Contractors and Sub Contractors

Doing Business with Council Information Pack

ISAAC REGION

HELPING TO ENERGISE THE WORLD

The content of this information guide is provided to assist you with understanding the requirements so we can get you started on the job as soon as possible.

- Contractor Onboarding is a process that enables your organisation to self-manage the contractor registration process with our company and maintain the records you need to uphold your approval status as a contractor. IRC use Lucidity (via Lucidity) for the management of all contractor and sub-contractor project management.

- You simply log in to a website to access our Contractor Portal and follow the relative steps to register as a contractor.

- With any new software, there is going to be time spent familiarising yourself with the way the system functions. We will provide the training materials and support you will need to see you through the initial registration process and into the future when you are maintaining your company and employee information.

KEY CONTACTS

If you require any assistance, please contact the Systems & Resilience Officer on 07 4846 3225 or email safety.reports@isaac.qld.gov.au

Home | Safety fundamentals (worksafe.qld.gov.au)

CONTRACTOR ONBOARDING AND ENGAGEMENT

- The Contractor Representative is the person from your business who will be responsible for the Contractor Onboarding process and maintaining your Lucidity records in the future.

- This person will be provided a Username and permissions that will allow them to access our systems and provide the information we need about your business.

- The person you choose to be responsible for the Contractor Representative activities will require an email address. This email address will receive notifications from our systems regarding the expiry of company documents and employee competencies. Our recommendation, where possible, is to create or use a centralised email address that will be specific to this role. If the role of the Contractor Representative ever needed to change hands, the handover will be simpler.

- The person nominated as the Contractor Representative for your business will have their name and contact information supplied as a part of this process. This will allow us to contact the nominee regarding matters relating to Contractor Onboarding.

WHAT INFORMATION WILL WE NEED FROM YOU?

- You will need to provide basic information about your business and upload key company documents. This will include documents such as Public Liability Insurance and Workers Compensation.

- Any employee or subcontractor who attends one of our sites will need to be registered with us.

- You will be given specific instructions on what information you need to provide us, through the Contractor Portal that the Contractor Representative logs into.

WHAT HAPPENS AFTER I HAVE PROVIDED THIS INFORMATION?

- Once you have uploaded your required documents and added your employees into the system, you will receive notifications as to whether those documents have been approved, or if you are required to provide further information.
- Once you have added your company employees via the contractor portal, they will be required to complete an online Contractor Induction.
- Refer to the Employee Access guide within your information pack for details on how they will log in.

HOW SECURE IS MY INFORMATION?

- If a person you have nominated as the Contractor Representative leaves your organisation, you will need to ensure there is an adequate handover of the login details and the password is reset.
- You will also need to update the Contractor Representative contact details in our systems.
- If ever required, we can reset a password in the system for you.
- The information you provide cannot be seen by any other contractors.
- The Contractor Representative for each company will be scoped to their own company in the system. This means they will only ever be able to see the information they have provided. They will not be able to see the data provided by other Contractors.
- There will be a select number of people within our organisation who will have access to your information and that of other companies. They need access to this information to validate company documents; ensure the employees or subcontractors attending site are suitably qualified; and ensure plant used on site is compliant.
- Your Contractor Representative will be responsible for the security of their own password.

COMPLETING THE IRC ONLINE INDUCTION.

Prior to workers logging in to complete the IRC Online Induction, the company representative needs to have created worker profiles in the Lucidity Contractor Portal. The representative then supplies each worker with the IRC Self-Use guide which contains a link and instruction on how they log in and complete the Induction successfully.

Once the worker has logged in, they can begin their training by clicking on the 'Start Training' tab.

My Online Training

Viewing 1 - 1 of 1		
Competency	Status	
Induction IRC - Contractor (Online)	Not Started	▶ Start Training

The Induction takes about 30mins and consists of a video and assessment. 3 attempts are permitted. If the worker fails all 3 attempts, the representative will need to contact the IRC Systems & Resilience Officer for a re-set.

At the end of the induction the worker ticks a declaration and must print and sign the induction card. This card is to be always carried with the worker when attending IRC sites.

CONTRACTOR ENGAGEMENT

There are varying types of supplier engagement requested by Isaac Regional Council. These types can be based on such things as Project type, contractual arrangements, and scope of works. The type of engagement determines what onboarding requirements a Contractor must comply with. These requirements are then applied and stored via the IRC Contractor Management System Lucidity.

For new and existing contractors, the IRC Systems & Resilience Officer is the point of contact for onboarding and will provide information and instruction to the company nominated representative on what is required.

Upon being awarded the work, if you are a contractor that has previously been engaged by IRC, it is imperative that your company nominated representative logs into the IRC Contractor Portal and ensures that all insurances and documentation is current, and all workers and subcontractors that are scheduled for the work have been assigned profiles in Lucidity and have completed the IRC Online Induction prior to the work commencing.

If you are a contractor that has not previously been engaged by IRC, the company must nominate a representative to be responsible for the onboarding process. The onboarding requirements are determined, and the relevant documentation provided to the Systems & Resilience Officer who creates the company profile in Lucidity.

Each representative is then supplied with a unique username and password to access the portal. When the representative logs in, they will need to create profiles of their workers and upload any additional documentation. The representative is also supplied with a self-use guide for their workers which contains a log in link and instruction to complete the Online Induction once their profiles have been created.

It is the representative's responsibility to maintain company insurances and documentation, as well as create profiles of all their workers and subcontractors as required for any work they are engaged to perform. The LUCIDITY system issues notifications to the representatives nominated email address when records are expiring to allow renewals to be uploaded in a timely manner and to maintain compliance.

Isaac Regional Council is the Principal Contractor (IRC maintains control of the site and management of the project).

The contractor nominated representative contacts the IRC Systems & Resilience Officer, completes the IRC Pre-Qualification and Declaration and returns it along with all the applicable documents based on the declaration answers. All the company's workers and any subcontractors engaged for the project must have completed the IRC Online Induction prior to attending site, and the Induction Card MUST be available to view upon arrival. Workers must also complete a Contractor Site Specific Induction for every site they attend – this record is forwarded to the safety.reports@isaac.qld.gov.au email and uploaded against the workers records. All workers must sign in and sign out of the site using the IRC Site Access QR Codes

Contractor is the principal (contractor maintains site control and management of the Project)

The contractor nominated representative contacts the IRC Systems & Resilience Officer, completes the IRC Pre-Qualification and Declaration and returns it along with all the applicable documents based on the declaration answers. The contractor Site Supervisor/Project Manager must have completed the IRC Online Induction prior to attending site, and the Induction Card MUST be available to view upon arrival. This person must also complete a Contractor Site Specific Induction for every site they attend – this record is forwarded to the safety.reports@isaac.qld.gov.au email and uploaded against the persons records This person must also brief all workers/subbies on the Isaac Regional Councils quality, safety and environmental standards and expectations. The contractor must have adequate site sign in/out processes for all workers moving throughout the site.

Engagement is a once off and less than 2 days

The contractor nominated representative contacts the IRC Systems & Resilience Officer, completes the IRC Pre-Qualification and Declaration and returns it along with all the applicable documents based on the declaration answers. Contractor workers and any subcontractors are not required to complete the Online Induction, however must complete a Contractor Site Specific Induction for every site they attend – this record is forwarded to the safety.reports@isaac.qld.gov.au email and uploaded against the workers records. All workers must sign in and sign out of the site using the IRC Site Access QR Codes.

Contractor is performing work at an IRC non-controlled site (Council housing or sportsground etc).

The contractor nominated representative contacts the IRC Systems & Resilience Officer, completes the IRC Pre-Qualification and Declaration and returns it along with all the applicable documents based on the declaration answers. If IRC is the Principal Contractor all contractor workers and any subcontractors engaged for the project must have completed the IRC Online Induction prior to attending site, and the Induction Card MUST be available to view upon arrival. A Contractor Site-Specific Induction is not required; however, the IRC representative will brief you on any known hazards and risks that the site may contain. If the contractor is the principal, the contractor Site Supervisor/Project Manager must have completed the IRC Online Induction prior to attending site, and the Induction Card MUST be available to view upon arrival. This person must also brief all workers/subbies on the Isaac Regional Councils quality, safety and environmental standards and expectations. The contractor must have adequate site sign in/out processes for all workers moving throughout the site.

POLICIES

Please refer to the following IRC Policies:

- Workplace Health and Safety
- Health and Wellbeing
- Contractor Safety Management

Current Policies – Isaac Regional Council

INDUCTIONS

INDUCTIONS

All workers whilst working for IRC, must undertake inductions and are to be completed in accordance with the Induction Procedure. Inductions are to be arranged by the project manager and it is their responsibility to ensure that all workers on site are inducted prior to commencement of works, this includes site specific inductions (SSI).

CONSTRUCTION INDUCTION

All workers accessing a construction site are to ensure they have undertaken the construction induction training and have been issued with a construction induction card. These cards are also identified as white or blue cards for construction works. These cards must be available for sighting upon request.

COMPETENT PERSONNEL

All evidence of workers' competencies is to be recorded on the Register of Certificates, Competencies and Licences, that forms part of the WHSQE plan. Workers must be able to produce the competencies or licence upon request.

WHSQE SITE PROJECT MANAGEMENT PLAN

- The management plan describes how Health, Safety, Quality, and the Environment is managed on this Project.

The management plan also covers the risk management processes inclusive of a risk register for the project. This is the minimum standard for managing risk on this site and must be always adhered to.

For all sites and facilities where Isaac Regional Council is the Principal Contractor, it is our duty to ensure that we maintain the sites health, safety and environmental management which includes:

- Coordination of contractors and activities of the site
- The emergency management for the site, first aid, fire equipment and evacuation response
- Overall housekeeping of the site
- Ensuring there is safe access and travel around the work site for pedestrians and the passing traffic
- Assisting you as the contractor to manage your safety and environmental requirements
- It is Council's representative's responsibility to ensure inductions are undertaken **prior** to the commencement of work at any of our sites and facilities, and to conduct the site-specific induction.

When working for Council, as the contractor you will be responsible for ensuring the safety of yourself and your workers whilst on site, further abiding by your obligations under work health and safety act and regulations.

It is essential that as a contractor:

- You have a general construction induction card, if applicable
- You complete and participate in the Council online Induction which will issue you with a Council Contractor induction card – You will be required to have this card on you whilst working on any Council site.

- You will also be required to complete a site-specific induction (SSI) for all Council work sites and facilities that you will be undertaking work.

- Be competent and licensed to undertake work.

- Ensure all plant, tools and equipment are fit for purpose.

- Supply any additional emergency and first aid equipment relevant to your work.

- Comply with all site safety rules.

- It is essential as a contractor for Council that you:

- Comply with all traffic management arrangements that have been put in place for the safety of the site

- Ensure good communication and follow all reasonable instructions given by the Site Supervisor or Project Manager

- Do not enter any unauthorised area

- Comply with all site signage

- Ensure your site has excellent housekeeping

- Dispose of all waste in a manner which is safe for the people and the environment.

Additionally, you must:

- Comply with any noise restrictions for construction work as contracted by Council

- Ensure noise levels remain at the minimum especially in public areas

- Ensure you are aware of and smoke only in the designated smoking areas

- Abide by the Fitness for Work Requirements by ensuring you remain in a physical, mental and emotional fit state to perform the tasks of engagement

- You may be subject to random drug and alcohol testing at any time

- You should always represent yourself and council respectfully

- Do not allow unauthorised people on the worksite

All Isaac Council operational fixed worksites require that you :

1. Sign in and site-specific induction to be undertaken, prior to work commencing.

2. Comply with all site rules and requirements.

3. Review any hazards and risks for the site, specifically the asbestos register.

4. Ensure that you always have your Council Contractor induction card on you.

5. Have a high-risk work permit completed and authorised prior to any high-risk work activities.

6. Report all incidents or hazards that you identify at the site immediately to your supervisor and Council site supervisor.

SAFE WORK METHOD STATEMENTS

All High-Risk Activities must be supported with a Safe Work Method Statement (SWMS) that ensures the identification and control measures for all High-Risks works.

Workers required to perform high risk work must sign onto the SWMS to state that they understand the requirements the SWMS, it must be always located onsite.

As a contractor you are to ensure:

- That all high risk works documents and High-Risk Works Permits are completed and have IRC approval prior to work commencing.
- That all high-risk work areas are always secured to prevent any unauthorised access
- All spotters used are on site when operating mobile plant in a public area or as part of high-risk work.
- All high-risk work documents are to be available for viewing upon request

PERMIT TO WORK

Permits are not required for all high-risk works, but permits are required for the following identified high risk works at Isaac Regional Council:

- Confined Spaces.
- Working at Heights.
- Asbestos Works.
- Excavation and Trenching.
- Hot works.

Permits are to be completed on site by the workers and approved by the project manager. Records are to be retained in the project folder and in accordance with the Records Management Procedure

PLANT / EQUIPMENT/VEHICLES AND TOOLS

Operators must ensure relevant licenses and/or competencies are current and have been presented to the project manager prior to operating any machinery, plant or equipment on site
All plant, equipment, vehicles, and tools must be safe for use, registration current and maintained in accordance with the manufacturer's guidelines. It is also the operator's responsibility to ensure the plant, equipment and vehicles remain in a clean, neat and tidy state for the next operator and the next day's operations.

All machinery and plant must be fitted with flashing amber beacons that are visible from the front, rear and side of the item. To ensure the vehicles are safe for use the project manager can undertake a Plant and Equipment Inspection to ensure that all items that are going to be utilised on site are compliant.

Rules around the use of plant, equipment and vehicles are:

- Speed limits, traffic rules, signs and directions are to be always obeyed within the work site and surrounding areas.
- Seat belts must be always worn.
- No smoking permitted inside any IRC vehicles.
- No persons are to travel on the outside of the cab of any vehicle.
- All vehicles are to be parked in the designated parking area on level ground with handbrake applied.

- No vehicle is to carry excessive loads without prior permits, signs, and lights.
- Any plant or equipment that is identified as being faulty must be reported immediately to the site supervisor or project manager and if the need is required ensure it is tagged out and removed from service.
- Plant and equipment must have a daily prestart inspection completed and recorded.
- No lifting gear or slings are to be used unless they have been tested and tagged for durability. Lifting operations shall be always completed by a competent rigger/dogger and workers who are working around and/or any machinery on site shall wear high visibility clothing and hard hats.

HEAVY VEHICLE MANAGEMENT

Operators of vehicles that fall under the requirements of the National Heavy Vehicle Fatigue Legislation are to ensure the comply with the requirements set down in the HVNL Legislation. Operators are to also ensure that they comply with IRC's Heavy Vehicle Management Procedure

HANDHELD POWER TOOLS

Handheld power tools are to have hazards managed by:
- Regularly checking all tools to ensure they are in a safe working order.
- Testing and tagging electrical tools is to be completed every 3 months where used on a construction site.
- Communicate any issues identified with power tools to workers through a toolbox meeting.
- Tools must only be used where electricity is supplied through an Residual Current Device (RCD.
- Any tools found to be faulty must be tagged out and removed from service and the supervisor must be notified.

HAZARDOUS CHEMICALS

All hazardous chemicals that are brought onto a worksite must be approved and located on the Hazardous Chemical Register for the site. Hazardous chemicals must be accompanied with the current Safety Data Sheet (SDS), which all workers must be familiar with prior to using the product. Workers must wear the required PPE as prescribed in the SDS on top of their normal PPE. Any hazardous chemicals that are decanted / transferred into another container, must be adequately labelled, unless the entire contents are used immediately. Spills are to be notified to the site supervisor or project manager to ensure the site remains safe. All workers must be trained in the correct and safe use of hazardous chemicals. All containers and/or tanks must be labelled according to its contents

PERSONAL PROTECTIVE EQUIPMENT

All workers on site are to wear the approved personal protective equipment (PPE) in accordance with the Personal Protective Equipment Procedure and site signage. Additional PPE is to be worn as deemed necessary by a Job Safety & Environmental Analysis (JSEA), SWMS, SDS or Risk Assessment.

As a minimum all workers are required to wear:

- Long sleeved collared shirts.
- Long pants/jeans.
- AS/NZ standard Safety glasses.
- Steel cap boots.

It is recommended that visitors to site should comply with the mandatory PPE requirements if they are going to undertake any works.

RISK MANAGEMENT

Isaac Regional Council operate numerous operational worksites and facilities that pose various hazards and risks due to the nature of the works.

Some of these hazards are:

- Vehicle and pedestrian interaction on sites and on or near roads
- Ultraviolet radiation (Sun Exposure) where work is predominately outdoors.
- Silica Dust – where concrete cutting or grinding is likely.
- Chemicals required for various tasks must have safety data sheet available.
- Cranes and hoists – potential for overhead hazards, comply with site requirements and the Isaac Essentials.
- Working around mobile plant – ensure work areas are segregated where there may be these interactions.
- High pressure tools and equipment – must be fit for purpose
- Compressed air - operate with caution.
- Manual handling – ensure that lift tools and mechanical aids are used where appropriate.
- Working remotely with limited communications or where working alone is required, a plan to manage risks must be in place.

Further hazards may include, but is not limited to interaction with:

- Wildlife – be aware of your surroundings and potential for snakes and spiders
- Working from heights – high risk work permit is required a Safe work method statement and fit for purpose equipment.
- Confined space – high risk work permit is required as well as safe work method statement.
- Unauthorised persons – you must never undertake an activity for which you are not competent or authorised to do so.
- Driving fatigue – journey management may be required to ensure the hazard is managed.
- Working near, in or over water requires a safe work method statement and adequate controls.

This list is not exhaustive and site hazards should be communicated by the onsite risk register and via the site-specific induction. It is important to maintaining the safety of our sites and facilities that any incidents or hazards are reported to your supervisor and the Council site supervisor immediately.

HEALTH AND WELLBEING MONITORING

All workers must ensure they are fit for work upon arrival to the worksite in accordance with Isaac Regional Council's Health and Wellbeing monitoring procedure and health and wellbeing policy statement.

ENVIRONMENTAL

ENVIRONMENTAL RESPONSIBILITIES

Whilst working for Council, you will be required to comply with the Environmental Protection and Biosecurity act, through discharging your duties which are:

- A person must not carry out any activity that causes or is likely to cause environmental harm unless the person takes all reasonable and practicable measures to prevent or minimise the harm.

The person who is carrying out an activity, must notify the employer of the event, its nature and the Council circumstances in which it happened no later than 24 hours after becoming aware of the event.

In the event that a site or location is contaminated (for example: asbestos, other hazardous substances, or wastewater that escapes from site), it is your responsibility as a contractor to ensure it is reported. A remedial action plan will be undertaken.

Ways to reduce contamination incidents include:

- Decontaminating vehicles and equipment at the end of workday
- Ensuring sediment controls are in place
- Installing bunding under chemicals to prevent further contamination if possible
- Storing hazardous substances correctly including using appropriate bunding.

We have a duty to notify of environmental harm or potential for it, please ensure you report environmental incidents in a timely manner.

BIOSECURITY RESPONSIBILITIES

It is everyone's responsibility to take all reasonable and practical measures to prevent or minimise biosecurity risk.

Biosecurity prevents the transmission of infectious diseases, harmful biological or biochemical substances, to our livestock, groups, native fauna and flora.

Actions required to prevent biosecurity breaches are:

- Report any prohibited or restricted material on your asset or worksite to your supervisor and Council's environmental team for monitoring and management.
- report any suspicious plants.
- ensuring that you do not drive vehicles or machines through restricted or prohibited material, and if you do that you ensure you complete wash-down procedures to minimise the risk of spreading reproductive material.

QUALITY RESPONSIBILITIES

- Quality Assurance is about doing things right the first time.

- It is monitoring and evaluating the standard of quality being constructed through a management system (ISO9001).
- It is important to make sure you have records for what you have produced.
- Quality improves efficiencies and reduces costs.
- It is about ensuring quality products, not a '*she'll be right*' attitude.
- Maintaining a high standard of work by ensuring.

1. Equipment is fit for purpose
2. Completed to a high standard
3. Check of work quality during progress.
4. Competent to perform work
5. If a defect is found it must be reported and rectified, to ensure a better product and ensure that it meets standard.