

QV1

CONTRACTOR INDUCTION PROCEDURES

TABLE OF CONTENTS

WORK PROCEDURES.....	4
1.0 GENERAL	4
COMMON PROCEDURES.....	5
2.0 GENERAL SAFETY POLICIES.....	5
3.0 PROPERTY ACCESS AND STANDARDS.....	6
4.0 ELECTRICAL	7
5.0 FIRE	8
6.0 EXISTING SERVICES.....	9
7.0 NOISY & ODOUR EMITTING WORKS.....	10
8.0 HOUSEKEEPING.....	10
9.0 DUTY OF CARE.....	11
10.0 KEYS	12
11.0 HAZARDOUS SUBSTANCES.....	12
12.0 PIPEWORK	13
13.0 AFTER HOURS ACCESS.....	13
14.0 WORKING AT HEIGHTS	13
15.0 STRUCTURAL.....	14
16.0 AIRBORNE PARTICULATES.....	14
17.0 WASTE DISPOSAL.....	14
18.0 CONFINED SPACE ENTRY.....	15
19.0 HOT WORK PERMIT	20

FOREWORD

QV1 Management is committed to protecting employees, tenants, contractors and visitors against any avoidable health hazard or incident that may arise from the work environment, work practices, use of tools and equipment and use of materials incorporated into work performed on QV1 property.

The QV1 Contractor Induction Manual has been produced to complement your company's Occupational Health and Safety Policies, Plans and Procedures. It is also to assist you in meeting our need to ensure requirements of the Occupational Safety and Health Act 1984 & Regulations 1996 are met and that work procedures and processes at our property are complied with.

It is required that all contractors and sub-contractors shall comply with this manual and their own Occupational Health and Safety Policies, Plans and Procedures while engaged in Contract for Service with QV1 Management. If there are areas in which you're Occupational Health and Safety system is silent or contradictory to the procedures contained herein, this manual and the practices and policies of QV1 Management shall prevail.

This QV1 Induction Manual should be used to ensure work procedures, guidelines, property access and property specific information are followed so as to ensure work is carried out with a minimum of interruption to you the service provider, tenants, QV1 Management and visitors to QV1.

QV1 Management looks forward to a safe and healthy working relationship with your organisation.

QV1 Management

1. WORK PROCEDURES

1.0 GENERAL

- 1.1 Safe Work Method Statements (SWMS) are necessary to ensure work carried out on QV1 Property is undertaken without impacting on tenants, visitors and other service providers. These requirements are in addition to, but not in substitution for any other safety requirements of any legislation or condition of Contract. Failure to observe any safety requirement will be deemed a breach of Contract between QV1 Management and the Contractor.
- 1.2 Only those contractors, employees of those contractors and sub-contractors who have completed the QV1 Contractor Induction Course shall be permitted to carry out work at QV1. Every contractor attending QV1 must produce a copy of this manual on request from a QV1 Management representative.
- 1.3 You will be required to be re-inducted every twelve months. If this does not occur you will not be permitted to undertake any duties or works at QV1.

2. COMMON PROCEDURES

The following procedures are common to all QV1 Contractors and are to be followed:

2.0 GENERAL SAFETY POLICIES

- 2.1 Only competent and approved contractor personnel are permitted on QV1 Property. All work practices must conform to current Western Australian Occupational Safety and Health Act 1984, Occupational Safety and Health Regulations 1996 and any other relevant Legislation, Codes of Practice and applicable Australian Standards.
- 2.2 It is a requirement that all contractors shall comply with this manual and your own Occupational Health and Safety Policies, plans and procedures. If there are areas in which you're Occupational Health and Safety system is silent or contradictory on procedures contained herein, this manual and the practices and policies of QV1 Management shall prevail.
- 2.3 Contractor's shall be aware of Evacuation Procedures and Emergency Escape Routes before starting any work. This includes that on hearing an emergency alarm alert tone (BEEP...BEEP...BEEP) all appliances and tools shall be switched off and individuals should prepare for evacuation. On hearing an evacuation siren (WHOOOP... WHOOP... WHOOP) people should leave the property via the nearest Fire Emergency Exit or Stairwell, following all instructions from Fire Wardens. DO NOT USE THE LIFTS.
- 2.4 Plant and equipment brought onto QV1 shall be 'safe' and shall comply with all relevant regulatory requirements. It shall be operated only by authorized persons, and shall be of sound material and kept in a serviceable condition. Unsafe equipment must be suitably identified and either made safe or removed from QV1 property.

- 2.5 All Service Contractors and their Sub-contractors are required to hold a Construction Industry **"White Card"** and details recorded by QV1 Management before any work is commenced at QV1.
- 2.6 All persons carrying out service work that is required to be undertaken by licensed trade persons shall hold a current appropriate licence, or shall carry out such work under the personal supervision of a person so licensed. Such work shall be in accordance with relevant authority's rules and regulations and shall be inspected, where required, by the appropriate authority and relevant certificates produced for verification on request by a QV.1 Management representative.
- 2.7 Safe Work Method Statements (SWMS) and Job Safety Analyses (JSA) are required for all tasks of none standard nature and must be produced on request from QV1 Management.

3.0 PROPERTY ACCESS AND STANDARDS

- 3.1 All Contractor persons attending QV1 must have:
 - Completed a QV1 Management Contractor Induction Course and wear an "Approved Contractor" Identification Badge.
 - Sign the QV1 Visitors Register on arrival, and supply all requested information.
 - Provide service dockets for repairs and or maintenance done before leaving.
- 3.2 Employees and sub-contractors of the Contractor, whilst on QV1 Property, shall at all-time carry identification stating their name, occupation and company. Employees and sub-contractors shall only enter areas on the property which are directly associated with work being undertaken in which they are involved.
- 3.3 Personal dress shall be appropriate for working safely, and in particular, suitable footwear must be worn. Bare feet, thongs, flimsy or damaged footwear are prohibited. Dress shall be appropriate for the types of business conducted within QV1. QV1 Management reserves the right to remove from the property any contractors not meeting this standard.

- 3.4 Employees and sub-contractors of the Contractor shall follow all instructions issued by QV1 Management in relation to attendance at the property and access to the area of work.
- 3.5 There is a policy of no smoking that extends to all persons visiting or working in all areas of QV1. The Contractor shall ensure that their employees and sub-contractors adhere to this policy whilst on QV1 Property.

4.0 ELECTRICAL

- 4.1 Electrical leads shall have sound insulation and be correctly wired at terminals and supplied via an RCD protective device. They shall not be over extended or overloaded and shall be raised off the floor to prevent interference to other peoples mobility, contamination by moisture, or damage by any chemical, work process, material or waste.
- 4.2 Lighting shall be adequate and shall not produce undue glare. All lighting appliances shall be appropriately shielded against breakage.
- 4.3 Circuit breakers or fuses shall not be permitted to function above safe circuit limits and shall be secured, where necessary, against interference by unauthorized persons.
- 4.4 Electrical leads and appliances shall be correctly tested and tagged 3 monthly in accordance with AS 3012 & AS 3760, with an up to date Register maintained.
- 4.5 No "Live Electrical" work shall be carried out on QV1 Property.
- 4.6 All Contractors that will be carrying out any electrical works must provide an Electrical Workers Licence.

- 4.7 All hazardous goods (batteries, fluoro tubes etc.) must be disposed of once works are complete. Recycling available on request.

5.0 FIRE

- 5.1 Any work undertaken by the Contractor that involves impairment or disruption to any of the building's fire protection systems must be advised to QV1 Management 24hrs prior to the work being carried out, and the Contractor is responsible for advising all authorities and complying with all their requirements. The Contractor shall advise QV1 Management of discussions with such authorities prior to undertaking the work.
- 5.2 Work carried out shall not decrease the fire rating of any part of the property. All penetrations through fire rated walls, floors or ceilings are to be fire stopped each night using temporary fire pillows. Permanent fire stopping is to be provided at the end of the works & details provided to QV1 Management for inclusion into the Fire Stopped Penetrations Register.
- 5.3 Cutting and welding operations shall not be carried out until a "Hot Work Permit" has been obtained from the QV1 Management and shall then be carried out in accordance with the following:
- A fire extinguisher shall be kept with each oxyacetylene and welding set;
 - All flammable materials shall be kept clear of the area when cutting, heating, grinding or welding is in progress;
 - Where there is a possibility that sparks or hot ends may fall to lower areas, a person with a fire extinguisher shall stand watch for the duration of the operation in a position appropriate to assist with the control of any fire outbreak.
 - Work areas within the property shall be kept as free as practicable of flammable materials;
 - Only experienced workers shall be used;
 - All surfaces to be protected from heat or spark damage. The protection shall be of a non-flammable material.

- After “Hot Work” operations are completed and/or at the cessation of the day’s work, an inspection of the areas surrounding “Hot Work” zones shall be carried out to ensure that there is no fire danger from residual welding materials, with all such inspections ideally taking place thirty (30) minutes after completion of welding or flame operations.
- Contractors must provide 24hrs noticed to QV1 Management for any works that may affect the fire sprinklers.

5.4 Protective screens to safeguard other persons in the hazard area of welding or grinding work must be provided.

6.0 EXISTING SERVICES

- 6.1 Existing services shall not be interrupted at any time other than with the approval and direction of QV1 Management. All work in connection with existing services shall be carried out expeditiously so that the number and duration of interruptions are reduced to a minimum.
- 6.2 The Contractor must provide QV1 Management with 48 hours’ notice of intention to conduct routine maintenance work that may result in interruption to existing services.
- 6.3 Prior to leaving the property the Contractor must ensure ALL plant associated with work being performed are left in its automatic mode, operational and all safety/protective devices are working and in place.
- 6.4 All Contractors working on existing services must ensure all plant services affected are operational; all switches in auto and safety devices installed and working by 1700 hours each day.

7.0 NOISY & ODOUR EMITTING WORKS

- 7.1 Hammer drilling, noisy operations, use of solvent based paints or dust-generating activities are not permitted during the hours of 7:30am to 6:00pm. Approval for this type of work must first be obtained from QV1 Management.
- 7.2 Fastening of equipment shall be in accordance with the equipment manufacturer's recommendations. Explosive powered tools are prohibited from use on QV1 Property.

8.0 HOUSEKEEPING

- 8.1 Housekeeping shall be maintained in good order. Waste shall be removed, and new and re-useable materials shall be stored safely and tidily, on a progressive basis. All work areas must be kept in a clean and neat state at all times.
- 8.2 The contractor shall provide suitable protection to existing surfaces, including floors and walls, ensure they are clean at the end of each service or work request, and make good any damage caused.
- 8.3 Extra care is to be taken on refurbished floors with natural stone finishes (floors and walls) this is to avoid damage, particularly areas such as riser doors with stone cladding.
- 8.4 Access passageways and corridors, stairways and areas around dangerous machines shall be kept clear and unhindered, particularly in case of an emergency.
- 8.5 No work is to be carried out in Entrance Foyers during normal trading hours unless QV1 Management has granted written permission.
- 8.6 Whenever work is to be carried out in an entrance, interference to persons shall be kept to a minimum. Protective awnings, barriers and warning signs are to be used. Under no circumstances can dust generating work be carried out or hammer drills be used during normal work hours.

- 8.7 Overhead protection shall be provided for all persons from falling or flying material.
- 8.8 Any damage to property or services caused by the Contractor shall be rectified by the Contractor to QV1 Management satisfaction, at the Contractor's cost.
- 8.9 The Contractor is to ensure that the property is left clean and tidy each day and that all building materials are safely stowed away.
- 8.10 Delivery vehicles shall not be parked in the property's driveways at any time.

9.0 DUTY OF CARE

Immediately on becoming aware of any of the following, the Contractor shall report to QV1 Management:

- Any hazards or situations which might present a hazard;
- Work related injuries or harm to health;
- Any event or circumstance which is adversely affecting the proper and safe working of any of the properties systems;
- Any notice or instruction issued by a relevant government or statutory authority in respect to all or part of any of the property; and
- Any damage to a person or property occurring in connection with the services or systems.

10.0 KEYS

- 10.0 When performance of the Contractor's obligations requires that keys or master keys be provided to any of the Contractor's employees or sub-contractors, they shall sign a written acknowledgement of receiving those keys and shall return all keys signed for at the end of the period for which those keys were issued.
- 10.1 If any key issued is not returned at the appointed time, the cost of replacing that key or those keys or any security system or part of a system will be borne by the Contractor and may be offset against any amount owing to the Contractor under any contract.
- 10.2 Discovery by QV1 Management of any unauthorized duplication of any key by or on behalf of the Contractor or any employee or sub-contractor of the Contractor is a cause for immediate termination of their contract.
- 10.3 All building keys are required to be signed out and returned on a daily basis together with all identification passes.

11.0 HAZARDOUS SUBSTANCES

- 11.1. Before any Hazardous Chemicals can be brought on to QV1 Property, the contractor must:
- Provide all Material Safety Data Sheets ("MSDS") to QV.1 Management.
 - Ensure all Personal Protective Equipment ("PPE") required for its use are available,
 - Ensure those persons using chemicals have been trained in it's safe use, and
 - Ensure any safety practice necessary for its use is available.
- 11.2. Before any Hazardous Chemical is used on QV1 Property, the contractor shall:
- Ensure the MSDS is available to the person using the chemical,
 - Ensure the MSDS is displayed at the work site,

- Ensure the person using the chemical has been trained in it's safe use,
- Ensure the person using the chemical follows all safety requirements including use of PPE,
- Ensure proper ventilation is provided, and
- Ensure the chemical is removed from site after the task has been completed.

12.0 PIPEWORK

- 12.1. Where work involves installation or alteration of any pipes carrying fluids, such pipes shall be pressure tested with low-pressure air prior to the pipes being charged with water and content signage marked in accordance with Standards Australia marking requirements.

13.0 AFTER HOURS ACCESS

- 13.1. QV1 Management must approve in writing any work that requires after hour's access.
- 13.2. Written permission from any affected tenant and QV1 Management must be obtained via the After Hours Access Permit.
- 13.3. QV1 Management requires at least 48 hours' notice.
- 13.4. Tenant keys are always picked up from QV1 Security
- 13.5. QV1 Management will decide if additional property security as required.

14.0 WORKING AT HEIGHTS

- 14.1. Where there is potential for a fall from a height greater than 1.8 metres, an approved fall arrest system and/or safe system of work shall be developed and utilized to minimize the risk of injury. A Working at Heights permit must be completed and can be obtained from QV1 Management Office or via the QV1 website.

15.0 STRUCTURAL

- 15.1. Coring of penetrations is not to proceed without the express approval of QV1 Management and Preferred Structural Engineers are to be coordinated so as not to cause inconvenience to tenants or occupants of the floor below. Where applicable, post-tensioning cables are to be located prior to any coring proceeding.

16.0 AIRBORNE PARTICULATES

- 16.1 Dust generation during the works is to be kept to a minimum with all dust generated to be contained within designated work areas.
- 16.2 Adequate Procedures to protect staff and tenants from dust shall be incorporated into the works. Warning signs shall be installed for any dust work and good housekeeping procedures implemented (i.e. vacuuming with equipment with a high efficiency air filter shall be used or wet sweeping and wet cleaning dusty work areas).
- 16.3 Lifts and ventilation systems are to be protected from ingress of dust at all times. All shielding and screening to prevent dust entering return air paths, exhaust systems, lift systems and public areas shall be at the Contractor's expense.

17.0 WASTE DISPOSAL

- 17.1 All waste materials generated on the property by the works must be disposed of in accordance with all statutory requirements dealing with waste recycling and waste minimisation.
- 17.2 Waste must be transported from the property by licensed contractors and be disposed of at licensed waste disposal depot. Copies of receipts for all waste disposals at licensed disposal depots are to be forwarded to QV1 Management.
- 17.3 Any hazardous, toxic or flammable wastes that require special disposal shall be disposed of in a manner that complies with all Environmental Protection Authority requirements.
- 17.4 No liquid wastes are to be disposed of via the property sewerage system or storm water systems. All statutory requirements dealing with waterways and sewerage systems are to be complied with.

18.0 CONFINED SPACE ENTRY

For the purposes of this section "Confined Space Entry Areas" include areas where there is restricted access and egress, limited movement as defined in Standard Australia AS 2865 *Safe Working in a Confined Space*.

All Confined Space Entry work shall comply with *Regulations 3.82 – 3.87 of the Occupational Safety and Health Regulations 1996 (as amended) WA*.

- 18.1 Entry into a Confined Space Area shall not be permitted until a "Confined Space Entry Permit" has been obtained from QV1 Management and shall then be carried out in accordance with the following:
- Only authorised personnel who have completed Confined Space Entry Training shall perform Confined Space Entry work. Training shall include hazard identification, assessment, control and the use of permits, PPE and Emergency Procedures relevant to the situation.
 - Work to be carried out shall be discussed by the people performing the work and their Supervisor/Manager in charge of the work. Consideration shall be given to internal and external conditions that could influence the task such as temperature, cramped posture, and generation of fumes, dusts, gases and noise.
 - There shall be sufficient trained and authorised people assigned to the job so that it can be carried out safely.
 - One person must act as a Standby Person outside of the Confined Space Entry area and be in contact with the personnel inside the Confined Space area at all times.
 - The "Standby Person" should be a certificated First Aider, or alternatively, a trained First Aider should be close at hand while the job is in progress.
 - Where necessary, the atmosphere inside the Confined Space Entry must be tested for oxygen content and/or other gases, e.g. carbon monoxide, flammable vapours.

- When indicated, the Confined Space must be purged with an inert gas, e.g. nitrogen, and ventilated with fresh air.
- Where airline respirators are required, a sufficient number must be readily available for the person/s that is required to enter the Confined Space, including the Standby Person.
- Each person who has to enter the Confined Space must wear a safety harness and lifeline. The only occasions where the harness and lifeline are not to be worn is if there is a risk of the harness or line becoming entangled in parts of the Confined Space.
- Consideration shall be given to additional personal protective equipment that may be required to carry out the job, e.g. Coveralls, gloves, safety glasses.
- All power, which may operate existing equipment and or machinery in the Confined Space, must be physically locked out. Mechanical equipment associated with the Confined Space must also be physically locked out, including delivery pipes, chutes, conveyors, etc., which could introduce material into the Confined Space.
- Erect barricades to indicate that work is being carried out and to prevent inadvertent entry into the area.
- Extraction ventilation may have to be provided if fumes or dusts are generated.
- Emergency procedures must ensure that no person will enter a Confined Space without means of life support and without rescuers standing by.
- If "Hot Work" is being performed, controls must be in place including a "Hot Work Permit".
- Openings for entry to and exit from a Confined Space must be of adequate size to permit the rescue of any employee and must not be obstructed by fittings or plant.

CONFINED SPACE REGISTER

Building: QV1 250 St Georges Tce Perth
 Accredited body reviewing site: Prensa
 Date of Accredited Body Review: 07/08/2015

Date Identified	Confined Space No.	Location/ Area	Type	Has a separate risk assessment been completed and added to building hazard register	Risk Assess. Ref.	Signage Type	Access Controlled by
7/08/2015	SP01	Basement level, loading dock	Sewage Pit	Yes	90183-CBRE QV1 - 01	Sprayed Template	Storm pit grill only/Permit to work.
7/08/2015	SWP01	Basement level, loading dock	Stormwater Pit (approx. 1.5m deep)	Yes	90183-CBRE QV1 - 04	Sprayed Template	Storm pit grill only/Permit to work.
7/08/2015	SWD01	Basement level, loading dock	Stormwater Drain (approx. 1.5m deep)	Yes	90183-CBRE QV1 - 02	Sprayed Template	Restricted access/ Permit to work.
7/08/2015	DST01	Basement level, loading dock	15,000L Diesel Tank	Yes	90183-CBRE QV1 - 06	Wall Signs	Specialised tools required for access/ Permit to work.
7/08/2015	DST02	Basement level, loading dock	15,000L Diesel Tank	Yes	90183-CBRE QV1 - 06	Wall Signs	Specialised tools required for access/ Permit to work.



QV1

7/08/2015	SWP02	Basement level, tenant car park, grease trap/ stormwater pit room North west plaza	Stormwater Pit (approx. 1.5m deep)	Yes	90183-CBRE QV1 - 04	Sprayed Template	Specialised tools required for access/ Permit to work.
7/08/2015	GT01	Basement level, executive car park, grease trap/ stormwater pit room North west plaza	Grease Interceptor Trap	Yes	90183-CBRE QV1 - 03	Sprayed Template	Key Lock to room/Permit to work
7/08/2015	GT02	Basement level, executive car park, grease trap/ stormwater pit room North west plaza	Grease Interceptor Trap	Yes	90183-CBRE QV1 - 03	Sprayed Template	Specialised tools required for access/ Permit to work.
7/08/2015	GT03	Sub-basement level, grease trap tank room.	Grease Interceptor Tank	Yes	90183-CBRE QV1 - 03	Wall Signs	Permit to work
7/08/2015	GT04	Sub-basement level, grease trap tank room.	Grease Interceptor Tank	Yes	90183-CBRE QV1 - 03	Wall Signs	Permit to work
7/08/2015	SWP03	Sub-basement, storage room.	Stormwater Pit (approx. 1.5m deep)	Yes	90183-CBRE QV1 - 04	Sprayed Template	Specialised tools required for access/ Permit to work.

7/08/2015	WT01	Level 16, service room through male toilets	Flushing Water Storage Tank	Yes	90183-CBRE QV1 - 05	Wall Signs	Permit to work
7/08/2015	WT02	Level 25, service room through male toilets.	Flushing Water Storage Tank	Yes	90183-CBRE QV1 - 05	Wall Signs	Permit to work
7/08/2015	WT03	Level 40, fire hydrant tank room.	Fire Hydrant Water Tank	Yes	90183-CBRE QV1 - 05	Wall Signs	Permit to work
7/08/2015	WT04	Level 40, domestic water tank.	Domestic Water Storage Tank	Yes	90183-CBRE QV1 - 05	Wall Signs	Permit to work
7/08/2015	CWD01	Basement level, executive car park, car wash bay.	Car Wash Drain	Yes	90183-CBRE QV1 - 02	Sprayed Template	Permit to work
7/08/2015	CWOS01	Basement level, executive car park, car wash bay.	Car Wash Oil Separator	Yes	90183-CBRE QV1 - 04	Sprayed Template	Specialised tools required for access/ Permit to work.
7/08/2015	WT05	Basement level, bike storage area	Storm Water Pit (approx. 1.5m deep)	Yes	90183-CBRE QV1 - 05	Wall Signs	Permit to work
7/08/2015	SWD02 - SWD04	QV1 carpark, ground level, East elevation	X 3 Storm Water Pit (approx. 1.5m deep)	Yes	90183-CBRE QV1 - 04	Sprayed Template	Specialised tools required for access/ Permit to work.
7/08/2015	SWD05 - SWD07	QV1 public car par, ground level, West elevation.	X 3 Stormwater Drain (approx. 1.5m deep)	Yes	90183-CBRE QV1 - 04	Sprayed Template	Specialised tools required fro access/ Permit to work

19.0 HOT WORK PERMIT

QV1 Management shall ensure that all areas where a Hot Work Permit is required are identified.

Such areas should include, but not be limited to –

- Within 10 metres of storage areas of flammable liquids (e.g. Paint) or gases where containers are closed, including flammable goods storage cabinets
- Within 15 metres of areas where flammable liquid or gas is in use or there are open containers
- Above or within 5 metres of combustible packaging such as pallets, plastic wrap, cardboard etc.
- Areas which are classed as hazardous under AS 2430.1

All Hot Work is prohibited outside designated Hot Work areas e.g. Maintenance

Workshop, unless a Hot Work permit is completed. Hot Work areas shall be included in employee and contractor inductions.

A Hot Work permit must be filled out when Hot Work is being done in an area where a permit is required. The Hot Work may only be carried out during the time specified on the permit, if work carries beyond the stated term or ceases for a period of 2 hours or more, a new permit must be obtained before work is continued. The person conducting the Hot Work shall retain the copy of the permit form during the course of the work and present it for inspection on request. On completion of the work, the person conducting the Hot Work shall return the permit to QV1 Management or QV1 Security.

QV1

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CBRE

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