

## Centre Rules, EHS & Other Requirements for Contractors

<b>Centre Name:</b>	Harbour Town Shopping Centre
<b>Address:</b>	147 Brisbane Road, Biggera Waters QLD 4216
<b>Email:</b>	<a href="mailto:operations@harbourtownshopping.com.au">operations@harbourtownshopping.com.au</a>
<b>Reception Phone:</b>	(07)5529 1734
<b>Operations Phone:</b>	

### TRADING HOURS

<b>Monday:</b>	9am – 5.30pm
<b>Tuesday:</b>	9am – 5.30pm
<b>Wednesday:</b>	9am – 5.30pm
<b>Thursday:</b>	9am – 7pm
<b>Friday:</b>	9am – 5.30pm
<b>Saturday:</b>	9am – 5.30pm
<b>Sunday:</b>	10am – 5pm
<b>Public Holiday:</b>	10am – 5pm Excluding > Christmas, Good Friday & Anzac Days
*For	

### SECURITY

<b>Provider Name:</b>	Springmount
<b>Security office location:</b>	Building 1 corridor
<b>Contact Number:</b>	0435 913 924 (24 hours)

# Harbour Town Centre Management (HTCM) Centre Rules, EHS & Other Requirements for Contractors

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## Harbour Town Centre Management (HTCM) Centre Rules, EHS & Other Requirements for Contractors

Welcome to Harbour Town Shopping Centre's

Harbour Town is committed to operating safe working environment where we are *Incident and Injury Free*.

As part of this commitment, training and information is provided to all our contractors to assist them achieve the Harbour Town vision – protecting people and the environment.

Environmental considerations are a key element to the way we approach our business. The reductions of energy and water consumption, along with the emission of carbon dioxide (a major greenhouse gas) are important issues that both Harbour Town and our contractors need to consider when working at our asset.

Additionally we aim to ensure that both Tenants and Contractors obtain maximum benefit and access from the shared services provided in the Centre while at the same time ensuring that tenants suffer minimum disruption to their leased spaces. The wellbeing and safety of all members of the public, tenants, employees and contractors at our Centre is of paramount importance.

To enable this within our Centre, the following is required of us, our tenants and all contractors on site, to:

- Plan, coordinate and communicate work effectively
- Consider how to protect people and the environment
- Conduct work in a way that does not place individuals or others at risk
- Follow policies and procedures of Harbour Town and other relevant organisations
- Report all hazards and incidents to Centre Management as soon as possible

If you require any additional information or assistance please ASK.

We look forward to working with you

Regards

Centre Management

## Harbour Town Centre Management (HTCM) Centre Rules, EHS & Other Requirements for Contractors Process for Working at Harbour Town

Process Steps	Details
<b>Works to Proceed and Pre Commencement</b>	A meeting to discuss and communicate the scope of work activities and consider Centre specific Environment Health and Safety (EHS) requirements related to the planned work. Contractors are to provide relevant documents before any work can start.
<b>Safe Work Methods Statements (SWMS)</b>	Site specific Safe Work Method Statements (SWMS) are required when conducting high risk work. Contractors must provide these to the appropriate Harbour Town representative for review before work commences to ensure site specific issues are addressed.
<b>Permits to Work</b>	To manage certain high risk activities Permits to Work may be required and are issued by <b>Centre Management. Security</b>
<b>Putting People to Work and Pre-Starts</b>	A process for inducting people to the site and daily sign-in and sign-out. For Harbour Town contractors pre-start meetings are held to discuss work activities to ensure it is safe to undertake the work.
<b>Monitoring and Review</b>	To ensure work is progressing safely both informal (ad hoc inspections and observations) and formal processes (weekly review meetings for work that exceeds 7 days) are conducted.
<b>Completion</b>	Process to ensure the quality and suitability of the work undertaken through certification of all building related activities. Inspections for cleanliness, rubbish removal and damage will also be undertaken.

### Business and EHS Document Requirements

	Harbour Town Contractors	Tenant Contractors
<b>Prequalification</b>	✓	✗
<b>Works to Proceed/ Pre Commencement meeting</b>	✓	✓
<b>EHS Plans for fit-outs and Safe Work Method Statements (SWMS)</b>	✓	✓
<b>Site contact details including afterhours contacts</b>	✓	✓
<b>Company licenses and trade licenses provided</b>	Required in pre-qualification	✓
<b>Public liability insurance</b>		Minimum \$20 million
<b>Workers Compensation Certificate of Currency</b>		✓

## Harbour Town Centre Management (HTCM) Centre Rules, EHS & Other Requirements for Contractors

### Planning to Work

#### Noise and Dust

Work that produces noise and/or vibration and dust is to be **conducted outside** of Centre trading hours. Times for these works **MUST** be confirmed by Harbour Town Operations.

Work may be stopped by Centre Management when they believe the safety or “quiet enjoyment” of the general public, tenants or employees is compromised.

Noisy works conducted outside may have time restrictions placed on them due to local council regulations.

#### Restricted Work Hours

Some areas of the Centre have special trading hours. Works in these areas need to be pre-approved by the operations team (including Marketing Contractors)

- No work in Eat St before 10pm or until Eat St tenants have finished trade
- No work in the South Mall common areas before 9pm Mon-Sat and 6pm on Sundays.
- If you are unsure when works can be conducted, please confirm with the Operations team.

#### Protection of Surfaces

- Contractors are to protect all surfaces and finished work from damage while working.
- Damage will be rectified at contractor expense.

#### Security

Harbour Town has 24 hour access 7 days a week for afterhours work. Please contact security on 0435 913 924.

#### Loading Docks

No goods, materials or rubbish are to be left in the loading dock or common areas without prior approval from Centre Management.

Goods or rubbish left in these areas without approval will be removed from the area by Centre Management at the expense of the tenant, contractor and/or delivery company.

Centre Management will not accept, hold, or sign for goods on behalf of any tenant and/or contractor.

#### Movement of goods and equipment

Actions	Requirements
<b>Contractor Responsibility</b>	Tenants, contractors and tradespeople are responsible for the security, handling and storage of all of their materials on site.

## Harbour Town Centre Management (HTCM) Centre Rules, EHS & Other Requirements for Contractors

	<p>All materials, rubbish etc. must be contained within the tenancy or site area</p> <p>No material or rubbish is to be stored or placed outside the lease line or in the common area including malls, service corridors, passageways or any other back of house areas</p>
<b>Shopping trolley and pallet jacks/ trolleys</b>	<p>NO Shopping trolleys are to be used for movement of goods, equipment or waste in the Centre.</p> <p>NO pallet trolleys are to be used in the mall area at any time. Deliveries must be brought through the centre on trolleys</p>
<b>No movement of materials in public areas during trading hours</b>	Contractors <b>must not</b> transport or move materials and equipment through public areas during trading hours
<b>Storage of goods and equipment</b>	No goods or equipment to be stored or left in passageways or malls, service corridors or any other back of house areas without prior approval from Centre Management.

### Planning for Emergencies: Fire Protection and First Aid

Actions	Requirements
<b>Fire Protection</b>	Contractors are required to provide adequate fire protection including suitable fire extinguishers and fire blankets in the immediate area where work is being conducted. No Hot Works are to be conducted until a Hot Works Permit has been issued for the task.
<b>First Aid</b>	Contractors are to provide First Aid facilities for their workers including first aid kits and trained first aiders in the area where work is being conducted.

### Building Services Keys

Actions	Requirements
<b>Key Issue</b>	Building services keys for plant rooms, building risers and areas other than tenanted space will be issued, subject to approval by Centre Management or Security personnel.
<b>Signing keys in and out</b>	<p>Key issued to contractors are the sole responsibility of the contractor</p> <p>Keys are to be signed in and out at the Security Control Room</p> <p>All keys are to be returned the same day to the same Security Control Room</p>
<b>Lost Keys</b>	The cost of lost, misplaced or damaged keys and any associated master keying requirements will be at the expense of the contractor
<b>Security</b>	The Contractor is to maintain security and safety in the areas they have accessed with building services keys.

## Harbour Town Centre Management (HTCM) Centre Rules, EHS & Other Requirements for Contractors

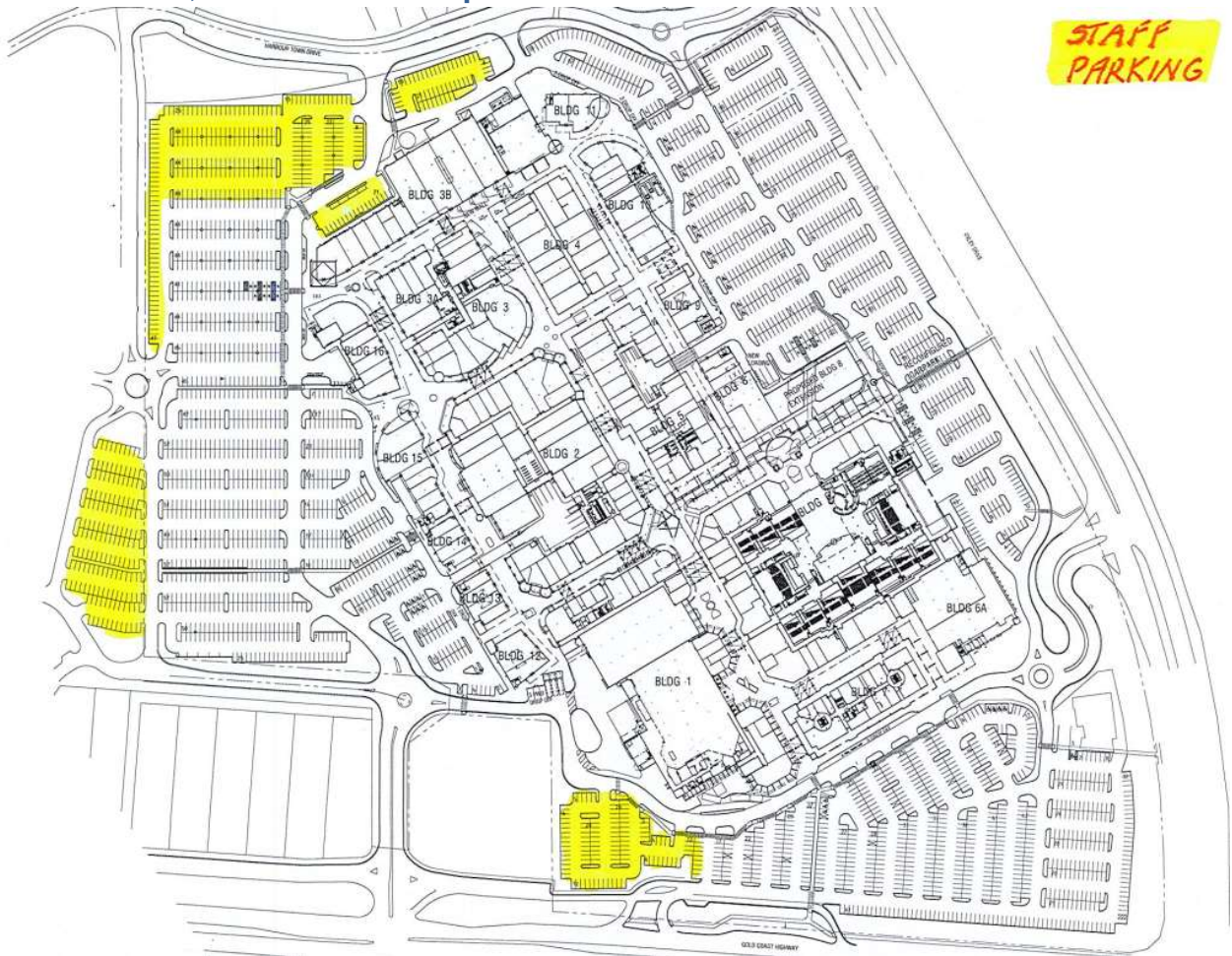
### Parking

Contractors and their workers are welcome to use our employees parking the Centre.

Actions	Requirements
<b>Parking restrictions</b>	Contractor employees using Centre Employees parking areas are to follow any restrictions that may apply in the location Penalties may apply for failing to follow parking restrictions No vehicles are to be left onsite over night without prior approval from Centre Management.
<b>Loading Docks</b>	30 minute time limits apply to contractors, sub-contractors and all associated vehicles for all Loading Docks If additional time is required, contact Centre Management or security (afterhours) for approval
<b>Risk</b>	All vehicles parked at the Centre are at their own risk. The Centre accepts no responsibility for damage to the vehicle, its contents or the safeguarding of any vehicle whilst parked at the Centre.

A plan showing staff parking areas is provided below.

## Harbour Town Centre Management (HTCM) Centre Rules, EHS & Other Requirements for Contractors



### Safe Work Method Statements (SWMS)

A **site specific** safe work method statement is required for all **high risk activities** undertaken at the Centre. These are reviewed by Harbour Town Operations Employees before any work can start. The following is the criteria used by Harbour Town when reviewing a SWMS:

1. SWMS title, number (if applicable) and revision included
2. Scope and task(s) to be undertaken including activity location defined clearly
3. Name and signature of the person who developed the SWMS and those who were consulted
4. Responsible person identified to ensure that the work activity is monitored and carried out in accordance with the SWMS
5. Plant/equipment to be used is described and includes: maintenance and inspection checks done, certification by qualified person and/or registration

## Harbour Town Centre Management (HTCM) Centre Rules, EHS & Other Requirements for Contractors

6. Workers qualifications including current licenses, operator's certification are described and location of copies known/identified
7. Relevant EHS Legislation, Standards, Codes, Regulations are noted and compliance is confirmed
8. PPE requirements clearly identified, where PPE requirements extend further than Lend Lease minimum requirements, the type of PPE is specifically listed
9. Site specific and sets out step by step how the work activity will be carried out at the operation
10. Hazards and the consequences associated with each step of the work activity are identified
11. Risks for each step of the work activity are assessed/rated(e.g. high, medium, low) then reassessed with residual risk after controls have been applied
12. Controls to manage risks for each step (based on the hierarchy of controls - in order: eliminate; substitute; isolate; engineer; administrate; Personal Protective Equipment {PPE} are defined and described how they are implemented
13. Photos/diagrams/sketches provided to enhance SWMS for complex or high-risk work activities (OPTIONAL)
14. Section to indicate that the SWMS has been communicated and all workers inducted
15. Emergency arrangements e.g. fire, first aid, rescue from height are described

SWMS will only be approved once all requirements have been met.

## Harbour Town Centre Management (HTCM) Centre Rules, EHS & Other Requirements for Contractors

### High Risk Works

The list below represents work activities that are always considered as significant risk tasks and therefore require a SWMS to be developed.

Access and work on roofs/ access to ceiling voids

Any activity (not described above) requiring the use of a fall arrest or fall restraint harness as the primary means of fall protection

Any lifting operations requiring; load slinging, crane management or, lifting over work areas, thoroughfares or public areas

Cladding and façade work

Concrete formwork erection

Creation, access and maintenance of bridges and related structures including the placement of spans and pre/post tensioning

Creation, access and maintenance of excavations or tunnels

Demolition works

Entry into and work within confined spaces

Erection, use and dismantling of scaffolds (e.g. façade, mobile)

Heavy mobile work equipment coordination

Hot works, including welding and grinding\*

Installation, use and dismantling of Powered Vertical Access Equipment (e.g. mast climbers, hoists and building maintenance units – BMUs)

Metal frame erection

Piling, direction boring or drilling

Structural alterations that require temporary support to prevent collapse

Tower crane erection, climbing and dismantling\*

Use of explosives

Use of heavy plant for civil and ground works (e.g. bobcats, excavators, backhoes, graders, dump trucks, rollers and compactors)

Use of mobile cranes

Use of Mobile Elevated Working Platform (MEWP) (e.g. scissor lift, cherry picker).

Use of suspended access equipment (bosun's chairs, cradles, gondolas, swing stages)

Work in areas where there are artificial extremes of temperatures

Work involving the use, removal, transport or handling of hazardous materials and any dangerous or highly toxic substances.\*

Work requiring strict environmental controls to prevent air, noise, soil or water pollution

Work within penetrations, risers, shafts and voids (including lift/elevator installation and maintenance)

Working in, over or adjacent to water where there is a risk of drowning.

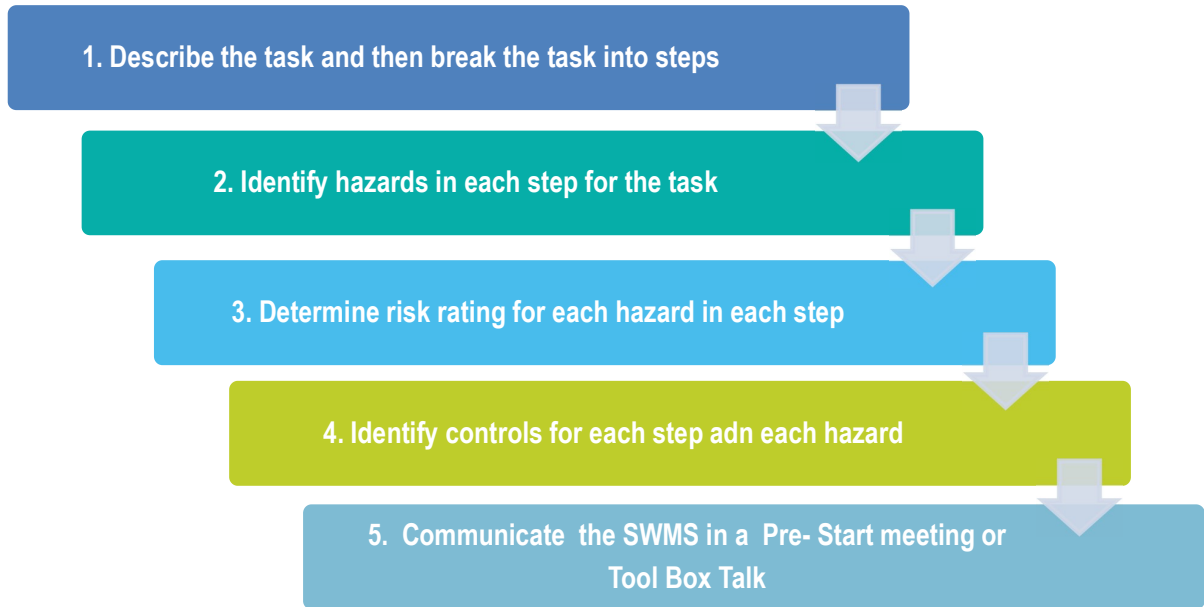
Working on a telecommunications tower, power pole or other installation

Working on or near a chemical, fuel or refrigerant line

Working on, or near, a pressurised gas distribution mains and consumer piping

Works on or adjacent to energised systems e.g. electrical, hydraulic, pneumatic (Lock Out Tag Out)

## Harbour Town Centre Management (HTCM) Centre Rules, EHS & Other Requirements for Contractors The SWMS Process



### Permits to Work

Contractors need to apply to Centre Management for the following permits to work as part of the process to manage high risk work as indicated below.

Permits to Work	Harbour Town Contractors	Tenant Contractors
Roof access	✓	✓
Hot works	✓	✓
Electrical / Gas Isolation (Common areas)	✓	✓
Working at heights	✓	Main Contractor to issue if required within tenancy
Confined space access (ask for the Centre Confined Space Register)	✓	
Structural cutting, coring, drilling, chasing of walls and slabs for conduits/ pipework	✓	✓
Isolation of Essential Services	✓	✓

## Harbour Town Centre Management (HTCM) Centre Rules, EHS & Other Requirements for Contractors People Requirements

Actions	Requirements
<b>Sign In and Sign Out</b>	All contractors and their employees to sign in and sign out each day.
<b>Induction</b>	<p>All contractors, their employees, sub-contractors and their employees are required to complete a full site induction prior to working on site.</p> <p>For anyone requiring access to the fall arrest system – an additional induction will be required. This must be arranged through Centre Management.</p>
<b>Pre Starts</b>	Harbour Town contractors conducting high risk work must attend a documented pre start / tool box talk each shift worked on site.
<b>Licenses</b>	<p>Trade, occupational and any high risk licenses are to be available at all times and produced when requested by Centre Management.</p> <p>For example:          To use a Mobile Elevated Work Platform (MEWP) – workers will be required to produce evidence of high risk work license or competency to operate MEWP.</p>
<b>White Card</b>	Building trade and maintenance employees are required to hold a Construction Induction White Card and produce it when requested by Harbour Town employees
<b>Competence</b>	Contractors and their workers are required to be appropriately skilled and competent for the tasks, plant, equipment and substances they are required to use in conducting their work on site.
<b>Supervision</b>	<ul style="list-style-type: none"> <li>All work is to be supervised by a competent foreman or supervisor who is fully experienced in all elements/aspects of the work at all times while the work is being conducted.</li> <li>The Supervisor needs to be able to undertake all necessary actions as requested by Centre Management in relation to safety, quality, performance and labour control, as well as the day to day organisation and planning of the works.</li> </ul>

## Harbour Town Centre Management (HTCM) Centre Rules, EHS & Other Requirements for Contractors Managing Work Quality and Safety

### Monitoring and Review

Actions	Requirements
<b>Inspections and Observations</b>	Centre Management will conduct observations and / or inspections to check that SWMS and permits to work are being followed Where they are not being followed and /or risks have changed – WORK WILL STOP Work will only RESTART – when appropriate controls are identified and can be implemented
<b>EHS Meetings</b>	Where work exceeds 7 days – a weekly EHS review meeting will be conducted
<b>Inspection of completed works</b>	Finished works will be inspected to ensure: Work meets agreed standards Work area meets EHS requirements The area is left clean and all rubbish has been removed No damage has occurred

### Certificates of Compliance

Actions	Requirements
<b>Certificates of Compliance</b>	Certificates of compliance must be provided upon the completion of any fit-out works identifying components and materials for the following areas: glazing, roller grilles, ceilings, shop fronts, partition walls, prefabricated structures, plumbing, electrical, fire and mechanical services. Statutory rules and regulations are to be taken as a minimum guide only and where Harbour Town requirements exceed these, Harbour Town requirements are to be met.

### Sign In/Sign Out

Actions	Requirements
<b>Sign in/Sign Out/Inductions</b>	All personnel entering the site are required to complete the sign-in process and undergo a site induction prior to commencing any activity. This requirement applies regardless of the scope, duration, or nature of the work being performed. This includes contractors, subcontractors, surveyors, supervisors and visitors. Previous attendance on site does not waive the obligation to sign in and ensure an induction has been completed. Work must not commence until sign-in and induction have been fully completed and recorded.

## Harbour Town Centre Management (HTCM) Centre Rules, EHS & Other Requirements for Contractors

### Centre Rules

#### Behavioral Standards

The following behaviors and actions will not be tolerated on Harbour Town premises. Any such behavior will result in removal from the Centre:

Standard	Actions not tolerated
<b>Appropriate Behavior</b>	<ul style="list-style-type: none"> <li>• Theft and/or vandalism.</li> <li>• Fighting or provoking a fight.</li> <li>• Use of abusive words or actions against others</li> <li>• Wearing of offensive, ripped or torn clothing.</li> </ul>
<b>Personal Hygiene</b>	<ul style="list-style-type: none"> <li>• Failure to use toilets provided and also the failure to keep them clean.</li> </ul>
<b>Smoking</b>	<ul style="list-style-type: none"> <li>• Smoking within the premises.</li> </ul>
<b>Drugs and Alcohol</b>	Consuming or bringing alcohol and/or drugs of abuse on-site. Working on site under the influence of drugs or alcohol.
<b>Environment Health and Safety Requirements</b>	
<b>Safety instructions</b>	<ul style="list-style-type: none"> <li>• Refusal to act upon a safety instruction issued by Centre Management or one of its representatives.</li> <li>• Failure to comply with the Centre's safety requirements or instructions.</li> </ul>
<b>Substances</b>	<ul style="list-style-type: none"> <li>• Spillage of hazardous liquids or materials.</li> <li>• Placing hazardous substances into any drainage system.</li> </ul>
<b>Dust</b>	<ul style="list-style-type: none"> <li>• Dust generation affecting common areas.</li> </ul>
<b>Explosives</b>	<ul style="list-style-type: none"> <li>• Use of explosives or explosive power tools.</li> </ul>
<b>Storage of Materials</b>	<ul style="list-style-type: none"> <li>• Storage of materials in fire corridors, passage ways, stairs or near fire exit doors.</li> </ul>
<b>Noise</b>	<ul style="list-style-type: none"> <li>• Use of loud radios which interfere with the Centre's PA system or the comfort of the Centre's patrons.</li> </ul>
<b>Cleaning of Tools</b>	<ul style="list-style-type: none"> <li>• Cleaning of tools and equipment in public toilets.</li> </ul>
<b>Guards</b>	<ul style="list-style-type: none"> <li>• Removal of guard rails without approval.</li> </ul>
<b>Movement around the Centre</b>	<ul style="list-style-type: none"> <li>• Using a shopping trolley for any purposes associated with maintenance or construction works.</li> <li>• Moving vehicles through the Centre without prior permission.</li> <li>• Operating vehicles or machinery on artificial turf areas without placing adequate surface protection down.</li> </ul>

## Harbour Town Centre Management (HTCM) Centre Rules, EHS & Other Requirements for Contractors

### Permits to Work and Isolation

- Failure to apply to Centre Management for a hot works permit prior to the use of welding or flame producing equipment.
- Isolation of any system without the prior written consent of Centre Management or its nominated representative.

### Personal Protective Equipment (PPE)

Personal Protective Equipment (PPE) must be used at all times as specified in risk assessments and/or SWMS. Contractors are to supply PPE and training in its use for their workers. The following items may be required based on the tasks being performed:

- Appropriate footwear
- Eye protection
- Head protection
- High visibility clothing
- Hearing protection
- Hand protection



### Safety Signs

	<b>Red Signs</b> Indicate fire equipment (fire extinguishers and hose reels etc)
	<b>Blue Signs</b> Indicate that mandatory Personal Protective Equipment is required when entering the area
	<b>Green Signs</b> For emergency equipment (eyewash stations, first aid kits, emergency exits etc.)
	<b>Yellow Signs</b> Cautionary signs, which may indicate a spill, a wet floor or "sound horn" areas

Actions	Requirements
<b>Restricted Access Areas</b>	<ul style="list-style-type: none"> <li>• Restricted Access areas are sign posted.</li> <li>• Approval is required from Centre Management or Security for entry to restricted areas.</li> </ul>

## Harbour Town Centre Management (HTCM) Centre Rules, EHS & Other Requirements for Contractors

<b>Construction Zones</b>	<ul style="list-style-type: none"> <li>Construction zones are to be clearly marked with hoarding, barricading and signage</li> <li>There is no entry to construction areas without making arrangement with the Principal Contractor and Centre Management.</li> </ul>
<b>Provision of Signage</b>	<ul style="list-style-type: none"> <li>Contractors are to provide their own signage for their work areas.</li> </ul>

### Barriers and Protecting the Public

Actions	Requirements
<b>General Requirements</b>	Barriers need to: A physical barrier. Be clearly marked and easily seen. Be signed. Not create a trip or slip hazard.
<b>Preventing entry</b>	<ul style="list-style-type: none"> <li>Barriers need to prevent entry to:               <ul style="list-style-type: none"> <li>Pedestrians/ shoppers - especially children.</li> <li>Shopping trolleys, prams and strollers and mobility scooters.</li> </ul> </li> </ul>
<b>Exclusion Zones</b>	<ul style="list-style-type: none"> <li>Exclusion zones need to:               <ul style="list-style-type: none"> <li>Clearly marked and easily able to be seen.</li> <li>Be able to deter both pedestrian and trolley traffic.</li> <li>Exclusion Zones are the sole responsibility of the contractor</li> <li>An example of the acceptable standard of an exclusion zone can be found in the induction manual (tall, weighted bollards with caution tape)</li> </ul> </li> </ul>
<b>Construction barriers</b>	<ul style="list-style-type: none"> <li>Construction work barriers must:               <ul style="list-style-type: none"> <li>be no less than 1.8m high;</li> <li>not create a danger to public; and</li> <li>be of high quality and not degrade the Centre.</li> </ul> </li> </ul>

### Hoardings

Actions	Requirements
<b>Installation and Removal</b>	All hoardings are to be requested through Centre Management: Centre Management can be contacted at: Operations@harbourtownshopping.com.au Any alterations to the hoarding needs to be arranged with Centre Management. Tenants and shopfitters are not permitted to alter any hoardings. Centre Management must be given a minimum of 7 days' notice for all installs and removals.

## Harbour Town Centre Management (HTCM) Centre Rules, EHS & Other Requirements for Contractors

<p><b>Security</b></p>	<p>Hoardings are to be securely locked to prevent entry of the public at all times. It is the contractor’s responsibility to notify security on completion of works daily. Codes are held by security. For access to the hoarding please contact security on 0435 913 924</p>
<p><b>Dust Containment</b></p>	<p>To prevent dust entering the Centre: A suitable floor mat must be placed just inside the hoarding and plastic or calico sheeting must be set-up prior to the commencement of any fit-out works. Ceiling to floor encapsulation of the tenancy should be used during fit-out and dusty works where reasonably practicable. Suppression measures must be implemented to ensure floor works do not effect adjacent tenancies or HVAC systems. Operations team or Security should be notified when works are to commence so that additional monitoring can be carried out</p>

### Electrical work

Actions	Requirements
<p><b>General requirements</b></p>	<p>All electrical equipment is to comply with relevant Australian Standards including requirements for testing and tagging. Ladders used in electrical works must be fully insulated.</p>
<p><b>Commissioning and testing</b></p>	<p>No work is permitted on “live” electrical installations unless for the purpose of commissioning or testing. Commissioning and testing requires the preparation and review of a SWMS and Permit to Work before the start of work and can only be completed by the licensed electrician who will carry out the work.</p>
<p><b>Isolations</b></p>	<p>Isolation of electrical supply to the Centre’s switchboards is to be carried out by a qualified / authorised person after approval from Centre Management has been obtained. Main switches, circuit breakers or fuses must be tagged, with an approved tag stating reasons for isolation and signed by the authorised person. All equipment must be fully tested prior to the tag being removed and the circuit energised. Only the person who tagged the equipment may authorise the removal of the tag and energising of the system.</p>
<p><b>Electrical leads and extension cords and equipment</b></p>	<p>All electrical appliances plugged or direct-wired or portable are to be protected by an approved earth leakage device. (Residual Current Device (RCD)). Electrical leads are: Must not be over-extended. Must be switched off at the point of supply and removed when not in use. must be supported at least 2 metres clear of floors by use of stands or other suitable mean</p>

## Harbour Town Centre Management (HTCM) Centre Rules, EHS & Other Requirements for Contractors

	OR Run through protective covers that do not create a trip hazard where a cable lead runs across public mall space and between tenancy areas.
<b>Live common area electrical services</b>	There is a possibility of the live common area electrical services within any tenancy: Assume all wiring is live. TEST when in doubt.

### Work at Heights

Actions	Requirements
<b>General Requirements</b>	<ul style="list-style-type: none"> <li>Preference should be given to the use of Elevated Work Platforms, scaffold or platform ladders- rather than an “A” frame/step ladder.</li> <li>Exclusion zones are to be established around any work at heights that may impact on others below.</li> </ul>
<b>Ladders</b>	<p><b>Ladders must be:</b></p> <ul style="list-style-type: none"> <li>In good order and structurally sound.</li> <li>Industrial grade and to approved standards.</li> <li>Insulated for electrical use.</li> </ul>
<b>Using ladders</b>	<p><b>When using ladders:</b></p> <ul style="list-style-type: none"> <li>‘A’ frame/step ladders are only to be used for tasks less than 15 mins and where three points of contact can be maintained.</li> <li>In public areas, appropriate barriers and warning signs are to be used on all sides of the ladder.</li> <li><b>DO NOT</b> place against any window or electrical equipment, cupboards etc.</li> <li><b>DO NOT</b> leave them standing if unattended in public areas of the Centre.</li> </ul>
<b>Scaffolds</b>	Scaffolding must comply with the relevant local legislation and Australian Standards.
<b>Roof Access</b>	<ul style="list-style-type: none"> <li>Contact Centre Management or Security for access to the rooftop</li> <li>Tools or equipment needed on the rooftop are to be carried through the stairwells only. If the load is awkward or heavy, an alternative method will be needed.</li> </ul>
<b>MEWPS</b>	<ul style="list-style-type: none"> <li>Permits to work will be required for Harbour Town contractors to operate any MEWP</li> <li>A MEWP checklist and License must be provided before use is permitted</li> <li>MEWPS are NOT permitted to move through the Centre during trade</li> <li>When moving MEWPS through the Centre you MUST have an escort/spotter otherwise access will be denied</li> <li>Persons using MEWPS must be trained and competent in the use of MEWPS</li> <li>No EWPS are to move over tiled common areas without CM approval.</li> <li>All EWPS being operated on or near tiled areas must have pneumatic tyres.</li> </ul>

## Harbour Town Centre Management (HTCM) Centre Rules, EHS & Other Requirements for Contractors

### Plant and Equipment

Actions	Requirements
<b>Permission required</b>	Contractors are to seek permission from Centre Management to use: <ul style="list-style-type: none"> <li>• Harbour Town equipment on site.</li> <li>• Petrol or diesel powered equipment on site.</li> </ul>
<b>Banned from site</b>	<ul style="list-style-type: none"> <li>• Explosive power tools and explosives are banned from site.</li> </ul>
<b>Safe use and handling</b>	<p>Plant, equipment and tools: Are to be used and handled to prevent harm to people within or near the work area e.g. guards in place.</p> <p><b>Are not</b> to be left unattended and kept out of reach of children at all times. Stored securely when not in use.</p>

### Housekeeping

Actions	Requirements
<b>Site Cleanliness and Waste Removal</b>	<p>Regular housekeeping and cleaning is required to ensure the presence of dust and rubbish is kept to a minimum.</p> <p>Waste is to be removed daily from the work area and not during Centre trading hours</p> <p>Contractors are required to clean all work areas each day.</p>

### Hazardous Substances

Actions	Requirements
<b>Asbestos</b>	<p>There is an asbestos register available at each Centre.</p> <p>ASK Centre Management about asbestos at each site you work on.</p> <p>Asbestos is not to be disturbed.</p>
<b>Safety Data Sheets (SDS)</b>	<ul style="list-style-type: none"> <li>• A Safety Data Sheet (SDS) is to be available for each substance in use at the Retail Centre at the time the work is undertaken.</li> <li>• Substances are to be used in accordance with the SDS and instructions for use.</li> </ul>
<b>Use of substances with offensive odours</b>	<ul style="list-style-type: none"> <li>• Use of adhesives and any products with acid or offensive odours is prohibited during normal trading hours.</li> <li>• The Contractor must plan these works to ensure there is enough time on completion for the odours to dissipate.</li> <li>• Centre Management must be notified prior to these works commencing.</li> </ul>
<b>Managing spills</b>	<ul style="list-style-type: none"> <li>• All spills of hazardous substances are to be contained with bunding and spill kits</li> </ul>

## Harbour Town Centre Management (HTCM) Centre Rules, EHS & Other Requirements for Contractors

<b>Disposal of substances</b>	<ul style="list-style-type: none"> <li>The disposal of chemicals, grease and other toxic substances must be done in accordance with legal requirements and manufacturer's instructions/recommendations.</li> <li>No hazardous substances are to be put into any drainage system. E.g. no cleaning up of chemicals in bathrooms or poured down drains.</li> </ul>
<b>Floor Sealants</b>	<ul style="list-style-type: none"> <li>Floor Grinding/sealing should be carried out after hours only and works completed by 3am.</li> <li>Use of sealants during prohibited time frames and without prior approval with Operations will result in a stop work order and re-induction process</li> </ul>

### Environment and Waste Management

Actions	Requirements
<b>Recycling</b>	<ul style="list-style-type: none"> <li>Cardboard recycling facilities are available at Harbour Town Centres.</li> <li>ASK Centre Management for the site specific requirements.</li> </ul>
<b>Waste Disposal</b>	<ul style="list-style-type: none"> <li>Building and fit-out rubbish, waste and material must <b>not</b> be deposited in the compactor.</li> <li>The Contractor must remove all such rubbish from the site.</li> </ul>
<b>Skip/ Dumpster Requirements</b>	<ul style="list-style-type: none"> <li>Contractors (at their expense) and in consultation with the Centre Management are to arrange the allocation and positioning of a dumpster/skip as required by the contractor.</li> </ul>
<b>Cost of Waste removal</b>	<ul style="list-style-type: none"> <li>Failure to remove rubbish will result in a fee being charged for this service by Centre Management.</li> </ul>

### Structure Cutting and Coring

Actions	Requirements
<b>Service or structural impairments</b>	<ul style="list-style-type: none"> <li>Before any drilling, digging or cutting activities start on site the Contractor must establish if any services or structural impairment will be affected by the activity.</li> </ul>
<b>Permit to Work</b>	<ul style="list-style-type: none"> <li>All contractors require a Permit to Work for any structure cutting, coring, drilling or chasing of walls and slabs for conduits/pipework etc.</li> </ul>
<b>Conduit Requirements</b>	<ul style="list-style-type: none"> <li>Conduits must be slotted in from the top and turned out at the base where possible and not chase block walls.</li> </ul>
<b>Cost of Damage</b>	<ul style="list-style-type: none"> <li>The Contractor will be liable for any repairs or damage caused by their works.</li> </ul>

### Civil Works

Actions	Requirements
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## Harbour Town Centre Management (HTCM) Centre Rules, EHS & Other Requirements for Contractors

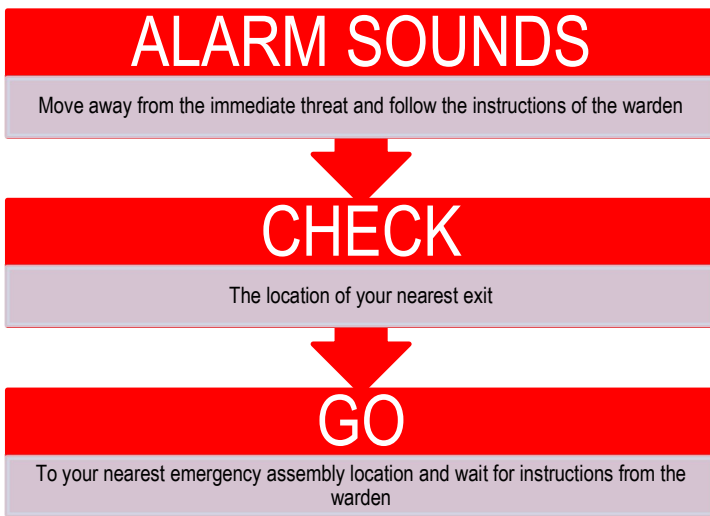
<b>Barriers</b>	<ul style="list-style-type: none"> <li>Physical barriers are to be erected to completely isolate the public from any civil works on site.</li> </ul>
<b>Penetrations, Trenches and Excavations</b>	<ul style="list-style-type: none"> <li>No penetration or hole is to be left without suitable barricades and signs in place.</li> <li>Trenches and excavations must be adequately shored and/or strutted before personnel are allowed access.</li> <li>Safe access and egress must be provided in all excavations.</li> </ul>
<b>Workers</b>	<ul style="list-style-type: none"> <li>Operators of equipment and assistants must hold current certificates of competency as required in legislation and or/ codes of practice.</li> <li>Workers must have appropriate tickets, licenses or approvals for the work they are doing and the equipment they are using e.g. riggers, scaffolders, forklifts etc.</li> </ul>

### Incidents, First Aid and Emergencies

Actions	Requirements
<b>Damage to Site Equipment and Fittings</b>	Any equipment damage (e.g. air conditioning ducts, fire systems, electrical) must be reported to the Operations Team immediately.
<b>Incident Reporting</b>	All incidents that occur while working at a Harbour Town Centre are to be reported to the Operations team at the Centre where work is being undertaken. This applies to all contractors – whether Harbour Town appointed or tenant appointed.
<b>Incident Investigations</b>	Contractors are required to co-operate in the event of an incident occurring.
<b>Fire and Other Emergencies</b>	<ul style="list-style-type: none"> <li><b>Report all emergencies immediately to Security</b></li> </ul> If safe to do so and you have been trained in the use of portable firefighting extinguishers, attempt to extinguish fire. <ul style="list-style-type: none"> <li>Follow all instructions of fire wardens and Security in the case of an emergency.</li> </ul>
<b>First Aid</b>	<ul style="list-style-type: none"> <li>Centre First Aid is available for additional assistance if an incident does occur.</li> </ul>
<b>Evacuation</b>	Each Harbour Town asset has site specific emergency information that you need to be familiar with. An emergency plan – a copy is located at Centre Management office. Evacuation diagrams located at various points throughout the site. Trained wardens who will provide assistance and instructions in the event of an emergency.

## Harbour Town Centre Management (HTCM) Centre Rules, EHS & Other Requirements for Contractors

### Evacuation



### Wardens and Colour Codes



### Active Armed Offender Incident

Escape, Hide, Tell

Upon becoming aware of an AAOI situation:

#### 1. ESCAPE

- If it is safe to do so, escape should always be the first course of action and persons should exit via the safest route. Aim to create as much distance from the threat or incident as possible.
- Have an escape route and plan in mind (consider cover and concealment as you move).
- Leave personal items behind (keys and mobile phone are ok if already on your person).
- If safe to do so, provide assistance, and guidance to others.
- If located by the offender, and there is no other option, consider options for arming yourself with an improvised weapon to defend yourself or others.
- Keep your hands visible, ensure that QPS know you aren't an offender, and follow their instructions.
- Contact Queensland Police Service on 000 as soon as it is safe to do so.

#### 2. HIDE

- If escape is not possible, hide in predesignated locations or somewhere out of site with doors (and windows) securely locked and barricaded if possible.
- Turn off lights and remain silent (turn mobile phones to silent / non-vibrate).
- If located by the offender, and there is no other option, consider options for arming yourself with an improvised weapon to defend yourself or others.
- If unable to escape at any time, remain in place until provided the all clear by QPS.

## Harbour Town Centre Management (HTCM) Centre Rules, EHS & Other Requirements for Contractors

### 3. TELL

- Notify Harbour Town Security Control Room
- Call police on 000 when safe to do so and provide the following information:
  - ✓ Exact location of the incident.
  - ✓ Description, number and location of the offender/s.
  - ✓ Types of weapons.
  - ✓ Number of victims.
  - ✓ Potential motive.
  - ✓ Callers' location.
  - ✓ Best location for police to enter the site.
  - ✓ Police location if already on site.

Harbour Town Centre Management (HTCM)  
Centre Rules, EHS & Other Requirements for Contractors

# SAFETY & SECURITY AWARENESS

## IMPORTANT PHONE NUMBERS



Harbour Town Security  
**0435 913 924**

Police | Fire | Ambulance  
**000**

Policelink  
**131 444**



### BE ALERT & REPORT

If you SEE something, SAY something

- > Always REPORT people who are:
  - wearing inappropriate clothing for the location or weather
  - taking photos, videos or notes which seems out of place
  - inquiring about staff/procedures
  - impacted or intoxicated by drugs, or are agitated, angry, aggressive or violent
  - in restricted, secure or back of house areas.
- > Also REPORT:
  - any suspicious, unattended items
  - any vehicles parked illegally.

The quicker we report any suspicious people or activities, the faster action can be taken



### FIRE OR INCIDENT RESPONSE - PLAN, EVACUATE, LOCKDOWN

#### 1. PLAN TONE - Beep Beep

- > On the PLAN tone do not evacuate
- > MAKE A PLAN.  
Consider your safest exit point and look for signs of danger
- > AWAIT FURTHER INFORMATION AND DIRECTIONS  
Advise team and customers to wait for direction from Centre Management, Security or Police

#### 2. EVACUATION TONE - Whoop Whoop

- > On the EVACUATE tone, direct team and customers to evacuate via the safest exit point
- > Follow instructions of Centre Management, Security or Police
- > Ensure your tenancy is fully evacuated and secured as you leave, if safe to do so

#### 3. LOCKDOWN ALERT - Lockdown Lockdown Lockdown

- > On LOCKDOWN alert, gain situational awareness and make sure you're safe
- > Close and lock your tenancy entrance doors, if safe to do so
- > Direct your team and customers to a safe location in your tenancy
- > Stay away from entrances and remain out of sight
- > AWAIT INSTRUCTIONS from Centre Management, Security or Police
- > If escape is required, exit via the safest route  
Refer to ESCAPE below

## EMERGENCY RESPONSE - ACTIVE ARMED OFFENDER IN CENTRE



### ESCAPE

- > Immediately ESCAPE. Exit via the safest route, aim to create as much distance between you and the threat
- > Take your mobile and keys with you if they are already on your person
- > Provide assistance and guidance to others, if safe to do so
- > Follow Police instructions, keep hands visible to show you are not a threat



### HIDE

- > If escape is not possible, HIDE. Stay out-of-sight with all doors securely locked and/or barricaded
- > Try to avoid corridors or foyers
- > Turn off lights and remain silent (turn mobiles to silent/non vibrate)
- > Remain in place until provided the ALL CLEAR by Police (unless you need to move in order to stay safe)



### TELL

- > When able to, TELL. Call Police from a safe position and inform of:
  - the exact location of the incident
  - the offenders current location
  - the number of offenders involved
  - types of weapons the offenders have
  - any injured victims and their location
  - your current location



At Harbour Town, you and your team's personal safety and security is our priority

FOR MORE INFORMATION  
Please scan to watch our safety videos



## Harbour Town Centre Management (HTCM) Centre Rules, EHS & Other Requirements for Contractors Appendix: Centre Floor Plans

The following floor plans include the locations of:

- First Aid facilities
- Customer Service
- Security office
- Centre Management office
- Fire- fighting equipment
- Location of Emergency Exits
- Employee parking and loading docks