Safety, Health & Environment Contractor Induction

General Work Health & Safety + Repairs & Maintenance + Petrol – Section One

WOOLWORTHS GROUP

Contents

Section 1

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WOOLWORTHS GROUP

Welcome to Woolworths Group Limited

Woolworths Group Limited is committed to putting safety, health and wellbeing at the centre of what we do.

Woolworths has identified and documented this induction with the view of providing consistent safety and health information to contractors, including merchandisers and demonstrators, consultants, entertainers, trainers, assessors and other non toolbox contractors. Prior to commencing work on Woolworths Group Limited sites, it is a requirement that this online induction is completed and you comply with Health & Safety Acts, Regulations, Codes of Practice, and industry standards and accreditations.

Woolworths Group Limited will monitor contractor compliance and performance through ongoing reviews.

Failure to adhere to the requirements detailed in this Induction may result in you and your company being removed from site and the prospect of not undertaking any further work for Woolworths Group Limited.

WOOLWORTHS GROUP

Welcome to Woolworths Group Limited

Woolworths Group Limited is committed to putting safety, health and wellbeing at the centre of what we do.

In the interests of partnering with you on our journey to Destination Zero (zero harm to our people, environment and community), Woolworths Group Limited invites contractors to provide comment or feedback in relation to this induction to your Woolworths Group Limited Representative.

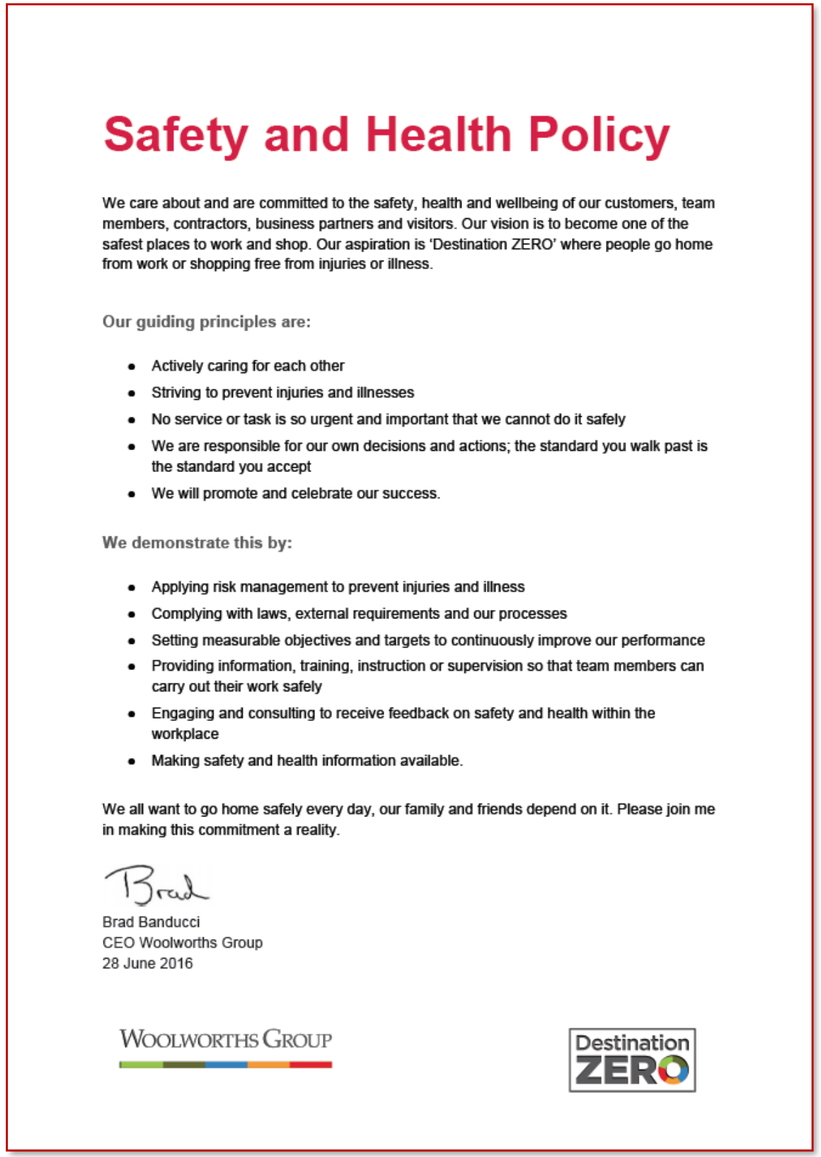
At the end of this induction, once you have passed, excepting Trolley Contractors, you will be given the option to print an induction card in either a hard-plastic card, paper version of the card or email an electronic version of the card to your mobile phone. This card **must** be presented when signing in at Woolworths Group Limited Sites.

Trolley Contractors will be required to order a hard copy card only and present this to site.

This induction applies to Woolworths Group Limited and its subsidiaries.

WOOLWORTHS GROUP

Safety & Health Policy



Safety and Health Policy

We care about and are committed to the safety, health and wellbeing of our customers, team members, contractors, business partners and visitors. Our vision is to become one of the safest places to work and shop. Our aspiration is 'Destination ZERO' where people go home from work or shopping free from injuries or illness.

Our guiding principles are:

- Actively caring for each other
- Striving to prevent injuries and illnesses
- No service or task is so urgent and important that we cannot do it safely
- We are responsible for our own decisions and actions; the standard you walk past is the standard you accept
- We will promote and celebrate our success.

We demonstrate this by:

- Applying risk management to prevent injuries and illness
- Complying with laws, external requirements and our processes
- Setting measurable objectives and targets to continuously improve our performance
- Providing information, training, instruction or supervision so that team members can carry out their work safely
- Engaging and consulting to receive feedback on safety and health within the workplace
- Making safety and health information available.

We all want to go home safely every day, our family and friends depend on it. Please join me in making this commitment a reality.

Brad Banducci
CEO Woolworths Group
28 June 2016

WOOLWORTHS GROUP

Destination ZERO

Our Policy

Woolworths Group Limited is committed to putting safety, health and wellbeing at the centre of what we do. Individually and collectively we play an important role in meeting this commitment.

Our aim is to provide the highest level of protection against harm arising from safety, health and wellbeing hazards and risks as is reasonably practicable.

To read the Woolworths Group Limited Safety and Health Policy – Click Here

WOOLWORTHS GROUP

Arrival at Site/Store

When arriving at Woolworths Group Limited sites contractors and service providers are to report to the sites service desk, reception or security.

You will be required to sign in the visitors book or register with reception and display the visitors sticker or tag while on site.

“Visitor” stickers must be removed when signing out or tag returned to reception.

Examples of a Supermarket “Visitors Sticker”

WOOLWORTHS GROUP

Arrival at Site/Store *Cont.*

A few exceptions do apply and they are:

- Sign in details are available in the Petrol Induction Module.
- Trolley Collection Contractors are required to sign the Visitors Book but are not required to wear “Visitors Stickers”.
- Hygiene and Waste Contractors are not required to sign in to the Visitors Book and are not required to wear a “Visitors Sticker”.

Examples of a Supermarket “Visitors Sticker”

WOOLWORTHS GROUP

Before Starting Work

Depending on the type of work you will be undertaking, a "Work Authority Form" (WAF) and Work Permit (WP) may need to be completed and signed by you and the Site/Duty Manager prior to the commencement of works.

The Site/Duty Manager will guide you through this process, if it is required.

Safe Work Method Statements (SWMS) or Job Safety Analysis (JSA) are:

- To be completed for **all** works.
- To include a description of the task(s) and how they will be undertaken.
- To be "Task Specific" and include a Risk Assessment to identify hazards and eliminate/control the risks in relation to the tasks and any hazards that may be unique to that site.
- To be presented to the Site/Duty Manager prior to the commencement of any works requiring a "Work Permit" or deemed "high risk".
- Made available to the Site/Duty Manager upon request for "non" high risk works.
- **Complied with when undertaking works.**

Before Starting Work *Cont.*

Where a SWMS or JSA cannot be produced for high risk work the work may not be permitted to commence.

NOTE: SWMS are to consider the protection from risk of our customers. Where appropriate, consideration should be given to customer safety e.g. signage, barricading, preventing unauthorised entry, etc.

Completed

Thank you.

You have now completed the **first section** of the Woolworths Safety, Health & Environment Contractor Induction.

Please proceed to the next section.

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Safety, Health & Environment Contractor Induction

General Work Health & Safety + Repairs & Maintenance + Petrol – Section Two

WOOLWORTHS GROUP

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3. Emergency Preparedness & PPE
4. Safety Signage
5. Falls
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7. Completed

Hazards & Incidents

Hazards

A hazard is "anything that has the potential to cause injury, illness or damage to people, plant or the environment”.

Hazards that are identified prior to or during the works are to be documented in your Safe Work Method Statement (SWMS) and eliminated or controlled prior to commencement of works.

Any site specific safety hazards should be brought to the attention of the Site/Duty Manager and any high risk hazards escalated to your Woolworths Group Limited Representative.

Hazards & Incidents *Cont.*

Incidents and Injuries

Incidents, injuries, near misses, involving contractors or service providers, undertaking works are to be reported to the Site/Duty Manager or your Woolworths Group Limited Representative immediately.

You are to assist in the completion of the Woolworths Group Limited Incident/Injury report form and participate in any incident investigation. Following a serious incident, external reporting to a regulatory authority may be required. You will be required to cooperate with Woolworths in completing this, if required.

Non-Disturbance Areas

If an incident is serious, the area will need to be preserved, as prescribed by the Regulator, for a period of time for investigative purposes. This area is deemed a “Non-Disturbance” area and works may not commence until cleared by the Regulatory Authority.

Hazards & Incidents *Cont.*

First Aid

The Site/Duty Manager will assist you with first aid needs, if required.

Woolworths Group Limited sites have access to first aid equipment, trained first aiders or access to offsite Medical Treatment.

If you are injured on site or if a customer is injured as a result of the work being undertaken, report it immediately to a member of staff, Site/Duty Manager or your Woolworths Group Limited Representative who will contact a First Aider or arrange attendance at a local Medical Centre.

Emergency Preparedness & PPE

Emergency Preparedness

Each site has emergency information that you need to be familiar with. This information is displayed or located at each site on noticeboards and in Evacuation Diagrams. Each site has nominated wardens specifically trained to assist you in the event of an emergency and any evacuation requirements. Wardens can be identified by white, green or red hats.

During an emergency and/or evacuation you are to follow reasonable instructions given.

Personal Protective Equipment (PPE), is to:

- Be used when indicated by signage or requested by the site controller or when identified in your SWMS.
- Meet relevant Australian Standards and be maintained in good condition.
- Be provided by the contractor with training on its use in accordance with manufacturer's instructions.

Emergency Preparedness & PPE

The following items of PPE may be required, but not limited to, based on the tasks being completed:

- High visibility vest/clothing
- Gloves
- Protective Clothing
- Safety glasses
- Hearing protection
- Safety footwear
- Hard Hat
- Masks
- Sun Protection (e.g. hats, long sleeved shirts, long shorts, sunblock)

If you are required to enter a Construction Zone you will be required to comply with PPE requirements of the Principal Contractor or the Site Controller.

Emergency Preparedness & PPE

High Visibility Clothing

Some Woolworths Group Limited sites, for example distribution centres, petrol forecourt, drive thru and car parks are designated as requiring high visibility clothing.

Please check site requirements before arriving at site.

Safety Signage

Restricted Access Areas

Restricted Access areas are sign posted and are not to be entered without permission from the Site/Duty Manager or Woolworths Group Limited Representative.

If you are required to enter a restricted access area or your work is in a geographically remote location or in an isolated area of the site then you are to include the risk controls in your SWMS.

Construction Zones

Construction Zones will be clearly indicated with hoarding, barricading and signage and are not to be entered without making prior suitable arrangements with the Principal Contractor or Site Controller.

Safety Signage *Cont.*

You will see a variety of signs on Woolworths Group Limited sites. Signage is provided for your safety and is to be observed at all times.

Signage is colour coded as follows:

- **Red** signs indicate fire equipment (fire extinguishers, hose reels, etc.)
- **Blue** signs indicate that mandatory Personal Protective Equipment is required when entering the area
- **Green** signs are for emergency equipment (eyewash stations, first aid kits and emergency exits, etc.)
- **Yellow** signs are cautionary signs, which may indicate a spill, a wet floor or "sound horn" areas

Please speak with the Site/Duty Manager or Woolworths Group Limited Representative if you are not sure what any particular signage means to you.

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Falls

Slip, trip and fall injuries can be prevented by:

- Good housekeeping (e.g. keep walkways clear at all times).
- Reporting hazards.
- Wearing appropriate clothing for the task to be completed.
- Good manual task practices.
- Holding the handrail while travelling on stairs.

Housekeeping is everybody's responsibility and together we can all make a difference.

Falls *Cont.*

If you see something which could potentially cause a slip, trip or fall, don't walk past it, do something about it, such as:

- Fix or isolate the problem, and;
- Reporting the Hazard to the Site/Duty Manager so we can take the appropriate action.

Where there is a risk of you falling from one level to another or where there is a risk of an object falling and injuring another person you are to include the risk controls in your SWMS.

If you need assistance please speak with the Site/Duty Manager.

Manual Tasks

Manual tasks are to be identified and control strategies documented in your SWMS.

You need to consider whether you will need help, i.e. extra people or lifting equipment, with any particular tasks before arriving on site.

Manual Tasks *Cont.*

Working in the office environment

If you have/require any Workstation changes or adjustments (e.g. raise desks or lighting issues) please contact the Facilities Management Team.

A workstation assessment will be carried out prior to any adjustments.

If you have any question please contact your Woolworths Group Limited Site Representative.

WOOLWORTHS GROUP

Completed

Thank you.

You have now completed the **second section** of the Woolworths Safety, Health & Environment Contractor Induction.

Please proceed to the competency assessment.

WOOLWORTHS GROUP

Safety, Health & Environment Contractor Induction

General Work Health & Safety + Repairs & Maintenance + Petrol – Section Three

WOOLWORTHS GROUP

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5. Maintaining a Respectful Workplace
6. Drugs & Alcohol
7. Consequences for Violation
8. Supplier Speak Up Policy
9. Completed

Hazardous Chemicals

Hazardous Chemicals must not be introduced onto Woolworths sites without prior approval.

If you are not sure whether a Hazardous Chemical needs approval speak with your Woolworths Group Limited Representative prior to arrival on site.

If you do need to use Hazardous Chemicals on site they are to:

- Be assessed to determine if an alternate “non” or “less” hazardous chemical can be used to perform the task.
- Have the relevant and current (not older than 5 years) “Safety Data Sheets” (SDS) available at the work site.
- Have control strategies documented in your SWMS.

Hazardous Chemicals *Cont.*

Hazardous Chemicals are to be:

- Used without risk to workers, visitors and customers.
- Stored securely and where unauthorised people cannot access them.
- Used and stored away from food.
- Free from risk of falling or being knocked over.
- Appropriately labelled.
- When decanted into containers, have the correct labelling and safety information for the product identified on the container.
- Used in accordance with the manufacturer's instructions and SDS.
- Removed from store/site following use each day, unless prior agreement with the Site/Duty Manager and securely labelled and stored.

Hazardous Chemicals *Cont.*

Work that may generate fumes that are hazardous or objectionable are to consider:

- Completing works outside of trading hours.
- The use of PPE.
- Ventilation – natural or mechanical.
- Prior approval of the Site/Duty Manager or Woolworths Group Limited Representative.

Hazardous Chemicals *Cont.*

Spills

If you cause or come across a spill, prevent its spread, warn any person who may be at risk and contact the Site/Duty Manager or Woolworths Group Limited Representative. If your works increase the likelihood of a spill you are to include risk control strategies in your SWMS.

Stormwater Drains

Stormwater drains are not to be used to wash down or dispose of waste.

In the event of a spill, stormwater drains are to be protected by using bunding and the Store/Duty Manager or your Woolworths Group Limited Representative notified immediately. If you suspect environmental contamination contact the Site/Duty Manager or Woolworths Group Limited Representative immediately.

Plant & Equipment

Plant & Equipment used by Contractors is to be:

- In good condition.
- Stored and operated in accordance with Australian or other relevant standards.
- Be appropriate for its intended use.
- Have up to date maintenance records, including electrical testing & tagging.
- Secured when not in use, to prevent unauthorised access or use.
- Operated by appropriately trained, licensed and competent persons.

Plant and Equipment Hazards are to be identified and eliminated or controlled in your SWMS.

Plant & Equipment *Cont.*

When servicing or working on Woolworths Group Limited equipment, the equipment is to be left in a safe manner in preparation for normal operational use. Woolworths Group Limited plant and equipment is not to be used. If you require assistance contact the Site/Duty Manager or Woolworths Group Limited Representative.

Any equipment that may cause excessive noise levels is to be used outside of trading hours. If this is not practical discuss the matter with the Site/Duty Manager or Woolworths Group Limited Representative.

Trainees or apprentices are not to be left unsupervised.

Most sites generally provide Residual Current Devices (RCD) and protected General Purpose Outlets (GPO). Always consider personal safety by plugging in before switching the GPO on, and always switch off the GPO prior to removing the plug.

Plant & Equipment *Cont.*

Danger & Out of Service Tags

Equipment labelled with a "**Danger**" tag or "**Out of Service**" tag must **not** be used or have the label removed, except by the repairing contractor that attached the tag once the equipment has been repaired and returned to normal operation.

Removal of the tag by another repairing contractor is acceptable after consultation with the person named on the tag, or after consultation with the site supervisor who is to confirm that the equipment is repaired and is safe to use.

Facilities & Other Site Rules

Asbestos

Asbestos registers are available on site and are to be checked by the contractor prior to commencing any work.

Specific areas within a store/site that contain asbestos are labelled.

Only suitably licenced contractors can perform work on asbestos containing materials.

Facilities & Other Site Rules *Cont.*

Traffic Management

Traffic Management requirements are to be observed at all times, including:

- All speed limits, traffic flows and other specific traffic management rules and signage.
- Vehicles are to be immobilised prior to loading or unloading.
- Vehicle parking is permissible only in designated parking areas, parking in other areas will not be tolerated.

Facilities & Other Site Rules *Cont.*

Pedestrian Movement

When moving around Woolworths Group Limited sites pedestrian zones are to be used, where indicated.

When working in or moving equipment in the vicinity of pedestrians, barricading is to be considered to prevent unauthorised or accidental contact.

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Facilities & Other Site Rules *Cont.*

Housekeeping and Storage

Work areas are to be kept clean and orderly. Waste and scrap is to be removed from site daily or more frequently if required. Dangerous goods and Hazardous chemicals must **not** be disposed of in general use waste bins, these wastes are to be removed from site and disposed of in accordance with regulatory requirements. Depending on the type of waste, proof of disposal methods and/or certificates may be requested.

Contractor work areas will be subject to the regular housekeeping safety inspections. Results may be used to determine the future allocation of contracts.

Working out doors or in hot conditions

When working outdoors please consider using sunscreen, drinking water and taking regular breaks in the shade.

Facilities & Other Site Rules *Cont.*

Food Safety

When working in and around food, care is to be taken to prevent damage or contamination. This may include, but not be limited to, breakages and extremes in temperature. If you think you may have contaminated food speak with the Store/Duty Manager or Woolworths Group Limited Representative.

General hygiene and cleanliness is to be observed at all times when working in "food for sale" areas, that may include:

- Footwear
- Hair nets/caps
- Washing your hands
- Removing/covering any exposed jewellery

Facilities & Other Site Rules *Cont.*

Kitchens and Lunchrooms

Facilities are available at Woolworths Group Limited sites. Your Site/Duty Manager or Woolworths Group Limited Representative can give you further information.

Toilets

Toilet facilities are available at most stores/sites. All provided facilities are to be kept clean and tidy and any issues reported to the Site/Duty Manager or your or Woolworths Group Limited Representative.

Contractor's Visitors and Children

When engaged as a contractor, your children and pets are not permitted on site with the contractor whilst you are carrying out works.

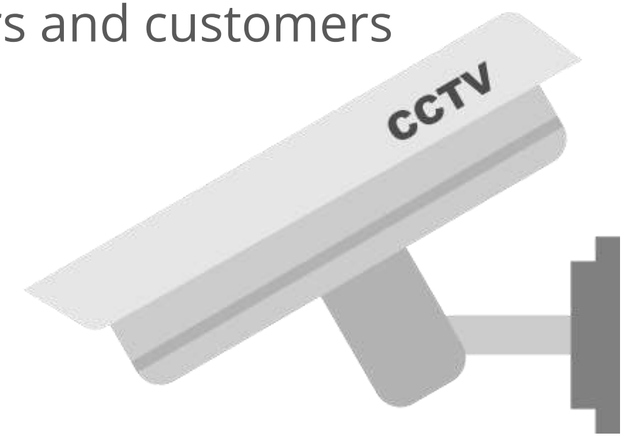
Facilities & Other Site Rules *Cont.*

Security

Under no circumstances are contractors to interfere with any Woolworths Group Limited plant, equipment, facility or amenities, unless authorised to undertake repairs or maintenance.

Company uniform or identification is to be worn if agreed between your company and Woolworths Group Limited.

Please be aware that Woolworths Group Limited Sites use Closed Circuit Television (CCTV) video surveillance equipment. This equipment is required to protect workers and customers and to ensure their safety and security as well as the security of the site.



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Facilities & Other Site Rules *Cont.*

Centre Management

The requirements for working on Woolworths Group Limited sites are set throughout this document. Where works are to be conducted outside the Woolworths Group Limited tenancy, or will impact areas outside of the control of Woolworths Group Limited then Centre Management is to be consulted prior to the commencement of works.

Work that may impact a centre's infrastructure (e.g. air conditioning, fire and sprinkler, smoke detection systems, roof, pluming etc.) is only to be undertaken with the prior permission of Centre Management.

Contractors may also be required to undertake Centre Management's induction process and adhere to their specific Health and Safety requirements.

Maintaining a Respectful Workplace

Woolworths Group Limited is committed to providing a workplace free from:

- Bullying
- Harassment
- Sexual harassment
- Unlawful discrimination
- Victimisation
- Violence

You have a responsibility to behave in a manner that treats others with dignity and respect.

Any Contractor that commits or threatens to commit an act that is in violation of our Respectful Workplace Policy towards another person or property at work, or a work related event, will be removed from site and the future of the contract reviewed, exclusive of any other civil remedy or criminal penalty that may be pursued if appropriate.

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Maintaining a Respectful Workplace

Act	What is it	Examples
Bullying	Workplace bullying is repeated, unreasonable behaviour directed towards a person, or group of people, which could pose a risk to their health and safety. Bullying may be intentional or unintentional.	• Abusive, insulting, or offensive language or comments • Spreading misinformation or rumours • Behaviour which belittles or humiliates
Harassment	Harassment is any uninvited, unwelcome or unreciprocated behaviour that a reasonable person would anticipate may humiliate, offend, embarrass or intimidate another person.	• Offensive or demeaning comments or jokes • Sending or showing offensive pictures or messages (including by phone or on social media)
Sexual Harassment	Sexual harassment is any unwanted, unwelcome or unreciprocated conduct or behaviour of a sexual nature which offends, humiliates or intimidates.	• Sending, showing or requesting sexual pictures or messages (including by phone or on social media) • Unwelcome comments or questions about a person's appearance, sexual activities or private life

Maintaining a Respectful Workplace

Act	What is it	Examples
Unlawful discrimination	Unlawful discrimination is where someone is treated less favourably because of a legally protected attribute.	• Gender, marital or relationship status, pregnancy, breastfeeding, parental status or carers' or family responsibilities • Sexual orientation, gender identity, intersex status or gender expression • Race, colour, descent, nationality, national origin, ethnicity or religion
Victimisation	Victimisation means treating someone negatively because they have made or have been involved in a complaint.	• Making derogatory comments • Ignoring a team member, or otherwise creating a hostile work environment
Violence		• Punching, pushing, fighting or other physical violence • Threats of violence

Drugs & Alcohol

Drugs, Alcohol & Smoking

No person is permitted to be under the influence of alcohol or drugs on a Woolworths Group Limited site. Any person suspected to be under the influence of alcohol or drugs will not be permitted to commence work. Some Woolworths Group Limited sites provide a designated smoking area.

Some medications can affect individual judgement and usually carry warnings on the packaging, e.g. do not operate equipment for 12 hours after taking this medication. Caution must be exercised and any concerns reported to the Site/Duty Manager.

Woolworths Group Limited will review the ongoing contractual relationship where any contractor is suspected to be under the influence of drugs or alcohol.

Consequences for Violation

The following points outline consequences that will apply to a Contractor for non-compliance, and will be applied upon assessment of the severity and frequency of the non-compliance amongst other considerations.

The consequences are listed in order of severity:

1. The issuing of a Warning Notice for a violation to individual(s) and/or the contracting company(s).

- Warnings are verbal or written notices placing an individual(s) and/or the contracting company(s) on notice for a violation. Two warnings given in a three month period may result in the automatic escalation of consequences to a suspension or breach.

2. Suspended from attending a nominated Woolworths Group Limited site(s) for a defined period of time.

- Suspension is the temporary measure of not allowing an individual(s) and/or contracting company(s) the right to conduct work at a Woolworths Group Limited site, or the non-issuing of future jobs to an individual(s) and/or contracting company(s) for a defined period of time.

Consequences for Violation *Cont.*

3. Excluded from attending a nominated Woolworths Group Limited site(s) indefinitely.

- Exclusion is the permanent measure of not allowing an individual(s) and/or contracting company(s) the right to conduct work at a Woolworths Group Limited site(s), or the non-issuing of future jobs to an individual and/or contracting company(s) for the life of the contract.

4. Contract termination with the possibility of future restrictions on tendering work for Woolworths Group Limited.

Supplier Speak Up Policy - If you would like to tell us about an issue....

At Woolworths we are committed to open and positive relationships with all of our suppliers.

We recognise, that situations may arise where you feel that an important issue can't be dealt with directly with us, and where you would prefer to use an independent and confidential avenue for raising your issue. We have created the Supplier Speak Up Service for this purpose, hosted by a company external and independent of Woolworths.

Issues for which Supplier Speak Up should be used include:

- Fraud, bribery, corruption, behaviour that threatens others,
- Risk to people or product safety,
- Breach of law, including theft, unconscionable, or anti-competitive trade practices,
- Improper use of confidential information, and
- Violation of human rights, underpayment, modern slavery.

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Supplier Speak Up Policy - If you would like to tell us about an issue....

There are processes in place and people ready to listen. First talk to your line manager, or if you can't talk to your line manager, talk to their manager, or at any time, talk to your HR representative or appropriate specialist e.g. Loss Prevention or Risk and Safety.

If you are unable to escalate a serious issue through the normal processes, or you have strong reason to believe that a reported issue has not been investigated, you may access "Supplier Speak Up".

You can choose whether to remain anonymous or reveal your identity when you contact the Speak Up service. We are committed to protecting users of the Speak Up service against adverse consequences resulting from raising a matter.

Speak Up can be contacted on **WoolworthsSpeakUp.Ethicspoint.com** or through the phone numbers listed on that site (Australia 1800 772 173).

WOOLWORTHS GROUP

Completed

Thank you.

You have now completed the **third section** of the Woolworths Safety, Health & Environment Contractor Induction.

Please proceed to the competency assessment.

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Safety, Health & Environment Contractor Induction

General Work Health & Safety + Repairs & Maintenance + Petrol – Section Four

WOOLWORTHS GROUP

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    - Trenching
    - Asbestos
    - Confined Space Work
    - Ceiling Space Access
    - Essential Services (Red Tag Permit)
    - Hazard Control Barricades
    - Falls – Working at Height
3. Completed

Repairs & Maintenance

High Risk Work Licences - Competency

It is the contractor's responsibility to possess current and valid licences for the works they are engaged to perform, and to present those to Woolworths Group Limited upon request.

Note: Some high risk works may still require a certificate of competency for persons to operate certain types of machinery.

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High Risk Work Licences *Cont.*

There are 2 types of licences:

1. **Occupational (or Trade) licences, may include but is not limited to:**

- Plumbing
- Gas Fitting
- Electrical Work (A Grade Licence)
- Structural Maintenance Work (Builders Licence)
- Carpentry/Minor Maintenance (Carpenters Trade Qualification)
- Refrigeration and Air Conditioning

2. **Licences to perform high risk work, may include but is not limited to:**

- Forklift
- Boom-type elevating work platform
- Scaffolding

Note: Some high risk works may still require a certificate of competency for persons to operate certain types of machinery.

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Before Starting Work

Before commencing Repairs & Maintenance work a “Work Authority Form” (WAF) will need to be completed and signed by you and the Site/Duty Manager prior to the commencement of works.

The Site/Duty Manager will guide you through this process.

Where safe to do so, it is recommended that the first sections of the WAF are completed by both the contractor and the Site/Duty Manager at the location of where the work is to be performed.

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Before Starting Work *Cont.*

The Woolworths Group Limited "Work Authority Form" (WAF) identifies "High Risk" work and requires a "Work Permit" and a "Safe Work Method Statement" to be completed prior to the commencement of the following works:

- Hot Work,
- Working at Heights,
- Electrical Works Permit (including welding),
- Gas,
- Fire Impairment,
- Concrete Cutting,
- Asbestos Work,
- Confined Space Entry (Contractor to supply and complete), and
- Any other permit required (Contractor to provide their own permit) e.g. trenching.

Before Starting Work *Cont.*

Upon completion of works for that day the contractor is to notify the Site/Duty Manager. The Site/Duty Manager is to inspect the works undertaken, the parts/materials used, and that plant/equipment/work area have been left in a safe state. No work is complete, until the Site/Duty Manager or nominee has signed off the “Work Authority Form” for that day.

A Work Authority is valid for up to **12 hours,** the Work Permit is only valid for up to **8 hours.** If the work extends longer than those hours, or requires re-attendance on the next day or another day, a new Work Authority and Work Permit form will need to be completed. Forms are to be signed off upon completion of work and on each day.

All permits are to be authorised by the Site/Duty Manager, prior to the commencement of any high risk works. If multiple high risk activities are associated with the same job, and identified prior to commencing works a single Work Permit can be used. However, if multiple high risk activities are identified during the course of the works, then separate Work Permits are required as conditions may have changed.

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Hot Work

Hot Work requires a Work Permit.

A Work Permit is to be completed by the Contractor and Site/Duty Manager, and requires from the contractor a supporting Safe Work Method Statement, prior to any work commencing.

The Work Permit details the hazard controls to be implemented relevant to the work to be undertaken.

The contractor conducting the hot work is to:

- Provide their own fire extinguisher
- Be trained in its use
- Be informed of the location of the site's fire fighting equipment
- Be trained in the use of sounding alarms

Hot Work *Cont.*

Barricading is to be provided to prevent unauthorised entry and to protect persons from heat or sparking activities.

Once the work is completed:

- A one (1) hour fire watch must be maintained by the Contractor.
- Advise the Site/Duty Manager to provide a further one (1) hour fire watch by a Woolworths Group Limited staff member, unless auto smoke detection is in place.

Always consider *"Is there an alternative way of undertaking or completing this task safely without performing hot works on site?"*

Hot Work *Cont.*

Electrical Work - Welding

Welding requires a Hot Work Permit.

Welding is to be carried out by a qualified person or a person under supervised training.

The following are the minimum requirements when welding.

Your SWMS may determine additional safety requirements:

- Isolating mats are to be used to insulate the welder from earthing.
- Eye protection, dry clothing, safety footwear and gloves are to be used.
- Electrical cables from the electricity source to the welding equipment must be free from contact with water and not damaged.

Welding in wet conditions is to be avoided. Work is to be rescheduled to a time when it is possible to conduct the work in dry conditions.

Hot Work *Cont.*

Concrete Cutting – Requires a Hot Work Permit.

Concrete Cutting includes:

- Drilling greater than 40mm depth
- Core Hole Drilling
- Saw Cutting
- Chasing/Grinding greater than 5mm depth
- Jack Hammering

Hot Work *Cont.*

Concrete Cutting – Requires a Hot Work Permit.

A Safe Work Method Statement including as a minimum:

- Noise (**NOTE:** some sites have noise curfews).
- Dust hazards.
- Vibration hazards.
- Electrical hazards.
- Gas hazards.
- Water availability.
- Barricades and warning signs are to be used around concrete cutting operations to prevent unauthorised entry and to protect persons from heat or sparking.

Hot Work *Cont.*

Concrete Cutting – Requires a Hot Work Permit.

A Safe Work Method Statement including as a minimum:

- Use of insulated rubber footwear and gloves.
- Cutting machine handles to be insulated.
- Earthing mechanical and electrical devices.
- Location of all underground services by performing an underground services survey. (Where as-built plans are available for the underground lines and services on site, then these should be used in conjunction with the underground services survey).
- Allow adequate cooling time for the blade.

Hot Work *Cont.*

Concrete Cutting – Requires a Hot Work Permit.

Maximum permissible depth of cut is 2/3 of slab thickness. The depth of the slab should be checked with a full cut on a short run until the slab depth is determined. The blade should then be adjusted to 2/3 of that depth for the remainder of the cut.

Approval is required before commencing concrete cutting. Speak with Site/Duty Manager, Facilities Manager or your Woolworths Group Limited Representative.

Electrical Safety

Electrical Work requires a Work Permit.

A Work Permit is to be completed by the Contractor and Site/Duty Manager, and requires from the contractor a supporting Safe Work Method Statement, prior to any work commencing.

General Electrical Safety

- Only authorised people are permitted to open electrical enclosures.
- Portable leads must not be run across walkways or be exposed to wet areas.
- All ladders used for electrical work are to be constructed of non-conductive material.
- Double Adapters are not to be used on Woolworths Group Limited sites.

Electrical Safety *Cont.*

General Electrical Safety

When isolating circuits to conduct work, the circuit breaker will be:

- Locked off with a single key lock and the key retained by the contractor.
- “Danger/Out of Service” tagged, correctly filled in and secured to it.
- Tested for the integrity of the isolation.
- Re-energised by the contractor who performed the isolation or the contractor’s supervisor only.

If it is not practical to lock off the circuit, then:

- Disconnect the circuit from the circuit breaker (CB) and attach Danger Tag to the CB, or
- Disconnect the equipment from the circuit and attach Danger Tag to the point of electrical disconnection.

Electrical Safety *Cont.*

Live Work

Work, Health and Safety Regulations provide **strict** risk assessment requirements for any testing and commissioning work that may need to be undertaken with equipment energised.

Live work is prohibited on Woolworth's Group Limited sites with the exception of testing and commissioning which must comply with the following requirements:

- Any such works shall be undertaken whilst wearing appropriate PPE (rubber gloves, face mask & standing on rubber mat), and
- Having a safety observer present at all times. The safety observer must be someone that is competent to perform the particular task that is being undertaken and also competent in electrical rescue and CPR.

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Electrical Safety *Cont.*

Live Work

- Warning Signage is to be erected surrounding the work site when undertaking ‘Live’ electrical works.
- Work on a switchboard where mechanical segregation exists between the compartment being worked on and any other ‘live’ compartment, providing the compartment can be completely isolated.
- Barricades are to be used to establish an “exclusion zone” when undertaking switchboard works, where electricians control the area and any flow of traffic through the exclusion zone.
- Switchboards will not be left open without qualified personnel supervising the area at any time. This includes times when barricades have been erected.

A SWMS will identify hazards, and eliminate and control the hazards in accordance with regulatory requirements. All PPE identified in the SWMS is to be provided and used by the contractor.

Mains Gas Work

Gas Work requires a Work Permit.

A Work Permit is to be completed by the Contractor and Site/Duty Manager, and requires from the contractor a supporting Safe Work Method Statement, prior to any work commencing.

Gas Work is defined as work on LPG gas consumer piping, fittings, components, appliances, flues, sub-meters, apparatus and other devices and associated requirements.

The following actions are to be considered on the Work Permit:

- The gas system will be isolated, locked and tagged.
- Smoking, open flames, hot work and other ignition sources in the hazardous area will be identified and isolated.
- Consumer gas piping (i.e. piping after the meter) must be purged prior to work commencing.
- Where purging is not practicable, the Contractor will notify the relevant Utility authority prior to commencing work on any unpurged piping.
- The atmosphere tested for explosive limits.

Mains Gas Work *Cont.*

Gas Work requires a Work Permit.

The following actions are to be considered on the Work Permit:

- All open pipe ends must be sealed while the work is in progress.
- All gas piping must be tested by the Contractor after works have been completed.
- Testing for gas leaks must be conducted using either a gas 'sniffer' or the soap and water method (external).
- All flammable liquids, dust and oily deposits removed.
- Fire Extinguisher (dry chemical or CO2).
- The results of the leak tests must be communicated to the Site/Duty Manager as part of the Work Authority Form sign off.

Trenching

All trenches must be barricaded.

Prior to beginning any trenching works, a SWMS will be completed, assessing the following factors:

- Proximity to underground services (e.g. electricity, water, gas, refrigeration, telephone/data cables, etc.).
- Proximity to building structural supports and inspection holes.
- Access/egress and potential trip hazards.
- The nature of the ground.
- Potential for flooding.
- Areas of instability.
- Location of spoil pile (not closer than 0.5m from the edge of the trench).

Trenching works of more than 1.5 meters in depth:

Trenching works of more than 1.5 meters are to include the specific regulatory requirements in the SWMS.

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Asbestos

A Work Permit is to be completed by the Contractor and Site/Duty Manager, and requires from the contractor a supporting Safe Work Method Statement, prior to any work commencing.

Asbestos registers are available on site and are to be checked by the contractor prior to commencing any work. Specific areas within a store/site that contain asbestos are labelled.

Asbestos *Cont.*

When working in or around designated asbestos areas, the contractor must adhere to the following requirements:

- Only suitably licensed contractors can perform work on asbestos containing materials.
- No work involving grinding, drilling or cutting may be carried out unless the status of the material being worked on is known and appropriate measures taken.

Areas marked with an asbestos label **must** be identified and included in your SWMS.

If you suspect unlabelled/unidentified asbestos, cease work immediately and notify the Site/Duty Manager.

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Confined Space Work

Working within a confined space is a Work Permit activity. A Work Permit is to be completed by the Contractor and Site/Duty Manager, and requires from the contractor a supporting Safe Work Method Statement, prior to any work commencing.

Any contractor entering a confined space must be trained and accredited.

The Confined Space Permit must be provided to the Site/Duty Manager immediately before commencement and must contain the Air Quality testing results.

Confined Space Work *Cont.*

Where entry into a confined space cannot be eliminated (avoided), a Confined Space entry permit is to be completed, in writing, by a competent person, in consultation with the Site/Duty Manager, and specify the following:

- The confined space to which the permit relates.
- The names of persons permitted to enter the confined space.
- The period of time for which the work will be carried out.
- Risk control measures to control risk associated with the proposed work in the confined space.
- Hazard associated with the level of oxygen or the level of airborne contaminants in the confined space.
- Any change that may occur in the level of oxygen or the contaminant throughout the entry.

Note: Contractors performing Confined Space entries are required to provide their own PPE and emergency equipment.

Confined Space Work *Cont.*

Where entry into a confined space cannot be eliminated (avoided), a Confined Space entry permit is to be completed, in writing, by a competent person, in consultation with the Site/Duty Manager, and specify the following:

- Isolation requirements to prevent:
  - The introduction of contaminants or conditions through piping, ducts, vents, drains, conveyors, service pipes and fire protection equipment.
  - The activation or energising of machinery in the confined space.
  - The activation of plant or services outside the confined space that could adversely affect the space (for example heating or refrigerating methods).
  - The release of any stored or potential energy in plant.
  - The inadvertent use of electrical equipment.

Confined Space Work *Cont.*

Where entry into a confined space cannot be eliminated (avoided), a Confined Space entry permit is to be completed, in writing, by a competent person, in consultation with the Site/Duty Manager, and specify the following:

- How continuous communication with workers performing the entry will occur.
- The role of the standby person.
- Emergency procedures.
- Acknowledgement that work in the confined space has been completed and that all persons have left the confined space is to be documented on the Entry Permit and reported to the Site/Duty Manager.

Note: Contractors performing Confined Space entries are required to provide their own PPE and emergency equipment.

Ceiling Space Access

Ceilings are not designed to support the weight of a person or equipment other than lights, and light weight signage.

All ceiling space access is to be assessed through a SWMS with consideration for:

- Accessing the ceiling at the closest point (consider working from underneath).
- Method of contact with another person on the ground.
- PPE/Lighting/Ventilation requirements.
- Consider whether another worker is needed to monitor the worker.
- Barricading to protect people below.
- Potential hazards within the ceiling space (electrical, trip, etc).

Note: Could the Ceiling Space be considered a confined space?

Essential Services (Red Tag Permit)

A Work Permit is required when working on any fixed "Essential Services" such as:

- Sprinkler systems.
- Fire Hose or hydrant systems.
- Fire Alarm and detection systems.
- Fire monitoring systems.

Isolating or disabling of Fire and/or Essential Services equipment must not be undertaken without the Fire Impairment Work Permit being completed and approved by the Site/Duty Manager.

Woolworths Facilities Management **(WFM 1800 008 584)** or **Facilities Management** can provide advice on this process.

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Hazard Control Barricades

If appropriate measures are not taken to control hazards then contractors, staff and customers are at risk of harm.

Contractors undertaking work are to have controls in place relative to the hazard and the work environment, and specifically if barricades are used that they are appropriate to:

- The type of work being conducted, e.g. electrical, refrigeration, painting, falls, etc…
- The environment where the work is to take place and the potential impact to staff and customers, including special consideration for children and the elderly.

If appropriate measures are not taken to control hazards then contractors, staff and customers are at risk of harm.

Falls – Working at Height

A SWMS is to consider, in descending order:

- Whether the work can be carried out on the ground or on a solid construction, that is;
  - Capable of supporting all persons and items on it.
  - Has a barrier around it to prevent a fall.
  - Even and readily negotiable surface and gradient.
  - Safe access & egress.
- A fall prevention device.
- A work positioning system.
- A fall arrest system.

Falls – Working at Height *Cont.*

Any system of work protecting workers from a fall is to include emergency rescue requirements. Where there is risk of anything falling and striking someone below, barricading is to be used.

Ladders are not a fall protection measure, they are a means of providing access/egress to a work area (Contractors are not to use ladders unless trained in safe work practices in relation to ladders). Only ladders complying with AS/NZ 1892 (or equivalent) are to be used.

Where ladders are used in areas near pedestrians, fork lifts, and pallet jacks etc, the SWMS is to specify the measures to be implemented to prevent the ladder being knocked over, e.g.

- Safety Cones.
- Barricades.
- Second person to hold ladder and to restrict access to the area.

Falls – Working at Height *Cont.*

Contractors use of ladders:

- All ladders must be rated “industrial” with a load rating of at least 120kg. Check ladder for defects before every use.
- Consider whether you need a second person to assist you or to hold the ladder. A second person may also be needed if you are working in an isolated area.
- Always have two hands free to ascend and descend.
- Ladders should be used on a firm, level, non-slip surface.
- Do not use above something that could further injure you if you fall on to it.
- Do not work above another person.

Falls – Working at Height *Cont.*

Contractors use of ladders:

- Do not use in the arc of an opening door, or access area without sealing them off.
- Do not leave any ladders which are in use unattended.
- Only insulated ladders should be used for electrical work.
- Do not use any power tool specifically designed to be operated with two hands.
- Do not use tools requiring a high degree of leverage type force (e.g. stillsons (used by plumbers), crowbars or pinch bars).

Completed

Thank you.

You have now completed the **Repairs & Maintenance** section of the Woolworths Safety, Health & Environment Contractor Induction.

Please proceed to the competency assessment.

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Safety, Health & Environment Contractor Induction

General Work Health & Safety + Repairs & Maintenance + Petrol – Section Five

WOOLWORTHS GROUP

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Section 5

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    - Electronic Equipment
    - Asbestos in Petrol Sites
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Petrol Contractors

WPCG Compliance

To work at any Woolworths Group Limited Petrol station site, the contractor needs to be accredited with the “Work Place Clearance Group” (WPCG) “Work Clearance for Contractors” training program or be supervised by someone who is.

The WPCG “Work Clearance for Contractors” training program was developed on behalf of the oil industry to educate contractor representatives in the use of the '”WPCG Work Clearance System”.

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WPCG Compliance *Cont.*

It is designed so that non-routine work **(repairs, maintenance and minor works)** on petrol station sites can be carried out in a safe, controlled manner.

If you are not WPCG **(AIP)** accredited, you must not accept work on Woolworths Group Limited Petrol sites.

The entire petrol site is subject to traffic flow and therefore any contractor entering site must wear appropriate high visibility clothing at all times.

Work Place
WPCG
Clearance Group

Woolworths
save 4c

WOOLWORTHS GROUP

Site Access/Control

The following steps are to be undertaken when a Contractor arrives on a Woolworths Petrol site:

- Upon arrival, the Contractor should identify themselves to the Site/Duty Manager and state the purpose of their visit, and present their current Woolworths Safety Induction printout and drivers licence.
- Once signed in, the Contractor is to liaise with the Site/Duty Manager to complete the "WPCG Work Clearance for Contractor" form, “Work Authority Form” and relevant “Permit to Work” (if applicable), prior to commencing any work.
- The contractor must fill out their SWMS prior to commencing any work.

Note: The designated smoking area is not to be used when a tanker is delivering or 30 minutes after delivery.

Site Access/Control *Cont.*

- The SWMS and WPCG form will aid in identifying whether an industry Hot Work permit is required.
- Continuous assessment of the task and environmental conditions are necessary and may result in further SWMS or permits being completed.
- Upon completion of the works for that day the contractor is to notify the Site/Duty Manager.
- The Site/Duty Manager is to inspect the works undertaken, the parts/materials used, and that plant/equipment/work area have been left in a safe state.
- The Site/Duty Manager always remains the final authority on site and their reasonable instructions should be followed at all times.

Note: The designated smoking area is not to be used when a tanker is delivering or 30 minutes after delivery.

Plant & Equipment

When working at heights in Woolworths Group Limited Petrol sites, where mechanical elevated work platforms are to be used, only diesel or manually operated units are permitted.

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Hot Works in Petrol Sites

The WPCG Work Clearance for Contractors Form will aid in identifying requirements for permits.

Hot Works to be conducted within the building requires a Woolworths “Work Permit” form authorised by the Site/Duty Manager.

Hot Works to be conducted outside of the building, but on the Petrol site, require an “Industry Hot Work” permit, authorised by a trained industry “Permit Writer”.

If assistance with this is required contact the **Woolworths Facilities Management Asset Specialist 1800 008 584**.

Work Place
WPCG
Clearance Group

WOOLWORTHS GROUP

Electrical Work

When performing electrical work on Petrol sites you must observe the following:

- When working on pumps/dispensers/bowsers, isolate the communications circuit, in addition to the power supply circuit, unless the communications circuits are intrinsically safe or a permit has been obtained.
- Do not open flameproof enclosures unless the internal electrics have been isolated.
- Do not work on dispensing pumps while free fuel or a fuel leak is present, unless you are making safe or testing and only then in accordance with the requirements of your WPCG, your WAF, your SWMS and any applicable permits.

Electronic Equipment

Fuel vapours are likely to be present on the forecourt and surrounds, therefore:

- All electronic devices, including mobile phones, pagers and handheld tablets are **NOT** to be used or worn anywhere outside the sales building.

- Contractors may **ONLY** use mobile phones, pagers and handheld tablets inside the paypoint trading area or inside an enclosed vehicle. Devices are to be switched off when leaving the paypoint or the vehicle.

- Flash cameras are not to be used anywhere on a petrol site.

- Non flash cameras may only be used outside the WPCG designated “hazardous” areas and only where precautions are undertaken in accordance with the WPCG Work Clearance for Contractors form, the SWMS and any applicable permits.

Asbestos in Petrol Sites

- Petrol site asbestos **surveying** or inspection only, does not require WPCG accreditation.
- Petrol site asbestos **removal** DOES require WPCG accreditation.

Completed

Thank you.

You have now completed the **Petrol Contractor** section of the Woolworths Safety, Health & Environment Contractor Induction.

Please proceed to the competency assessment.

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