

# Contractor Management Procedure

## 1. Objective

This procedure exists to ensure when engaging a contractor to undertake work on behalf of the City of Albany (CoA), or on CoA property, the scope of work is defined with all known risks and record keeping accounted for, in alignment with the CoA OSH Policy, Occupational Safety and Health Act and Regulations.

## 2. Scope

This Procedure applies to all CoA, managers, employees, volunteers, visitors, responsible officers, contractors and subcontractors at all of the CoA sites and centres.

## 3. Responsibility

### 3.1 Managers

- a. Ensure that the particulars contained within the Contractor Management Policy and Procedures are implemented when contractors are engaged in areas under their responsibility or control.

### 3.2 Responsible Officers

- a. Define the contract work and classify the risk level.
- b. Inform potential contractors of the occupational safety and health (OSH) requirements for the proposed works.
- c. Ensure all documentation is submitted and verified prior to selecting a contractor.
- d. Select a suitable contractor.
- e. Ensure all contractors have been inducted and informed of any OSH hazards associated with the work.
- f. Conduct regular meetings with the contractors during the period of the works.
- g. Respond to issues raised by the contractors as they arise.
- h. Conduct a Post Contract Evaluation to ascertain lessons learnt and if works have been completed in accordance with contract specifications.

### 3.3 Employees

- a. Work in collaboration with engaged contractors in accordance with the OSH Contractor Management Policy, Procedures, and outlined contract conditions.

### 3.4 Contractors

- a. Ensure the health and safety of their workers and ensure their work activities do not create risks to others.
- b. Comply with contract conditions, and the Contractor Management Policy and Procedures.
- c. Ensure all contractor employees undertake an OSH Contractor Induction prior to commencing works.

- d. Report any hazards, incidents and near misses to the City.
- e. Provide the necessary resources to meet OSH obligations.
- f. Comply with and provide the personal protective equipment requirements.

#### 4. PROCEDURE

##### STEP ONE

4.1 The City of Albany Responsible Officer organising work conducted by a contractor will fill in the Contract Definition and Risk Classification Form prior to a contract being awarded.

4.2 Define the contract

- a. To define the scope of work, the Responsible Officer will need to identify and understand the work to be undertaken including;
  - i. The proposed work;
  - ii. Contract type;
  - iii. Cost;
  - iv. Duration of works;
  - v. Who the contract manager will be; and
  - vi. The hazards to which the contractor and local government are exposed.
- b. When contracting out work, all work poses risk depending on varying factors. These factors change depending on the works and may include such things as;
  - i. Type of work;
  - ii. Duration of work;
  - iii. Hazards associated with the work;
  - iv. Cost of the work;
  - v. Amount and type of contractors used;
  - vi. Where work is being undertaken; and
  - vii. License requirements.

4.3 Determine the risk classification

- a. To determine the risk classification, use the Risk and Opportunity Management Framework and risk rating matrix to identify the risk level for each variable or hazard. When varying levels of risk are determined, it is always better to select the higher level of risk as the classification.
- b. Levels of risk are defined as;
  - i. **Low risk** work is work undertaken by contractors that have a low to negligible risk of workplace injury or illness from the scope of work. The work is generally of short duration and not connected with construction work.

*Examples include:* Administration work, delivery and supply, service consultants, minor maintenance and repair of office equipment, testing and tagging fire extinguishers and electrical equipment.

- ii. **Medium risk** work is if it involves service related work; it can be of short or long duration and is not connected with construction work.

*Examples include:* outdoor work, installing and maintaining non-office based equipment such as gyms and pools, out of hours cleaning services, minor maintenance and repair of mobile plant and equipment, works of moderate value.

- iii. **High risk** work is if it involves, or are in connection with construction work, or if significant risk is identified through the risk classification process.

*Examples include:* any construction work, using multiple contractors and / or subcontractors, significant maintenance work, confined space, asbestos and demolition, working above 2 metres, electrical work, use of subcontractors, works that pose a significant risk to the general public, works requiring a high risk work license, works of considerable value.

- iv. If by using the Risk and Opportunity Management Framework the risk is classified as extreme the work should not proceed until the risk level can be reduced.

## **STEP TWO**

4.4 Select the appropriate procedure that aligns with the risk level identified in step one, Low, Medium or High, or use the next higher risk rating.

4.5 For a **LOW** risk rating

- a. Communicate the OSH requirements to the prospective contractors
- b. Prior to selecting contractor:
  - i. Prospective contractor to submit a risk assessment (E.g. SWMS / JSA) that identifies the potential hazards and risk control measures for doing the work safely;
  - ii. Prospective contractor to provide any insurances and qualifications that are required to perform the work; and
  - iii. All documents provided by the contractor must be verified to ensure they are correct and appropriate for the contracted works.
- c. Select the most appropriate contractor
- d. When work is being carried out:
  - i. Contractor and their employees are to undertake an induction prior to commencing work;
  - ii. Contractor must report all hazards, near misses and incidents to the contract manager immediately;
  - iii. Contractor must be monitored to ensure they adhere to the specified control measures within the risk assessment; and
  - iv. Contractor must review and update the risk assessment if site conditions or scope of works change.

#### 4.6 For a **MEDIUM** risk rating

- a. Communicate the OSH requirements to the prospective contractors
- b. Prior to selecting contractor:
  - i. Prospective contractor to submit a risk assessment (E.g. SWMS / JSA) that identifies the potential hazards and risk control measures for doing the work safely;
  - ii. Prospective contractor to provide any insurances, license/s and qualifications that are required to perform the work; and
  - iii. All documents provided by the contractor must be verified to ensure they are correct and appropriate for the contracted works by the Responsible Officer and evaluated by the Human Resources Department.
- c. Select the most appropriate contractor
- d. When work is being carried out:
  - i. Contractor and their employees to undertake an induction prior to commencing work;
  - ii. Contractor must report all hazards, near misses and incidents to the contract manager immediately;
  - iii. Contractor must be monitored to ensure they adhere to the specified control measures within the risk assessment;
  - iv. Contractor must review and update the risk assessment if site conditions or scope of works change; and
  - v. Depending on the scope of works, the contractor and /or site could be subject to an assessment to ensure safety requirements are maintained; refer Contractor OSH Audit Assessment tool.
- e. When work is completed:
  - i. CoA contract manager to complete a Post Contract Evaluation.

#### 4.7 For a **HIGH** risk rating

- a. Communicate the OSH requirements to the prospective contractors
- b. Prior to selecting contractor:
  - i. Prospective contractor to complete and submit the Pre-qualification OSH Questionnaire;
  - ii. Prospective Contractor submits an OSH Management Plan that reflects the scope of works;
  - iii. Prospective contractor to submit a risk assessment (E.g. SWMS/JSA) that identifies the potential hazards and risk control measures for doing the work safely;
  - iv. Prospective contractor to provide insurances, license/s and qualifications that are required to perform the work; and
  - v. All documents provided by the contractor must be verified to ensure they are correct and appropriate for the contracted works by the Responsible Officer and evaluated by the Human Resources Department.

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- c. Select the most appropriate contractor
- d. When work is being carried out:
  - vi. Contractor and their employees to undertake an induction prior to commencing work;
  - vii. Contractor must report all hazards, near misses and incidents to the contract manager immediately;
  - viii. Contractor must be monitored to ensure they adhere to the specified control measures within the risk assessment;
  - ix. Contractor must review and update the risk assessment if site conditions or scope of works change; and
  - x. Depending on the scope of works, the contractor and /or site could be subject to an assessment to ensure safety requirements are maintained; refer Contractor OSH Audit Assessment tool.
- e. When work is completed:
  - i. CoA contract manager to complete a Post Contract Evaluation.

### **STEP THREE**

#### **4.8 Record keeping**

- a. When managing contractors, documentation is generated in two ways:
  - i. Documentation developed by the CoA; and
  - ii. Documentation submitted by the contractor.
- b. All documentation is to be synergised demonstrating accountability and demonstrating reasonable steps to manage the risks associated with the contract, and enabling the CoA to hold contractors accountable.
  - i. Items to be saved into the specific contract file:
    - All Contract Definition and Risk Classification Forms;
    - All Contractor Pre-Qualification OSH Questionnaires;
    - All Contractor OSH Audit Assessments: and
    - All successful Post Contract Evaluation Forms:
  - ii. Should a contractor be assessed as not being adequate for future work, in agreeance with the evaluator, their details along with the failed Post Contract Evaluation Form are to be synergised into the black list in:  
**RM.RKS.10**

#### **5. Review Position and Date**

This procedure was approved on 24/11/2016 and is to be reviewed by the document owner every 365 days.

## 6. Enabling Legislation, Policy or Guideline

- Occupational Safety and Health Act 1984
- Occupational Safety and Health Regulations 1996
- AS/NZS 4801:2001 Occupational Health and Safety Management Systems
- OSH Contractor Management Toolkit: LGIS

## 7. Associated Documents

- OSH Contractor Management Policy
- City Procedure: Evaluation of Tenders and Quotations
- City Guideline: Responsibilities of Contractors
- Contract Definition and Risk Classification
- Pre-Qualification OSH Questionnaire
- Contractor OSH Audit Assessment
- Post Contract Evaluation Form
- Occupational Safety and Health Manual

## 8. Definitions

List here all key terms and acronyms used in the procedure, and their definitions.

CoA	City of Albany
OSH	Occupational Safety & Health
JSA	Job Safety Analysis
SWM	Safe Work Method

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