MUST open inwards.
- Hoarding doors to be closed and bolted whilst works are occurring behind the hoarding
- Hoarding doors to be closed and locked when works are not occurring behind the hoarding
- Materials and tools are not permitted to be leant against or hung from the hoarding structure
- The contractor will supply, maintain, and use a dust suppressing mat inside the tenancy at the entry doors. If cleaning is required outside of the hoarding due to construction works this will be at the Lessee's cost
- The installation and removal of the hoardings will only be carried out outside of the Centre's trading times by the Centre Management contractor
- Any damage to the hoarding is to be reported immediately to the Centre Management

Temporary Fencing Requirements

- Temporary fencing will be considered in some areas, to be approved by Centre Management
- All fencing materials must be in as new condition
- A plain black, full height scrim to span the entire fence length will be required
- Fencing weights to be placed on the floor for protection
- A gate installed with rubber or plastic wheel, latch and lock
- Gates to be closed and latched whilst works are occurring behind the fencing
- Gates to be closed and locked when works are not occurring behind the fencing
- Any damage to flooring to be made good by shopfitter at their cost
- Fencing to be maintained in good condition, straight with nothing protruding beneath the fence
- Any damage to the fence is to be reported immediately to the Centre Management

Hoarding or Temporary Fencing will not be removed until;

- The tenancy fitout is complete and the lessee determines the tenancy is ready to trade
- Approval has been issued by the Tenancy Delivery Manager
- All relevant certificates have been received by Centre Management
- Two full working days' notice in writing has been provided to the Tenancy Delivery Manager

Misuse of Customer Shopping Trolleys

Shopping trolleys are provided for the sole use of customers. Shopping trolleys are not to be used for the transportation of tools, materials or equipment under any circumstances.

NON-COMPLIANCE

Any contractors or sub-contractors (or their employees) identified incorrectly using a shopping trolley will be instructed to empty the trolley immediately, return the trolley to the nearest trolley return bay or applicable retailer trolley storage area and their induction cancelled requiring re-induction. Future breached may include having their access revoked indefinitely.

Permits & Approvals Require Prior To Work

Permits to work shall be obtained prior to undertaking the following;

- Hot works
- Confined space entry
- Roof access
- Penetration of surface
- Fire detection isolation (Impairment registers in both FCR and Security Control Room MUST be filled out)

Approval for works shall be obtained prior to undertaking the following;

- Ground excavation
- Works impacting the fire systems
- Works impacting the power and data infrastructure
- Any other works identified by AMP Capital Shopping Centre's management

On completion or suspension of the works, these permits shall be returned to Security Control.

For queries relating to work permits and approval, please contact the Security Control via Phone: 07 5581 5121 or Email: security.pacificfair@mht.net.au.

Hot Works

Hot works have the potential to cause fire, hot works include the following;

- Grinding
- Welding
- Thermal or oxygen cutting or heating
- Flared flame and other related heat-producing or spark producing operations

No hot works shall be carried out without an approved and verified Permit to Work.

Confined Spaces

Under no circumstances shall confined spaces be entered without the authorization of the nominated Centre Management representative and the issuing of a Permit to Work for confined space entry. All work in confined spaces shall be in accordance with the Australian Standard 2865 "Safe working in a confined space"

No confined space access shall occur out without an approved and verified Permit to Work.

Penetrations

All work in relation to cutting and opening of base building surfaces, inclusive of penetrations required in metal roof deck, under flashings, columns, concrete slabs (floor or ceiling), inter-tenancy and exterior walls must not occur without Centre Management prior approval.

In addition to Centre Management approval all penetrations, chasing and saw cutting must have Centre Management nominated Structural Engineers approval and certification; this approval is granted or refused solely at Centre Management discretion.

Where approved, the Lessee or engaged contractor must;

- complete a 'Penetration of Surface Permit' available from Security Control
- provide Centre Management with a fully dimensioned penetration layout, dimensions must relate to the building grid
- seal all penetrations and maintain where applicable thermal, acoustic and fire ratings or separation and provide certification of such to Centre Management satisfaction

No penetrations shall occur out without an approved and verified Permit to Work.

Personal Protective Equipment (PPE)

The contractor or sub-contractor shall;

- Supply PPE appropriate for the EH&S requirements for the workplace which they are in control of
- Supply PPE appropriate for any EH&S hazards identified or encountered
- Supervise the use, training and maintenance of this PPE
- Ensure all PPE complies with the relevant Australian Standards
- Ensure that PPE is worn in accordance with any relevant legislation, workplace, SWMS or site rules
- Ensure that PPE is worn in accordance with signs in the centre e.g. designated hearing protection areas

Fall Hazards, High Level Access & Roof Works

Areas below work being conducted at a height require a safety exclusion zone installed with appropriate signage displayed to protect the safety of others. Exclusion zone equipment must be good condition, in keeping with Centre standards and be to the satisfaction of Centre Management.

Where the risk of falling is identified appropriate control strategies shall be implemented and these control strategies shall be in accordance with relevant statutory requirements. Staff shall be trained in the selection, use and maintenance of fall arrest and prevention devices. Where appropriate tools with lanyards should be used to prevent potential dropped objects.

No material shall ever be thrown, dropped, or left unsecured at height.

Hazardous Materials & Chemicals

There is asbestos and PCB management plan in place and a Hazardous Materials Register located with Security Control that details the location and condition of such materials.

Any work on hazardous materials shall only be undertaken by an appropriately licensed person and in compliance with statutory requirements.

If any asbestos or asbestos-like material is found or suspected, work shall cease immediately and the Operations Manager shall be notified.

Dust in the workplace is considered a potential danger. Contractors and sub-contractors should take measures to minimize the amount of dust in the workplace. The measures include, but are not limited to the following;

- Introduction of a robust cleaning regime
- Ensuring all dust producing power tools/equipment are fitted with dust suppressing devices i.e. vacuums etc.
- Consideration to cutting only in a cordoned off area
- Pre-cutting offsite with only finishing cutting to occur on site where practicable
- No cutting of MDF unless in approved booth with extraction and FESTO operational BA and disposable overalls

Please note, some materials commonly used in the workplace are considered hazardous when handled incorrectly. Reconstituted woods such as particleboard, fibreboard, chipboard and medium density fibreboard (MDF) are usual bonded using urea/formaldehyde resin.

When cutting these boards the dust and other chemical vapour can cause adverse health effects. If working with these products, workers should pre-cut where ever possible, and have a designated, controlled cutting area within the tenancy that is properly equipped to trap the dust. Workers undertaking the cutting should be properly attired to do so with the correct protective clothing and equipment.

Many chemicals in the workplace are potentially hazardous if procedures for their safe use are not in place or ignored. The contractor or sub-contractor must have a hazardous chemical handling and storage procedures in place for all chemicals in the workplace, and must train their employees in the safe handling and storage of these chemicals.

Safety Tags & Isolation Procedures

No work shall be carried out on any of the Centre's equipment without first ensuring that all energies have been disconnected and secured. Isolation shall occur in the following circumstances:

- When machinery/plant is undergoing repairs or is identified as requiring repairs.
- Where building work may affect electrical supplies or switchgear.
- Where any person may be in danger of injury from exposure to energy sources or stored energies during a maintenance operation or due to equipment faults.
- Under the supervision of the nominated Centre Management representative.

A safety tag or lock out device shall only be removed by the person who originally affixed it or someone under their direct instruction.

Safety Signage

All safety signs, notices and instructions displayed on-site shall be adhered to.

Any safety signage required to be displayed, as part of the works shall comply with the Australian Standard 1319 "Safety signs for the occupational environment" and installed to the outside of hoardings.

Ensure evacuation plan & emergency contact list are displayed at all times on internal side of hoardings.

Where emergency egress paths run through construction area, shopfitter must ensure it remains clear at all times.

Statutory Signage

All statutory signs required to be displayed, as part of the works being conducted by the contractor or sub-contractor at the workplace under their control shall comply with the relevant statute or legislation governing the signage requirement. It is the contractor or sub-contractor's responsibility to ensure this signage is in place and complies with all requirements.

Housekeeping

Work areas, stairways, passages, and emergency exits shall be maintained in a clean and safe state. If required, the Contractor shall barricade off work areas and display appropriate warning signage. Contractors are to provide their own barricades and exclusion equipment/signage.

Electrical extension leads shall be tested and tagged and not obstruct walkways or stairs.

It is the contractor's responsibility to maintain their materials, tools and other equipment in an orderly manner on-site.

All points of access into the common areas of the mall must have fit-for-purpose door mats to prevent dust/debris migration into the general centre.

The contractor is responsible for all cleaning costs incurred due to dust or debris resulting from contractor works (inclusive of tenancy fit out or deficit).

Waste from contractor works (inclusive of tenancy fit out or deficit) must not be dumped in the Centre's bins. Rubbish will not be permitted in the Centre malls, service corridors or other common areas. All site-related rubbish must be removed in a manner which ensures that the common areas remain in good order – i.e. wheels of Contractor trolleys are cleaned prior to entering common area, loose rubbish is bagged to prevent spreading dust/debris, etc.

Skip Bins are to be arranged through the Dock Master at the contractor's expense and are only permitted in dock 10 and dock 11 and must at all times be covered by sprinkler protection.

The contractor must clean the area on which the rubbish removal vehicles are parked, as required by the Centre.

Plant, Tools & Equipment

The contractor shall be responsible for ensuring:

- Employees using plant; tools and equipment are trained and competent in their use and where appropriate, hold relevant certification.
- All plant, tools and equipment are maintained and used in a safe working manner, complying with appropriate statutory requirements for the safe operation of these tools and equipment.
- The Shopping Centre's plant and equipment or services are not to be used without permission from a nominated Centre Management representative.
- All equipment is to be removed from site after use, where equipment is to be stored on site the contractor is required to seek permission from Security Control and provide the equipment details for the Equipment Storage Register. Any equipment found not captured in the register will be treated as abandoned and removed from site.
- Fire extinguishers are to be provided by all contractors for duration of onsite fitout works

Plant Rooms

- Housekeeping standards are to be adhered to and plant rooms shall not be used for storage.

Building Maintenance Units

- Shall only be installed and used by competent personnel.

Lifting Equipment

- Lifting equipment loads shall be within the load bearing capacity of the equipment. Workers using lifting equipment must be properly trained and licensed where applicable.

Machines and Safety Guards

- Exposed and hazardous machinery parts shall be guarded and comply with the Australian Standard 4024 *Safeguarding of Machinery*.

Welding Equipment

- A Permit to Work for hot work shall be issued for any welding conducted outside designated hot work areas (areas to be confirmed with Centre Management).
- Gas cylinders used for Oxy-Acetylene or Oxy-LPG welding must be securely fixed in an appropriate trolley and kept upright at all times.
- The above-mentioned welding equipment shall be fitted with flashback arresters and hoses and fittings should be tested regularly for leaks.

Electricity, Electrical Equipment, and Hand Tools

- Where practical, electrically isolated prior to work commencing. In the event isolation is deemed not practical or there is a risk of contact with live parts, a risk assessment shall be conducted in accordance with the Qld Electrical Act, as a minimum, risk control strategies shall include the provision of protective equipment such as insulated tools and gloves as well as the presence of a competent assistant.
- Electrical equipment shall be tested and tagged by a licensed electrician and fitted with earth leakage devices.

Compactors

- Under no circumstances shall a compactor be entered, only designated maintenance personnel are permitted to service, repair or unjam a compactor. Operators must sign off SWMS for safe operation of Compactors

Vehicles, Mobile Equipment, Mobile Scaffolding, Forklifts, EWP's, Scissor Lifts, Boom Lifts, and Cherry Pickers

- Only fully licensed and trained personnel shall operate machinery within the workplace.
- All equipment used in the workplace shall be properly maintained and all records, logs etc. applicable to the equipment shall be kept up to date by the contractor or sub-contractor at all times.
- Load bearing capacities shall be adhered to at all times.
- As far as practicable, loads shall not be suspended or travel over people below.
- Loads being transported shall be restrained.
- Scaffolding equipment, installation and maintenance shall comply with Australian Standard 1576 *Scaffolding*; be erected, maintained, and dismantled by suitably qualified scaffolders. If the height exceeds 4 metres, have edge protection, safe access, and egress, be inspected, and marked by a suitably qualified scaffolder before use, & after any alteration or at intervals no greater than 30 days.

Compressed Air

- Eye protection shall be worn at all times and whip checks used on all hose connections.
- Compressed air shall never be used to clean dust off the worker

Ladders

- All ladders brought on-site shall comply with the Australian/New Zealand Standard 1892 *Portable Ladders*.
- Ladders used for any electrical work shall be of a fibreglass construction
- Top step of a step ladder should not be used
- 3 points of contact maintained while climbing any ladder
- When working at height from a ladder a spotter shall be employed and no work alone undertaken

Dangerous Goods & Hazardous Substances (DGHS)

Where DGHS are required to be used, stored or handled on-site, the contractor shall be responsible for:

- Providing copies of the safety data sheets (SDS) to the nominated Centre Management representative prior to the commencement of work.
- The safe use, storage and handling of these substances whilst on-site.

All DGHS shall be stored and handled in accordance with the requirements outlined on their SDS as well as any relevant statutory requirements. The contractor shall be responsible for providing any storage facilities required and shall supply spill kits and Bunding of the DGHS if required.

Manual Handling

Where activities pose manual handling risks, safe work method statements or procedures shall be developed and employees trained accordingly to mitigate and control any identified risk.

It is the responsibility of the contractor or sub-contractor to ensure all employees called upon to undertake manual lifting as part of their works at the workplace hold any relevant certifications required to do so. The movement of materials to the tenancies etc. must be done so in a safe manner and as directed by the nominated Centre Management representative.

Sharps Management

In the event a sharp or syringe is identified:

- Tongs or a dustpan & broom shall be used to pick it up.
- It shall be placed in a designated sharps container available through Security Control.
- The Operations Manager shall be notified.

First Aid

Only qualified first aiders shall be permitted to administer first aid. Refer to the 'Emergency Contact Details' listed on page 3 for contact details.

Where the relevant WH&S legislation requires the contractor or sub-contractor to have qualified first aiders within the workplace under their control, the contractor or sub-contractor shall ensure this occurs. The contractor or sub-contractor shall ensure the first aid equipment held at the workplace complies with the minimum requirements under the legislation.

Emergency Preparedness & Evacuations

Emergency procedures will be explained during the induction. In the event there is an emergency evacuation initiated whilst on-site, follow the instructions of the Centre Wardens.

The Contractor shall ensure that all employees are familiar with the location of firefighting equipment and emergency exits in their area of work.

Reporting Hazards, Incidents & Accidents

Any hazardous condition or incident affecting EH&S or the environment, involving injury or property damage shall be reported to the nominated Centre Management representative.

The contractor shall comply with the relevant state legislative requirements for reporting of incidents and accidents to EH&S authorities.

It is the contractor or sub-contractor's responsibility to understand the emergency egress path to the assembly point from their workplace.

EH&S Performance Monitoring

Non-compliance with the requirements of these guidelines may result in suspension of personnel or termination of the contract and removal from the Centre. Performance shall be monitored as follows:

- Inspections of the work area to ensure that safe work method statements and/or EH&S Plan requirements are being met.
- Submission of reports detailing hazards, incidents and injuries experienced by contractor personnel.

Centre Management will indicate the preferred manner of monitoring performance.

Under Workplace Health and Safety legislation, a Union representative holding a valid permit and having provided the necessary notices as required under the legislation hold rights to access a workplace where their members (or workers who are eligible to be Union members) are located.

In doing so they have various obligations in exercising those rights. It is necessary for any contractor or sub-contractor to understand fully the rights and obligations of both themselves and the Unions in this regard.

For the purposes of the WH&S Legislation, the contractor or sub-contractor is considered the Person Conducting a Business or Undertaking (PCBU) and the Principal Contractor for the works they are conducting. In the case of a shopfitter completing works on a tenancy on behalf of a Lessee, they are the PCBU and Principal Contractor for the duration of the fitout works.

It is the responsibility of the contractor or sub-contractor to advise the nominated Centre Management representative immediately if they are issued a notification from a Union under the WH&S legislation or any other legislation governing access.