St. Martins Properties Pty Ltd

INDUCTION PROCEDURES FOR CONTRACTORS
FOREWORD

St. Martins Properties is committed to protecting employees and other workers against any avoidable health hazard or incident that may arise from the work environment, work practices, use of tools and equipment and the use of materials incorporated into work performed on St. Martins Properties.

This 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 various properties 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 St. Martins Properties. If there are areas in which your Occupational Health and Safety system is silent or contradictory to the procedures contained herein, this manual and the practices and policies of St. Martins Properties shall prevail.

This 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, Asset/Property Management and visitors to our properties.

St. Martins Properties looks forward to a safe and healthy working relationship with your organisation.

Robert Lodge
Plant Engineer
St. Martins Properties (Aust) Pty Ltd

Name: _____________________________ Signature: __________________________

Company: ___________________________ Date: __________________________

Phone Number: ______________________

Trade License Number: ______________________

Blue/White Card No: ______________________
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WORK PROCEDURES

1.0 GENERAL

- Work procedures are necessary to ensure work carried out on St. Martins Properties 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 the Contract between St. Martins Properties and the Contractor.

- Only those contractors, employees of those contractors and sub-contractors who have completed the St. Martins Properties Contractor Induction Course shall be permitted to carry out work on our properties. Every contractor attending our properties must produce a copy of this manual on request from a St. Martins Properties representative.

- On successful completion of the Induction Course you will be issued with an "Approved Contractor" pass with its own unique number. This pass must be worn at all times when working at any St. Martins Properties and you must quote the pass number when signing the Property Daily Entry Register.

- 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 on St. Martins Properties.

COMMON PROCEDURES

The following procedures are common to all St. Martins Properties and are to be followed:

2.0 GENERAL SAFETY POLICIES

2.1 Only competent and approved contractor personnel are permitted on St. Martins Properties. All work practices must conform with 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 Heath and Safety Policies, plans and procedures. If there are areas in which your Occupational Health and Safety system is silent or contradictory on procedures contained herein, this manual and the practices and policies of St. Martins Properties shall prevail.
2.3 The Contractor shall be aware of Evacuation Procedures and Emergency Escape Routes at each property before starting any work. This includes that on hearing an emergency alarm alert tone (short beeping tones) all appliances and tools shall be switched off and individuals should prepare for evacuation. On hearing an evacuation siren (high pitched rising tone siren) 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 gear brought on to SMP property shall be ‘safe’ and shall comply with all relevant regulatory requirements. It shall be operated only by authorized competent 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 the property.

2.5 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 St. Martins Properties representative.

2.6 Contractor employees, agents and sub-contractors shall, where applicable, sight and sign the Asbestos Register (which is available from the Operations Manager of the Property) before commencement of work. If at any time the Contractor encounters the presence of any loose fibrous material that may contain asbestos, they shall not disturb the material under any circumstances but shall contact St. Martins Properties, Operations Manager and advice of the existence of the material on the Property. The Contractor shall ensure that their workers are protected from exposure to the material until the nature of the material has been completely determined.

2.7 Risk Assessments and Job Safety Analyses are required for all tasks of a none standard nature and must be produced on request from the Operations Manager.

3.0 PROPERTY ACCESS AND STANDARDS

3.1 All Contractor persons attending St. Martins Properties must have:

- Completed the St. Martins Properties Contractor Induction Course and wear an “Approved Contractor” Pass.
- Sign the SMP Visitors Register on arrival and when leaving, and supply all requested information.
- Provide service dockets for repairs and or maintenance done before leaving.
3.2 Employees, agents and sub-contractors of the Contractor, whilst on St. Martins Properties, shall at all times carry identification stating their name, occupation and company. Employees and sub-contractors shall only enter areas on the property which are directly associated with the 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 the properties. St. Martins Properties reserves the right to remove from the property any contractors not meeting this standard.

3.4 Employees, agents and sub-contractors of the Contractor shall follow all instructions issued by St. Martins Properties, Operations Manager in relation to attendance at the managed property and access to the area of work.

3.5 No Smoking Policy. There is a policy of no smoking that extends to all persons visiting or working in all areas of all St. Martins Properties. The Contractor shall ensure that its employees and sub-contractors adhere to this policy whilst on any St. Martins Properties.

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 St. Martins Properties.
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 the St. Martins Properties, Operations Manager prior to it being carried out, and the Contractor is responsible for advising all authorities and complying with all their requirements. The Contractor shall advise the St. Martins Properties, Operations Manager 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.

5.3 Cutting and welding operations shall not be carried out until a “Hot Work Permit” has been obtained from the St. Martins Properties, Security Officer 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.

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 the St. Martins Properties, Operations Manager. 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 the St. Martins Properties, Operations Manager 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 the work being performed is 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 8:00am to 6:00pm. Approval for this type of work must first be obtained from the St. Martins Properties Operations Manager.

7.2 Fastening of equipment shall be in accordance with the equipment manufacturer’s recommendations. Explosive powered tools are prohibited from use on SMP.

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 Access passageways and corridors, stairways and areas around dangerous machines shall be kept clear and unhindered, particularly in case of an emergency.

8.4 No work is to be carried out in the Entrance Foyers during normal trading hours unless the St. Martins Properties, Operations Manager, has granted permission.
8.5 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.

8.6 Overhead protection shall be provided for all persons from falling or flying material.

8.7 Any damage to property or services caused by the Contractor shall be rectified by the Contractor to St. Martins Properties satisfaction, at the Contractor’s cost.

8.8 The Contractor is to ensure that the property is left clean and tidy each day and that all building materials are safely stowed away.

8.9 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 the St. Martins Properties, Operations Manager:

- 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

10.1 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.

10.2 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.
10.3 Discovery by St. Martins Properties 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.

10.4 All keys, passes and access cards are to be picked up from St. Martins Properties staff after 7:00am and returned to St. Martins Properties staff before 4:30pm each day unless other arrangements have been made with the St. Martins Properties Operations Manager.

11.0 HAZARDOUS SUBSTANCES

11.1. Before any Hazardous Chemicals can be brought on to any St. Martins Properties, the contractor must:

- Provide all Material Safety Data Sheets (“MSDS”) to the St. Martins Properties, Operations Manager.
- Ensure all Personal Protective Equipment (“PPE”) required for it’s use are available,
- Ensure those persons using the 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 any St. Martins Properties, 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 the use of PPE,
- Ensure proper ventilation is provided, and
- Ensure the chemical is removed from site after the task has been completed.
12.0 PIPES

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. The St. Martins Properties, Operations Manager must approve in writing any work that requires after hours access.

13.2. Written permission from any affected tenant and the St. Martins Properties, Operations Manager must be obtained.

13.3. The St. Martins Properties, Operations Manager requires at least 48 hours notice.

13.4. Any keys required for after hours work must be picked up from the St. Martins Properties Staff on that day and returned before midnight to St. Martins Properties via the key drop off box situated on the ground floor electrical riser door at 44 St. Georges.

13.5. St. Martins Properties will decide if additional property security is required.

14.0 WORKING AT HEIGHTS

14.1. Where there is the 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. If you are unsure of the risk of a fall, contact the St. Martins Properties, Operations Manager.

15.0 STRUCTURAL

15.1. The coring of penetrations is not to proceed without the express approval of the St. Martins Properties, Operations Manager and is 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 DUST

16.1 Dust generation during the works is to be kept to a minimum with all dust generated to be contained within the designated work area.

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 minimization.

17.2 Waste must be transported from the property by licensed contractors and be disposed of at licensed waste disposal depots. Copies of receipts for all waste disposals at licensed disposal depots are to be forwarded to the St. Martins Properties, Operations Manager.

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 / RESTRICTED ACCESS

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 / Restricted Access Permit” has been obtained from St. Martins Properties, Operations Manager and shall then be carried out in accordance with the following:

- Only authorized personnel who have completed Confined Space Entry / Restricted Access Training shall perform Confined Space Entry / Restricted Access 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, generation of fumes, dusts, gases and noise.

- There shall be sufficient trained and authorized 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 who are 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, eg. 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.

19.0 HOT WORK PERMIT

The St. Martins Properties Operations Manager 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 (eg Paint) or gases where the 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 eg 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 the SMP Security.
20.0 JOB HAZARD ANALYSIS - (JHA)

Prior to any work commencing, contractors shall consult with their employees/sub-contractors to ensure that all potential hazards are identified via a Job Hazard Analysis.

JHA’s will be monitored to ensure they are followed and help identify areas of improvement.

JHA’s must be carried out prior to the commencement of any work. The JHA shall be site / task specific and all workers undertaking the job must have received instruction in the process and have signed the JHA.

If there is a change in personnel and in particular Supervisory personnel on site, SMP Management must be advised and the new supervisor/ personnel must be instructed on the JHA in place and sign off on the JHA.

21.0 HAZARD IDENTIFICATION, ASSESSMENT AND CONTROL

The system of safety that will be adopted during work on St. Martins Properties sites will include but not be limited to the following.

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St. Martins Properties require their contractors & sub-contractors to comply with all statutory required Acts, Regulations, Australian Standards, Codes of Practice, and St. Martins Properties policies, procedures and any other documentation that will ensure the safety of all persons on site.
SITE SPECIFIC INFORMATION

50 ST. GEORGES TERRACE

19.1 Telephone Numbers
SMP Operations Manager 6211 0910 / 0422 092 850
SMP Plant Engineer 6211 0909 / 0499 800 998
Site Security 6211 0915 / 0414 722 781
Emergency (Fire, Police, Ambulance) 000
Fire 9323 9333
Police 9222 1048
Cleaners (Mastercare) 9328 2655
OH&S Issues to SMP Operations Manager 6211 0910 / 0422 092 850

19.2 There is some asbestos still on this site. It is all contained and identified. The Asbestos Register is held in SMP Plant Engineers Office.

19.3 PCB Register is held in SMP Plant Engineers Office.

19.4 All permits, including permit to work, hot work permit & Confined Space Entry are available from Security Office / Concierge desk, St. Martins Tower foyer.

19.5 Building access keys to be signed for at Security Office / Concierge desk, St. Martins Tower foyer.

19.6 Loading bay is located in basement of St. Martins Tower.

19.7 All materials and tools to be transported via the goods lift only.

20.2 Goods lift not available Monday to Friday 8:30am – 9:30am and 11:30am – 1:30pm.

19.8 No site parking available.
40 ST. GEORGES TERRACE

20.1 Telephone Numbers
SMP Operations Manager  6211 0910 / 0422 092 850
SMP Plant Engineer      6211 0909 / 0499 800 998
Site Security           6211 0915 / 0414 722 781
Emergency (Fire, Police, Ambulance)  000
Fire                    9323 9333
Police                  9222 1048
Cleaners (Mastercare)   9328 2655
OH&S Issues to SMP Operations Manager  6211 0910 / 0422 092 850

20.3 There is some asbestos still on site. It is all contained and identified. The Asbestos Register is held in St. Martins Plant Engineers Office.

20.4 PCB Register is held in St. Martins Plant Engineers Office.

20.5 All permits, including Permit to Work, Hot Work Permit and Confined Space Entry Permit are available from Security Office / Concierge desk, St. Martins Tower foyer.

20.6 Building access keys to be signed for at Security Office / Concierge desk, St. Martins Tower foyer.

20.7 Loading bay located in basement of St. Martins Tower.

20.8 All materials and tools to be transported via the goods lift only.

20.9 Goods lift not available Monday to Friday 8:30am – 9:30am and 11:30am – 1:30pm.

20.10 No site parking available.

ST. MARTINS TOWER AND ARCADES

21.1 Telephone Numbers
SMP Operations Manager  6211 0910 / 0422 092 850
21.2 There is some asbestos still on site. It is all contained and identified. The Asbestos Register is held in St. Martins Plant Engineers Office.

21.3 PCB Register is held in St. Martins Plant Engineers Office.

21.4 All permits, including Permit to Work, Hot Work Permit and Confined Space Entry are available from Security Office / Concierge desk, St. Martins Tower foyer.

21.5 Building access keys to be signed for at Security Office / Concierge desk, St. Martins Tower foyer.

21.6 Loading bay located in basement of St. Martins Tower.

21.7 All materials and tools to be transported via the goods lift only.

21.8 Goods lift not available Monday to Friday 11:00am – 2:30pm and 5:30pm on.

21.9 No site parking available during normal working hours.

21.10 No work is to be carried out in the Arcades or Plaza areas during normal working hours without express permission from St. Martins Properties.

21.11 Whenever work is to be carried out in these areas, interference with shoppers, the general public and/or tenants will 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 working hours.

21.12 Normal trading hours are defined as :-

For the Tower: 8:00 am to 6:00 pm Mon. to Fri.
For the Arcades: 8:00 am to 6:00 pm Mon. to Thur. & Saturday
               8:00 am to 9:00 pm Friday
               10:00 am to 6:00 pm Sunday