



Contractor Information Book



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1. Welcome to Ashburn Clinic

Ashburn Clinic is an independent psychiatric hospital operating as a democratic therapeutic community which has been a part of New Zealand mental health services since it was founded in 1882. Patients come from all over NZ and actively participate in the therapeutic community activities and decision-making. Patient privacy and safety are paramount and must be respected by contractors working onsite.

It is important for the safety of our patients, our staff and yourselves that we are aware of your presence at Ashburn, so in the event of fire or other emergency, we can account for all people on-site.

It is important that you and your staff report to Reception upon arrival, where you will need to sign in and out using *OnLocation* whenever you come to Ashburn.

If there is an emergency requiring evacuation, an alarm will sound, and instructions will follow to evacuate. The assembly point is the Recreation Hall (refer site plan at the back of the book) where your site contact person will register your arrival. If the Hall is unavailable or unsafe, the assembly point is on the grass in front of Reception.

2. Introduction

2.1 Purpose

This is a guide for contractors to assist them to understand:

- procedures to become an approved contractor for Ashburn Clinic
- what is required for job/site inductions
- what a project/job safety plan should contain
- Ashburn Clinic's ongoing health and safety requirements.

If you need assistance or have any queries about any information contained in this manual, or health and safety management matters, please contact the Maintenance Supervisor or the Ashburn site contact you are dealing with. Formal issues or concerns may be directed to the Chief Operating Officer (PCBU Officer).

2.2 Legal responsibilities

Ashburn Clinic becomes a "PCBU" when it engages another person or entity to do any work for gain or reward, other than as a worker. Section 36 of the *Health at Work Act 2015 (HSWA)* outlines the obligations for a PCBU that engages contractors, and requires the PCBU to ensure, so far as is reasonably practicable, contractors, sub-contractors and their workers are not harmed while undertaking work they are engaged to do.

Reasonable practicable steps involve:

- a process to engage a competent contractor (contractor selection)
- communication with the contractor regarding hazards and expected hazard controls (induction, safety plans etc)
- monitoring of contractor safety performance (contractor reviews)
- taking action if it is apparent the contractor is at risk of serious harm.

A key concept of all reasonably practicable steps is that those steps take into account:

- risk (the higher the risk, the more rigorous the steps that are taken)
- the foreseeability of harm (could the harm have been predicted?)
- means that are available to manage the risk.

2.3 Contractors

Contractors, in their role as “PCBU”, shall be responsible for:

- ensuring a safe working environment and complying with all legislative requirements
- promoting health and safety goals and objectives in strategic and service planning
- having systems in place that identify, assess, eliminate (where possible), manage and monitor risks
- providing and promoting orientation, education and training to enable employees and contractors to function safely and effectively in their roles
- providing opportunities for employees and contractors to participate in health and safety risk management and quality improvement.

If you have declared that you do not employ sub-contractors, you must obtain permission from Ashburn Clinic if you subsequently choose to do so.

Only companies approved by Ashburn Clinic may be immediately engaged by any as sub-contractors. If the sub-contractor is not approved by Ashburn Clinic, the contractor must verify that the sub-contractor meets health and safety requirements and obtain approval from Ashburn Clinic prior to commencing any work on behalf of Ashburn Clinic.

3. Health & Safety Policy

3.1 Ashburn Clinic Health & Safety Policy

Ashburn Clinic is committed to providing a safe and healthy environment for our patients, staff, contractors and visitors.

Ashburn Clinic will:

- provide and maintain a safe working environment for staff, volunteers, contractors and visitors
- identify hazards and risks, and the allocation of suitable resources to control them
- provide regular supervision, induction and training to its staff
- implement health and safety policy and procedures
- review health and safety performance.

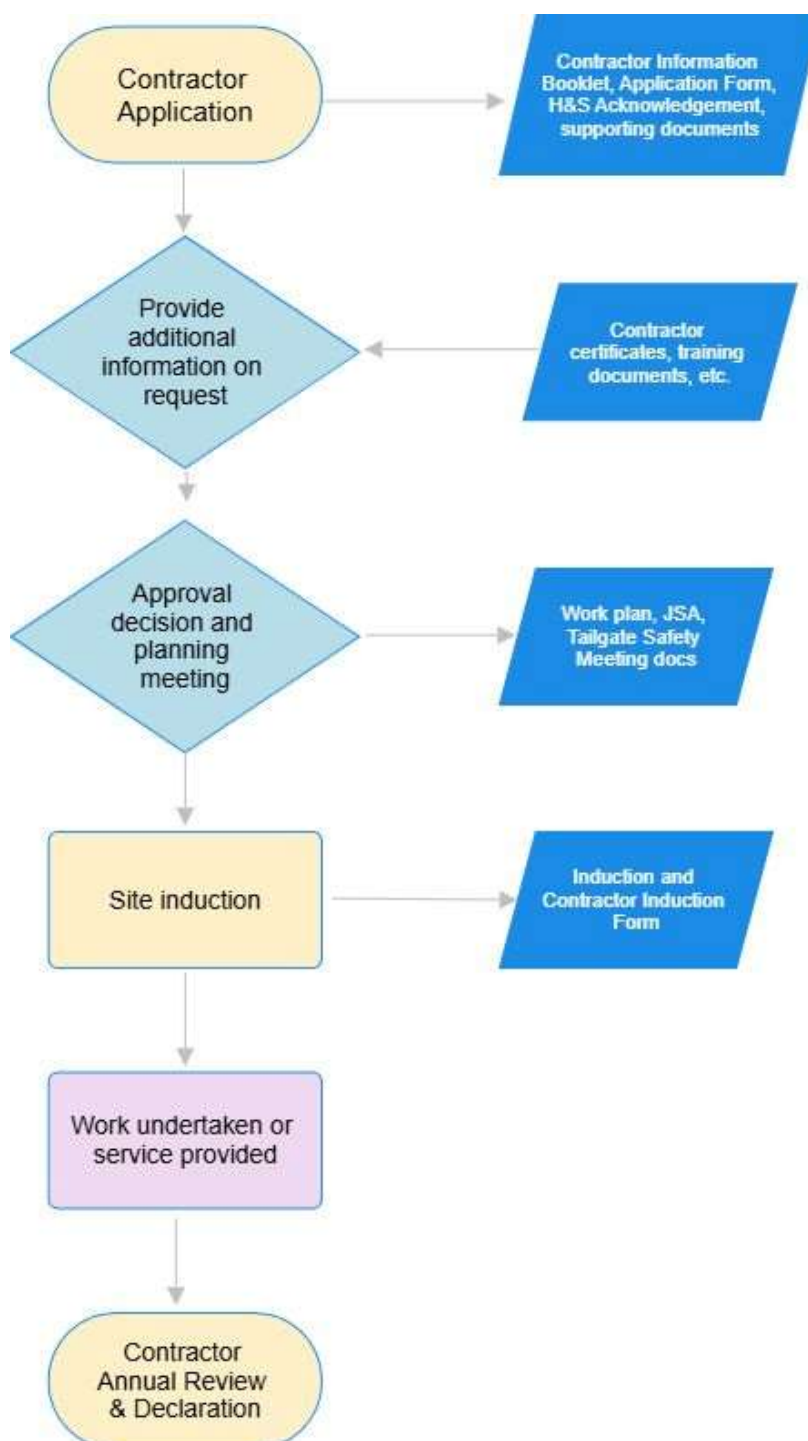
Employees also have health and safety responsibilities, which are to:

- use safe work methods and take all practicable steps to ensure personal health and safety, and the safety of other employees
- report all incidents and injuries – no matter how minor
- report all hazards or safety concerns

- comply with health and safety policies and procedures and actively participate in health and safety
- use protective clothing and safety equipment correctly whenever required.

4. Contractor Process

The flowchart below outlines the key steps in the contractor application and management process, including the documents required. Each contract application will be assessed and managed according to the level of risk and complexity, e.g. low risk contractors (suppliers and off-site services) will not be required to provide all the documents.



5. Objectives

- To provide a safe working environment and comply with all legislative requirements.
- To promote health and safety goals and objectives in strategic and service planning.
- To have systems in place which identify, assess, eliminate (where possible), manage and monitor risks.
- To provide and promote orientation, education and training to enable employees and contractors to function safely and effectively in their roles.
- To provide opportunities for employees and contractors to participate in health and safety risk management and quality improvement.

Contractors appointed by Ashburn Clinic are responsible for:

- complying with Ashburn Clinic health and safety policies, plans and rules, provided as part of contract engagement
- preparing, implementing and maintaining occupational health and safety management plans for work directly under their control
- ensuring that appropriate selection, induction and monitoring procedures for all sub-contractors have been carried out
- using protective clothing and safety equipment correctly whenever required.

6. Ashburn Clinic Approved Contractors

Contractors will need to submit an application to seek approval to undertake work here. When selecting potential contractors, Ashburn Clinic will consider health and safety performance. The contractor will provide evidence of a health and safety management system suitable for the work to be undertaken. This evidence will either be a copy of an accredited safety management system or as demonstrated from details provided on the application form (subject to verification).

Applicable safety management systems and standards include current:

- H&S accreditation such as AS/NZS 4801 or ISO 45001
- Industry-related compliance certificates
- Alternative equivalent, e.g. Supplier Food Safety Certificates
- ACC Experience Rating (Discount).

Contractors without a current verified safety management system will need to detail safety systems relevant to the work they are going to undertake and provide evidence of their health and safety systems.

Ashburn Clinic line managers are responsible for verifying the safety management systems outlined by the contractor are suitable for the work being undertaken. Once this has been reviewed and verified the contractor can be added to the approved contractor database.

7. Contractor Risk & Approval

7.1 Differentiation of contractors based on risk

Contractors will be differentiated based on risk of the services to be provided. A low-risk contractor, such as a contractor working in an office, would require fewer controls than a higher risk contractor who may be engaged in electrical work.

A two-tier system has been implemented. Some suggestions for what define a low-risk contractor are outlined below.

7.2 Low risk contractors

Low risk contractors are contractors engaged in work that does not expose them to the risk of foreseeable harm, for example:

- office work
- seminar/training presenter
- consultancy work
- product supply.

Before commencing work, low risk contractors are required to complete induction and sign an acknowledgement of information received, and health and safety obligations. Depending on the nature of the work, they may be deemed a 'supplier' or need to complete procedures to become an approved contractor.

7.3 Medium/high risk contractors

Medium/high risk contractors are contractors who will be carrying out work that may expose them and others to the risk of harm, for example:

- physical works (particularly in areas where asbestos has been identified)
- roading work
- work at height
- work in confined spaces
- maintenance and construction work.

Before commencing work for Ashburn Clinic, all contractors in this category will have:

- become an approved contractor
- completed a safety plan for the project/job (e.g. JSA, Toolbox Talk, Tailgate Safety Meeting forms/Hazard Register)
- completed induction
- acknowledged their health and safety responsibilities.

8. Contractor Selection & Induction

8.1 Contractor selection

Health and safety performance will be considered as part of selecting a contractor. The following may be considered:

- health and safety system suitable for the work to be undertaken
- quality of the job/project safety plan
- contractor monitoring and post contract review/evaluation from previous work with Ashburn Clinic

- accident/injury history
- safety management accreditation.

8.2 Project/job safety plan – medium/high risk contractors only

Medium/high risk contractors are required to prepare a safety plan for each project and/or job. It is not intended that long-term maintenance contractors have a separate safety plan for each job they undertake – a generic safety plan is sufficient, including hazard registers (e.g. JSA, Toolbox Talk, Tailgate Safety Meeting forms/Hazard Register).

The safety plan should include details of hazards and their controls, emergency procedures, emergency equipment, first aiders, location of first aid kit, incident reporting, training certification and qualifications, permits, safety meetings and induction.

The safety plan is the responsibility of the contractor and is the basis against which contractors are monitored. If a comprehensive project safety plan is not required, then the JSA, Toolbox Talk, Tailgate Safety Meeting forms and Hazard Register will be completed as a minimum requirement.

The safety plan will be sighted and approved by the Maintenance Supervisor/Chief Operating Officer or employee responsible for the project and a copy kept by Ashburn Clinic for safety audit purposes.

8.3 Job/site induction

All contractors and their employees are to complete a safety induction for contractors and sign an acknowledgement of induction before undertaking any job, in advance via the *OnLocation* contractor portal or immediately on arrival. A record of all staff that have been inducted will be maintained by Ashburn Clinic. Induction is required to be renewed every two years.

The contractor is to ensure site inductions are completed for all their staff and any sub-contractors they engage that will be undertaking any work on a site being managed by the contractor on behalf of Ashburn Clinic.

In addition, some contracts will require a site handover meeting. Ashburn Clinic and contractors will discuss and share information about the work and the site at the site handover meeting. The safety plan (e.g. JSA, Toolbox Talk, Tailgate Safety Meeting forms) and Hazard Register should include the following details:

- nominated contact for both Ashburn Clinic and the contractor
- planning and running of joint meetings
- procedures for reporting hazards
- responsibilities where work is notifiable to Worksafe New Zealand (“Worksafe”)
- requirements for reporting accidents and incidents to Ashburn Clinic and Worksafe.

Ashburn Clinic will give information on:

- hazards that are known to exist in the place of work that may affect the contractor or its employees
- site sign-in, restricted or accompanied areas
- any work permit procedures, e.g. confined space permits

- any Ashburn Clinic operating procedures that the contractor will be required to comply with, e.g. tool security, incident reporting, confidentiality requirements
- details of existing emergency procedures and first aid facilities.

The contractor will give information on:

- hazards that they will be bringing onto or creating on the site, or known to exist on the site, e.g. noise
- safety provisions for other people who might be affected by the work, e.g. the public
- safety equipment that may be necessary
- restricted areas
- hazard identification process and Hazard Register.

The contractor may need to update the project/job safety plan with information discussed at the initial site meeting and/or submit the JSA, Toolbox Talk, Tailgate Safety Meeting forms.

9. Ongoing Health & Safety Requirements

Contractors must immediately advise Ashburn Clinic of any new hazards that may cause serious harm and provide details of how the hazard is to be managed.

9.1 Hazard management and reporting

Prior to commencing work, the employee responsible for overseeing that work shall ensure the contractor is aware of identified hazards that may be faced in the area, and the controls in place for preventing harm. The Site/Job Hazard & Risk Register can be used as a guide by both Ashburn Clinic and the contractor to identify hazards.

Common hazards onsite at Ashburn Clinic:

- Asbestos
- Slippery and uneven surfaces
- People on-site – staff, patients, visitors
- Driveways and property access, including other vehicles
- Earthquake-prone buildings
- Hazardous substances, e.g. LPG
- Weather effects, e.g. snow
- Trees
- Wiring and drains
- Cell phone reception (variable).

Ashburn Clinic has an Asbestos Management Plan including Asbestos Register, resulting from extensive testing of the Ashburn Clinic site. If your work is deemed to be asbestos-related, i.e. penetrates or damages Ashburn building surfaces, you must review the Asbestos Management Plan and take the appropriate precautions including the use of PPE and safe work procedures to protect the safety of yourself and other site users.

The contractor is responsible for identifying and controlling the hazards relating to the work that may be encountered or created in the course of that work. The

contractor will need to have a system in place to systematically identify all hazards and this should be ongoing. The hazards identified should be incorporated into the contractor's job/project safety plan (e.g. JSA, Toolbox Talk, Tailgate Safety Meeting forms) and Hazard Register.

When a hazard is identified, assess whether it is significant or not. A hazard is significant if it has the potential to cause serious harm. Significant hazards must be controlled through one of the following actions:

- substitute it, or if not reasonably practicable to isolate it, or
- minimise the risk of it causing harm by administering controls.

Report any new hazards as follows:

- if a hazard presents imminent serious danger immediately notify the Ashburn Clinic site contact person or Maintenance Supervisor and provide information on how the hazard will be managed
- for any other hazards notify Ashburn Clinic staff when they are next on site.

Contractors must immediately advise Ashburn Clinic of any situations that pose a potential hazard or risk.

9.2 Protective clothing and safety equipment

Contractors are responsible for providing, using, and maintaining the required personal protective clothing and equipment (PPE).

Where hazards may affect other people in the vicinity, the contract must advise them so that they may vacate the area or equip themselves with the correct protective equipment.

Contractors have the right (and a responsibility) to instruct people not suitably protected to leave the area while the hazard is present.

If Ashburn Clinic provides any equipment for contractors or sub-contractors, then it is obliged to ensure that:

- the equipment is suitable for the purpose
- if the equipment fails there are clear instructions concerning what to do and who to contact.

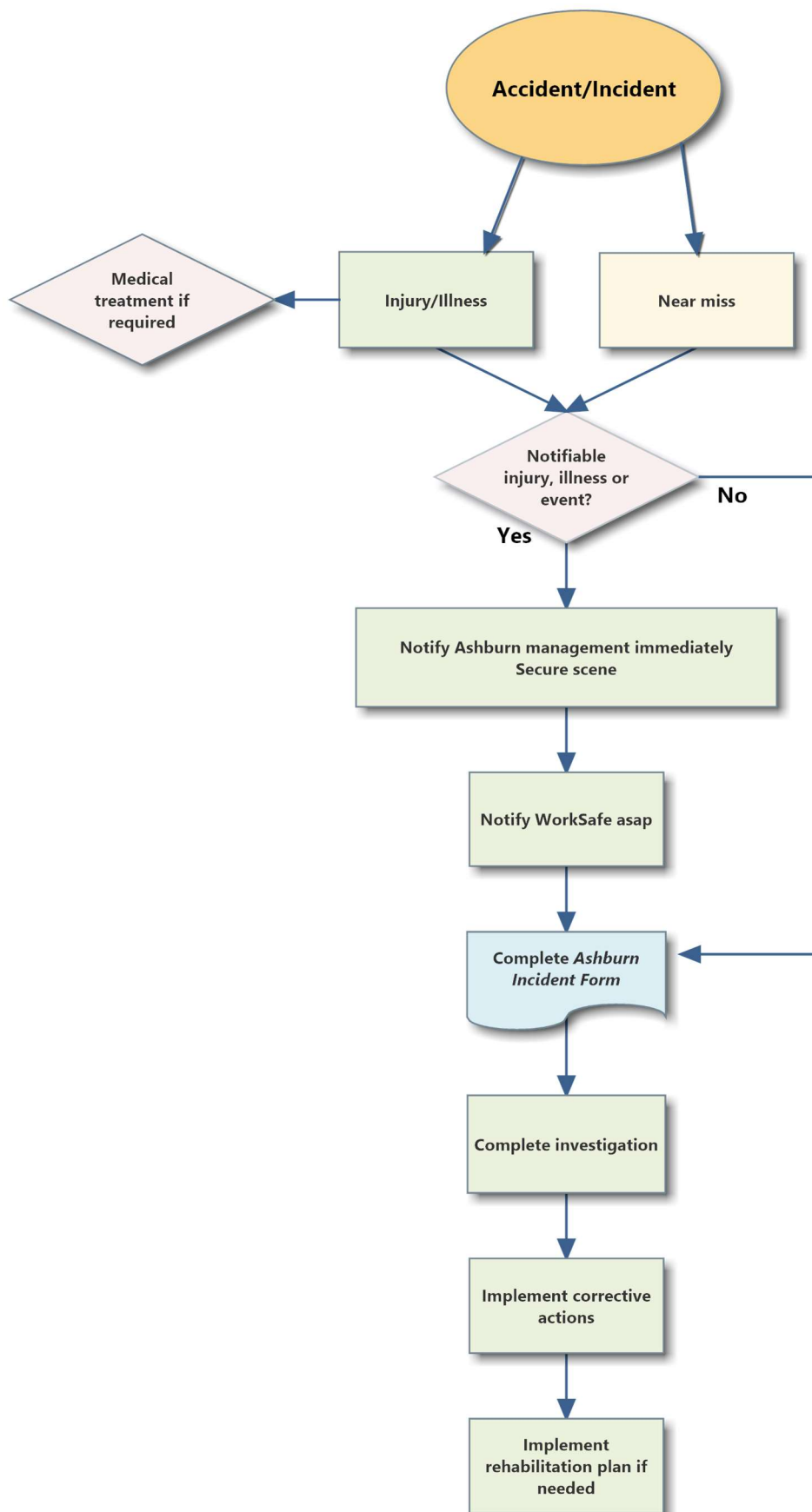
9.3 Signage and public safety requirements

Contractors are to ensure people are adequately warned by way of signs, barriers and/or other means where the work is likely to present potential hazards.

The required signs and warning systems defined in relevant legislation and/or codes of practice must be used.

10. Notifiable Illness, Injury or Event Reports

Contractors must immediately advise Ashburn Clinic of all incidents causing or which might have caused a notifiable illness, injury or event and complete an Incident/Accident Report in conjunction with the Ashburn Clinic site contact person. An agreement will be reached as to whether a Worksafe notification is required and/or incident investigation.



11. Emergency Procedures

11.1 Contractors working at Ashburn Clinic

Your site contact person will inform you about any emergency and evacuation procedures. Normally this is done as part of job/site induction. If you have not been advised – ask.

Once contractors have been informed of these procedures, it is their responsibility to ensure that any contractor staff or sub-contractors are also informed.

Advise your site contact person prior to the commencement of work if the work you are doing could create an emergency not covered by normal procedures. Ashburn Clinic staff who may be affected are to be informed about what to do if the situation arises.

11.2 First aid equipment and personnel

Ashburn Clinic has first aid kits and staff with current first aid certificates. Notices detailing location of nearest first aid kit and first aid personnel are displayed throughout Ashburn Clinic facilities.

Contractors must provide their own suitable and readily accessible first aid kits.

If the contractor work is of such a nature that specialised first aid equipment or materials may be needed, it is the contractor's responsibility to provide it.

12. Contractor Monitoring

12.1 General monitoring

Your site contact person will undertake regular site inspections to monitor medium/high risk contractors.

12.2 Contractor non-compliance

Contractors must immediately notify Ashburn Clinic of any situations that may result in possible prosecutions, fines or improvement/prohibition notices being issued by Worksafe in relation to any work being undertaken on behalf of Ashburn Clinic. Contractors must advise Ashburn Clinic of the outcome of any enforcement action undertaken against them by Worksafe, even if not related to work being undertaken on behalf of Ashburn Clinic.

Where contractor monitoring indicates non-compliance with safety requirements, Ashburn Clinic staff will immediately:

- discuss the issue with the contractor's senior staff on-site and consider whether immediate actions are required to prevent serious harm
- stop work on the site, if the issue may cause serious harm
- provide the contractor with a written instruction of required actions, where the issue is minor.

Where Ashburn Clinic feels there may be imminent risk of serious harm or the contractor fails to remedy identified safety breaches, consideration will be given to directing unsafe work to cease and suspending or terminating the contract.

In the event of a site being shut down due to serious safety concerns, either by Ashburn Clinic or Worksafe, the contractor will not be allowed to resume any work until such time as all safety concerns have been remedied and a site safety meeting has been held.

12.3 Contract evaluation and review

Contract evaluations may be carried out during and at the conclusion of the project by the Ashburn Clinic employee in charge of the project. In the case of long-term maintenance contracts, regular monitoring will be undertaken, and contractor suitability will be reviewed at least annually (Contractor Annual Review).

In particular, consideration will be given to:

- any health and safety concerns that may influence Ashburn Clinic in deciding whether or not to engage that contractor in the future
- positive comments regarding how the contractor manages health and safety issues that may favourably influence contractor selection for future tenders
- disclosure of any breaches of health and safety requirements and/or Worksafe notices/enforcement action.

A contractor's inability to provide and follow safe working procedures may lead Ashburn Clinic to suspend or cancel a contractor's approval status.

13. Ashburn Clinic Site Plan

