



National Film & Sound Archive

Contractor Protocols

Version 13 – January 2022



Policy No:	2019/12	Subject:	Contractor Protocols
Date of Issue:	15/1/22	Date of Effect:	15/1/22
Approved by:	NFSA CEO		
Staff Affected:	All Contractors and NFSA Staff		
Contact Officer:	Manager, Property & Security		
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Review Date:	15 January 2024		

Policy Control Sheet

CHANGE HISTORY

Version	Date	Amendment	Author
1	Nov 2003	Original	Sr Manager, Facilities
2-5	Oct 04, May 05, Oct 07 & Jul 08	Various organisation and team name changes	Sr Manager, Facilities
6-7	May 2011 & July 2011	Forms revised and standardised wording for all sites	Manager, Facilities
8	Jan 2012	Introduction of new WHS legislation	Manager, Facilities
9-10	Jan 2012 & Jan 2013	Contractor Acknowledgement form revised. Food/drink prohibition added	Manager, Facilities
11	June 2019	Major re-write merging separate site protocols into single document. Additions/revisions to heritage, security, emergency procedures, high risk work, permits and asbestos management.	Manager, Property & Security
12	Feb 2020	Changed Sydney Office address and associated emergency evacuation map.	Manager, Property & Security
13	Jan 2022	Added COVID-19 requirements and inserted reference to Heritage Management Plan	Manager, Property & Security

CONSULTATION

Version	Date	Group/s
11	4/6/18	Property & Security Team, WHS Committee, Security Committee, Sydney, Melbourne & Mitchell Office Managers, Senior Manager Collection Stewardship, Senior Manager Procurement and Legal, Manager Programs and Visitor Experience, Engagement Coordinator, Creative Producer & Technical Coordinator, Manager ICT Operations, Corporate Events & Publicity Officer

APPROVAL

Title: Chief Executive Officer

Name: Patrick McIntyre

Signature:



Date: 25/01/2022

NFSA Policy documents are managed by the Governance Section. Please submit all requests for changes to the Governance Section and owner of the policy, Changes will be issued only as a complete replacement document. Recipients should remove superseded versions from circulation.

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1. Definitions

Contractor	Any person(s), other than employees of the National Film & Sound Archive (NFSA), who perform work for the NFSA under a contract or other agreement for the provision of goods or services .
Contract Supervisor	NFSA staff member nominated for managing the Contractor while on site. The Contract Supervisor is responsible for: <ul style="list-style-type: none"> • providing the Contractor with these protocols and ensuring all insurances and security requirements are sighted with copies provided to Property & Security Team before the contractor commences work on site; • arranging general access for Contractors; • conducting inductions training at the site; • communicating with relevant NFSA staff when the work may impact the health and safety of staff or visitors; and • giving instructions in relation to the specific task they are undertaking.

2. NFSA buildings and offices covered by these Protocols

Acton HQ	McCoy Circuit, Acton ACT 2601 (includes Residence cottage & surrounds)
Sydney	Level 5, Building B, 33-35 Saunders St, Pyrmont NSW 2009
Melbourne	Level 4, 2 Kavanagh St, Southbank VIC 3006
Mitchell Annex (MA)	10-12 Baillieu Court, Mitchell ACT 2911
Mitchell 1 (M1)	6-8 Baillieu Court, Mitchell ACT 2911
Mitchell 2 (M2)	Unit 6, 160 Lysaght St, Mitchell ACT 2911
Mitchell 4 (M4)	Unit 5, 23 Essington St, Mitchell ACT 2911
Mitchell 5 (M5)	18-20 Baillieu Court, Mitchell ACT 2911
Mitchell Nitrate (MN)	16 Vicars St, Mitchell ACT 2911

3. NFSA Contacts

Property & Security Team

Phone: (02) 6248 2020

Mobile: 0417 263 623

Email: facilities.services@nfsa.gov.au

Mitchell Liaison Officer

For all Mitchell-based work, Contractors must first sign in at the MA Office

10-12 Baillieu Court, Mitchell ACT 2911

Phone: (02) 6248 2193

Mobile: 0409 072 177

Sydney Office

Level 5, Building B, 33-35 Saunders St, Pyrmont NSW 2009

Phone: (02) 8202 0100

Melbourne Office

Level 4, 2 Kavanagh St, Southbank VIC 3006

Phone: (03) 8638 1504

4. Introduction

- 4.1. The National Film and Sound Archive (NFSA) is committed to providing and maintaining a safe and healthy environment for staff, visitors and Contractors. This commitment is in accordance with the provisions of the Commonwealth *Work Health and Safety Act 2011* and *Work Health and Safety Regulations 2011*. This document sets out the conditions which Contractors must adhere to whilst on NFSA premises.
- 4.2. In most cases it will be Property & Security staff who initiate and manage works undertaken by Contractors on NFSA sites. However, there are situations where NFSA staff engage a Contractor to undertake work in their own work areas. In such cases NFSA staff are required to manage the Contractor and act as the designated Contract Supervisor. In ALL cases where Contractors are likely to work on the following systems the Property & Security Team MUST be consulted regarding the nature and reason for the works and must give approval for the works to proceed:
- Building structure (including walls, floors, windows, gutters, downpipes, facades, foundations, ceilings and roof)
 - Garden and landscaping including irrigation systems, car parks and driveways
 - Utilities (gas electricity, sewerage and water)
 - Mechanical & electrical systems including lighting
 - Air-conditioning, heating and ventilation systems
 - Fire safety systems
 - Security systems
 - Lifts
 - Plumbing
 - Cabling, wiring, ducts and conduits
- 4.3. If the Contractor is likely to work on the data or phone systems, the Property & Security Team and/or Contract Supervisor must consult with the NFSA ICT Team regarding the nature and reason for the works and the ICT Team must give approval for the works to proceed.
- 4.4. Failure to adhere to these Contractor Protocols may lead to a review of the Contractor's right of access to all NFSA premises. If these Contractor Protocols have been annexed to a purchase order, contract or specification and there are inconsistencies between the documents then the terms of the purchase order, contract or specification shall prevail.
- 4.5. If you have any queries with this document, please contact the Property & Security Team:
- Email: facilities.services@nfsa.gov.au
 Phone: (02) 6248 2020
 Facilities Emergency / On Call Duty Officer: 0417 263 623
- 4.6. The Contractor must complete the "Acknowledgment of Contractor Protocols" form at Attachment A and return the signed document along with proof of insurances to the Property & Security Team or NFSA Contract Supervisor before commencing work. NFSA shall retain a copy of this information for at least 7 years.
- 4.7. It is the responsibility of the Contractor to fully understand and comply with this document.
- 4.8. The Contractor is responsible for ensuring that any sub-contractors on NFSA premises are also aware of and abide by these Contractor Protocols. Subcontractors must also complete the "Acknowledgment of Contractor Protocols" form at Attachment A and return the signed document along with proof of insurances to the Property & Security Team or NFSA Contract Supervisor before commencing work.

- 4.9. A Contractor engaged by a landlord (MA, M2, M4, M5, Melbourne and Sydney) and working within NFSA premises is required to abide by these Contractor Protocols and must also complete the “Acknowledgment of Contractor Protocols” form at Attachment A and return the signed document along with proof of insurances to the Property & Security Team or NFSA Contract Supervisor before commencing work.
- 4.10. The NFSA vigorously enforces these Contractor Protocols for the following reasons:
- the NFSA takes seriously its responsibility to protect visitors, staff and Contractors from injury caused by poor work practices;
 - a major part of the Acton Headquarters is open to the public and delivers important presentation, display and other visitor services;
 - a significant proportion of the facilities are dedicated to sensitive conservation, preservation and audio visual preservation work;
 - the facilities house irreplaceable archival material, environmentally controlled vaults and expensive equipment and instrumentation;
 - the facilities have high value finishes and sophisticated plant;
 - the Acton Headquarter and Residence are heritage listed and have special heritage values; and
 - the facilities are secure sites.

5. Protection of the NFSA Collection

- 5.1. The NFSA is Australia's 'living' audio visual archive – the custodian of over 2.8 million items that are collected, preserved and shared in many diverse ways.
- 5.2. Protection of the national audio visual collection is crucial where any work is undertaken at the NFSA. Collection items are irreplaceable and many items have considerable value. The NFSA displays and stores the collection items under strict environmental, temperature, humidity, and security guidelines. These guidelines must be strictly adhered to.
- 5.3. The NFSA is the sole arbiter on what actions may or may not be carried out; and what, if any, conditions may apply to work required to be undertaken.
- 5.4. An outline and schedule of work proposed in an area where collection items are present, or which could cause damage to a collection item, or adversely affect the health of staff, contractors or visitors, or effect the temperature and humidity of the NFSA must be submitted to the Property & Security Team or relevant NFSA Contract Supervisor for consideration and approval. All collection items within a work area will then be removed by the NFSA to safe storage. Collection items, which cannot be removed, will then be protected by the NFSA.
- 5.5. Collection items must not be touched or moved by Contractors. If an item needs to be moved, Contractors should alert their Contract Supervisor who will become responsible for coordinating the movement of the item. Contractors should only access an area where collection items are stored if access to that area is required for the completion of their assigned task.

6. Heritage

- 6.1. The Acton Headquarters original 1930s building and the adjacent residence cottage are heritage listed buildings. The NFSA has a Heritage Management Plan for the long-term protection and conservation of the site that fulfils the requirements of the *Environmental Protection and Biodiversity Conservation Act 1999*. The plan may be downloaded from the NFSA website: <https://www.nfsa.gov.au/collection/curated/nfsa-heritage-management-plan-2021-2026>
- 6.2. The Heritage Management Plan sets out the constraints associated with operating and maintaining the buildings. No works may be undertaken on or adjacent to heritage listed areas without prior consultation and approval from the Property & Security team.

7. Security Requirements

- 7.1. Unless arranged in advance with the Property & Security Team, all Contractors must sign in and out each time they work on NFSA premises. Contractors will then be issued with an access pass. The Property & Security Team is responsible for the issuing and management of security access cards. Contractors may be required to produce a photo ID (e.g.: Drivers Licence) before being issued a pass.
- 7.2. NFSA issued passes must be clearly worn at all times while within NFSA premises.
- 7.3. In certain circumstances a Contractor may also be required to have a working with vulnerable people certification, undergo a police check or an Australian Government Security Vetting Agency (AGSVA) security clearance prior to being issued with a security access card or allowed to commence work.
- 7.4. The Contract Supervisor is responsible for escorting the Contractor to the works area and introducing them to NFSA staff in the relevant area of the works. Due to the presence of some sensitive and secure areas within NFSA premises, Contractors may be required to remain under escort by NFSA staff whilst in certain areas.
- 7.5. Any Contractors not meeting NFSA security requirements may be refused access to the premises.

Hours of Operation and After-Hours Access

- 7.6. NFSA hours of operation for Contractor access are:
 - Acton and Mitchell sites: 8am – 5pm Monday to Friday (excluding public holidays).
 - Sydney and Melbourne sites: 9am – 5pm Monday to Friday (excluding public holidays).

Access outside these hours is deemed “after-hours”. Requests for after-hours access must be submitted to the Property and Security team at least two working days in advance.

8. Insurance Requirements

- 8.1. Prior to commencing work on site, the Contractor must provide evidence (certificates of coverage) to the Contract Supervisor that they have appropriate insurances as stipulated in the relevant contract or purchase order. Copies of these certificates will be kept on file by NFSA.
- 8.2. In the absence of any insurances being stipulated, the minimum insurances required to be held by the Contractor are:
 - 8.2.1. Workers Compensation cover for all employees in accordance with the requirements of the relevant jurisdiction.
 - 8.2.2. Public Liability cover to the value of at least \$10 million per claim.
 - 8.2.3. Contractor's All Risk cover to the value of at least \$10 million per claim.

9. Site Induction

- 9.1. All Contractors must complete a site induction for each site at which they will be working. The Contract Supervisor is responsible for managing the site induction process. The site induction should cover but is not limited to:
 - discussion regarding requirements of these Contractor Protocols;
 - introduction to key NFSA staff;

- the specifics of the work the contractor is undertaking;
 - emergency procedures;
 - security requirements;
 - any special considerations in terms of protecting Collection items that might be in the immediate work area;
 - how the works might affect other parts of the building and arrangements required to be put in place to prevent or mitigate any disturbance;
 - instruction on any special equipment or plant on site; and
 - any special site safety / care arrangements that may need to be put in place for the specific project.
- This includes undertaking a risk assessment to identify, assess and control workplace hazards and using a hierarchy of controls to minimise or eliminate exposures to hazards.



Figure 1. The risk management process

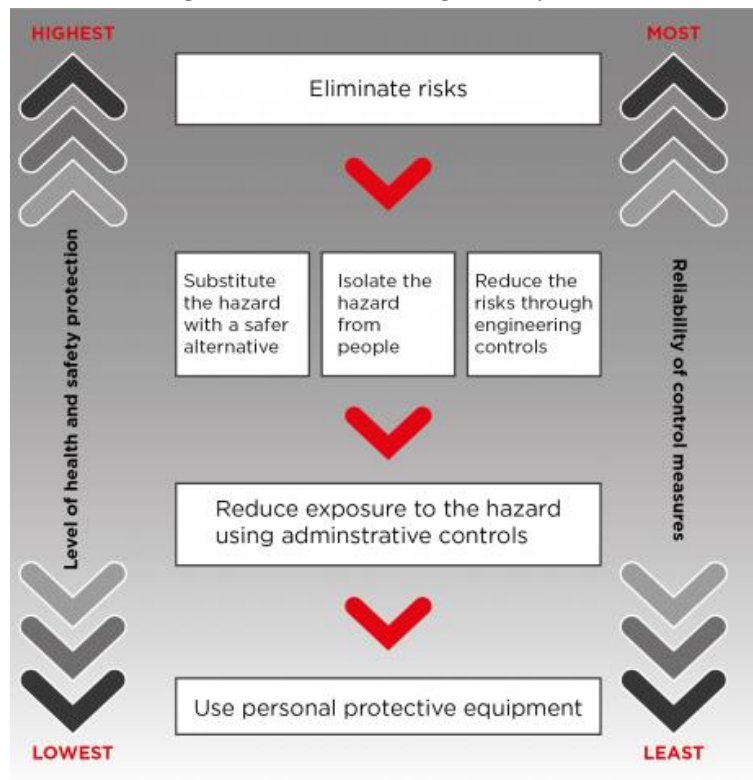


Figure 2. The hierarchy of control measures

10. Emergency Procedures

Fire Safety/Evacuation

- 10.1. The NFSA maintains a roster of trained emergency wardens for its premises. If an evacuation of a NFSA building is required or a fire related emergency occurs, Contractors undertaking work within the building must obey the directions and instructions of the NFSA's emergency wardens. In an emergency, wardens are recognisable by the red or white hats they each wear.
- 10.2. Upon hearing an evacuation tone, please evacuate the building immediately via the nearest, safe designated exit even if there is no evidence of fire / smoke and proceed directly to the assembly area. Under no circumstances are the lifts to be used in an alarm situation. Do not attempt to move vehicles parked in the car park. Remain at the assembly area and do not attempt to re-enter the building until the Chief Warden gives permission to do so.
- 10.3. If Contractors believe their work may have contributed to the activation of an alarm they must contact the NFSA Duty Officer on 0417 263 623 immediately.

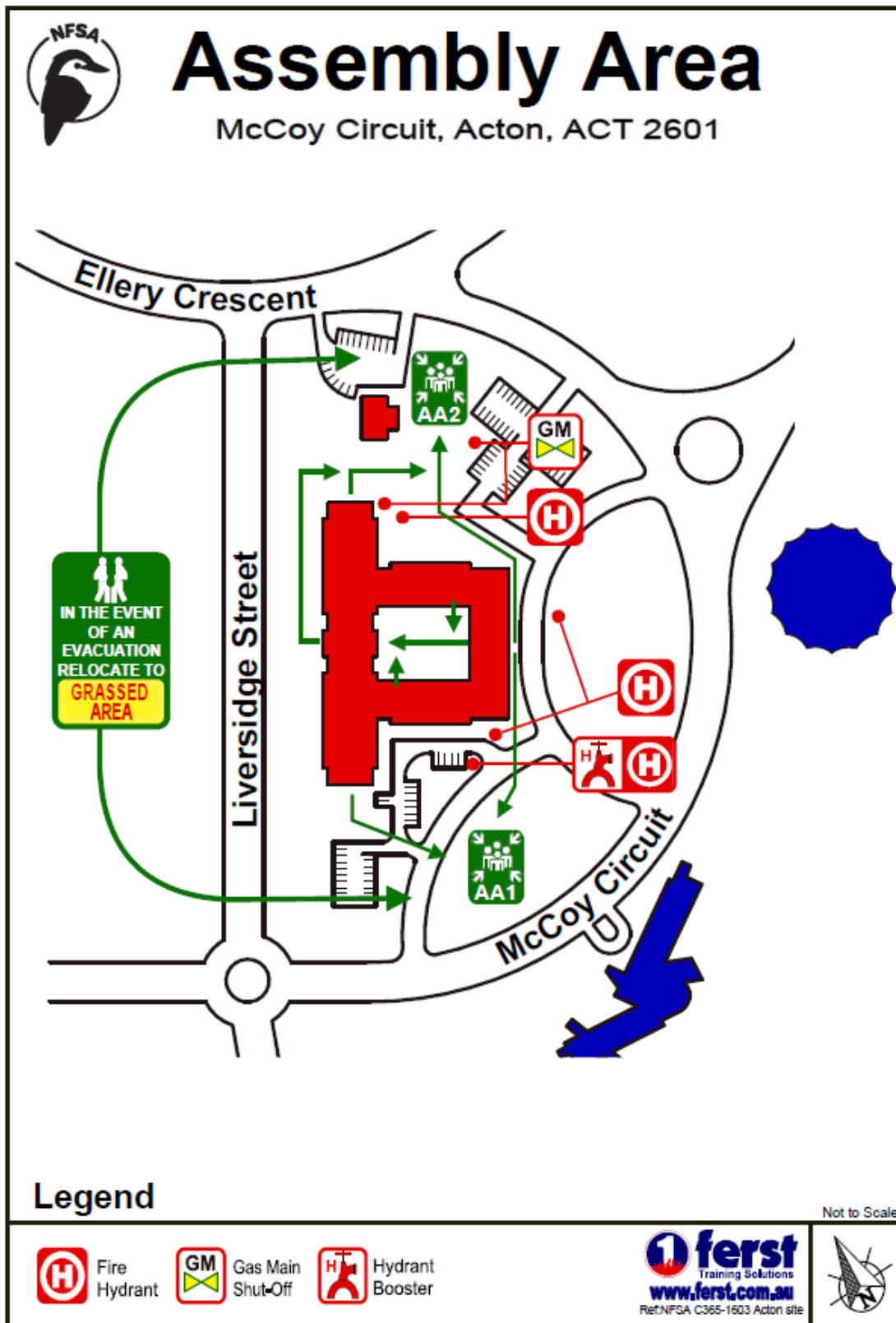
Building Specific Alert and Evacuation Tones

Building	Alert Tone	Evacuation Tone
Acton HQ	Beep Beep	Whoop Whoop
Sydney	Beep Beep	Whoop Whoop
Melbourne	Beep Beep	Whoop Whoop
Mitchell Annex (MA)	Evacuate on "Beep Beep"	
Mitchell 1 (M1)	Evacuate on "Beep Beep" (Un-staffed storage site)	
Mitchell 2 (M2)	Evacuate on "Beep Beep" (Un-staffed storage site)	
Mitchell 4 (M4)	Evacuate on "Beep Beep" (Un-staffed storage site)	
Mitchell 5 (M5)	Evacuate on "Beep Beep" (Un-staffed storage site)	
Mitchell Nitrate (MN)	Evacuate on bell ring (Un-staffed storage site)	

Mitchell Premises Evacuation Assembly Areas



Acton Evacuation Assembly Areas



Sydney Evacuation Assembly Area

EVACUATION ASSEMBLY AREAS, 33 – 35 SAUNDERS STREET PYRMONT.



Melbourne Evacuation Assembly Area



11. First-Aid and Emergency Response

- Ring 000 for urgent medical assistance.
- For emergencies contact **Property & Security On Call Officer on 0417 263 623**
- Contractors are responsible for the provision of their own first aid equipment and treatment of minor cuts and abrasions. If a first-aid officer is required, contact the Property & Security Team.

12. General Work Site Practices

Planning and Notification

- 12.1. All works shall be undertaken with minimum practical disturbance to building occupants or the normal operational requirements of the premises. Any work likely to significantly impact on the operation of a facility or the amenity of staff, shall be coordinated with the Contract Supervisor and fully planned, in advance of execution.
- 12.2. Notify the Contract Supervisor of all aspects of works that are not routine or have significant inherent risks. Conform to all operational requirements and limitations imposed by the Contract Supervisor. Cordon-off any hazardous areas from access by NFSA staff and/or visitors.

General Work Practices to be Observed

- 12.3. The following is to be observed at all times:
 - 12.3.1. NFSA staff and visitors have right of way.
 - 12.3.2. NFSA staff and visitors are to be treated with courtesy at all times.
 - 12.3.3. Walkways are to be kept clear at all times.
 - 12.3.4. The NFSA utilises an electronic access control system. Contractors must not wedge open secure doors or fire doors unless prior approval has been obtained from the Property & Security Team.
 - 12.3.5. If NFSA staff indicates concern over Contractor work site practices, the issue must immediately be brought to the attention of the Contract Supervisor or the Property & Security Team.

Public Spaces at Acton Headquarters

- 12.4. The Acton Headquarters is open to the public 7 days a week, 10am - 4pm. People come to attend film screenings in the Arc Cinema, participate in education programs with their school and to visit the exhibitions on display. Weekends and school holidays are the busiest times and many events and film screenings are also programmed for evening events, especially on Friday and Saturday nights.

Bringing materials onto the Acton HQ site

- 12.5. Unless other arrangements are made with the Property & Security Team all equipment and materials should be delivered and removed via the loading dock or the goods hoist located at the southern end of the Annex building.
- 12.6. Unless prior approval has been given by the Property & Security Team, no materials are to be brought through either major public entry points - on McCoy Circuit or Liversidge Street.

Food and drink

- 12.7. Food and drink should only be consumed in the designated kitchen/dining areas, as identified by the Contract Supervisor. Food and drink are strictly prohibited from being brought into any collection storage areas. Please note this prohibition includes many office areas where collection items are being handled.

Harassment

- 12.8. The NFSA is committed to maintaining an environment that is free from any form of discrimination, harassment or bullying. Contractors must conduct themselves in a professional and respectful manner. Use of bad or disrespectful language is not acceptable and may result in the Contractor not being granted further access to the building.

Children

- 12.9. Children usually do not know how to behave around a work site. Both the NFSA and the Contractor have a responsibility to keep children safe during their visit. Contractors must be mindful of their actions and behaviours, and report anything out of place to the Contract Supervisor.

Fitness for work - alcohol, drugs, fatigue and illness

- 12.10. No person shall be permitted to work on site while their ability or alertness is impaired by fatigue, illness, medication, alcohol or other drugs that might subject them or others to the risk of injury or harm.

Smoking

- 12.11. Smoking is prohibited within all NFSA premises and within a radius of 4m from all buildings. In the case of the Acton Headquarters, smoking is also prohibited in the grounds (including car parks) with the exception of the designated smoking area which is the outdoor table and chairs located on the north side of the building between the Executive/GM parking and the Residence cottage staff parking.

Dress Code

- 12.12. Appropriate safe and non-offensive attire is to be worn by Contractors at all times.

Parking

12.13. Acton HQ

There are limited contractor parking spaces at the south end of the HQ building that are designated as either Contractor or Loading Zone spaces. Other than these spaces, there are no dedicated parking spaces for contractors within the grounds. Contractors are advised that parking areas are gazetted with the ACT Government and that normal ACT Government rules and regulations for parking apply. The site is regularly inspected by ACT Parking Inspectors and illegal parking will incur the issue of an infringement notice.

Parking or driving across footpaths and grassed or landscaped areas is prohibited. In instances where the nature of work make it essential to locate a vehicle on landscaped areas, the Contractor shall seek prior approval from the Property & Security Team. The Property & Security Team shall advise the Contract Supervisor or Contractor of the approved pathway and location for parking.

12.14. Mitchell

There is ample street parking at most Mitchell sites. Parking is also available on site at the Mitchell Nitrate Vaults. For Contractors undertaking significant works or moving equipment at the Mitchell Annex and Mitchell 1 sites, parking can be arranged at the rear of the buildings. Please liaise directly with Mitchell Liaison Officer if this is required.

12.15. Sydney and Melbourne

No dedicated Contractor parking is available on site. There are on and off-street paid parking options in the surrounding areas.

Use of Building Lifts and Hoists

- 12.16. Trade materials and tools are permitted to be transported in lifts nominated by the Property & Security Team. The Contractor is responsible for ensuring that the lifts are not damaged and are left in a clean and tidy state after use (protective padding is available for the lifts through the Property & Security Team).
- 12.17. Lifts are not to be isolated (i.e. shut off) without the approval of the Property & Security Team.

Barricades and Fencing

- 12.18. Isolation of all works is imperative to ensure the safety of staff and visitors. Contractors must supply and erect any necessary barricades and fencing including signage appropriate to the work being undertaken or as directed by the Contract Supervisor. Particular care must be taken to check and secure the barricades and fences whenever Contractors leave the work area. If in doubt as to the adequacy or workplace safety measures, protection of staff, visitors or NFSA property, the Contractor or Contract Supervisor must liaise with the Property & Security Team.

Permit to Dig

- 12.19. The Contractor must obtain permission from the Property & Security team before any digging that exceeds a depth of 150mm occurs.

Noise Management including Radios, Drilling and Concrete Coring

- 12.20. Use of radios, music players, impact drills, power saws and other noisy equipment must be discussed with and approved by the Property & Security Team and the Contract Supervisor prior to commencing work. Restrictions on the use of such equipment may be imposed limiting operation of such tools to after hours (e.g.: Prior to 9am or after 5pm).
- 12.21. Except by prior arrangement with the Property & Security Team, no percussion drilling, concrete coring or like work is to be undertaken between 10am and 4pm daily within the Acton Headquarters.

Cleaning

- 12.22. The Contractor shall maintain a clean site throughout the contract period and ensure that the site is cleared of all rubbish, refuse and completed materials at the end of each day.
- 12.23. Drilling or other high dust generating activities is to be carried out using equipment fitted with an appropriate dust extraction system, to ensure all dust is captured and not released into the air. The NFSA will not provide vacuum cleaners.
- 12.24. On completion of the contracted works, the Contractor is required to clean and clear away from the site all debris, rubbish, surplus building materials, etc. to the satisfaction of the Contract Supervisor and to leave the site in a condition suitable for occupation. Should the NFSA need to arrange additional cleaning to satisfy the requirements of this clause, the Contractor will be invoiced for this work.

Rubbish Removal and Trade Waste

- 12.25. The removal of building produce and unused materials (including equipment) will be carried out daily and supervised, where necessary, by the Contract Supervisor or nominated staff.
- 12.26. The Contractor is responsible for the removal of all trade waste, paint and chemicals and must observe all statutory requirements that may apply (eg: PCB's for light fittings). The Contractor is not to clean tools in sinks, toilets or drains in the NFSA buildings or grounds. In the case of the

NFSA Melbourne site, this include a prohibition not to clean tools in sinks, toilets or drains in the Australian Ballet Centre buildings or grounds.

Access to staff amenities

- 12.27. The NFSA will make accessible to the Contractor, single phase power, toilets, showers and a staff kitchens and lunch-rooms.

13. Equipment, Materials & Storage

- 13.1. The Contractor must ensure that their equipment is adequately guarded, protected, approved and serviced on a regular basis so as to maintain the highest safety protection to the Contractor's personnel, the staff of the NFSA and the public.
- 13.2. Any Contractor equipment brought on-site must be kept out of foyer spaces, walkways and stairs. If it is necessary to leave equipment in other areas especially if associated with building works, the equipment should be roped off and the area clearly marked and/or sign posted.

Electrical equipment tag and testing

- 13.3. All electrical equipment brought into the NFSA for use by the Contractor must have affixed to it a tag showing that the electrical lead has been properly tested and tagged in accordance with Australian Standards. Equipment that does not display a current tag will not be permitted to be used. The NFSA does not provide a 'test and tag' service for Contractors.

Chemicals

- 13.4. Before any product, for which a Safety Data Sheet (SDS) exists, is used on NFSA premises a copy of that SDS is to be forwarded to the Contract Supervisor. The Contract Supervisor will arrange for an assessment to be made of the SDS and advise if approval for use of the product is granted prior to the commencement of work. The NFSA reserves the right to request a SDS for any product if the material is unknown to the NFSA.
- 13.5. The SDS may be referred to the NFSA's Conservation Services team to determine the appropriateness of the material for use within the NFSA, and/or the safety measures to be implemented for their use. This assessment is made to ensure there is no adverse effect on staff, collection material or the environment.

Hazardous materials

- 13.6. Any hazardous or potentially dangerous materials should be held securely and in compliance with appropriate Australian standards. No dangerous or hazardous chemicals should be brought on site unless prior approval is given by the Property & Security Team, a Safe Work Method Statement (SWMS) has been agreed to and a Safety Data Sheet (SDS) has been provided.
- 13.7. Unless prior alternative arrangements are made, storage of toxic or hazardous materials is to remain offsite.

14. Make Good

- 14.1. The Contractor shall ensure that all installed equipment and finished surfaces are protected against damage by dust, dirt, impact, shock or other cause.
- 14.2. Any and all damage caused by the Contractor or their employees to NFSA equipment, collection items, furniture, fittings, personal belongings of any staff member or the building is to be immediately advised to the Property & Security Team. All damage caused by the Contractor (or their employees) must be fully compensated for by the Contractor.

15. Quality of Work

- 15.1. All work is to be undertaken as per the job specifications (e.g.: written specifications, quotations or similar contractual arrangement) to industry standards. Upon completion of the works, the Contractor will undertake an inspection of the works. The Contractor at the Contractor's expense will redo any works not completed to the NFSA's satisfaction.

16. High Risk Work Licence

- 16.1. A high risk work licence is required if working in a variety of hazardous environments and for operation of certain types of heavy or hazardous equipment. Work classified as high risk work is divided into the following five categories:

- Scaffolding work;
- Dogging and rigging work;
- Crane and hoist operation;
- Forklift operation; and
- Pressure equipment operation.

A Contractor must not carry out a class of high-risk work unless the person holds a high risk work licence for that class of work; or is in the course of training towards a certification in order to be licensed to carry out the high risk work under the supervision of a person who is licensed to carry out the high risk work.

- 16.2. Contractors are required to show proof of licence before commencing high-risk work. NFSA shall retain a copy of this information for at least 1 year after the high risk work is carried out in its electronic records management system.

17. Electrical Safety and Licensing

- 17.1. Electrical work at the NFSA will only be carried out by persons holding a current electrical trade licence. A copy of electrical licences of all persons performing electrical work at the NFSA will be retained by the Property and Security team as evidence of qualifications/authority to perform electrical work.
- 17.2. All electrical work shall be performed in accordance with statutory requirements for electrical work.

18. Interruption or Isolation of Services

- 18.1. To ensure minimal impact on stakeholder groups, the Contractor and Contract Supervisor are required to confirm that service isolations for services such as electricity, water, gas, telephone or data have been arranged with and approved by the Property and Security team and that individuals or areas affected have been advised within three (3) working days of intended works. The 3 day noticed may be waived for emergency situations (e.g. water shut off to address a burst pipe or toilet issue)
- 18.2. Information regarding the service isolation should be provided to the Contract Supervisor and the Property and Security team describing the nature of the work to be done, the time and the expected duration of the shutdown. All interruptions shall be kept to an absolute minimum and only at such times as has been agreed by the Contract Supervisor and the Property and Security team.
- 18.3. Should services be shut down accidentally, the Contractor must advise the Contract Supervisor and Property & Security Team immediately.

19. Isolation of Fire Detection Systems

- 19.1. The Property & Security Team requires at least one working days' notice from the Contractor with regard to any smoke, dust or heat generating works that will require the isolation of the VESDA or smoke detector units. A pro-forma is available from the Property & Security Team for Contractors to complete to identify their fire alarm isolation requirements.
- 19.2. All fire system isolations are required to be identified and labelled at the Fire Indicator Panel.
- 19.3. Contractors must advise the Property & Security Team when the need for the fire isolation is complete. Further information on fire isolations should be sought from the Property & Security Team.
- 19.4. No welding or other heat or dust producing work is to be carried out in any internal area before the fire alarm detectors are isolated.
- 19.5. Failure to comply with this requirement may result in a false alarm calling out the fire brigade/emergency services, the cost of which will be invoiced to the Contractor.

20. Workplace Health & Safety

- 20.1. The Contractor must ensure that:
 - their staff understand and adhere to, all relevant workplace health and safety legislation;
 - they employ safe work practices while in any NFSA premises. Any unsafe work practices witnessed by representatives of the NFSA will result in a notice being issued to the Contractor to desist immediately until safety concerns are rectified to the NFSA's satisfaction;
 - their personnel comply with all other safety procedures, directions and requirements which apply to NFSA buildings;
 - personnel are adequately trained and instructed in the safe and correct usage, handling and operation of materials and equipment relevant to the task;
 - their staff have the appropriate licences and qualifications relevant to the tasks they are performing.
- 20.2. The Contractor must ensure that their equipment is adequately guarded, protected, approved and serviced on a regular basis so as to maintain the highest safety protection to the Contractor's personnel, NFSA staff and visitors.

COVID-19

- 20.3. The Contractor must comply with all state, territory and federal COVID regulations. The Contractor must also follow any other COVID-19 related directions/instructions issued by NFSA which may include, but is not limited to:
 - Use of face masks
 - Physical distancing and density limits
 - Hand sanitising and general hygiene etiquette
 - Check-In codes
 - Site access limits
- 20.4. To minimise the risk of NFSA staff, Contractors and visitors being exposed to COVID-19, the following rules will apply:
 - If a Contractor is unwell for any reason, then they must not attend site.

- If a Contractor has been identified as a close/household contact of a COVID-19 positive person, they must not attend site and follow State/Territory testing and quarantine requirements.
 - If a Contractor has contracted COVID-19 they must not return to the site and will be required to produce evidence of State/Territory clearance to leave quarantine prior to returning to site.
- 20.5. If a Contractor has tested positive with COVID-19 and has been on site during the period in which they may have been infectious, the Contractor must immediately notify the NFSA Contract Supervisor who will in turn report to the NFSA Property & Security team.

21. Reporting Incidents, Accidents, Hazards & Near Misses

- 21.1. It is mandatory for all accidents, near misses and hazards to be reported to the NFSA Contract Supervisor. In event of an accident or dangerous incident, avoid unnecessary disturbance of the accident scene beyond that necessary to ensure safety or provide aid or rescue. Any such event shall be reported immediately to the Contract Supervisor. This must be followed up with a full written report detailing the incident, actions taken and recommendations to avoid a re-occurrence. Contractors may use their own documentation to manage the reporting of incidents however an authorised employee of the NFSA will be required to log the details of the incident in the NFSA incident reporting system. The written incident report must be completed within 24 hours and given to the Contract Supervisor.
- 21.2. An investigation will be conducted by a NFSA Health and Safety Representative (HSR) into every accident, hazard or near miss reported in order to minimise accidents and hazards. The Contractor will be bound by the findings of the HSR and consequent preventative procedures.
- 21.3. Further information about incident notification is available in the Safe Work Australia fact sheet <https://www.safeworkaustralia.gov.au/doc/incident-notification-fact-sheet>

Non-Compliance

- 21.4. The NFSA takes its responsibilities in relation to WHS seriously and expects all Contractors to maintain a similar attitude towards their WHS obligations. Compliance checks may be undertaken by the NFSA Contract Supervisor responsible for the engagement to work, however the Contractor should also be aware that their actions may be viewed by other members of staff or the public. Reports of non-compliance with WHS obligations will be investigated and, depending on the nature of non-compliance or if there is repeated non-compliance activity, the contract may be terminated and/or the Contractor's staff may be asked to leave the premises pending the result of an investigation.

22. Safe Work Method Statements (SWMS)

- 22.1. Work Health and Safety legislation requires a person conducting a business or undertaking to prepare a safe work method statement (SWMS) before any high risk construction work commences. High risk construction work means construction work that:
- involves a risk of a person falling more than 2 metres; or,
 - is carried out on a telecommunication tower; or,
 - involves demolition of an element of a structure that is load bearing or otherwise related to the physical integrity of the structure; or,
 - involves, or is likely to involve, the disturbance of asbestos; or,
 - involves structural alterations or repairs that require temporary support to prevent collapse; or,
 - is carried out in or near a confined space; or,
 - is carried out in or near:
 - a shaft or trench with an excavated depth greater than 1.5 metres; or,
 - a tunnel; or,

- involves the use of explosives; or,
- is carried out on or near pressurised gas distribution mains or piping; or,
- is carried out on or near chemical, fuel or refrigerant lines; or,
- is carried out on or near energised electrical installations or services; or,
- is carried out in an area that may have a contaminated or flammable atmosphere; or,
- involves tilt up or precast concrete; or,
- is carried out on, in or adjacent to a road, railway, shipping lane or other traffic corridor that is in use by traffic other than pedestrians; or,
- is carried out in an area at a workplace in which there is any movement of powered mobile plant; or,
- is carried out in an area in which there are artificial extremes of temperature; or,
- is carried out in or near water or other liquid that involves a risk of drowning; or,
- involves diving work.

22.2. The Contractor must provide SWMS to the Contractor Supervisor for review and approval prior to commencement of any high-risk construction work. NFSA shall retain a copy of this information for at least 1 year after the high-risk work is completed.

What information must be included in a SWMS?

22.3. When preparing a SWMS the circumstances at the workplace that may affect the way in which the high risk construction work is carried out must be taken into account. A SWMS must:

- identify the work that is high risk construction work;
- specify hazards relating to the high-risk construction work and the risks to health and safety;
- describe the measures to be implemented to control the risks; and,
- describe how the control measures are to be implemented, monitored and reviewed.

A SWMS should also include:

- the Contractor's name, address and ABN;
- details of the person(s) responsible for ensuring implementation, monitoring and compliance with the SWMS;
- the review date (if any); and,
- the date the SWMS was prepared and the date it was provided to the NFSA.

Work of a minor nature

22.4. A SWMS is not required for work of a minor nature however this work may still be hazardous and must be carried out in full compliance with all applicable provisions of work health and safety legislation.

23. Hot Work Permits

23.1. Hot Work are tasks that have the potential to generate heat, flames, sparks or any other activity that involves an open flame. Examples include but are not limited to:

- Welding
- Burning
- Flame cutting
- Brazing
- Plasma cutting
- Grinding

- Metal spraying

- 23.2. The Contractor shall not perform any Hot Work unless a Hot Work Permit is obtained from the Property & Security team.
- 23.3. All Hot Work to be undertaken shall conform to the Australian Standards AS1674 - *Fire Precautions in Cutting, Heating and Welding Operations*.
- 23.4. Contractors who are required to undertake Hot Work must abide by the NFSA Hot Work Policy. A copy of the policy can be obtained by contacting the Property & Security team.

24. Working at Heights

- 24.1. The Contractor will ensure, so far as is reasonably practicable, that any work involving the risk of a fall by a person from one level to another is carried out on the ground or on a solid construction. When unable to eliminate the exposure to the risk of falls, the Contractor will minimise the risk of falls by ensuring adequate protection is in place and that all personnel are trained in the safe work procedure applicable.
- 24.2. For all work at a height of 2 metres or greater (measured from the feet) the Contractor must undertake a documented risk management approach. This includes providing a Safe Work Method Statement to the Property and Security team for approval prior to commencement work. Further information is contained in NFSA's Working at Heights policy.

Ladders

- 24.3. Contractors should consider whether an elevating work platform or scaffolding would be safer and more efficient than the use of a ladder. They should ensure, so far as practicable, that ladders are primarily used as a means of access and not as a working base. Contractors should consider minimising the use of ladders, due to the higher risk of falls from ladders.
- 24.4. Ladders 1.8 metres or taller must have a load rating of at least 120 kg and be manufactured for industrial use. The manufacturer's recommendations on safe use are to be followed.

Working on roof

- 24.5. Working on roofs has been identified as a high risk activity. A permit is required from the Property and Security team to undertake work on the roof of any NFSA premises with the exception of the following areas:
- Acton HQ heritage roof (McCoy Circuit, Acton) that is bounded by a minimum 1 metre parapet
 - M1 (6-8 Baillieu Court, Mitchell) roof installed walkways
- While a permit is not required for access to these areas, anyone accessing these roof areas must contact the Property & Security team, sign the roof access log and carry a means of communication (mobile phone or two-way radio).
- 24.6. The Acton HQ roof that is not bound by parapets has a fall restraint system installed. Other areas have fixed ladders and walkways installed. All work carried out on the roof between the stainless steel horizontal lifeline system and the edge of the roof will require the person to wear a full body harness and associated attachments, be trained to use such a system and provide evidence of this training.
- 24.7. No routine roof maintenance work will be carried out during adverse weather conditions (e.g. high winds, wet, frost cover).

- 24.8. Fall prevention or fall arrest controls must be used when working within 2 metres of a roof edge which has no perimeter protection.
- 24.9. All footwear used while working on roofs must have a non-slip tread pattern.
- 24.10. Further details on safe work on roof is available in the Safe Work Australia Safe Work on Roofs information sheet <https://www.safeworkaustralia.gov.au/doc/safe-work-roofs-information-sheet> and the Model Code of Practice Managing the Risk of Falls at Workplaces.

<https://www.safeworkaustralia.gov.au/doc/model-code-practice-managing-risk-falls-workplaces>

25. Confined Spaces

- 25.1. All works involving confined spaces must be conducted in accordance with Australian Standard AS 2865. Contractors who are required to work in confined spaces must abide by the NFSA Confined & Restricted Space Policy & Procedure. A copy of the policy can be obtained by contacting the Property & Security team.
- 25.2. A Confined Space Entry Permit must be completed prior to commencement of work. Full details of areas designated as confined spaces are held by the Property & Security team.

26. Asbestos Management

- 26.1. The NFSA has an Asbestos Register and management plan and can be obtained by contacting the Property & Security team. The Contract Supervisor will advise the Contractor about the location of any known asbestos at the worksite in relation to the works. The Contractor, if not informed, must seek the information from the Property & Security team.
- 26.2. The removal of asbestos and asbestos containing material (ACM) is not permitted unless it is undertaken by a licensed asbestos removalist. An exception is if the removal is incidental to minor routine maintenance work and minor work. Examples of minor routine maintenance work would include the following tasks, and like activities, relating to non-friable asbestos or ACM:
- Sealing, painting and coating for the purpose of maintaining the condition of the non-friable asbestos or non-friable ACM.
 - Cleaning leaf litter from gutters of asbestos cement roofs.
 - Removing and disposing of small, isolated pieces of ACM found at a premises.

The following activities, and any other like activities, would not be considered minor routine maintenance work:

- Disturbing loose fill asbestos insulation (for example in 'Mr Fluffy' homes).
- Cleaning a medium to large premises which has surfaces covered in asbestos contaminated dust (for example where clean-up will take at least 4 hours) - Class A licensed removalist required.
- Cleaning any ACM with high pressure air or water devices.

Minor work includes small tasks that are of short duration such as cutting a small hole or hand drilling up to a few holes in an asbestos cement sheet. It is not routine or regular such as planned maintenance. It is incidental work that can be done quickly and safely within minimal control measures required to ensure safety. Examples include cutting a small hole into an asbestos containing eave to install a cable, removal of an asbestos containing vinyl tile to install a plumbing fixture, or hand drilling a few holes into an asbestos cement sheet to attach a fitting.

The disturbance of asbestos or asbestos containing material (ACM) with regards to minor work will generally be the result of small incidental tasks wherein the sole focus of the activity is the installation,

reconfiguration or repair of a service unrelated to asbestos removal. This work relates to non-friable asbestos or ACM only.

Asbestos Awareness Training Requirements

- 26.3. For all work carried out in the ACT, the *Work Health and Safety Regulation 2011* requires the training of workers at risk of encountering asbestos. NFSA requires proof of training from Contractors who work in the occupations listed in the Minister's declaration of occupations. This includes but is not limited to electricians, plumbers, HVAC technicians, carpenters, handypersons, lift mechanics, floor finishers, glaziers and painters.
- 26.4. Any training undertaken prior to 1 January 2008 is not accepted and the worker must be retrained by a registered training organisation accredited to deliver 10675NAT - Course in asbestos awareness training. Additional information about acceptable training may be obtained at https://www.accesscanberra.act.gov.au/app/answers/detail/a_id/3093#!tabs-2

27. Gratuities

- 27.1. It is NFSA policy that staff do not accept gifts from Contractors. Any offers will be politely refused.

28. Other Responsibilities

- 28.1. Compliance with the current National Construction Code, formerly the Building Code of Australia (BCA), Australian Standards and State Rules & Regulations is applicable to the work.
- 28.2. Provision of regular feedback - the Contractor shall provide ongoing advice of the 'state of play' to the nominated NFSA Contract Supervisor.

29. Environmental Management

- 29.1. The NFSA expects the Contractor to be conscious and sensitive to the environment and to adopt practices that minimise detrimental effects to the environment. Such measures might include but not be limited to:
- Using environmentally friendly consumables;
 - Utilising recycled materials where appropriate and operationally acceptable (subject to Contract Supervisor's prior approval);
 - Minimising packaging materials;
 - Depositing used materials and consumables at recycling depots, where appropriate;
 - Making recommendations to the NFSA on minimising energy and other consumable consumptions; and
 - Selecting energy efficient equipment and consumables.

Attachment A - Acknowledgement of Contractor Protocols

Each Contractor undertaking work for NFSA or on a NFSA site must complete a site induction for each NFSA site at which they will be working. Please complete this checklist and provide a copy to your NFSA Contract Supervisor before commencing work.			
Name:			
Company/Employer:			
Phone:			
Emergency Contact:		Phone:	
NFSA Sites: <input type="checkbox"/> Acton <input type="checkbox"/> Sydney <input type="checkbox"/> Melbourne <input type="checkbox"/> MA <input type="checkbox"/> M1 <input type="checkbox"/> M2 <input type="checkbox"/> M4 <input type="checkbox"/> M5 <input type="checkbox"/> MN			
Have you received a copy of the NFSA Contractor Protocols and agree to follow these requirements at all times while working on the site?		Yes <input type="checkbox"/>	
Do you need to use any NFSA equipment or materials?		Yes <input type="checkbox"/>	N/A <input type="checkbox"/>
Do you know where to park your vehicle?		Yes <input type="checkbox"/>	N/A <input type="checkbox"/>
Do you agree to sign in when you arrive and sign out when you leave?		Yes <input type="checkbox"/>	N/A <input type="checkbox"/>
Do you agree to contact the NFSA Contract Supervisor when you arrive?		Yes <input type="checkbox"/>	N/A <input type="checkbox"/>
Do you know where you can go without being accompanied?		Yes <input type="checkbox"/>	N/A <input type="checkbox"/>
Have you been briefed on hazards in and near your work area?		Yes <input type="checkbox"/>	N/A <input type="checkbox"/>
Do you have the required personal protective equipment?		Yes <input type="checkbox"/>	N/A <input type="checkbox"/>
Do you know where toilets, kitchens and other facilities are?		Yes <input type="checkbox"/>	N/A <input type="checkbox"/>
Do you know how to get assistance in an emergency?		Yes <input type="checkbox"/>	N/A <input type="checkbox"/>
Do you know where to go if the emergency alarms are activated?		Yes <input type="checkbox"/>	N/A <input type="checkbox"/>
Do you know what to do if there is an accident or injury?		Yes <input type="checkbox"/>	N/A <input type="checkbox"/>
Do you know where to dispose of waste and rubbish?		Yes <input type="checkbox"/>	N/A <input type="checkbox"/>
Will you be undertaking any high risk work?		Yes <input type="checkbox"/>	N/A <input type="checkbox"/>
If yes, have you submitted Safe Work Method Statements (SWMS)?		Yes <input type="checkbox"/>	N/A <input type="checkbox"/>
Has the SWMS been reviewed and approved by the Contract Supervisor?		Yes <input type="checkbox"/>	N/A <input type="checkbox"/>
Other Comments:			
Your Signature:		Date:	
NFSA Contract Supervisor Name:			
NFSA Contract Supervisor Signature:		Date:	
Contract Supervisor – Other comments:			