

Contractors Code of Conduct & Work Health Safety Booklet



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CONTRACTORS' CODE OF CONDUCT

Purpose

ACH Group supports people to live good lives, and we love what we do. Every day we bring a lot to work: an open mind, a commitment to support others and passion to make a difference. Most importantly, we bring our best.

We believe that people should feel valued, respected, connected in their communities and supported to live a life of their choosing.

ACH Group's Culture Elements, below, unite and guide us in all that we do to deliver on our vision of supporting Good Lives, ensuring the best in you brings out the best in us.

Our Culture Elements guide and unite the way in which we work together and are the foundations of our success. They are underpinned by trust and mutual respect, which is something we need to earn every day.

The best in you brings out the best in us



LOVE WHAT WE DO



TAKE ACTION



CELEBRATE UNIQUENESS



PUT OUR HANDS UP FOR CHALLENGES

The ACH Group Contractors' Code of Conduct and Work Health and Safety (WHS) Booklet (Contractors' Code) is one of the ways that we outline the expectations we have. You are asked to follow the Contractors' Code in both its spirit and content, always bearing in mind that each of us has a personal responsibility to incorporate and to encourage each other to incorporate the principles of the Contractors' Code into our work.

Our intent is to set the bar high for practical and aspirational reasons. Our commitment to the highest standards helps us engage contractors to deliver a 10/10 experience for our customers.

We are committed to providing a supportive work environment, where we all have the opportunity to reach our best potential. To achieve this, you are expected to do your utmost to create a workplace culture that is free of bullying, harassment, intimidation, bias and unlawful discrimination. If you have a concern, or witness behaviour that does not meet these expectations, it is your responsibility to Take Action – Report so we can Support.

The Contractors' Code applies at all times to Contractors, Suppliers, Subcontractors and their staff.

Definition

For the purpose of these Principles, the following definitions apply:

Term	Definition
Fiduciary Obligations	Financial obligations you have to an organisation as a consequence of your relationship of trust and confidence
Laws and Regulations	All laws, regulations, statutes, acts, legislative requirements that govern aged care and the organisation - independent contractor relationship

1. Our Culture Elements

ACH Group Elements are underpinned by a range of positive behaviours which create a harmonious work environment and enable us to deliver on our vision of Good Lives. It is up to all of us to make sure that we continually exhibit these positive behaviours and contribute to making ACH Group a truly great place to work.

<div style="background-color: #92d050; padding: 5px; display: flex; align-items: center;">  <h3>Love What we Do</h3> </div> <p style="text-align: center; margin-top: 10px;">We love learning and inspiring others. As well as making an impact it brings out our best and the best in those around us.</p> <div style="background-color: #d9d9d9; padding: 5px; text-align: center; margin-top: 5px;">I am passionate and authentic</div> <div style="background-color: #d9d9d9; padding: 5px; text-align: center; margin-top: 5px;">I am professional</div> <div style="background-color: #d9d9d9; padding: 5px; text-align: center; margin-top: 5px;">I am a united team player</div>	<div style="background-color: #92d050; padding: 5px; display: flex; align-items: center;">  <h3>Take Action</h3> </div> <p style="text-align: center; margin-top: 10px;">We listen, then act with ownership. We always step in at the earliest opportunity with reliability and accountability.</p> <div style="background-color: #d9d9d9; padding: 5px; text-align: center; margin-top: 5px;">I am timely and responsive</div> <div style="background-color: #d9d9d9; padding: 5px; text-align: center; margin-top: 5px;">I communicate effectively</div> <div style="background-color: #d9d9d9; padding: 5px; text-align: center; margin-top: 5px;">I take ownership</div>
<div style="background-color: #92d050; padding: 5px; display: flex; align-items: center;">  <h3>Celebrate Uniqueness</h3> </div> <p style="text-align: center; margin-top: 10px;">We value diversity, and act with integrity to ensure that everyone is recognised, respected and heard.</p> <div style="background-color: #d9d9d9; padding: 5px; text-align: center; margin-top: 5px;">I get to know you</div> <div style="background-color: #d9d9d9; padding: 5px; text-align: center; margin-top: 5px;">I am adaptable</div> <div style="background-color: #d9d9d9; padding: 5px; text-align: center; margin-top: 5px;">I build right relationships</div>	<div style="background-color: #92d050; padding: 5px; display: flex; align-items: center;">  <h3>Put Our Hands Up For Challenges</h3> </div> <p style="text-align: center; margin-top: 10px;">We see each challenge as a positive opportunity to use our initiative to stay a step ahead. We don't settle for the status quo.</p> <div style="background-color: #d9d9d9; padding: 5px; text-align: center; margin-top: 5px;">I deliver innovative solutions</div> <div style="background-color: #d9d9d9; padding: 5px; text-align: center; margin-top: 5px;">I learn from my mistakes</div> <div style="background-color: #d9d9d9; padding: 5px; text-align: center; margin-top: 5px;">I have a growth mindset</div>

2. The Contractors' Code Standards

2.1. About the Contractors' Code

The Contractors' Code does not attempt to provide an exhaustive list of what to do in all situations. Instead, the Contractors' Code represents a broad framework of ethical conduct that we all have an obligation to uphold.

As well as the Contractors' Code, we are expected to comply with all:

- laws and regulations;
- professional Codes of Conduct;
- ACH Group policies and procedures;
- ACH Group Cultural Elements; and
- instructions given by ACH Group.

2.2. What If I Have a Code Related Question or Concern?

If you have a question about the meaning of any part of the Contractors' Code of Conduct and WHS Booklet or how it applies to you, please speak to the ACH Group contact who engaged you in the first instance. If they are unable to provide the clarification you require, please contact the ACH Group Procurement and Contracting Group department on 08 8159 3600 or by email at procon@ach.org.au.

2.3. Are there consequences of not complying with the Contractors' Code?

We expect all our Contractors to follow the Contractors' Code. ACH Group takes the practices outlined in the Contractors' Code very seriously. If you fail to follow the Contractors' Code, we will follow the most appropriate course of action which may lead to your contract being terminated.

3. Delivering a 10/10 Customer Experience

ACH Group is committed to being a market leader in the provision of Goods and Services to older Australians and to delivering on our vision of supporting Good Lives. To be able to offer opportunities for people to live a good life, we must understand what makes a good life. We have listened to our customers and the broader community and have uncovered 6 elements that contribute to a good life. These elements shape how we design and deliver our services:

1. **Unique** – No life has ever been lived before and it won't be lived again. This uniqueness is honoured, including life experiences, strengths, culture and spirituality.
2. **Being in Control** – I am in control of my life and I am my own boss and make my own decisions. My life is mine.
3. **Optimistic** – I have a sense of future, and hope, of anticipation about tomorrow and of the things to do and goals to work towards.
4. **Belonging** – It involves me having a variety of relationships with other people and everyday roles and rhythms, routines, experiences and emotions that are part of everyday life.
5. **Contribution and Engagement** – To give and take and to enjoy the fullness of life with interests and passions like sport, art, music and faith.
6. **Healthy** – I am as healthy as I can be.

Along with the 6 elements that contribute to a good life, much of ACH Group's philosophy is built on a theory that is known as SRV – 'Social Role Valorisation'. This theory requires us to enable, establish, enhance, maintain or defend valued roles for people at risk. This is obvious in our work, which we do with, not for, customers and support them to continue in or find a new valued role.

To achieve this, we treat our customers as we treat one another, with respect, empathy and dignity and by adhering to the following principles:

3.1. Integrity

ACH Group customers, their family members and friends trust us to act in their best interests and to respect their choices, abilities, preferences, cultural beliefs, religious beliefs and backgrounds at all times.

All Contractors engaged by ACH Group are expected to:

- act with integrity, honesty and in a professional manner;
- maintain professional relationships with ACH Group customers and their family members;
- understand the scope of the service and your role in it;
- not discuss personal issues, problems or concerns with ACH Group customers;
- provide services in a safe manner to the standard our customers expect;
- advocate on behalf of customers in a manner that enhances their independence, dignity and decision making;
- seek advice and support if an ACH Group customer requests a service that you are not safely or competently able to provide;
- proactively inform the ACH Group when customers request a new or different service;
- not engage in financial transactions with ACH Group customers or their family members.

From time to time a customer may request assistance or support that you are not able to provide as it falls outside of your scope of work as a contractor. If this occurs, you must politely inform the customer that you are unable to assist them but assure them that you will notify ACH Group so that the appropriate assistance can be provided to the customer by the appropriate person.

3.2. Service Excellence

At ACH Group we are passionate and deliberate in our approach to delivering a 10/10 Customer Experience (CX). CX is perceived through the eyes of the customer and is their overarching sense of how they experience an organisation. It is individual - each customer has their unique experience made up of a number of building or stumbling blocks which combine to leave an impression, either positive or negative.

Customer service is one of the important building blocks which contributes to CX. Customer service refers to what happens on a day to day basis in ACH Group between staff, volunteers, contractors and customers.

The service behaviours describe the behaviours that are effective in addressing customers' needs by being flexible, responsive and personal.

3.3. Customer Record Keeping

Record keeping is an important component of all roles within or on behalf of ACH Group. Accurate and timely records are required to be kept to ensure customer service expectations are met, and we all have the information required to undertake our roles in a professional, competent manner without putting customers at risk. Each person has a responsibility to ensure they understand and comply with the record keeping obligations, if any, in their role and to proactively seek advice and support from their ACH Group contact when questions arise.

3.4. Quality of Care

To deliver on this vision and our intention to deliver a 10/10 Customer Experience, each Contractor is expected to:

- undertake their duties in a professional, responsible and conscientious manner;

- provide feedback to the contract manager on any opportunities for improvement in services, systems and process;
- treat ACH Group customers in a respectful way that honours their uniqueness, enhances their independence, dignity and decision-making capability; and
- act in a manner that promotes re-enablement and independence at all times.

3.5. Harassment, Discrimination and Bullying

ACH Group prohibits discrimination, harassment or bullying towards ACH Group customers or staff in any form whether this be verbal, physical, behavioural or visual. Such inappropriate behaviour can take a variety of forms including refusing to provide services, providing a sub-standard service, isolating customers or any action that results in a customer or group of customers being treated less favourably than other customers.

3.6. Customer Feedback

Customer feedback provides us with information that can enable us to continually improve what we do.

To achieve this, we expect all Contractors to:

- escalate all complaints and concerns in a constructive and timely manner to their ACH Group contact; and
- treat complaints, compliments, concerns and suggestions as an opportunity to engage with ACH Group and improve our services.

4. Our Workplace

At ACH Group we value diversity of thought and experience and believe that our inclusive and collaborative culture contributes to our success. We are a diverse workforce that reflects contemporary, multicultural Australia and we celebrate and promote this diversity as a strength of our business. At ACH Group we are proud of our Cultural Elements and work practices, which guide and unite the way we all work together to deliver a 10/10 Customer Experience.

4.1. Inclusion and Diversity

ACH Group promotes and encourages a diverse and inclusive workforce by fostering an environment of mutual learning, respect, dignity, openness to all as well as an appreciation of different perspectives.

We strictly prohibit unlawful discrimination or harassment on the basis of cultural, religion, gender, sexual orientation or identity, expression, age, marital status, mental or physical disability or any other characteristics protected by law.

This includes all interactions between all Contractors and ACH Group staff and customers, and all decisions that are made in connection with your engagement with us, including performance related decisions.

4.2. Harassment, Discrimination and Bullying.

ACH Group prohibits discrimination, harassment and bullying in any form, whether verbal, physical, visual, or of any other nature. If you believe you've been bullied or harassed by anyone at ACH Group, we strongly encourage you to report this to the ACH Group contact, or a member of the People and Culture team, who can assist you to manage this in the best way.

4.3. Alcohol and Drugs

The influence of alcohol or illicit drugs could affect your ability to perform your work safely. We all have a duty of care to ourselves, each other and ACH Group customers to ensure we are fit to undertake our roles.

ACH Group's position on alcohol and drugs is simple: ACH Group has a zero tolerance approach to illicit drugs and consumption of alcohol while you are at performing any work for or on behalf of ACH Group.

You must not come to any ACH Group site or customer home if you are under the influence of illicit drugs or alcohol. This includes time you spend driving whilst undertaking any work for or on behalf of ACH Group.

4.4. Health Conditions

If you are aware of a health condition that may have an impact on the work you have been engaged for or that may pose a risk to you, ACH Group staff or customers, you are required to inform ACH Group immediately and provide relevant information that may include:

- newly diagnosed conditions;
- changes to existing conditions;
- any potential likelihood that you may suffer from an adverse event;
- any prescription medications you are taking that may impact on your work.

ACH Group will work with the contractor to determine suitable safeguards are put in place to ensure that neither you nor ACH Group staff and customers are at risk.

4.5. Smoking

Smoking is not permitted at any ACH Group site, including on the grounds of any site or customer home. If you wish to smoke, you may do so in the designated smoking areas available and dispose of cigarette butts responsibly.

You are not permitted to smoke while undertaking your duties and responsibilities including transporting an ACH Group customer in your own vehicle.

4.6. Workplace Health and Safety

Your safety and wellbeing is at the core of what we do and we are committed to providing a safe working environment. To accomplish this, we must all be vigilant, disciplined and look out for each other. ACH Group will provide relevant policies, procedures, instructions and information to all contractors to ensure they can safely perform their duties.

All contractors are expected to:

- comply with correct manual handling procedures at all times. It is important when you undertake manual tasks of any nature that you first assess if there are any hazards and then manage or eliminate any hazards;
- only undertake work that you are qualified and trained to perform;
- stop work, and stop others from working if it is not safe;
- proactively encourage others and provide assistance if required to ensure our colleagues are safe at work;
- have the appropriate skills and qualifications to perform the role you have been engaged for.

If you are involved in or witness an accident, injury, near miss incident or hazard it is important that you report it to the ACH Group Site Manager/contact, in as much detail as possible, immediately after it has occurred and when it is safe to do so.

4.7. Time and Attendance

For ACH Group to deliver a 10/10 customer experience, it is critical that we have adequate staffing levels to provide the services that customers require.

All contractors are expected to:

- be at work, ready to commence work at their scheduled start time; and
- provide your ACH Group contact with at least 2 hours' notice if you are not able to attend work for any reason.

In exceptional circumstances, you may not be able to meet the above expectations due to circumstances outside of your control. When this occurs, you are expected to contact ACH Group as soon as practical.

4.8. Consultation and Feedback

Engagement and consultation practices are central to the progress of ACH Group.

To this end, we are active in ensuring the voice of employees, volunteers, contractors and students is integrated into planning, developing, activating and embedding continuous improvement activities.

Examples of active consultation include:

- regular or ad hoc meetings with ACH Group staff; and
- providing feedback to your ACH Group contact or the Procurement and Contracting department on 08 8159 3600 or by email at procon@ach.org.au

At ACH Group we value all feedback. We are active in ensuring the voice of contractors is heard and integrated into ACH Group activities. Contractors are encouraged to contact their ACH Group contact or alternatively a member of the Procurement team to provide feedback.

ACH Group's philosophy is to promote honesty and we encourage having opinions and voicing them in a manner that is consistent with our Cultural Elements.

When we are giving or receiving feedback, we:

- actively listen and engage in conversation in a constructive manner;
- are respectful of others' points of view and acknowledge those points of view even when they differ from our own;
- provide relevant examples and constructive criticism;
- engage in meaningful discussion and focus on providing solutions, not problems;
- do not make personal comments and use respectful language; and
- hold discussions in an appropriate, private place and set time aside for the discussion.

4.9. Social Media

As a contractor for ACH Group, you must not post negative or derogatory comments about ACH Group, its customers, services or members of the ACH Group workforce.

In addition, where your comments or profile can identify you as a contractor for ACH Group, you must not post material that is offensive, fraudulent, obscene, defamatory, threatening, harassing, bullying, discriminatory, hateful, racist, sexist, infringes copyright, constitutes a contempt of court, breaches a court suppression order or is otherwise unlawful.

4.10. Making a Public Comment

From time to time there is interest from external parties about our industry and the work we do. Only authorised ACH Group personnel may represent ACH Group publicly or make public comment on behalf of ACH Group. This includes statements to the media and all types of social media, unless authorised by ACH Group.

4.11. Avoid Conflict of Interest

A conflict of interest, or a perceived conflict of interest, may occur when your personal interests or activities affect your ability to make objective decisions in the best interests of ACH Group. The perception of a conflict of interest could happen if there is a situation which leads a reasonable person to think that you could be unfairly influenced, making it difficult for you to perform your role objectively.

We are all required to avoid conflicts of interest and circumstances that reasonably present the appearance of a conflict.

When considering a course of action, ask yourself whether the action you're considering could create an incentive for you, or appear to others to create an incentive for you, to make decisions in the course of your engagement with ACH Group that will benefit yourself, your friends or family (or a business with which you are associated at the expense of ACH Group). If the answer is "yes", then the action you're considering taking is likely to create a conflict of interest and you must avoid it.

4.12. Private Information

ACH Group has obligations to protect the personal information of our customers and workforce under the *Privacy Act 1988* (Cth) and the Australian Privacy Principles.

Personal information which must be kept private includes:

- information about our customers or other members of the workforce;
- financial information;
- medical information;
- personal details.

If there has been a disclosure of personal information by you or someone else, you are required to report this, including all relevant details, to your ACH Group contact immediately.

If you are unclear about whether you can share information without breaching a requirement of the *Privacy Act 1988* (Cth), please speak with your ACH Group contact who can advise you or direct you to a copy of the ACH Group Privacy Policy.

4.13. Computer Network Access and Usage

During your engagement, you may need access to a variety of electronic networks all which hold a vast amount of confidential information.

You are required to access the networks securely and take all reasonable steps to ensure that your passwords and other access codes remain confidential. You must not disclose your passwords or other access codes to anyone else, even if that person is another member of the workforce who has access in their own right to the same networks. Password must meet the complexity requirements of the ACH Group network and your account will be set to expire at the end of the prospective engagement. Passwords must be at least 10 characters and meet complexity requirements of Upper Case, Lower Case, Numbers and Symbols. If you believe your password has been compromised, it is your responsibility to change it. Digital Services Servicedesk can assist with this if needed. Limited external

access to the ACH Group network can be provided if it is deemed relevant for the need and approved by the appropriate managers.

Computer equipment and access to computer networks are to be used responsibly and in accordance with the requirements of your specific job role. You are not permitted to use ACH Group's computer equipment for non-work-related purposes.

General Email Guidelines are applicable such as not sending threatening, abusive or potentially offensive emails from any ACH Group account as these are traceable to the organisation and the sender. You are not to open any email that you suspect is SPAM or Malicious; ACH Group takes reasonable precautions to protect the email coming into the organisation however it is down to the user to exercise due diligence and not clicking on unsolicited links or downloading potentially malicious software.

ACH Group use a web filter to protect all internet browsing; this is not to be bypassed in any means and will be used to track your web usage. Please keep web traffic to a professional level and for business use. Access to pornographic and potentially immoral or illegal websites is prohibited as is the downloading of music, video and games. Should you encounter the ability to do this by accident it is your duty to report this to the Digital Services Servicedesk immediately. Downloading of software may only take place with the express permission from Digital Services due to potential licensing constraints. Please do not assume that because a software is free on the internet that it does not need a licence because these free softwares are usually only for home rather than commercial use.

Personally owned Computer devices or mobile phones and Tablets are not permitted to be connected to the ACH Group network at any time. There are public accessible wireless networks that can be used if needed.

If you are provided with access to or loan of any ACH Group ICT equipment it is expected that you will take all reasonable action to ensure that the equipment and all subsequent components are returned in the same manner in which it was provided.

4.14. Protect ACH Group Assets

4.14.1 ACH Group Equipment

During your engagement, you may be provided with a device or equipment to assist you to undertake your role. These device(s) and equipment remain the property of ACH Group and you are only permitted to use them for the purpose(s) for which they were intended, and you must take care to ensure they are not damaged, broken, lost or stolen.

Where ACH Group property is damaged, broken, lost or stolen, you are required to report this to your ACH Group contact. All ACH Group property must be returned in good working order before the end of your engagement.

4.14.2 Physical Security

We take the security of our contractors very seriously. You will be provided with secure access to your work locations. You are required to keep all access devices and codes secure and confidential at all times. You are required to ensure that any ACH Group property that is not open to the public is kept secure and locked.

If you lose an access pass or device, you are required to report this to your ACH Group contact immediately.

4.15 Modern Slavery

ACH Group is taking meaningful action to ensure that we only do business with contractors who share our values, and approach to ethical business practices. You must take reasonable steps to identify, assess and address risks of modern slavery practices in the operations and supply chains used in the provision of the Goods and/or Services to ACH Group. If at any time you become aware of modern slavery practices in the operations and supply chains used in the provision of Goods and/or Services to ACH Group, you must as soon as reasonably practicably take all reasonable action to address or remove these practices, including where relevant by addressing any practices of other entities in its supply chain and notify ACH Group of these actions.

Non-compliance with ACH Group's modern slavery provisions may lead to termination of your contract.

5. Work Health and Safety Booklet

Safety and wellbeing is at the core of any and all actions undertaken by the ACH Group workforce. Similar conduct is required from any stakeholders that are engaged by ACH Group or provide goods or services to ACH Group. ACH Group strives to achieve a safe working environment for all and your constant attention to safety is essential.

This Contractors' Code does not cover every situation that may arise in the workplace. It is important that every contractor exercises good common sense at all times and follows safety rules which have evolved for the protection of everyone in the workplace.

To ensure that everyone understands the same rules, we request that you take time to read this Contractors' Code and familiarise yourself with its contents.

If you have any questions or suggestions regarding safety during your engagement with ACH Group, please do not hesitate to raise these with the ACH Group Site Manager/relevant ACH Group contact.

5.1 General Work Health and Safety Requirements

Contractors are responsible for ensuring that the guidelines contained within this document are applied to their job and that their workers are provided with a safe working environment throughout the term of their contract.

All contractors are required to comply with all relevant ACH Group policies and procedures and all statutory regulations while on ACH Group property and while carrying out work on ACH Group's premises.

Contractors are responsible for the payment of any costs arising from the adoption of unsafe work practices or the use of unsafe plant equipment.

All contractor work is to be carried out in accordance with the requirements of relevant WHS legislation, Codes of Practice and Australian Standards.

Contractors must immediately inform the appropriate ACH Group Manager in the event of SafeWork SA issuing a Provisional Improvement Notice or Prohibition Notice. In the case of a Prohibition Notice, the specified work activities must cease until such time as the Inspector issuing the notice is satisfied that adequate measures have been taken to avert, eliminate or minimise the risk so far as is reasonably practicable.

Work must be completed in a co-operative and coordinated way so that any risks are eliminated or minimised as far as is reasonably practicable.

5.2 Roles and Responsibilities

A principal contractor will be appointed by ACH Group where either: the value of a construction work contract exceeds \$100,000, or high-risk construction work is being undertaken. Principal contractors are responsible for:

- ensuring that WHS induction training is undertaken by workers, agents and subcontractors entering ACH Group premises;
- preparing, implementing, updating and making available a WHS Management Plan for the work to be undertaken;
- ensuring that each contractor provides a written Safe Work Method Statement (SWMS) before commencing high risk construction work;
- directing and monitoring compliance with applicable legislation and any SWMS;
- keeping a register of plant and hazardous substances on site, along with other records required by WHS legislation;
- communicating any major WHS issues as they arise, including notifiable WHS incidents.

Contractors (including subcontractors) are responsible for:

- not placing themselves at risk of injury;
- working in accordance with relevant ACH Group WHS Procedure;
- providing the ACH Group officer supervising the contract (or the ACH Group Site Manager or relevant ACH Group contact) with a risk assessment for all tasks and SWMS for all high-risk construction work;
- ensuring the following have been completed prior to commencing construction or demolition:
 - a. all persons undertaking the work have been provided with a copy of this Contractors' Code;
 - b. all persons undertaking the work have been provided with WHS induction training;
 - c. a risk assessment for the work to be carried out has been completed and provided to the principal contractor, along with a SWMS and permit to work (where required)
- maintaining and keeping up-to-date SWMS;
- providing the principal contractor with SWMS and other information in relation to hazardous substances;
- taking necessary measures to eliminate and/or control identified hazards as far as is reasonably practicable.

5.3 Air Quality

Contractors must take all practicable precautions to minimise changes to air quality should the nature of their work impact the quality of air. Consultation needs to take place with the ACH Group officer supervising the contract (or the ACH Group Site Manager or relevant ACH Group contact) should there be a risk of variation to the indoor air quality that may affect customers.

5.4 Existing Services

When a contractor's scope of work requires any form of interference (e.g., temporary disconnection, cutting, modification etc.) of any existing site service, these works need to be approved and coordinated by the ACH Group employee supervising the contract.

Existing services, if encountered obstructed or damaged in the course of performing work under the contract, shall be dealt with as follows:

- a) if the service is to be continued: repair, divert, and relocate as required;
- b) if the service is to be abandoned: cut and seal or disconnect, clearly label or mark and make safe.

In any event, the rectification work must satisfy the relevant statutory authority.

5.5 Working in Extreme Conditions

If you must complete essential work in temperatures greater than 38 °C, you must first obtain a Hot Work Permit from the ACH Group Site Manager. If the outdoor temperature is 38°C or greater at the geographical location of the work, all non-essential outdoor activities must be ceased.

5.6 Safety Barriers

Contractors must provide all necessary equipment to protect the work area including items such as barriers, signage, or lighting. Contractors will ensure that safety barriers which are created to keep all unauthorised persons out of the work area, are at all times maintained in a good condition. Contractors are also required to ensure that all such barriers remain in good condition at all times outside normal working hours.

5.7 Hazardous Substances / Dangerous Goods

All materials, articles or substances brought onto ACH Group premises or customer homes which pose any health, fire, explosion or other risk to properties and the environment, must be used in accordance with all current regulations and ACH Group procedures. Contractors must have or have access to an SDS (Safety Data Sheet) for every hazardous substance used.

5.8 Asbestos

A detailed asbestos register is located at applicable sites and with the relevant site maintenance personnel. It is the contractor's responsibility to seek advice from maintenance personnel regarding the location of asbestos.

Contractors are responsible for referring to the asbestos register prior to commencing work and ensuring that appropriate safeguards are in place prior to working on, or near, asbestos products. If, during the works, asbestos material is suspected, do not proceed with the work and notify the ACH Group maintenance staff and Site Manager immediately.

5.9 Working at Heights (including gutter cleaning)

The ACH Group Site Manager or relevant ACH Group contact must be notified of the area, duration and type of work prior to the work commencing.

An ACH Group 'Working at Heights' checklist must be completed and given to the ACH Group Site Manager or relevant ACH Group contact on every occasion where there is a risk of a person falling that is reasonably likely to cause injury to that person, or any other person. Any work in which a worker is at a height of more than two metres requires completion of a SWMS.

Contractors must ensure that they maintain a safe system of work when working at heights and comply with ACH Group WHS procedures.

5.10 Working inside roofs

Prior to any work inside a roof being commenced:

- the Site Manager or relevant ACH Group contact must be notified of the area and type of work and duration;
- the ACH Group 'Working at Heights' checklist must be completed and given to the Site Manager or relevant ACH Group contact;
- all work where the worker is at a height of more than two metres from shoulder level requires a SWMS to be completed;

- a solid work platform is to be used to perform tasks, if this is not possible, then joists and purling must be capable of bearing the required weight (weight of person, material and equipment);
- do not stand on plasterboard or similar fragile material at any time;
- use planks or crawl boards across purling or joists so kneeling, sitting or walking is possible.

A roof space may also be a restricted space. Please refer to 18. Confined Spaces below.

5.11 Cleaning and Housekeeping

Contractors are expected to maintain all workplaces in a clean and tidy condition with debris, waste materials and surplus equipment removed and cleared as the work proceeds. Work areas and access to work areas must be cleared at the end of each working day.

Electric leads should not be stretched and not lie on the floor and need to be adequately supported in a safe manner. Smoking is prohibited in close proximity to all ACH Group buildings/sites.

5.12 First Aid Facilities and Treatments

Any contractors requiring first aid must seek treatment from an appropriately qualified person. Any injuries need to be reported to the ACH Group Site Manager or relevant ACH Group contact.

Contractors working in isolated locations are responsible for ensuring that a first aid kit is readily accessible for their workers, in accordance with regulations under the WHS legislation, prior to undertaking work on ACH Group premises.

5.13 Communication of Near Misses, Accidents and Injuries

Any near miss accidents or injury sustained by a contractor's worker(s) must be reported immediately to the relevant ACH Group Site Manager or relevant ACH Group contact.

An ACH Group Incident Notification Report should be completed as soon as reasonably practicable following such an incident.

Any reports of harassment (including sexual harassment and bullying) involving ACH Group workers or customers will be taken very seriously and will be investigated with action taken as required.

5.14 Emergency Evacuation – ACH Group site

In the event of an emergency involving evacuation, all contractor workers are to assemble at the nominated evacuation assembly area and take directions from the fire warden. Contractor workers need to remain in the assembly area unless advised otherwise by relevant ACH Group staff.

5.15 Safety Inspections

Contractors are advised that ACH Group's WHS Team is authorised to carry out periodic inspections of all work sites on ACH Group premises, covering all aspects of health and safety.

Contractors who are informed of any safety hazards, defects or any other problems associated with health and safety matters must take immediate remedial action as directed by the ACH Group WHS Team including stopping work and/or removal from the relevant building/site.

5.16 Security on Site

All building and maintenance contractors and their workers working on ACH Group premises must report on arrival each day to Reception (prior to commencing work), and on completion of the day's work.

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Should Reception be unavailable, the contractor should advise the Maintenance Servicedesk on 1300 22 44 77. After hours, on residential sites, the contractor needs to report to the Registered Nurse or relevant ACH Group supervisor on duty.

5.17 Fire Alarms and Circuits

Where fire alarm circuits require isolation, the contractor must notify the ACH Group Maintenance Department or ACH Group Site Manager prior to any work commencing.

The contractor must also notify the relevant people upon leaving the area to arrange reinstatement of the fire alarm service.

5.18 Confined Spaces

ACH Group sites with identified confined space areas are listed on the ACH Group Site Risk Register. It is the contractor's responsibility to seek advice from the ACH Group maintenance personnel or ACH Group Site Manager regarding the information about confined spaces.

ACH Group considers that a roof space can be a restricted/confined space and this risk would need to be assessed before entering.

6.0 EFFECTIVENESS INDICATORS

100% of Contractors are issued the Code of Conduct

Contractors Code of Conduct & Work Health Safety Booklet



7.0 Acknowledgement of this Code

I,

Name in full _____

Legal Entity and Trading Name _____

Address in full _____

Brief description of Services or Goods provided

.

(a) I declare that I have read and understood all requirements set out in this Code and I will abide by all such requirements

(b) I declare that all employees attending any ACH Group site or customer home will be provided with this Code and agree to abide by all such requirements

Signed _____

Date _____

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DISTRIBUTION

Completed forms: to be returned to the Procurement Department by email procon@ach.org.au

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