

Contractor Handbook



“I feel really lucky in the fact that safety is really ingrained in our work and our culture.”

— Liam



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01 Introduction

Programmed is a leading provider of operations and maintenance services across all industry sectors including education, health, infrastructure, manufacturing, industrial, transport and mining.

Our focus on the elimination of unplanned events through structured job planning and risk management, prevents injuries and improves productivity. This results in our people having high customer service orientation and job satisfaction.

Commitment to safety

At Programmed, HSEQ is at the forefront of everything we do. We live by the philosophy that all injuries are preventable.

Our people work hard to deliver Programmed's purpose and commit to our values.

Safety is embedded in our culture and we encourage our people to take an active role in visibly demonstrating safety leadership, regardless of their organisational position and location.

We're supported by leading health, safety, environment and quality systems which provide us with real-time data and analytics.

These in turn help us become a safer, more reliable service provider.

Programmed utilises a wide range of contractors to assist us in providing maintenance services. We expect the same uncompromising commitment to health and safety from both our own workers and contractors.

This handbook has been designed to outline the minimum standards for contractors, their workers and third party contractors.

This handbook is also applicable to Programmed operational personnel who oversee or supervise the provision of any contracted services.

It is expected that contractors are:

- ✓ Familiar with health, safety, environment and legislative requirements;
- ✓ Familiar with, and educate their workers on the contents of this handbook and where necessary seek clarity from their nominated Programmed contact; and
- ✓ Accept responsibility for providing safe systems of work and safe work sites



02

Definitions

Term	Definitions
Child sensitive site	Child sensitive sites are sites where there are predominately children in attendance and can include schools, childcare centres, paediatric wards, play centres, clubs and religious institutions or any other site specified by a contract.
Competent person	A person who has acquired through training, qualification or experience (or a combination of these) the knowledge and skills enabling that person to safely perform a specified task.
Contractor Essentials page	An internet resource page that provides Programmed contractors, their workers and third party contractors with information relating to safe working at Programmed. This page can be accessed at programmed.com.au/contractor-essentials
Contractor	A company that provides a service or who performs work for Programmed or a Programmed customer.
Contractor representative	An approved representative of the contractor.
ESG	Environmental, Social, and Governance. It refers to the standards and practices organisations follow to operate responsibly and sustainably. In Australia and New Zealand, ESG focuses on: Environmental: Managing climate impact, resource use, and environmental risks. Social: Supporting worker wellbeing, diversity, community engagement, and human rights.

*Continued on the following page

Term	Definitions
	Governance: Ensuring ethical leadership, transparency, compliance, and accountability
High-Risk Construction Work (HRCW)	There are 19 specific work activities that have been defined as High-Risk Construction Work (refer to section 8.2 of this booklet). There are additional duties required for any workers carrying out these activities including the requirements to prepare a safe work method statement for the work.
OFI	Opportunity For Improvement — action item identified during audits, inspections and safety engagements.
Modern Slavery	Modern slavery is an umbrella term that refers to exploitative practices including forced labour, slavery, servitude, debt bondage, human trafficking, deceptive recruiting for labour services, the worst forms of child labour and forced marriage.
PFAS	Per- and poly-fluoroalkyl substances, also known as “PFASs”, are a group of manufactured chemicals that have been used since the 1950s in a range of common household products and specialty applications, and have now been identified as hazardous to humans.
Prescribed service	A service where the contractor is required to hold a licence to perform works, Electrical, Plumbing, Asbestos Removal and similar.
Programmed	All Business Units and Divisions within Programmed Group.
Programmed customer	A company to whom Programmed is contracted under a Head Agreement.
Programmed customer representative	A nominated representative of the Programmed customer.

*Continued on the following page

Term	Definitions
Programmed representative	A nominated representative of Programmed who has the authority to provide directions to the contractor.
Psychosocial safety	Psychosocial safety is the extent to which work systems, practices, and environments are designed and managed to prevent harm to workers' mental health and promote psychological wellbeing, in line with statutory duties under work health and safety (WHS) laws in Australia and New Zealand.
SOP	Safe Operating Procedures. These documents provide guidance on how to safely perform routine works.
RTO	A Registered Training Organisation is an external training company which provides training for Government Vocational registered courses.
Safe Work Essentials	Safe Work Essentials are Programmed's foundational controls that must be applied to all Programmed works.
Services	A service provided by the contractor as agreed between the contractor and Programmed.
Site	A location where the contractor has been requested to provide services or complete works
SWMS/JSEA	A Safe Work Method Statement/Job Safety and Environmental Analysis is a document that outlines the steps required to complete an activity, the associated hazards and the control measures required to perform the work safely.
Third party contractor	A company that is engaged by a contractor to perform work on a Programmed or customer site.
Worker	Any person engaged to perform works for the contractor or Programmed.
Works	Any assigned task as agreed between the contractor and Programmed. For the purposes of this document, any reference to work or works also includes services.

03 Objective

The objective of this Handbook is to provide Programmed contractors, their employees and any engaged third party contractor with the minimum workplace health and safety, environment and other governance considerations to protect them, Programmed operational personnel, Programmed customers and the community at large.

The following is a summary of health, safety and environmental provisions that will apply as a minimum for any services or works undertaken for Programmed.

Further guidance material related to the management of specific hazards and the requirements to safely perform services and work can be obtained from the Programmed Contractor Essentials page programmed.com.au/contractor-essentials or by contacting your Programmed representative.

The Programmed Contractor Essentials page has been developed to provide contractors with easy access to guidance information that can assist in effective job planning and the safe completion of works. Information on the portal is to be used as a guide only and must be read in conjunction with any regional legislative requirements. Where there is any discrepancy between information, regional legislative requirements must be applied.



04 Contractor Responsibilities

Contractors have a legal responsibility to maintain a working environment in which the public, their workers and third party contractors, together with Programmed's personnel and customers, are not exposed to hazards.



The contractor must:

- ✓ Provide and maintain a safe system of work and ensure all tasks are carried out in a safe manner. The safe system must consider customer and Programmed requirements and procedures, the workplace layout, the way materials are handled and the location and movement of people in the work area
- ✓ Report all incidents including injuries, psychosocial events, near misses, plant and equipment incidents, and environmental events,
- ✓ Have on site(s), for the duration of works, a representative/supervisor thoroughly familiar with the work, who shall have full authority to receive and act on all instructions relating to the work
- ✓ Ensure any notice given to the contractor's representative by a Programmed representative, is communicated to all relevant workers of the contractor and any third party contractor
- ✓ Ensure the potential for health and safety impacts from work activities on site are managed as far as practicable
- ✓ Be fully responsible for the actions of its workers and third party contractors
- ✓ Maintain and have available, copies of all required documents on Programmed customer sites, including:
 - Documents related to the daily work activities (i.e. SWMS/JSEA, Permits, Induction records etc.)
 - All specifications and relevant drawings
 - Terms and conditions of agreement between Programmed and the contractor
 - Ensure that their workers and third party contractors are familiar with and adhere to all requirements outlined in these documents
 - Provide their own tools and equipment and cannot use plant on customer sites unless pre-approved
 - Ensure all plant, equipment and tools are fit for purpose and used in accordance with manufacturer's specifications
 - Ensure only approved substances are brought on site

The contractor must ensure that their workers and third party contractors;

- ✓ Are provided with and use appropriate protective clothing and equipment
- ✓ Are suitably qualified and competent to carry out the work
- ✓ Are fit for work and supervised for the duration of the works
- ✓ Are free of drugs and alcohol — there is a zero tolerance on all Programmed sites
- ✓ Adhere to no smoking requirements on customer and Programmed work sites
- ✓ Have a thorough understanding of the procedures necessary to safely carry out the required work
- ✓ Exercise all reasonable care and diligence in the performance of the required work
- ✓ Adhere to directions provided by Programmed and any relevant authority in the interest of health and safety
- ✓ Comply with all relevant health, safety and environmental legislation and standards
- ✓ Ensure that its personnel are neat in appearance and suitably attired at all times on site
- ✓ Report all incidents that occur on the worksite to a Programmed representative on the same day
- ✓ Never leave tools or equipment unattended unless made safe and secured
- ✓ Ensure worksites are barricaded and signed
- ✓ Ensure their workers understand instructions provided including where there are differences in language

The contractor is responsible for the provision of all safety equipment, clothing, tools and consumables necessary for the safe performance of the required work.

The contractor must ensure all works completed comply with relevant legislation, Australian Standards and codes of practice.

Programmed Contractors may not subcontract any part of the work without the written approval from Programmed.

Where permission is granted to subcontract all or part of the services or work to a third party contractor, approval shall not relieve the contractor from the obligations outlined in this Contractor Handbook.

“The whole company lives the safety culture, and it’s extremely important to everyone”

— Peter

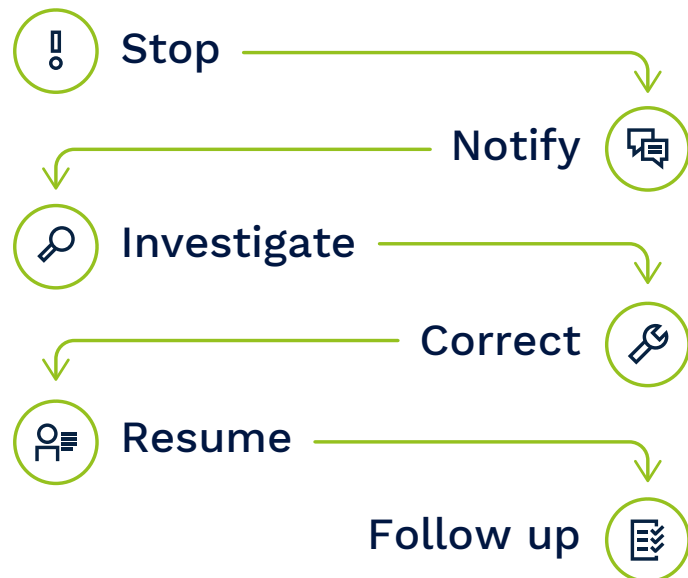


05 Stop and Report

All Programmed workers and contractors have the authority and responsibility to stop work and report to their supervisor if they feel the work cannot be completed safely or presents a breach of any requirements within this handbook.

The contractor representative or supervisor must contact the Programmed representative and advise them of the situation. At Programmed this is called "Stop and Report" and it is included in Programmed's Safe Work Essentials.

The stop work process is:



The stop work process should be included in pre-start meetings and site inductions.

If you are unsure of a policy or procedure, please ask your Programmed representative.



06 Contractor Essentials



Our Contractor Essentials web portal programmed.com.au/contractor-essentials has been established to provide our contractors access to relevant information and guidance material from any device, at any time, any where.

The website contains information such as this contractor handbook, various work guides for high-risk activities, supporting document templates (including risk assessments and permits), safety alerts and bulletins, toolbox talks and information on our Vendor Management System.

The website is regularly updated with new information. Contractors are encouraged to visit the website and use the resources available to support their teams and subcontractors.

07 Modern Slavery

Programmed recognises the inherent dignity of its staff and each persons' equal and inalienable right to freedom, justice and fair work conditions.

Programmed does not tolerate any form of modern slavery in any part of its business. Programmed is committed to eradicating all instances of modern slavery within its business and will continue to encourage its clients, suppliers and staff to be aware of, and take action against, instances of modern slavery within our community.

Programmed has a Code of Conduct and Modern Slavery Statement which notes Programmed's commitment to protecting people against modern slavery.

A copy of our Code of Conduct and Modern Slavery statement is available at Programmed's contractor essentials website: [/programmed.com.au/contractor-essentials/policies/](https://programmed.com.au/contractor-essentials/policies/)

All Programmed suppliers and contractors are required to complete a prequalification process which includes a series of questions around modern slavery risk. Once successfully prequalified, all suppliers and contractors are required to complete a modern slavery assessment which assists Programmed in identifying and categorizing Programmed's supply chain modern slavery risk exposure.

This assessment also provides our suppliers / contractors with feedback, recommended improvement actions and guidance material on how they can further mitigate their own modern slavery risks.

As part of Programmed's modern slavery statement commitments, Programmed has commenced undertaking adhoc supply chain audits to verify the controls our suppliers and contractors have in place in line with the International Labour Organisation (ILO) Core Conventions and other recognised human rights audit domains such as Ethical Trading Initiative, UN Guiding Principles on Business and Human Rights. Lastly, a number of modern slavery evaluation criteria are included in our scheduled performance reviews which will also provide an opportunity.

Programmed are committed to ensuring that we provide a clear and consistent process, that all personnel either within Programmed or through our supply chain, can raise grievances relating to any Modern Slavery concerns and to seek remedial action against these.

These pathways allow Programmed to take the necessary action to cease or prevent the contribution to Modern Slavery through our supply chain and to ensure we only engage with contractors / suppliers who have taken the necessary steps to prevent modern slavery practices when providing goods and services.

All personnel engaged in Programmed's supply chain as contractors or suppliers are encouraged to reach out to their Programmed representative or call **1300 716 323** to report any alleged or perceived modern slavery breaches.

 **1300 716 323** *Australia.*

5.1 Risk Assessment Chart

Assessing the risk of Modern Slavery in our supply chain.



Supplier/ Contractor Prequalification



Supplier/ Contractor Assessments

All contractors and suppliers are required to complete a modern slavery assessment which will assist in identifying and assessing modern slavery risk in the following areas:

- Sourcing
- Sectors of Operation and Production
- Countries of Operation

Improvement guidance is provided following the assessment to assist you in reducing your modern slavery risk.



Supplier/ Contractor Audit

Programmed conducts adhoc audits on modern slavery risk throughout our supply chain in line with the ILO Core Conventions, Ethical Trading Initiative and UN Guiding Principles for Business and Human Rights An Action Plan to assist you in reducing your modern slavery risk is also provided.



Supplier/Contractor Performance review

Programmed conducts regular supply chain performance reviews against a range of key performance indicators one of which extends to any modern slavery breaches in their suppliers or contractors conduct with Programmed, assist you in reducing your modern slavery risk is also provided.

08 Contractor Engagement & Review

8.1 Contractor Engagement

Contractors are engaged by Programmed through the Programmed vendor management system at the request of a Programmed representative.

A prequalification assessment of the contractor's health and safety systems is carried out to determine if the contractor has the appropriate insurances and safe systems of work. Contractors are required to accept this Contractor Handbook and in doing so agree to adhere to the requirements set out within this handbook. Contractors must follow Programmed's

safety management system where they are unable to provide an appropriate system of their own. All contractors who provide a prescribed service must have in place their own risk assessment to manage the work, for high-risk work this must be a SWMS. A copy must be provided to the Programmed representative for review prior to commencement of the works.

8.2 Programmed's Contractor Inductions

All personnel are required to complete an online induction prior to starting work on Programmed managed sites. This requirement extends to third party contractors and their workers.

Inductions are managed through the vendor management system and are valid for two years.

In addition to induction requirements for Programmed, inductions may also be required for Programmed customer sites including specific

site inductions as required by the Programmed representative.

A current induction certificate shall be made available upon request for all personnel working on Programmed sites.

8.3 Contractor Training Records

Programmed expects that contractors, their workers and third party contractors upload, monitor and maintain all relevant licenses, qualifications and competencies necessary to perform any services or works requested by Programmed in the contractor portal.

Under NO circumstances can works be performed by any person who is not qualified or has an expired license or certificate. Programmed have the right to perform audits on contractors, their

workers and third party contractors to verify compliance. Copies of relevant licenses, qualifications and certificates must be made available upon request.



8.4 Performance Reviews

Programmed undertakes both scheduled and ad hoc performance reviews from time to time as part of a process to provide feedback on current work performance, recognize great work and coach on areas of improvement.

The frequency and type of review activities is dependent on a variety of factors including the nature of work and the size of the contracted works.

Day to day reviews and ad hoc feedback is typically achieved through the use of standard operational processes such as 'Pre-Starts', site induction, toolbox meetings, work site and task reviews, quality audits and issue resolution processes.

Aspects of performance that are reviewed include but are not limited to:

- ✓ Works non-compliance
- ✓ Misconduct
- ✓ Health, Safety or Environment complaints
- ✓ Supply or quality issues
- ✓ Issues identified through Work Site Reviews
- ✓ Customer feedback
- ✓ Opportunities for improvement
- ✓ Environmental compliance and impact considerations

8.5 Privacy and Information Security

Contractors engaged by Programmed must adhere to the requirements of our Privacy and Information Security Policies to protect personal and commercially sensitive data. Compliance with the Privacy Act and other related legislation is mandatory and contractors are expected to handle, store and dispose of information with the utmost care.

Any requests for the disclosure of information associated with works completed for Programmed or a Programmed customer must be directed to the Programmed representative for approval.

Contractors are encouraged to report privacy concerns to:
Privacy@programmed.com.au.



09 Special Clearance Requirements

9.1 Criminal History Check (CHC)

Where required for a contract or Programmed customer and where identified by the Programmed representative, contractors are required to have a current CHC prior to attending the Programmed or Programmed customer site.

Access to the Australian criminal history checking site can be made here:

nationalcrimecheck.com.au

9.2 Child Sensitive Sites

Prior to the commencement of works, any contractor or third party contractor required to work on a child sensitive site is required to hold a current criminal history check and in addition, a valid working with children check for each worker deployed on site.

This is to be obtained at the contractor's cost and provided to Programmed for review in advance of any visit. It is at Programmed's discretion whether site access will be granted.

Child sensitive sites are sites where there are predominately children in attendance and can include schools, childcare centres, paediatric wards, play centres, clubs and religious institutions or any other site as specified by contract or as advised by your Programmed representative.

All contractors entering a child sensitive site must:

- ✓ Report on arrival to the Programmed representative or an authorised site representative
- ✓ Wear or carry identification
- ✓ Sign the site log or visitor book
- ✓ Arrange with the Programmed representative for a suitable location for meal and tea breaks
- ✓ Arrange with the Programmed representative for access to suitable amenities and must not use the children's amenities
- ✓ Not contact any child or interact in conversations or games with children
- ✓ Not smoke on site or within the site boundary
- ✓ Not swear or make inappropriate comments
- ✓ Report to the Programmed representative any inappropriate children's behaviour e.g. swearing, smoking, racial comments
- ✓ Not take any photos or recording of children
- ✓ Not use radios on site
- ✓ Not bring any animals onto the site
- ✓ Check parking arrangement with the Programmed representative and exercise extreme care and comply with the sites traffic management policy or procedures
- ✓ Not give anything to any child
- ✓ Not be alone with a child. If a child speaks to a contractor when alone, the event must be reported to the Programmed representative

Always immediately report any issues to your Programmed representative. In the event a child alleges inappropriate behaviour, the contractor representative must notify the Programmed representative immediately.



10 Work Quality

10.1 Contractor's Warranties

The contractor warrants that it shall exercise due skill, care and diligence in the execution of the services or works.

Completed services or works shall be fit for their intended purpose, comply with the requirements of the Contract or Purchase Order and use new materials. Appropriately skilled workers will be

engaged to complete the services or works which will be safely carried out in accordance with agreed timeframes.

10.2 Statutory Obligations

The contractor shall ensure that the services or works comply with all statutes, regulations, by-laws, codes and all government, statutory or regulatory authorities or bodies having jurisdiction affecting the services or works.

The contractor shall pay all fees and give all notices required by the same.

Upon completion of the services or works or upon termination of the contract, the contractor shall provide to Programmed any documents

in its possession issued by or evidencing the approval of Authorities in connection with the services or works (Examples include lead and asbestos permits).

10.3 Defects

Where defects are identified in the contractor's works, the contractor and/or third party contractor shall rectify any defective works in accordance with an agreed schedule with the Programmed representative.

Where agreement cannot be reached, Programmed may have the defects rectified with the costs passed back to the contractor.

A time limit will be placed on any rectification period.

The contractor must indemnify Programmed at all times against all damages, costs and liability arising out of the contractor's performance of the required services or works, except to the extent that such damages, costs or liability are due to the wilful or negligent act or omission of Programmed.



11 Health, Safety & Environment Requirements

11.1 Risk Management

Risk is managed in many different ways across workplaces and based on the nature of work being performed.

Programmed is no different and applies a range of hazard identification, risk assessment and control tools which are dependent upon a number of factors including:

- The size of the works and the industry in which the work is performed; and
- The nature of the work being performed; and
- Programmed's customer specific health and safety site requirements.

To provide contractors with further guidance on when to apply what type of risk management tools, the following guide has been prepared to assist.

In addition, your local Programmed representative will be able to assist in providing clarity on the minimum risk management tools required to be applied against the scope of works you are required to perform.

Guidance on where a document is required*

Safety Management Plan (SMP)	Safe Work Method Statements (SWMS)	Job Safety Environment Analysis (JSEA)	Take 5
When Required			
Large projects over \$250,000, where 5 or more persons are engaged on a construction site in Western Australia. Or as advised by Programmed	All High-Risk Construction work activities prior to working onsite	Prior to working onsite	Job tasks prior to starting task
Intent			
A documented plan which defines the health, safety and environment expectations for the project to protect people, property and the environment	A risk assessment tool to assess and safely perform High-Risk Construction Work activities. The SWMS can also be used for general work tasks. Refer Section 8.2	A risk assessment tool to safely implement general work activities. Cannot be used for performing High-Risk Construction Work activities	Short pre-start risk assessment to consider hazards and controls completed for tasks that are both routine and low risk. Some contracts will require a combination of both SWMS/JSEA and the completion of a Take 5 immediately prior to work commencing
Legislation			
• WHS legislation • Code of Practice — Construction work • Safework Aust	• WHS legislation • Code of Practice — Construction work • Safework Aust	• WHS legislation — Duty of care	• WHS legislation — Duty of Care
Responsible Entity			
Principal contractor	Contractors	Contractors and workers	Contractors and workers
Retention			
2 years after completion or 7 years for a serious incident	End of project or 7 years for a serious incident	End of project or 7 years for a serious incident	End of project or 7 years for a serious incident

* Where contractual requirements specify the completion of additional risk management documentation, this shall take precedence.

11.2 Safe Work Method Statements (SWMS) / Job Safety Environment Analysis (JSEA)

SWMS/JSEAs are effectively risk management processes that assist the working team to detail their work out in logical steps, identify the hazards associated with each of these steps and determine the control measures necessary to reduce the risk of these hazards eventuating to incident or injury.

For the sake of clarity, prior to commencing work, Programmed contractors and any engaged third party contractor must prepare, provide and have available on site:

- ✓ A SWMS for any High-Risk Construction work (HRCW)
- ✓ A SWMS or JSEA for all other work activities

High-Risk Construction work (HRCW)

- Where there is a risk of a person falling more than 2m (in some cases 3m)
- On or adjacent to roadways or railways used by road or rail traffic
- In, over or adjacent to water or other liquids where there is a risk of drowning
- On or near energised electrical installations or services
- At workplaces where there is any movement of powered mobile plant
- Structural alterations requiring temporary support to prevent collapse
- Involving a confined space
- On telecommunications towers
- In an area that may have contaminated or flammable atmosphere
- Involving a trench or shaft if the excavated depth is 1.5m
- On or near pressurised gas distribution mains or piping
- On or near chemical, fuel or refrigerant lines
- Involving removal or likely disturbance of asbestos
- Involving demolition
- Involving the use of explosives
- In an area where there are artificial extremes of temperature
- Involving a tunnel
- Involving diving

Contractors can complete SWMS /JSEAs utilising their own templates providing these are equal or better than a Programmed supplied SWMS/JSEA template. Programmed's SWMS/JSEA Checklist is available on the contractor portal that provides guidance on what a SWMS/JSEA should contain prior to it being submitted for review.

SWMS/JSEAs used in the workplace must be made relevant to the works, job specific and evidence of work group consultation must be available.

Where a contractor does not have a SWMS/JSEA template to complete, the Programmed SWMS/JSEA template available on programmed.com.au/contractor-essentials can be used.

SWMS/JSEA requirements are to be discussed and reviewed at daily

pre-start meetings with the work crew so everyone is aware of the works to be performed and the safe systems of work being implemented. Programmed will advise contractors of any specific customer requirements and these should be communicated to all workers during the pre-start process also to ensure everybody is aware of the requirements.

Programmed guidance on specific tasks can be provided and is available from your Programmed representative.

Where contractors are required to hold a prescribed licence to perform works, they must provide their own SWMS/JSEA statement for review. This is a requirement of the licence.





11.4 Emergency Management

Programmed's expectations for emergency management will be communicated to contractors by the Programmed representative.

On sites managed by the contractor, emergency response and associated requirements will be the responsibility of the contractor. Contractors are to familiarise themselves with the customer's emergency management /evacuation and assembly locations on arrival to site and also ensure that emergency management considerations are included in risk assessments and SMWS/JSEA for the specific types of work activities being performed including:

- ✓ Work at heights (WAH)
- ✓ Confined space works
- ✓ Excavation works
- ✓ Rescue from remote locations
- ✓ Working with energy sources such as electricity
- ✓ Working in and around vehicles and mobile plant

The provision of emergency equipment for site such as:

- ✓ First aid kits
- ✓ Trained first aid personnel
- ✓ Dry chemical powder fire extinguishers preferred
- ✓ WAH rescue equipment and personnel
- ✓ Spill and containment kits
- ✓ Confined Space rescue equipment and personnel
- ✓ Low Voltage rescue equipment and personnel
- ✓ Other as required based upon Risk Assessment

All contractor vehicles brought onto a Programmed or Programmed customer site should also have a fire extinguisher installed in the vehicle.

11.5 Incident Management Notification & Reporting

Contractors must immediately report all incidents, including environmental, to their Programmed representative or by using the number below:

It is important to note that Programmed encourage that if there is a concern regarding the health and safety of any person on site, the work crew Stop and Report, take immediate action to address the concern if safe to do so and report the concern to their Programmed representative.

☎ 1300 716 323 *Australia*

Minimum requirements for the effective management of injuries and serious incidents include:

- ✓ Ensure the safety of self in the affected environment before aiding others
- ✓ Seek medical treatment for any affected personnel and this includes contacting an ambulance where required
- ✓ Immediately contact your Programmed representative to report the incident and assist in completing an incident report
- ✓ Where a serious incident or an incident notifiable to a Regulator has occurred, do not disturb the work area until a Programmed representative and the relevant Regulator has provided confirmation that the site can be disturbed
- ✓ Photos of the incident site where possible can be taken and provided to the Programmed representative
- ✓ Witness statements are to be taken and provided to Programmed to support the incident investigation process
- ✓ Contractors are to refer any media requests to their Programmed contractor representative



11.6 Consultation & Communication

To ensure health, safety and environment matters are managed effectively on worksites and that workers are adequately briefed and informed of the hazards, risks and other safety matters associated with their works, it's important that contractors have in place appropriate consultation mechanisms and participate in Programmed's consultation forums including:

- ✓ Attending and participating in Programmed contractor meetings
- ✓ Conducting regular toolbox meetings
- ✓ Holding daily pre-start meetings
- ✓ Reviewing SWMS/JSEAs as a work team
- ✓ HSEQ committee meetings
- ✓ Attending contractor review meetings
- ✓ Reinforcing safety information received from Programmed such as Safety Alerts to contractor work crews

11.7 Psychosocial safety and Psychosocial Hazards

Psychosocial safety means protecting workers from harm to their mental health and wellbeing caused by work-related stressors. It involves identifying and managing psychosocial hazards—aspects of work that can lead to psychological injury.

Psychosocial hazards are factors in the workplace that can cause psychological or emotional harm. These may arise from how work is designed, managed, or the social context in which it's performed. Maintaining a safe and mentally healthy workplace is a shared responsibility under Australian work health and safety laws.

Programmed will work with our contractors to eliminate, or minimise, psychosocial hazards so far as is reasonably practical. Contractors need to consider psychosocial hazards when performing work for Programmed and take appropriate steps to manage the risk of psychosocial harm. Incidents or uncontrolled psychosocial hazards must be reported to the Programmed representative.

Type	Description	Example
Aggression or violence	Person is abused, threatened or assaulted in circumstances relating to their work	Customer yelling at employee, robbery, threatening emails
Bullying	Repeated, unreasonable behaviour by a person directed at another person or group	Criticising a person persistently or constantly
Sexual harassment	Unwelcome sexual advance or any other unwelcome conduct of a sexual nature	Sexually suggestive, offensive or demeaning comments, emails

Continued on the following page

Type	Description	Example
Exposure to traumatic events or content	Exposure to abuse, threat, or actual harm that causes fear and distress and can lead to stress	Witness a serious accident, exposed to disturbing reports or images
Job demands	Sustained high or low physical, mental or emotional effort is required to do the job	Long working hours and workload, performing tasks well below capability
Job control	Low control over aspects of the work including how or when a job is done	Unnecessary levels of supervision and surveillance
Support	Inadequate emotional support from leaders, supervisors or co-workers	Inadequate tools, equipment and resources to do the job
Organisational justice	Inconsistent application of policies impacting employees	Failure to address inappropriate or incompetent behaviour
Role clarity	Lack of understanding or guidance about work tasks and expectations or standards	Conflicting job roles, responsibilities or expectations
Environmental conditions	Excessive noise or high temperatures, poor design and layout of workplace or work areas	Excessive noise, temperature or lack of ergonomically designed workspace
Remote or isolated work	Working in regional areas or alone	Feelings of isolation or loneliness, travelling long distances, shift work

Continued on the following page

Type	Description	Example
Change management	Poor communication and management of workplace changes	Job insecurity due to poor communication of workplace change
Recognition and reward	Lack of positive feedback or recognition and reward	Imbalance of efforts with formal and informal recognition and rewards
Workplace relationships	Interpersonal conflict, unreasonable or inappropriate behaviour or workplace culture	Sarcasm, mocking, gossip or social exclusion

What do Employers, Workers and Contractors need to do to decrease the likelihood of psychosocial hazards causing harm?

Employer Responsibilities:

- ✓ Identify and manage psychosocial hazards as part of general WHS duties.
- ✓ Provide a safe and respectful work environment.
- ✓ Consult with workers about psychosocial risks and control measures.
- ✓ Provide training, information, and support regarding mental health
- ✓ Monitor work conditions and respond to concerns or incidents.

Subcontractor and Worker Responsibilities:

- ✓ Take reasonable care for your own psychological health and that of others
- ✓ Report psychosocial hazards, concerns or incidents.
- ✓ Follow workplace policies and procedures related to health, safety and conduct.



11.8 Issue Resolution

Programmed acknowledges that from time to time issues related to health and safety may arise and understands that the resolution of these issues is imperative to the health and safety of all parties.

Programmed has established processes to ensure that health and safety issues are resolved in a timely and effective manner. In the first instance, any identified issues should be raised with the Programmed representative as soon as practicable on becoming aware of the issue.



Issues can be related to but not limited to;

- Working without a required permit
- Working without a required SWMS/JSEA
- Non-compliance to a SWMS/JSEA
- Non-compliance with Programmed procedures
- An activity that could have impact on the environment
- Any situation where a worker feels unsafe
- Any issue that affects the safe completion of the job
- Working at heights without effective fall protection
- Working without a lift plan for complex lifts
- Breaching any Programmed's Safe Work Essentials
- Failure to follow contract and other conditions
- Any action that brings Programmed into disrepute with an authority or a customer
- Failure to establish a safe work area

Resolution of issues may include;

- The immediate cessation of works by the contractor if an issue presents an immediate risk to safety and taking appropriate action to make the area safe and escalate to Programmed
- Informal or formal discussions between the contractor and Programmed representative/s to initiate actions required to resolve identified issues
- A process of mediation
- The immediate dismissal of any contractor from future Programmed commissioned works for serious breaches
- An Opportunity for Improvement (OFI) may be raised and followed through to conclusion. OFI completion and other feedback will form part of regular contractor reviews

11.9 Whistleblowing

At Programmed, we are committed to maintaining a transparent and ethical work environment. We encourage all contractors to Speak Up and report any concerns or unethical behaviour or conduct through our confidential whistleblower program.

Throughout PERSOL and Programmed, we are committed to ensuring that our work and services are delivered to the highest possible standard and above all else in a manner that is ethical, lawful and proper.

We seek to promote a working environment that is open and which all of our employees, contractors and suppliers are comfortable to report openly or anonymously instances of unethical, improper, unlawful or undesirable conduct without fear of reprisal or intimidation or fear.

Examples of reportable behaviour includes misconduct concerns such as fraud, negligence, breach of trust, undisclosed related party transactions, serious risk to health and safety of individuals or the environment.

Both the Australian and New Zealand legislation support and protect anonymous disclosures. Please note that an anonymous disclosure may limit the Disclosure Officer's ability to investigate and deal with the Reportable Behaviour.

Anonymous reports may also limit the ability to properly investigate and deal with Reportable Behaviour, or to provide feedback and support to the reporter. Programmed encourages reporters to identify themselves so that we can properly support and protect them, however the reporter may remain anonymous if they wish.

Calling out suspicious activity or conduct can be daunting, however there are clear processes and protections in place to support a whistleblower disclosure.

Further information on our Whistleblowing Policy can be found at our Contractor Essentials website. programmed.com.au/contractor-essentials/



How to report ?

✉ **Email:** speakup@programmed.com.au

☎ **Call:** 1300 035 808

✉ **Post:** (mark correspondence as confidential)
Attn: principal Disclosure Officer,
47 Burswood Road,
Burswood WA, 6100

✓ **Prosafe:**
Scan the QR code to log using the Speak Up for in Prosafe.



11.10 Training & Competency

All contractors are required to hold the required licences and certificates of competency for the work being completed.

This extends to ensuring that contractor work crews have sufficient knowledge, skill and experience to undertake the required work.

In addition, when working with Programmed, all contractors are required to ensure that:

- ✓ All licences and certificates of competency remain current for the duration of the contract
- ✓ If a licence or certificate expires or is cancelled or suspended during the contract, the contractor is responsible for notifying Programmed immediately
- ✓ It is the responsibility of the contractor to ensure that their workers and third party contractors hold the relevant licences and certificates of competency and that these are reflected in the vendor portal. Failure to do so may result in the suspension of affected works until such time that these documents have been provided
- ✓ Where a licence is not required for the operation of a type of plant, a Verification of Competency (VOC) assessment should be provided that is no older than two years
- ✓ Licences, construction induction cards (i.e. white cards) and competency assessments are to be available on site upon request



All contractors are required to hold the required licences and certificates of competency for the work being completed.

12

Programmed's safework Essentials

12.1 EVERYJOB EVERYTIME zero/harm

Programmed's Safe Work Essentials have been introduced to provide a summary of the minimum controls expected to be applied when completing any task and in addition the critical controls for high-risk tasks that are regularly undertaken by Programmed and their contractors.

The first Safe Work Essential is expressed as Every Job, Every Time.

As the title suggests, this outlines the expectations associated with this essential control and applies to all work being performed by contractor workers, setting the foundation for keeping our people safe.

Programmed requires that the contractor and their workers:

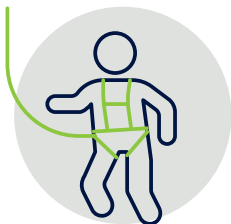
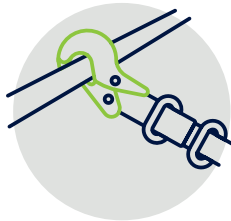
- ✓ Present fit for work — not be impaired by alcohol or other drugs, fatigue or pre-existing injuries that may impact their ability to perform work safely
- ✓ Assess and discuss work related risks before starting work such as a pre-start meeting
- ✓ Reassess the risks when there is a change to the task
- ✓ Confirm that all team members are competent and hold the correct licence or are supervised by a qualified person
- ✓ Ensure that suitable Personal Protective Equipment (PPE) is worn
- ✓ Verify that all tools and equipment used is in good working order and used as intended
- ✓ Identify line of fire hazards and take action to prevent being in harm's way
- ✓ Use lifting aids and adopt work practices such as team lifts and task rotation to minimise hazardous manual tasks
- ✓ Stop and report any unsafe work or condition

12.2 Working at Heights

Height work forms a large part of Programmed's work portfolio and the application of sound working at height controls is critical for the safety of those performing the work.

When planning to perform work at heights, contractors and their workers are expected to adhere to the **Safe Work Essential for working at heights in addition to Every Job Every Time** by ensuring:

- ✓ All options to eliminate the need to perform work at height are considered
- ✓ Height access equipment is checked before use and operated only by certified and competent personnel
- ✓ Fall barriers, restraints and arrest devices and anchor points are set up and used
- ✓ Rescue plans are understood and accessible
- ✓ Tools and equipment are secured
- ✓ Drop zones are identified and barricaded
- ✓ Workers do not exit equipment at heights unless risk assessed, approved and additional fall prevention measures are in place



In addition, contractors are required to ensure:

- ✓ SWMS has been developed and implemented for all work at heights above 2m
- ✓ Have completed working at heights refresher training at least every two years through a certified Registered Training Organisation (RTO)
- ✓ Record equipment inspections, ensure these are retained and available upon request
- ✓ Complete a work at heights permit where required and have provided this to the Programmed representative prior to starting work
- ✓ Only use ladders that are industrially rated to a minimum 120kg
- ✓ Do not use metal ladders for any electrical works
- ✓ Place ladders on a 4 to 1 position against the structure, ensuring ladders extend 1m above the top, be secured from falling and footed where this cannot be ensured
- ✓ Where practicable for any continuous or repetitive tasks over 2m in height must be performed off a suitable work platform (scaffold, mobile scaffold, scissor lift)
- ✓ Have developed and briefed team members on a rescue plan and have the necessary rescue means available



12.3 Lifting & Loading

Dropped loads when performing lifting work can result from factors such as poor rigging techniques, overloaded or failing lifting gear.

To minimise the risk of injury to personnel and damage to property, all lifting operations must be adequately planned to ensure all hazards are identified and controlled with the following essential controls adhered to:

- ✓ A lift plan is completed according to procedure
- ✓ Pedestrian and lifting movements are assessed and exclusion zones implemented
- ✓ Pick up and lay down locations are kept clear
- ✓ Tag lines are used to assist in guiding loads
- ✓ Workers never climb onto or work under a suspended load
- ✓ Lifting equipment and devices are inspected and deemed suitable before use
- ✓ Network operator rules are followed when lifting around or near overhead power lines



In addition, contractors are expected to ensure that their workers:

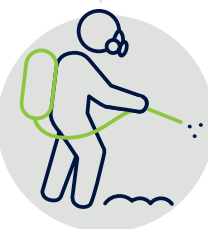
- ✓ Develop SWMS/JSEAs for the scope of work being performed
- ✓ Have verified that equipment has been inspected and tagged as per required Australian Standards
- ✓ Remove faulty equipment from service and tag it out
- ✓ Assess ground stability and that any underground cavities are investigated and identified
- ✓ Ensure records of registration for cranes, lift plans, compliance statements and log books are available for inspection when requested

12.4 Working Around Asbestos & Silica

Contractors will control the risks associated with any hazardous dusts and fibres that may be generated as a result of the work activities such as asbestos and silica.

The Safe Work Essential for working around asbestos and silica requires that contractors ensure their workers:

- ✓ Check site registers for the presence of asbestos
- ✓ Ensure all asbestos removal works are only undertaken by a licensed and appropriately insured contractor
- ✓ Treat suspicious material as hazardous where the material cannot be determined as asbestos or silica
- ✓ Consider silica risk prior to commencing dust generating works such as grinding, cutting or break in work
- ✓ Adopt work methods that minimise the generation of silica dust, such as wet cutting, local exhaust ventilation and tools with vacuum extraction
- ✓ Wear the required protective and respiratory equipment
- ✓ Ensure any residual silica dusts are not dry swept, rather vacuumed thoroughly with a correctly rated vacuum



Other important requirements associated with all hazardous dusts including the like of lead exposure that contractors must ensure their workers adhere to include:

- ✓ Seeking approval for all works involving asbestos, silica or lead from a Programmed representative prior to starting and providing current insurance certificates for asbestos removal
- ✓ Enforcing the rule that dry grinding and sanding of lead and asbestos surfaces is prohibited
- ✓ Enforcing the rule that pressure washing or blasting of asbestos is also prohibited
- ✓ Undertaking an assessment to determine if pre/post and or continuous monitoring of workers onsite needs to be completed in line with Government Regulations. When completed this needs to be included in the SWMS as well any additional protective equipment
- ✓ Ensuring workers complete specific asbestos, lead, or silica awareness training contractor when performing such works and such records are available on request
- ✓ Implementing control measures aimed at the elimination or minimization of all dust and fibres generated during the works including any clean up requirements
- ✓ Where required by law, health surveillance measures are in place for any asbestos, silica and lead based processes for the contractor's workers and evidence of such surveillance is available on request
- ✓ Asbestos and silica waste disposal must be in line with regulatory requirements.
- ✓ Undertake sample testing when required under the relevant regulations before works commence if the presence of asbestos, silica or lead can't be confirmed and there is a risk it may be disturbed

12.5 Driving & Mobile Plant

Contractors must ensure that when their workers are required to drive or operate a motor vehicle or mobile plant, they must adhere to the following Safe Work Essential requirements:



- ✓ A pre-start inspection is conducted on mobile plant and identified defects are reported and rectified prior to use
- ✓ The vehicle and equipment are in a safe working condition
- ✓ Loads are secure, restrained and within capacity limits
- ✓ Operator's seatbelt is fastened
- ✓ Vehicle/mobile plant and pedestrian interaction risks are considered, and defined controls implemented
- ✓ Driving is safe and within road and speed rules
- ✓ Mobile phones and other devices are never handled

12.5.1 Mobile Plant

In addition to the above, mobile plant must also;

- ✓ Where required be fitted with a Roll Over Protection Structure (ROPS) and/or a Falling Object Protection Structure (FOPS)
- ✓ Have a reverse warning system, e.g. beeper
- ✓ Have safety warning signs
- ✓ Be fitted with appropriate fire suppression equipment
- ✓ Be registered as required by regulatory authorities
- ✓ Be maintained in accordance with the manufacturer's instructions
- ✓ Plant risk assessments are available for mobile plant brought to Programmed worksites.

12.5.2 Vehicles & Load Restraints

- ✓ All vehicles driven onto site shall adhere to parking directions and must not cause disruption to traffic flow
- ✓ All items loaded onto any vehicle or plant are to be secured and effectively restrained to ensure integrity of the load for all operations including road travel. Further guidance on load restraint in Australia can be found through the National Transport Commission (NTC) accessible at www.ntc.gov.au
- ✓ When travelling on a site, drivers are to limit their speed to 20 kph unless otherwise sign posted
- ✓ As part of Programmed's commitment to continuous improvement in environmental sustainability, we actively support and encourage the use of Low Emission Vehicles (LEV) and Hybrid vehicles. Along with environmentally responsible driving practices. By embracing cleaner transportation options and mindful driving habits, we can collectively reduce our environmental impacts.



12.6 Isolating Energy Sources



Electricity, gravitational, stored/sprung energies such as springs and pressurised systems such as hydraulic, pneumatic are just some examples of energy sources that must be considered for isolation and de-energising prior to commencing work.

Contractors must communicate with Programmed and other related stakeholders such as a customer representative to ensure energy sources and isolation methods associated with the works are understood.

This is a critical step for any contractor performing work and requires that:

- ✓ Energy sources have been identified, isolated and de-energised before starting works
- ✓ All isolations have been proven (test for dead), tagged and controlled
- ✓ Personal lock and/or tag has been applied
- ✓ No removal of another person's lock or tag occurs without authorisation of the contractor and Programmed line manager
- ✓ Live electrical work is not permitted on Programmed sites. Live testing works can only be completed, for limited works, such as RCD testing, and only when permitted by the Programmed representative, risk assessed and all options to eliminate the need to for live testing have been considered



12.7 Confined Spaces



Almost every confined space is unique, and the hazards associated with them vary greatly and contractors performing confined space work are expected to ensure:

- ✓ A risk assessment, permit and rescue plan for entry is completed
- ✓ Energy sources and engulfment risks have been positively isolate
- ✓ Regular atmospheric testing is conducted
- ✓ That a dedicated confined space spotter is constantly on watch
- ✓ Only approved equipment is used inside the space

In addition, contractors are required to ensure:

- ✓ All workers associated with the confined space works are trained by an RTO, and records of training are to be available prior to starting works
- ✓ Refresher training is completed every two years through a certified RTO
- ✓ On completion of the confined space works, the authorised person for the works must sign off the permit. For the purpose of this permit the authorised person may be an appropriately trained contractor representative
- ✓ Equipment used is inspected, maintained and calibrated as required with records available for inspection



12.8 Excavation & Trenching

Excavation and trench collapses can be disastrous and present significant risk to personnel if not well planned for.

Before any excavation or trenching work commences, contractors must ensure that the following Safe Work Essentials are adhered to:

- ✓ All underground services and hazards are identified, located and if necessary, isolated
- ✓ Plan and control traffic and pedestrian movement
- ✓ Restrict access to authorised people only
- ✓ Ensure a spotter is present for all mechanical excavations
- ✓ Ensure a site has been safely sloped, benched, shored or shielded before allowing access
- ✓ Monitor ground conditions and stormwater drainage

In addition, contractors must also factor the following controls when performing excavation and trenching work that:

- ✓ All excavations greater than 1.5 m are assessed for stability and controls adopted When notification of the excavation is required to the regulator or other authorities, this must be completed and required permissions/permits obtained
- ✓ Safe access to and from the trench is included in assessments
- ✓ Open trenches are suitably barricaded, and sign posted when left overnight
- ✓ Placement of waste from the trench is located away from the edge



12.9 Demolition Works

Demolition works present unforeseen dangers if the work is not appropriately planned and executed.

The application of robust pre-planning processes including demolition methodologies, engagement of specialist advice, and notification of demolition to authorities (where required) is essential.

Contractors engaged to perform demolition works on behalf of Programmed are to ensure that they and their workers adhere to the following:

- ✓ Demolition methods are confirmed by a competent person
- ✓ All services have been disconnected
- ✓ Hazardous materials assessments have been completed
- ✓ Asbestos and other hazardous materials are removed by a licensed and appropriately insured contractor
- ✓ Demolition work involving structural removal is approved by a structural engineer
- ✓ Exclusion zones are established



13 Work Safely Onsite

13.1 Hot Work

Hot work includes any work involving burning, welding, cutting, brazing, soldering, grinding, using fire or spark-producing tools, or other work that produces a source of ignition.

Contractors are required to ensure their workers prepare a SWMS/JSEA and must also ensure that:

- ✓ External hot work is not carried out on total fire ban days
- ✓ Combustible materials are removed from the area and clearance distances are met
- ✓ Flammable liquids, vapours, gases or dusts are assessed prior to works commencing
- ✓ Workers are trained and competent in the use of equipment used for the hot works
- ✓ Suitable fire extinguishers are on site and a fire watch is provided as required
- ✓ Workers are aware of the location of the fire alarm system and phones
- ✓ Fire retardant covers are supplied and sufficiently cover combustibles or other valuable material from damage
- ✓ Gas bottles are secured away from hot works
- ✓ Where identified as a requirement, a hot work permit is completed and provided to the Programmed representative prior to starting works

13.2 Accessing Ceiling Spaces

Contractors must ensure when their workers are required to access ceiling spaces that the hazards associated to with the work is investigated and a SWMS/JSEA is developed.

The contractor and their workers must consider the following:

- ✓ If they can eliminate the need to work in ceilings such as completing the work from under the ceiling
- ✓ Ensure the power and any other harmful energy sources has been isolated, locked out, tested and tagged by a competent person
- ✓ That suspended ceilings will not hold the weight of a person or equipment other than lights and ducting and must never be used to support a person's weight
- ✓ That unterminated cables may be left in ceiling spaces and these can be live if isolations have not been carried out and verified
- ✓ That they must not crawl or weight bear onto the ceiling when working in the ceiling space
- ✓ That workers in ceiling spaces are monitored. This may include the use of a spotter
- ✓ The use of crawl boards to assist with access
- ✓ Ensure the impacts of heat is risk assessed and controlled
- ✓ Ensure that the potential presence of hazardous materials and fibres is risk assessed and controlled



13.3 Noise

Contractors are to ensure that noise from plant and equipment brought onto site is assessed to ensure risks associated with this hazard are managed.

- ✓ Equipment with noise emissions which exceed the statutory action level of 85dB(A) over an 8-hour period must be adequately identified as a noise hazard area and all personnel operating or working in proximity to that equipment must use approved hearing protection
- ✓ Assessments should also include methods to identify and reduce the impact on third parties, the community and the surrounding environment at the location and nuisance noise to the community must also be considered
- ✓ All local noise regulations must be considered and complied with when completing noise generating works.

13.4 Abrasive Blasting & Spray Painting

Contractors and their workers are to ensure all hazards associated with abrasive blasting and spray painting are effectively controlled by ensuring:

- ✓ SWMS/JSEAs are developed and implemented
- ✓ All workers conducting spray painting and abrasive blasting are suitably trained and competent
- ✓ Abrasive blasting units are kept serviced and are inspected before use including dead man switches where the unit capacity dictates the need
- ✓ The use of sand as a blast medium is prohibited
- ✓ All equipment used must comply with the relevant Australian Standards
- ✓ The use of abrasive blasting on lead or asbestos surfaces is not permitted
- ✓ Controls must be implemented to manage overspray and dust generated during the work
- ✓ The use of lead-based paints is prohibited

13.5 Scaffolding

Contractors are to ensure all scaffolding used on site complies with relevant legislation and Australian Standards AS/NZS 1576 and AS/NZS 4576. Contractors must ensure their workers who erect and/or modify scaffold:

- ✓ Must be trained and licensed where the fall height is greater than 4m
- ✓ Under 4m, that workers are trained and competent and evidence of such training is available on request
- ✓ Place a completion tag (Scaff-Tag) illustrating if the scaffold is safe for access or not, ensure the tag is current and reviewed as per the Standard
- ✓ Ensure that scaffold is erected on a firm and stable surface
- ✓ Provide a Handover Certificate for complete scaffold
- ✓ Scaffold is inspected before use with evidence available
- ✓ Ensure scaffold is fit for purpose and when required, registered.
- ✓ Ensure that locking mechanism on mobile scaffolds must be operable, effective and in use
- ✓ Ensure that when positioning ladders on scaffolds:
 - There is clear overhead space
 - To conduct a visual check of the condition of the ladder and scaffold prior to installation
 - To secure the ladder at the top and bottom
 - That fall hazards are controlled, including any openings or voids



13.6 Hazardous Manual Tasks

When planning and executing works, contractors must take the time to identify and assess those manual tasks which may be likely to increase the risk of sustaining a musculoskeletal injury to their workers.

Contractors must consider the following factors when scheduling works and look to providing controls that their workers can readily utilise such as mechanical aids (e.g. trolleys) where possible to assist their workers from:

- Performing highly repetitive movements
- Over stretching
- Holding sustained restricted or awkward postures
- Heavy lifting
- Excessive exposure to vibration

13.7 Hand & Power Tools

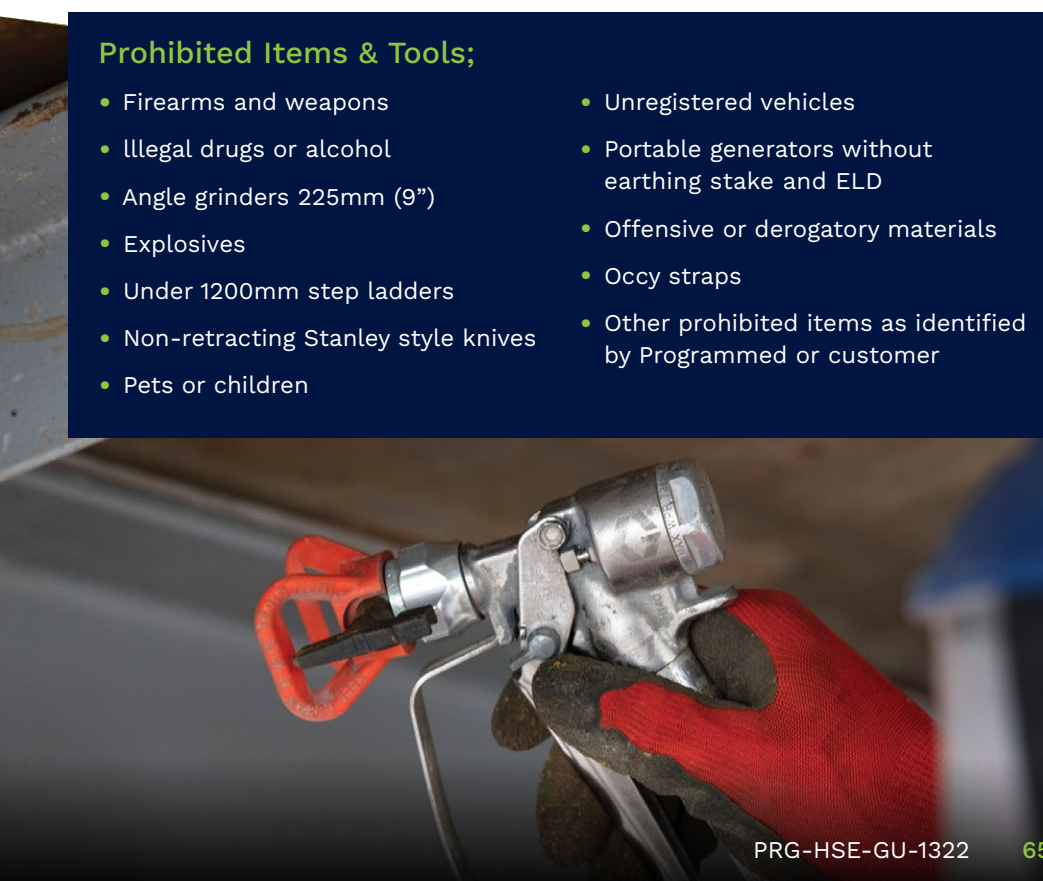
Contractors are to ensure all tools brought onto site are in good condition and safe to use. Programmed promotes the use of battery powered sustainable hand held equipment.

Electrical tools must be within inspection date and tagged and all tools are used for the intended purpose and removed from use where they have been identified as faulty.

Contractors are to provide all necessary tools, leads and equipment required to complete the works. Tools and equipment belonging to the customer should not be used without direction from the Programmed representative. Programmed promotes and prioritizes the use of battery-powered handheld equipment as a more sustainable and efficient alternative.

Prohibited Items & Tools;

- Firearms and weapons
- Unregistered vehicles
- Illegal drugs or alcohol
- Portable generators without earthing stake and ELD
- Angle grinders 225mm (9")
- Offensive or derogatory materials
- Explosives
- Occy straps
- Under 1200mm step ladders
- Other prohibited items as identified by Programmed or customer
- Non-retracting Stanley style knives
- Pets or children



13.8 Remote or Lone Work

Contractors are to ensure risks are managed for all works which include remote or lone work including travel to and from site to ensure their worker safety.

Contractors are expected to assess their work planning requirements and ensure that regular check-ins and daily contact with their workers

in remote locations is completed and ensure emergency management and rescue arrangements are available and considered.

13.9 Public Safety

Programmed aims to maintain the safety and wellbeing of the public. All contractors and their workers are responsible to ensure hazards that members of the public may be exposed to are identified and appropriately controlled.

Take suitable precautions such as the installation of appropriate barricades /barriers, signage and screens to protect the public from any hazards generated and prevent any exposure to risk. The type of barrier, barricade and signage should be based upon a risk assessment and consider

the type of work including use of mobile plant, volume and movement of the public and where required traffic management or traffic control plans must be obtained and implemented if the work encroaches on or impacts traffic on roadways.

13.10 Hazardous substances & Dangerous Goods

The provision and use of hazardous substances and dangerous goods used on Programmed sites is to be managed by the provision of a risk assessment and work method describing the intended process, chemicals used and separation of different chemicals during storage.

There must be a current (less than 5 years old) Safety Data Sheet (SDS) available for all chemicals used on Programmed sites, which can be either paper or electronic, however must be retrievable upon request.

A register for all SDS is to be maintained onsite by the contractor or third party contractor for the duration of the works.

Other specific requirements that must be adhered to include;

- ✓ The provision of a suitable worksite first aid kit for the type of chemicals used onsite
- ✓ The provision of PPE relevant to the chemicals being stored and used
- ✓ The provision of fire equipment relevant to contain any related emergency
- ✓ A suitable spill kit available onsite including chemical binding where required
- ✓ All chemicals brought to or stored on site must include controls that minimise the likelihood of a spill or discharge, this includes items such as bunding and other containment
- ✓ Workers that handling chemicals must be trained to use the chemical and respond to a spill

Further consideration needs to be given to hazardous and dangerous chemicals on customer sites including PFAS which should not be disturbed including ground areas where contamination has occurred.



13.11 Fatigue Management

Fatigue can affect an individual's capacity to safely perform work and can adversely affect their cognitive and other mental processes.

Programmed requires contractors and their workers to present fit for duty and ensure workers are provided with reasonable breaks between shifts to minimise the risk of fatigue related incidents.

Whilst each contractor may have specific controls in place to manage fatigue, Programmed expects contractors to consider the following:

- ✓ Contractor workers hours are monitored including shift rotation patterns
- ✓ Encouraging contractor workers to recognize and report fatigue symptoms to their supervisor
- ✓ Fatigue risks are considered in SWMS/JSEAs where work hours may extend beyond 12 hours
- ✓ Consider travel times and distance when planning rosters particularly where remote work may be required

13.12 Personal Protective Equipment (PPE)

All contractors performing works must comply with Programmed's minimum protective equipment and clothing requirements and adhere to the relevant Australian Standards:

Hi Vis Clothing

Hi vis to be worn at all times or as required for the site.

Long Clothing

Long sleeves with long trousers worn at all times.

Safety Footwear

Enclosed and safety capped, worn at all times.

Safety Eyewear

To be worn on site and appropriate for the task conditions.

Hand Safety

Appropriate gloves to be available at all times and worn as required for the task.

Cotton Clothing

Cotton clothing for the control of static electricity in flammable atmospheres.

PPE

PPE identified to manage a specific risk e.g., arc flash, grinding activities, asbestos, silica and lead based activities.

Suitable PPE for protection against solar and other radiation hazards.



14 Sustainability – Environment, Social & Governance (ESG)

As a large and diverse organisation that engages thousands of contractors, Programmed recognises that there is a cumulative ESG impact of our contractors operations.

We all have a part to play in tackling the risks of climate change, protecting our people and communities, and ensuring we engage with ethical partners through the whole of our supply chain.

As valued contractors in Programmed's operations, we encourage all of our contractors throughout the supply chain to support our decarbonization journey and broader ESG goals. Together we can achieve these milestones by:

- ✓ Engaging in practices that support the circular economy and partner with others in the supply chain
- ✓ Raising potential improvement opportunities or innovations that support ESG practices to your Programmed representative
- ✓ Ensuring contractor delivery teams are progressively upskilled around environmental and sustainability awareness
- ✓ Where possible, adopting more environmentally friendly materials, goods and services that also consider circular economy opportunities on all Programmed sites
- ✓ Consider utilising or recommending materials that maximise the life cycle of both Programmed's and our Customer assets
- ✓ Ensuring that any detrimental environmental impacts and incidents are promptly contained, reported and investigated
- ✓ Adopting recycling programs and where possible limiting the use of single use plastics
- ✓ Limit the use of fossil fuel-based tools and adopt more environmental friendly equipment such as battery powered tools
- ✓ Supporting local and first nation-based suppliers and contractors through the supply chain



15 Environmental Site Management

Contractors are to liaise with the Programmed representative regarding preparation of the work site to minimise the impact on the environment. This shall be specified in the site HSEQ Management Plan, Environmental Plan or SWMS/JSEA.

ANY environment related incident must be immediately reported to your Programmed representative who will arrange an investigation into the circumstances of the event.

Specific requirements are as follows:

Town Water Supply

Programmed shall nominate where town water may be accessed for the works.

Sewage

Contractor will ensure that discharge of sillage and trade waste generated from its activities will not result in breaches of the conditions for discharge of sewage and trade waste from the site, or pose any regulatory breach of requirements.

Firewater

EXCEPT where a permit to use firewater has been issued by the relevant authority, the firewater system **SHALL NOT** be used to provide water for any purpose other than firefighting.

NOTE: In most areas, firewater

systems are alarmed and linked to the local fire authority.

Waste Disposal & Management

Unless otherwise agreed, the contractors shall be responsible for collection and disposal of solid waste, green and e-waste generated from their activities.

Waste collection points shall be located, as directed by the Programmed representative. The subcontractor contractor shall ensure disposal of solid waste is controlled in accordance with local regulations, allowing for recycling where possible.

The contractor must ensure disposal of green waste is also controlled in accordance with local regulations, focusing on separation and reuse opportunities.



Your Programmed representative will provide guidance on any special restrictions or requirements for the disposal of excavated spoil or other site-specific waste.

It is not acceptable under any circumstances for a contractor to wash down equipment or tools (e.g. paint brushes, machinery, excess concrete from concrete trucks, etc.), onto the ground or into storm water catchments anywhere on site. The Programmed representative shall advise the contractor of any special restrictions or requirements pertaining to disposal of spoil excavated from sites.

Prescribed waste must not be disposed of with general (non-hazardous) waste. Disposal of prescribed waste will be performed in accordance with relevant state legislative requirements. Where specific licenses are required for the disposal of prescribed waste, the contractor will ensure that such licenses are adequate and current for the disposal activities undertaken.

Spills

The contractor must immediately contain and clean up spills of oil, chemicals, hazardous substances, or other harmful materials to prevent environmental and possible injury risk to personnel.

- Remember the five C's of spill management: Check for hazards, Control the source, Contain the spread, Clean up the spill, Communicate with your Programmed representative.
- A spill kit is mandatory and must be included in the subcontractor's work kit at all times.
- All spills must be reported to the Programmed representative as soon as practicable.
- When reporting a spill try to include the following detail: material spilled, volume of spill, how and where it occurred especially if it entered a waterway, clean up method and photos were possible

16 Emergency Contacts

In the case of an emergency where medical attention is required, please ensure the following are followed:

☎ Call 000

✓ Contact and report the incident to your Programmed representative

Contractors must immediately report all incidents that occur to their Programmed representative or by using the number below.

It is important to note that Programmed encourage that if there is a concern regarding the health and safety of any person on site, the work crew stop work, take immediate action to address the concern if safe to do so and report the concern to their Programmed representative.

☎ 1300 716 323 *Australia*

See section 5 for more detail

“I’ve never felt safer working for a company.”

— Rusti



If you are unsure or have questions
on any of the contents, please
contact us for more information.

☎ 1300 716 323 *Australia*

✉ safety@programmed.com.au

➤ programmed.com.au/contractor-essentials