



Contractor HSWE Handbook

Coliban Water

V4, January 2023

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1. Introduction

Coliban Water is a diverse organisation with a focus on ensuring our customers - residential, commercial and rural – have access to safe drinking water, a secure water supply and reliable sewage. We provide water and sewage services to 49 towns across 16,500 square kilometres in North Central Victoria.

Our commitment to safety is to prevent harm and promote wellbeing, by building a safety culture where everyone is responsible for safety and empowered to prioritise safety every day.

This Contractor Health, Safety, Wellbeing and Environment (HSWE) handbook sets out the minimum requirements that must be adhered to when undertaking works on any Coliban Water site.

This handbook:

- Must be read and understood by all persons conducting work and supplying goods to or accessing any Coliban Water operated sites and locations.
- Describes the mandatory conditions for conducting work for Coliban Water as a Contractor.
- Applies to all Contractors supplying goods and services to Coliban Water.

As a Contractor to Coliban Water you have the potential to have a significant impact on safety, the environment, and our quality of service, and therefore may have an impact on our customers and business requirements. It is important that you comply with Coliban Water requirements, as well as all relevant legislative requirements.

Coliban Water staff will provide you with a site-specific induction and advise you of the safety requirements expected. Coliban Water staff will be able to provide access to procedures and policies that are specific to the work that we have engaged you to perform.

Failure to comply with these requirements may result in termination of your contract, removal from our site or your company no longer being engaged to carry out works for Coliban Water.

You, the Contractor, must:

1. Read and understand this document, *Contractor Health, Safety, Wellbeing and Environment (HSWE) Handbook*
2. Ensure your staff and subcontractors read and understand the requirements of the *Contractor Health, Safety, Wellbeing and Environment (HSWE) Handbook*
3. Complete and return the Checklist at the end of this Handbook
4. Be aware that all contractors and your subcontractors working on a Coliban Water site must:
 - Be fully inducted for work at the appropriate Coliban Water site.
 - Ensure that a Risk Assessment, Job Safety and Environmental Analysis (JSEA) or Safe Work Method Statement (SWMS) is completed for the work to be performed prior to work commencing along with any relevant permits.
 - Provide evidence of licences, certificates or competencies required to do the contracted work including driver's licence if requested.
 - Follow all directions or instructions from Coliban Water employees.

Note: All Contractors and their subcontractors should allow time for site inductions and any pre planning work on the first day of work at the site.

2. Prior to Site Entry

2.1 Contractor Responsibility

All work on Coliban Water sites are subject to Coliban's policies, procedures and conditions.

Before attending any site contractor are required to contact the relevant Coliban Water representative and advise them of your intention to attend site.

2.2 Documentation Requirements

Prior to any work commencing, the Contractor must send through the following information and documents to the relevant Coliban Water representative:

The following documentation required is:

- Signed acceptance that you and your staff have read this handbook
- Public Liability Insurance certificate
- Workers Compensation certificate
- Professional Indemnity Insurance (where applicable)
- Motor Vehicle / Mobile Plant insurance (where applicable)
- Sample of completed SWMS or JSEA to demonstrate understanding of process
- Any other documents required by the contract and work tasks, such as licences.

2.3 Keeping your insurance details up to date

The Contractor Company must maintain evidence that its workers are adequately covered by insurance. Coliban Water therefore needs to maintain current copies of Contractor insurances.

The Contractor must provide evidence of insurances before work starts on the site. Any changes to insurance details must be notified to the Coliban Water representative.

2.4 Subcontractors

If the Contractor engages another organisation to assist with the task for which the Contractor has been employed, that organisation engaged by the Contractor will be a subcontractor of the Contractor and not of Coliban Water.

The Contractor will be responsible for ensuring the subcontractor complies with all the inductions, training, site specific requirements and documentation required by Coliban Water and the conduct of the subcontractor.

Any breach of Coliban Water's systems by the subcontractor will be deemed a breach by the Contractor.

2.5 Vaccinations

Biological hazards are hazards posed to humans from bacteria, viruses, parasites and fungi found in waste water and biosolids and occur when working on wastewater systems. It is recommended that persons working on wastewater reticulation systems and recycled water systems should have current vaccinations for Hepatitis A, Diphtheria, Tetanus and Hepatitis B. Coliban Water recommends that Contractors consult with their own medical advisors.

3. Appropriate Behaviour

3.1 Requirements and Expectations

The [Code of Conduct for Victorian Public Sector](#) sets the standards of behaviour expected of all employees of Victorian Public Sector bodies. The Code of Conduct contains seven (7) values that must be upheld. Whilst working for or on behalf of Coliban Water you are expected to uphold the following values:

Responsiveness – public officials should demonstrate responsiveness by:

- providing frank, impartial, and timely advice to the Government; and
- providing high quality services to the Victorian community; and
- identifying and promoting best practice.

Integrity – public officials should demonstrate integrity by:

- being honest, open, and transparent in their dealings; and
- using powers responsibly; and
- reporting improper conduct; and
- avoiding any real or apparent conflicts of interest; and (v) striving to earn and sustain public trust of a high level.

Impartiality – public officials should demonstrate impartiality by:

- making decisions and providing advice on merit and without bias, caprice, favouritism, or self-interest; and
- acting fairly by objectively considering all relevant facts and fair criteria; and
- implementing Government policies and programs equitably

Accountability – public officials should demonstrate accountability by:

- working to clear objectives in a transparent manner; and
- accepting responsibility for their decisions and actions; and
- seeking to achieve best use of resources; and
- submitting themselves to appropriate scrutiny

Respect – public officials should demonstrate respect for colleagues, other public officials and members of the Victorian community by:

- treating them fairly and objectively; and
- ensuring freedom from discrimination, harassment and bullying; and
- using their views to improve outcomes on an ongoing basis

Leadership – public officials should demonstrate leadership by actively implementing, promoting, and supporting these values.

Human Rights – public officials should respect and promote the human rights set out in the Charter of Human Rights and Responsibilities by:

- making decisions and providing advice consistent with human rights; and
- actively implementing, promoting, and supporting human rights

All contractors and staff must present for work in a fit condition and not adversely affected by alcohol, drugs, illness. or fatigue.

3.2 Alcohol & Drugs

It is the responsibility of the employee and employer to ensure that they report for work with a 0.00 blood alcohol level on all sites. Being under the influence of alcohol or illicit drugs on any work site will not be tolerated. Use of illicit drugs on site may lead to termination of employment.

3.3 Smoking

Smoking is recognized as presenting a danger to the health of those who smoke and to those around them. We have a responsibility to provide non-smokers with a smoke-free environment.

Smoking of cigarettes, cigars, vape pens and so on, is prohibited in all indoor areas, workshops, offices, lunchrooms and in the vicinity of sewer pump stations or sewer manholes.

Smoking is only permitted in signposted areas. All cigarette butts must be completely extinguished and disposed of in allocated bins.

3.4 Fatigue

The physical effects of fatigue can increase the likelihood of you being involved in an incident.

Undertaking high risk activities such as driving, operating plant and equipment, or making critical decisions for yourself and others can have severe consequences.

Please ensure you have included fatigue management in your JSEA/SWMS. Consider the above-mentioned activities and an individual's physical state of fatigue.

3.5 Bullying, Harassment & Violence

In line with their duty to eliminate and reduce risks to health, including psychological health, employers have a responsibility to identify hazards and assess associated risks that may lead to workplace bullying.

NOTE: Bullying, harassment or violence will not be tolerated under any circumstances when working for Coliban Water or service delivery partner sites.

What is workplace bullying?

Examples of workplace bullying include repeated:

- verbal abuse. For example, being sworn at, threatened, insulted, continual inappropriate and/or invalid criticism, name calling, practical jokes, unjustified threats of punishment, belittling and humiliation, gossip and malicious rumours, inappropriate language, yelling
- hostile behaviour toward a staff member or group. For example, excluding them from conversations or various activities
- abusive or offensive e-mails or other correspondence
- threatening body language

What is harassment?

Under discrimination law, it is unlawful to treat a person less favourably on the basis of particular protected attributes such as a person's sex, race, disability, or age. Treating a person less favourably can include harassing or bullying a person. The law also has specific provisions relating to sexual harassment, racial hatred, and disability harassment. Harassment can include behaviour such as:

- telling insulting jokes about racial groups
- sending explicit or sexually suggestive emails or text messages
- displaying racially offensive or pornographic posters or screen savers
- making derogatory comments or taunts about a person's disability, or
- asking intrusive questions about someone's personal life, including his or her sex life.
- It is important to understand that a one-off incident can constitute harassment.

What is workplace Violence?

Workplace violence can be any incident where a person is abused, threatened, or assaulted at the workplace or while they are carrying out work. It can include physical assault, sexual assault, harassment, or aggressive behaviour, such as stalking or verbal threats. It also includes violence from a family or domestic relationship when this occurs at your workplace, including if your workplace is your home.

4. Common Hazards at Coliban Water Sites

There are many hazards in the water industry and each site is different, please pay attention to your site-specific induction and check with your Coliban Water representative for any specific known hazards within your work area.

4.1 General hazards at sites

- Working in and around water (Risk of drowning)
- Infectious disease (Contact with wastewater)
- Slips, trips and falls due to slippery/wet conditions
- Vermin, snakes, spiders.
- Weather exposure (heat stress, sunburn, extreme cold, hypothermia)
- Bulk and packaged hazardous chemicals
- Noise
- Manual and materials handling
- Mobile plant and vehicles
- Confined Spaces
- Electricity
- Excavations
- Overhead cranes and objects
- Chemicals
- Asbestos
- Working alone

4.2 Personal Protective Equipment (PPE)

Where work is undertaken on an operational site the minimum PPE requirements are:

- steel capped safety boots
- long pants and long-sleeved collared shirt
- gloves (task specific)
- high visibility shirt or vest

Additional PPE may be required and may include:

- hearing protection – as signposted
- hard hats as signposted. Includes all workers on construction sites, in excavations deeper than 1.5m, or in the vicinity of mobile plant, including excavators and cranes.
- safety glasses - mandatory in areas of increased eye hazards e.g.: cutting, drilling, jack hammering, mixing, working with power tools or when handling chemicals as required in the Safety Data Sheet.
- reflective vests when working on construction sites, within six metres of traffic or working at night/early morning

Refer to signage on location to confirm requirements before entering area.

5. Critical Risks

The Critical Risk Management Framework is designed to provide a clear understanding of the potentially fatal risks associated with Coliban Water's work activities, and the minimum standards that are to be applied to control them.

Internal collaboration and completion of risk assessments have assisted Coliban Water to determine the minimum standards and the subsequent verification tools. These are to be implemented by all Coliban Water workers, contract partners, contractors and consultants when working for or on behalf of Coliban Water.

The Critical Risk Management Framework comprises of:

- Risk assessments of the critical risks determined by the business.
- Critical Risk Minimum Standards (CRMS).
- Critical Risk Verification Tools (CRVT).

Coliban Water has identified the following 12 critical risks:

1. Bites and Stings
2. Confined Space
3. Cranes and Lifting Equipment
4. Driving
5. Energy Isolations
6. Excavation and Trenching
7. Hazardous Building Materials, Chemicals and Substances
8. Mobile Plant and Equipment
9. Underground and Overhead Services
10. Working Around Water
11. Working at Heights
12. Working with Electricity

The critical risk verification tools are shown below in points 5.1 to 5.12.

The following two tasks have been identified as high-risk activities and must be managed appropriately:

- High pressure water jetting
- Working near live traffic

5.1 Bites and Stings

Purpose and Scope: The intent of this document is to eliminate or minimise the risks of fatalities and events arising from insect stings; animal (e.g.: dogs, or reptile bites) at Coliban Water workplaces.

Critical Controls:

What you must do to manage the risk of a fatality

Housekeeping must be maintained to decrease habitat for snakes, spiders and other insects where appropriate.

If you observe a snake, do not try to kill or capture it. Back away to a safe distance and let it move away.

A lifting tool is to be used to remove water meter covers

Wear gloves if you are working near the ground or picking up items from the ground

First aid kits with appropriate contents for snake bite management are to be carried by field-based workers

Workers attending private properties must carry dog repellent spray

Other Controls:

Managing the work site

Known risks at a property must be noted and referenced in the appropriate property file

Installation of digital meters may be fast-tracked for use at high-risk properties

Training to identify hazardous situations (e.g.: aggressive dog behaviour; snake awareness)

Removal of snakes is only to be completed by a competent snake handler

First aid training required for all outdoor workers, covering snake & dog bite first aid, recognition and management of anaphylaxis due to insect bite

A Safe Work Method Statement (SWMS) is completed prior to conducting work

When working in areas where snake activity is likely, gaiters should be considered to avoid risk of being bitten by a snake

Workers with a known anaphylaxis to insect bites should carry an Epi-Pen and have an allergy action plan when working outdoors

Other Critical Risks:

Where the following critical risks are present or likely to be present, all critical controls for that critical risk must be followed:

Lone Worker

Fatigue

References:

- http://www.safework.nsw.gov.au/_data/assets/pdf_file/0004/50089/SW08836-Code-of-practice-First-aid-in-the-workplace.pdf
- https://www.allergy.org.au/images/pcc/ASCIA_PCC_Allergic_Reactions_Bites_Stings_2019.pdf
- <https://biomedicalsciences.unimelb.edu.au/news-and-events/archive-news/professor-daniel-hoyer-and-dr-ronelle-welton-featured-academics-in-pursuit-article>
- worksafe.vic.gov.au/resources/compliance-code-first-aid-workplace

5.2 Confined Space

Purpose and Scope: The intent of this document is to eliminate or minimise the risks of fatalities, injuries and events arising from working in confined spaces at Coliban Water workplaces.

Critical Controls:

What you must do to manage the risk of a fatality

Workers, stand-by people and managers / supervisors are appropriately trained and certified in confined space work requirements. (Note: Managers / Supervisors who are not entering confined spaces only require the Confined Space Awareness training).

Confined space entry is by permit only following a risk assessment/SWMS

A Standby Person trained in first aid is to be in place at all times when a person(s) is inside a confined space

Test and monitor the atmosphere before and during entry into a confined space

Know the triggers to evacuate and have a documented evacuation and rescue plan in place

There are to be a minimum of three workers for all confined space entries including one permanent Standby person. The second person outside the space provides assistance and support.

All equipment to be used has been verified to have current certification and is fit for purpose

Other Controls:

Managing the work site

Check if entry to the confined space can be avoided and/or work can be performed without the need for entering.

A location and task specific SWMS is conducted for each confined space by competent persons. The SWMS must include details of the work being conducted in the confined space

A Hot Work Permit is also required when hot works are to be performed within a confined space

All isolations must be performed in accordance with the Isolation of Plant Procedure and Energy Isolation Critical Risk Standard

Stop the job, evacuate the confined space and reassess if conditions or work requirements change

Other Critical Risks:

Where the following critical risks are present or likely to be present, all critical controls for that critical risk must be followed:

Energy Isolation

References:

[Occupational Health and Safety Regulations 2017 \(Part 3.4 – Confined Spaces\).](#)

[Compliance code: Confined spaces | WorkSafe Victoria](#)

<https://www.worksafe.vic.gov.au/confined-spaces-safety-basics>

5.3 Cranes and Lifting Equipment

Purpose and Scope: The intent of this document is to eliminate or minimise the risks of fatalities, injuries and events arising from dropped loads, crane tip over, crane structural failure and contact with overhead structures by cranes at Coliban Water workplaces.

Critical Controls:

| | | |
|---|--|--|
| What you must do to manage the risk of a fatality | | |
|---|--|--|

The crane selected is fit for purpose and has relevant current compliance tag or plate, load chart or safe working limit (SWL)

All lifting equipment is certified and fit for use (including the SWL)

Crane operators, dogman, spotters & persons slinging loads have relevant competencies or licenses

An exclusion zone is in place to prevent people from walking under suspended loads, or for any contact to be made in the swing zone and drop/rollover zone. Note: Qualified riggers or dogman may need to enter the exclusion zone to attach or detach rigging equipment and guide the load when safe to do so.

A Safe Work Method Statement (SWMS) is completed prior to conducting work and the SWMS includes lift planning information and ground assessment

Emergency response identified, documented and understood

Other Controls:

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| Managing the work site | | |
|------------------------|--|--|

Appropriate personal protective equipment such as hard hat is worn within the designated lift zone

Work activities must not proceed if safeguards are compromised in any way

Other Critical Risks:

Where the following critical risks are present or likely to be present, all critical controls for that critical risk must be followed:

Energy Isolation

References:

<https://www.legislation.vic.gov.au/in-force/statutory-rules/occupational-health-and-safety-regulations-2017/007> (Part 3.5 Plant, Subdivision 3—Control of risk associated with specific plant)

<https://www.worksafe.vic.gov.au/cranes-and-lifting-equipment>

<https://www.worksafe.vic.gov.au/safety-alerts/safety-when-lifting-or-suspending-loads>

<https://www.worksafe.vic.gov.au/resources/bridge-and-gantry-cranes-and-lifting-accessories-inspection-and-disposal>

<https://www.worksafe.vic.gov.au/safety-alerts/braking-and-operational-requirements-cranes-using-workboxes-lift-personnel>

<https://www.worksafe.vic.gov.au/safety-alerts/using-vehicle-loading-crane-deliveries-construction-sites>

<https://www.worksafe.vic.gov.au/resources/earthmoving-equipment-used-crane>

5.4 Driving

Purpose and Scope: The intent of this document is to eliminate or minimise the risks of fatalities, injuries and events arising from driving for work.

Critical Controls:

What you must do to manage the risk of a fatality

Only people who are capable and licenced to drive can operate a work vehicle. The vehicle must be operated within its limits and driven to the conditions.

Drivers must be fit for the journey. This includes not being impaired by medications, drugs, alcohol or fatigue. For longer journeys a journey management plan is required.

A pre-start vehicle check is to be conducted on all CW vehicles before the trip and must include windscreen visibility, fuel levels and safety equipment such as first aid kit.

Mobile phone use is prohibited when driving unless in a commercially designed phone cradle or hands-free pairing to the cars audio system.

Any vehicle is to be parked in a stable position and the handbrake applied prior to exiting the vehicle.

Other Controls:

Managing the work site

Vehicles shall have the following minimum safety features:

- suitable seat belts for all occupants
- roll-over protection for all vehicles intended to be driven on dirt or steep roads
- cargo barriers and load restraints for all vehicles designed for carrying loads (other than passengers), or that are unable to have cargo separated from the vehicle's occupant carrying space
- air bags.

Vehicles must be maintained and serviced regularly. Damage to vehicles must be reported immediately.

Other Critical Risks:

Where the following critical risks are present or likely to be present, all critical controls for that critical risk must be followed:

Mobile Plant and Equipment

Fatigue

References:

<https://www.legislation.vic.gov.au/in-force/statutory-rules/occupational-health-and-safety-regulations-2017/007>
 (Part 3.5 Plant)

<https://www.worksafe.vic.gov.au/planning-safe-work-related-driving>

<https://www.worksafe.vic.gov.au/managing-risk-factors-road>

5.5 Energy Isolations

Purpose and Scope:

The intent of this document is to eliminate or minimise the risks of fatalities, injuries and events arising from hazardous energy release at Coliban Water workplaces.

This standard applies to all energy types: electricity including mains, solar and generator; chemical including fuels; heat; steam; fluids under pressure such as water, air or hydraulic oil; stored energy; gravity and radiation. This standard applies to servicing and maintenance work.

Critical Controls:

| | | |
|---|--|--|
| What you must do to manage the risk of a fatality | | |
|---|--|--|

All isolation points have been identified, isolated and locked by each person at work on the equipment using an appropriate device before work commences.

All stored energy has been identified and de-energised before work commences. If stored energy can re-accumulate, monitor it to make sure it stays below hazardous levels.

Physically try to start equipment prior to working on equipment (check for dead). NOTE: Be aware of other reasons the equipment may not start (e.g.: mains power outage)

When required, suitably qualified electricians are engaged to complete electrical isolations.

Other Controls:

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| Managing the work site | | |
|------------------------|--|--|

Suitable isolation devices, locks and equipment are readily available.

The risk assessment includes task specific isolations.

A system is in place to manage complex isolations.

A Safe Work Method Statement (SWMS) is completed prior to conducting work.

Other Critical Risks:

Where the following critical risks are present or likely to be present, all critical controls for that critical risk must be followed:

Mobile Plant and Equipment

Working with Electricity

Underground and Overhead Services

Confined Space

Crane and Lifting Operations

References:

<https://www.legislation.vic.gov.au/in-force/statutory-rules/occupational-health-and-safety-regulations-2017/007>

<https://www.worksafe.vic.gov.au/isolate-de-energise-lockout-and-tagout-plant>

<https://www.worksafe.vic.gov.au/resources/safe-isolation-machinery-pocket-checklist>

5.6 Excavation and Trenching

Purpose and Scope: The intent of this document is to eliminate or minimise the risks of fatalities, injuries and events arising from excavations and trenching at Coliban Water workplaces.
This standard applies to all excavation and trenching work performed on Coliban Water sites.

Critical Controls:

What you must do to manage the risk of a fatality

Install physical barriers around excavations to prevent unauthorised or inadvertent access by workers, members of public or vehicles operating in the vicinity.

Use properly designed and constructed benching, battering or shoring in all excavations greater than 1m deep and de-water as appropriate. NOTE: a competent* person is required to authorise/review the design and construction method.

Identify and physically locate buried services by non-destructive pot-holing, cable locator, hydrovac etc. before commencing excavation.

Make sure trained spotters** are in place during excavations near underground services.

Verify isolation of live services prior to commencing work. NOTE: all electrical services are to be managed as if live.

Emergency response identified, documented, displayed and understood.

Other Controls:

Managing the work site

Provide notification of excavations deeper than 1.5m to WorkSafe Victoria with at least 3 days notice. Report changes which affect the complexity or depth of the excavations to the Coliban Water Project Manager.

Inspect the trench and surrounding area for stability at the start of every shift and after changes like rain and water inflow.

Review the need to keep an excavation open, backfill where able. Minimise length of trench open at any one time, particularly overnight (i.e.: dig, lay, backfill)

Appropriate personal protective equipment such as hard hat is to be worn within boom distance of an excavator.

Entry into an excavation to follow WorkSafe Confined Space and Excavation Compliance Code requirements.

Other Critical Risks:

Where the following critical risks are present or likely to be present, all critical controls for that critical risk must be followed:

Mobile Plant and Equipment

Hazardous Building Materials, Chemicals and Substances

Underground and Overhead Services

Confined Space

Energy Isolations (LOTO)

*A person that can demonstrate they are competent through a combination of knowledge, training and experience. E.g.: A civil engineer or trenching professional.

**A competent person who undertakes the task of observing and warning against unsafe approach to underground assets.

References:

<https://www.legislation.vic.gov.au/in-force/statutory-rules/occupational-health-and-safety-regulations-2017/007>
<https://www.worksafe.vic.gov.au/resources/compliance-code-excavation>

5.7 Hazardous Building Materials, Chemicals and Substances

Purpose and Scope: The intent of this document is to eliminate or minimise the risks of fatalities, injuries and events arising from hazardous building materials, chemicals and substances at Coliban Water workplaces. The list below is a guide only.

Hazardous building materials may include:

- Asbestos (friable and non-friable)
- Polychlorinated Biphenyls (PCB)
- Synthetic Mineral Fibres (SMFs)
- Lead based paint
- Copper Chromium Arsenate (CCA) –treated timber

Chemicals and Substances may include:

- Chlorine Gas
- Hydrogen Sulphide & other sewer gases
- Sulphur Dioxide
- Lime
- Oxygen

Critical Controls:

What you must do to manage the risk of a fatality

An assessment of the worksite is conducted to identify hazardous building materials, chemicals or substances. NOTE: This may include contacting Coliban Water to find out what is on the risk/asbestos register for the site.

Only trained and authorised personnel are to handle hazardous building materials, chemicals and substances.

Only licensed contractors can remove asbestos in accordance with an Asbestos Management Plan.

A Safety Data Sheet (SDS) must be available and read so the risks are known and understood when handling chemicals or other substances.

Correctly decant or transfer hazardous materials, chemicals or substances into suitable containers for storage and use.

Appropriate PPE is to be worn in accordance with the SDS, SWMS or JSEA.

Stop the job and notify your manager / supervisor if you are unsure of the hazards of a material, chemical or when a hazardous building material is suspected.

Other Controls:

Managing the work site

Where asbestos or other hazardous building material is likely to be or has been identified, a Management Plan is developed, communicated and regularly reviewed.

A less hazardous material, chemical or substance is to be used where possible

A Safe Work Method Statement (SWMS) is completed prior to conducting work.

Other Critical Risks:

Where the following critical risks are present or likely to be present, all critical controls for that critical risk must be followed:

Excavation and Trenching

Confined Space

Working Around Water

References:

[Occupational Health and Safety Regulations 2017 \(Part 4.4 – Asbestos\).](#)

[Occupational Health and Safety Regulations 2017](#) Chapter 4—Hazardous substances and materials

5.8 Mobile Plant and Equipment

Purpose and Scope: The intent of this document is to eliminate or minimise the risks of fatalities, injuries and events arising from mobile plant and equipment at Coliban Water workplaces.

Critical Controls:

What you must do to manage the risk of a fatality

Maintain clear delineation and separation between people and plant.

An effective system of communication based on two-way acknowledgement between mobile plant operators and ground workers is to be established before work commences.

Only appropriately licensed or competent* personnel are to operate mobile plant and equipment.

All mobile plant and equipment are to have a pre-start check prior to operation.

All mobile plant and equipment are to be parked in a stable position when not in use. This may include the use of appropriately sized chocks, handbrake applied, and vehicle positioned so it cannot roll away.

Mobile phones are not to be used at any time while operating mobile plant.

Safe Working Loads shall be adhered to at all times.

Mobile plant and equipment must only be used for the purpose in which it is designed.

Other Controls:

Managing the work site

There is safe access and egress throughout the work site.

The work environment, temporary works and risks associated with specific types of plant are to be assessed when selecting an item of plant for a task or work area.

Any attachments must have the necessary certificates to ensure compatibility and suitability for use before being used.

Plant is maintained and serviced as required in accordance with original equipment manufacturer (OEM) operator manual maintenance schedules or as defined by a competent person.

A Safe Work Method Statement (SWMS) is completed prior to conducting work.

Other Critical Risks:

Where the following critical risks are present or likely to be present, all critical controls for that critical risk must be followed:

Cranes and Lifting Equipment

Driving

Underground and Overhead Services

Excavation and Trenching

Fatigue

Lone Worker

Work Around Water

Confined Space

*Competent operators must have Verification of Competency (VOC) for the type of mobile plant operated (e.g.: VOC for excavator or skid steer).

References:

<https://www.legislation.vic.gov.au/in-force/statutory-rules/occupational-health-and-safety-regulations-2017/007> (Part 3.5 Plant)

5.9 Underground and Overhead Services

Purpose and Scope:

The intent of this document is to eliminate or minimise the risks of fatalities, injuries and events arising from underground and overhead services at Coliban Water workplaces.

This standard applies to all work performed on Coliban Water sites that has the potential to interact with underground and overhead services. Underground and overhead services include all electricity cables, telecommunications cables, assets listed under the Pipelines Act, all gas pipelines, water, drainage and sewerage pipelines.

Critical Controls:

What you must do to manage the risk of a fatality

Maintain No Go Zones for underground services as outlined in [No Go Zones – working around energy assets | Energy Safe Victoria \(esv.vic.gov.au\)](#)

Identify and physically locate buried services by non-destructive pot-holing, cable locator, or hydrovac.

Maintain No Go Zones from overhead electrical services to prevent direct contact or bridging of electrical current.

Overhead power is identified using warning devices such as danger flagging or power hazard cones at ground level

Appropriately trained spotters* are in place while equipment is near underground or overhead services

Isolations of live services (test for dead) to be verified prior to commencing work.
NOTE: all electrical services are to be treated as if live.

Emergency procedures are documented and understood by all workers

Other Controls:

Managing the work site

A Safe Work Method Statement (SWMS) is completed prior to conducting work

Follow emergency procedure whenever rubber tyred mobile equipment contacts high voltage overhead power to manage the risk of tyre explosion

Other Critical Risks:

Where the following critical risks are present or likely to be present, all critical controls for that critical risk must be followed:

Mobile Plant and Equipment – never work beneath a suspended load

Working with Electricity

Excavation and Trenching

Energy Isolations (LOTO)

*A competent person who undertakes the task of observing and warning against unsafe approach to overhead and underground assets. A spotter for overhead electrical cables shall have successfully completed an endorsed training course.

References:

<https://www.legislation.vic.gov.au/in-force/statutory-rules/occupational-health-and-safety-regulations-2017/007>
<https://www.worksafe.vic.gov.au/resources/compliance-code-excavation>
<https://esv.vic.gov.au/technical-information/electrical-installations-and-infrastructure/no-go-zones/>
<https://www.safeworkaustralia.gov.au/system/files/documents/1703/overhead-underground-electric-lines-general-guide.pdf>

5.10 Work Around Water

Purpose and Scope: The intent of this document is to eliminate or minimise the risks of fatalities, injuries and events arising from drowning at Coliban Water workplaces. Work activities above, in, on or near water such as diving, work within stormwater and sewer systems, water body maintenance, boating or maritime operations, etc are high risk activities and represent a drowning risk.

Critical Controls:

What you must do to manage the risk of a fatality

No work is to be conducted over water by a person working alone. This applies to instances where there are no physical control measures in place to prevent the fall of persons into the water.

A type 1 Personal Flotation Device (now known as a Class 100 or Class 150 PFD) must be worn where there is a risk of falling into water and during all boating operations.

Mechanical swing arms are to be used where installed in pits & channels for sensor maintenance.

Walkways & handrails are to be installed where there is a high risk of falling into a tank or other contained body of water (excludes earthen structures).

Only licensed and authorised personnel are to operate watercraft.

A minimum of 2 (two) people on-board a watercraft. (In the case of ferrying, there may be one person in the watercraft, and a spotter on the shore)

Only watercraft suitable for the type of work and weather conditions is to be used.

Diving work and the supervision of diving work is only to be conducted by authorised, experienced & licensed contractors.

Complete a SWMS before any diving or other high-risk work on, in or near water.

Complete a Dive Plan before commencing diving work.

Diver to carry alternative air supply if surface supplied air is unavailable.

Ensure positive communications are always used and maintained between diver and supervisor.

An emergency response plan is to be in place before any on or in water activity is conducted (including diving).

Dive Supervisor must maintain position at communications/air panel to monitor diver at all times, or delegate another qualified team member to take over supervisor's role.

Standby emergency flotation devices are readily available (to be deployed immediately) at all water bodies.

Other Controls:

Managing the work site

Wherever possible, work must be conducted away from water.

The SWMS for near water work must clearly describe the controls to prevent the fall of person into water through barricading, exclusion zones or use of fall restraint.

Awareness training about working on or near water must be given to workers that perform this work.

Work activities must not proceed if safeguards are compromised in any way.

Walkways and handrails are to be regularly maintained & inspected for structural integrity.

Other Critical Risks:

Where the following critical risks are present or likely to be present, all critical controls for that critical risk must be followed:

Fatigue

Lone Worker

References

Australian Standard AS 4758.1:2015 Lifejackets - Part 1: General Requirements - Victoria
Marine Safety Regulations 2012

5.11 Work at Heights

Purpose and Scope: The intent of this document is to eliminate or minimise the risks of fatalities, injuries and events arising from falling from heights or dropped objects at Coliban Water workplaces.

Critical Controls:

What you must do to manage the risk of a fatality

Fall arrest and restraint equipment is to be inspected prior to use to ensure it fit for purpose. Fall arrest and restraint equipment is to be compliance inspected at a regular interval. It must be within date if it is going to be used.

Anchor points and barriers used during working at heights are fit for purpose. Each harness must be attached to an engineered anchor point that also has an in-date compliance tag. The height of a potential fall must be greater than the travel distance of the fall arrest system.

Controls such as lanyards, screens and barriers are in place to prevent and manage dropped objects.

Physical barriers, barricading and lockouts to prevent entry by unauthorised persons are installed directly beneath and immediately adjacent to areas where work is occurring above.

Operators are suitably trained and licenced to use this type of EWP for this type of task, and the EWP has a safe working load that exceeds the requirements of the task.

Scaffolding can only be used when it has been designed, constructed and inspected by an authorised person. Safe and clear access to all levels must be maintained.

Ladders must be secured to prevent movement, allow for a 4:1 slope and extend at least 900mm above the access point.

All equipment being used is constructed on a stable surface/level ground, and stabilisers/outriggers are in place where required.

Overhead hazards such as mobile plant, trees, bridges, roofs, beams and so on have been identified and will be avoided.

The Safe Working Load of the equipment being used exceeds the requirements of the task being done.

A Safe Work Method Statement (SWMS) is completed prior to conducting work.

A rescue plan is to be in place where people work at heights using fall arrest equipment.

Other Controls:

Managing the work site

Put controls in place to prevent a fall before relying on individual fall arrest systems

Personnel working at heights are trained where the requirement exists to wear a fall arrest/restraint harness

Operation of plant used for Work at Heights is effectively managed (i.e.: EWP, scissor lift etc.)

PPE (e.g.: hard hat) must be worn by ground/support staff when in the vicinity of people working overhead

Other Critical Risks:

Where the following critical risks are present or likely to be present, all critical controls for that critical risk must be followed:

Mobile Plant and Equipment

Excavation and Trenching

References:

[Compliance code: Prevention of falls in general construction | WorkSafe Victoria](#)

5.12 Working with Electricity

Purpose and Scope:

The intent of this document is to eliminate or minimise the risks of fatalities, injuries and events arising from working with electricity at Coliban Water workplaces.

This risk is closely related to Underground and Overhead Services and must be managed together.

Critical Controls:

What you must do to manage the risk of a fatality

Only licensed electricians are authorised to undertake electrical work.

Do not use damaged or out of test date equipment.

Inspect handheld electrical equipment before use for damage and to check the “test tag” is current. Tag out if damaged or faulty.

All circuits and powered equipment must have residual current device protection.

Switchboards are compliant and secured.

All stored energy has been identified and de-energised before work commences. If stored energy can re-accumulate, monitor it to make sure it stays below hazardous levels.

Isolations of live services are verified (test for dead) prior to commencing work.

NOTE: all electrical services are to be treated as if live.

All personnel have placed their individual lock and personal danger tag on the equipment at the correct isolation point.

Other Controls:

Managing the work site

A Safe Work Method Statement (SWMS) is completed prior to conducting work.

Protect live cabling from damage.

In planning for electrical works the following are to be assessed:

- Compliance requirements and safe routes of temporary services both in-ground and surface mounted
- Construction impact on electrical installations and potential hazards associated with the electrical power supply methods are assessed
- Interaction between trades and any competing power requirements
- Availability of electrical power supply, electrical plant and equipment, location of switchboards
- Hostile environments where heat, UV, rain / moisture, vibration, sharp objects, corrosive chemicals or dust may present an electrical hazard.

Emergency procedures are in place for electric shock.

Other Critical Risks:

Where the following critical risks are present or likely to be present, all critical controls for that critical risk must be followed:

Energy Isolations (LOTO)

Confined Space

Mobile Plant and Equipment

Excavation and Trenching

Underground and Overhead Services

References:

<https://www.worksafe.vic.gov.au/electrical-safety>

6. Entry to Site

All Contractors and Sub-contractors must undertake the Coliban Water Online HSE Induction prior to arriving onsite. Please provide your induction details to your relevant Coliban Water representative.

Before you attend any site, you are required to contact the relevant Coliban Water representative and advise them of your intention to attend site.

Entry to site requirements are as follows:

- A minimum 72 hours' notice is required
- All contractors and visitors entering a manned site must sign in and out
- All contractors and visitors must be compliant with current Victorian Government requirements
- All appropriate PPE must be worn

6.1 Training

Contractors are responsible for providing their employees with all the necessary training, licencing and competencies required to perform their work safely.

Proof of licence and competency must be immediately available upon request by a Coliban Water representative or a WorkSafe inspector.

6.2 Housekeeping

The contractor and any sub-contractors must:

- Maintain a clean and tidy work area at all times during and on completion of the job. This includes removal of silt, soil, rock or any other materials associated with the work undertaken.
- Ensure waste is disposed in the appropriate bins or removed from site at the end of each day.
- Keep all access areas free of equipment or materials.

6.3 Hazard Identification

All contractors must take all reasonable steps to:

- Eliminate risks, so far as is reasonably practicable
- Minimise risks, so far as is reasonably practicable, if not able to eliminate the risk entirely
- Report all incidents, injuries, hazards and near misses to the Coliban Water Representative immediately as identified

6.4 Risk Assessments & Procedures

Before starting work a Job Safety & Environment Analysis (JSEA) or a Safe Work Method Statement (SWMS) must be completed. At Coliban Water we use the SWMS as our minimum risk assessment for all jobs. Approved Standard Operating Procedures may also need to be followed.

All SWMS or JSEA' s must be task specific and relevant to the site and environmental conditions on the day.

Some jobs require a Permit to conduct the work. If unsure, check with your Coliban Water supervisor.

6.5 Incident Reporting & Investigation

In the event of an incident, injury, hazard, near miss, property damage or environmental incident the following steps must be taken immediately:

- Make the area safe
- Provide First aid as required
- Notify your supervisor
- You or your supervisor notify the Coliban Water representative immediately

If an incident meets the criteria for a Worksafe Notifiable Incident, then the authorised person shall notify Worksafe in accordance with notification requirements and timeframes.

Investigations are conducted with relevant parties after a significant incident has occurred and as defined in the Incident Reporting and Investigation Procedure. An investigation team and plan are established in order to collect data, determine the sequence of events, contributory factors and root cause/s, and if similar incidents have occurred or if they could potentially occur.

Corrective and preventative actions are then determined to prevent a repeat of the incident based on the Hierarchy of Control to eliminate the cause and reduce the risk. If necessary, changes to the SWMS used for the task may be undertaken.

6.6 Emergency Response

The types of incidents that may create an emergency at Coliban Water sites are:

- Fire
- Flood
- Chemical Release
- Ground Collapse
- Explosion
- Natural Disaster
- Bomb Threat
- Water Quality
- Dam Failure

Emergency assembly points are available at each facility including relevant first aid resources and contact numbers.

Where contractors are working at heights or undertaking confined space entry or excavation & trenching, they must also provide a documented rescue plan for first response rescue as part of the JSEA/SWMS. The documented rescue plan must not rely on calling triple zero - "000" as the primary means of rescue.

6.7 Bushfire Preparedness

Coliban Water has a Bushfire Preparedness Plan which provides information to staff and contractors about risks associated with bushfires and operations. All Contractors and Sub-Contractors must follow the information below:

- **Plan non-essential works** (slashing, mowing, use of chainsaws)
Undertaken prior to the declared Fire Danger Period.
- **During the declared Fire Danger Period** (spring to autumn):
 - stick to established tracks - avoid driving on dry vegetation
 - if works need to occur during this period, assess the need for a water cart and /or fire spotter onsite
 - have a method for staying informed of bushfire risk e.g.: Vic Emergency Apps, ABC radio, etc.
- **Total Fire Ban Days**

The lighting of any fires in the open air and hot works (without a permit) is prohibited.

Reschedule all non-essential works such as slashing until after the Total Fire Ban period.

Note: Coliban Water permits are only permitted to be used for work undertaken by Coliban Water employee. Contractors are required to have their own permit and cannot work under Coliban Water's permits.

7. Environmental Management

Contractors need to identify and control environmental risks related to their works, and must be compliant with any permits, licenses and approvals.

If works could have a significant impact on air, land, water, flora and fauna and people's environment, they must have an approved site-specific environmental management plan and/or JSEA/SWMS with controls to avoid or minimise harm as much as possible.

All incidents harming the environment must be reported to Coliban Water/Service Stream immediately.

The Project Manager or Coliban Water representative is responsible for making sure contractors manage their environmental responsibilities and comply with any environmental permits.

For after hour emergencies ring the Coliban Water 24-hour telephone:0417 452 014

7.1 Before you start work

Check the actual work site for risks to sensitive areas like waterways, vegetation and neighbours. You may need a permit to work on waterways, heritage structures and roads, or to remove vegetation.

- Always check environmental and planning permits and make sure all conditions will be met.
- If unsure about managing environmental risks talk to Coliban Water or Service Stream.

Know what to do and who to contact if an Environmental incident or emergency occurs.

7.2 Use of plant and equipment

All plant and equipment must be:

- Regularly serviced to avoid exhaust pollution and oil/fluid leaks
- Stored/parked in designated areas.
- Fuelled offsite or in a bunded area

Have spill kits available and reduce dust, odour and noise as much as possible.

7.3 Purchase and storage of materials

Plan laydown areas, parking and staff facilities carefully.

Keep clear of vegetation including trees.

7.4 Erosion and sediment control

- Minimise excavation areas and the removal of vegetation to prevent erosion
- Don't allow sediment to enter waterways, water bodies or stormwater drains
- Don't allow mud to be tracked onto roads and clean them if it does
- Install and maintain sediment controls like silt fencing where needed
- Plan for wet weather events

7.5 Waste management

Waste generation, management and disposal should be in accordance with the waste hierarchy below:



From a site management perspective, the following practices must be adhered to:

- Keep the work site clean and tidy
- Don't overfill bins and skips
- Separate recyclables from landfill
- No burning or burying of waste is allowed

All waste leaving site must be classified and disposed of at lawful place, in accordance with EPA Regulations.

No waste is to be stored, delivered to, or disposed of at, any Coliban Water facility without agreement from the Coliban Water Project Manager.

7.6 Priority Waste

Under the Environmental Protection Regulations 2021, there are three categories of waste:

- Industrial Waste
- Priority Waste
- Reportable Priority Waste

Priority and Reportable Priority wastes have been deemed to pose a higher risk to human health and the environment due to their toxic, explosive, reactive or corrosive properties. They should be stored separately in a manner that prevents possible contamination of surrounding environment.

When removing/disposing of Priority and Reportable Priority wastes off site, it is a duty under GED, that the waste goes to a lawful place. A lawful place is a site which has the appropriate permissions to accept that waste type. In addition, transportation of Reportable Priority wastes can only be done using licenced transporters and must be recorded using the EPA's Waste Tracker online tool.

7.7 Biosecurity

Weeds, pests and diseases must not be spread around work sites. Examples include noxious weeds, cinnamon fungus and Johne's Disease.

- Make sure machinery, plant, tools and vehicles are properly cleaned before arriving at the work site
- Clean down all equipment before moving sites
- Do not enter agricultural properties without the owner's permission

7.8 Contaminated land

Unmanaged contamination can negatively impact and pose risk to human health and the environment.

In the event that contaminated land or illegally dumped waste is discovered, contractors are to cease works which may disturb the contaminated material. Contractors are to contact Coliban Water or Service Stream immediately, to develop a plan for containing and/or disposing of the contaminated material.

7.9 Vegetation protection

- Always check for permits before removing vegetation and meet all permit conditions
- Minimise the removal of vegetation as much as possible
- Protect vegetation using flagging and fencing
- Protect trees by fencing Tree Protection Zones with a radius of 12 x Diameter at Breast Height.
- Tree trimming must be done to the Australian standard by qualified people.

7.10 Native wildlife

- Always check for permits to remove native vegetation and meet all permit conditions
- Before removing any vegetation check for hollows and nests
- Check trenches and pits for wildlife
- Contact Wildlife rescue if native animals need to be moved or helped

8. Cultural Heritage

Coliban Water has known sites of Aboriginal and European Cultural Heritage on its land. All Aboriginal Cultural Heritage is protected by law as are many heritage structures.

If cultural heritage applies to your site a permit or cultural heritage management plan may be required. Please speak with your Coliban Water representative before works begin.

If Aboriginal artefacts are discovered, stop work in the area immediately and notify the Coliban Water representative.

- Erect a protective barrier (non-ground invasive) around the object to avoid harm.
- If human remains are found, stop work immediately and contact Coliban Water.

Works on Crown Land may trigger certain requirements under the *Native Title Act 1993* or the relevant Land Use Activity Agreement. Check with your Coliban Water representative.

9. Audits & Inspections

Coliban Water has established and implemented various processes and programs to systematically monitor, measure, analyse and evaluate our Health, Safety & Wellbeing Management System and performance. This helps Coliban Water achieve strategies and implement improvement opportunities. Coliban Water considers what needs to be monitored, measured and analysed and the criteria used to ensure valid results.

9.1 Contractor performance

Coliban Water representatives will undertake inspections, reviews or audits of all work activities, documentation or other matters affecting its contractors.

These may be undertaken at anytime throughout the course of the activity, all Coliban Water representatives have the authority to stop work if a contractor or sub-contractor is not complying with Coliban's safety requirements or is in breach of any other condition found unacceptable.

9.2 Non-conformances

The Compliance Management System (CMS) and Lucidity are utilised to provide an effective process to record, store, monitor and resolve key issues, non-conformances and opportunities for improvement across Coliban Water.

For contract specific non-conformances the process contained in the Contract Issue Manager Procedure will apply.

Any contractor related non-conformances shall be submitted to the contractor representative for communication and investigation, to determine and implement actions to address the cause/s, and if required, to evaluate their effectiveness. The actions and statuses will be verified by the Project Manager and/or other party and closed out.

Relevant non-conformances and actions are communicated as appropriate to Executive Leadership Team, HSW Committee, responsible manager and employees.

Records are retained regarding non-conformances, investigation findings, actions taken and their effectiveness if applicable.

10. Checklist

You, the Contractor MUST:

- Read the contents of this handbook
- Ensure your employees and subcontractors read and understand the contents of this handbook

Be aware that all Contractors and subcontractors working on a Company site must:

- Be inducted
- Work in accordance with all of the Coliban Water requirements
- Follow directions or instructions from Coliban Water personnel.

Note: All Contractors and their subcontractors should allow enough time for an induction before commencing work on site.

Documentation required before you start work with Coliban Water

This is a list of documents you need to make sure you have with you or have completed before you start your work with us.

- Complete and sign the acknowledgement of Coliban Water's safety requirements (This document)
- Public Liability insurance certificate
- Workers Compensation insurance certificate
- Professional Indemnity insurance (where applicable)
- Motor Vehicle / Mobile Plant insurance certificate (where applicable)
- Sample of completed SWMS or JSEA to demonstrate understanding of process
- Any other documents required by the contract and work tasks, such as licences.
- Additional documents as required by the contract.

I _____ as Representative for _____,
attest that all workers and subcontractors planning to visit or undertake work a Coliban Water work site have read and understood Coliban Water's requirements and agree to adhere to these requirements.

Signed _____ Position _____

Date _____