



WORK HEALTH AND SAFETY CONTRACTOR MANAGEMENT PROCEDURE

DOCUMENT CONTROL TABLE

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1 PURPOSE

Metro is committed to ensuring that all personnel under its control, including contractors and sub-contractors, conduct work safely, comply with relevant health and safety regulations, policies and procedures, and align with Metro's commitment to maintaining a safe work environment.

This Procedure is designed to ensure that contractors hold appropriate credentials and are ultimately able to perform work safely when engaged by Metro.

2 SCOPE

This Procedure applies to all Metro employees, who engage Contractors to perform tasks at Metro.

This Procedure also applies to all Contractors who are engaged by Metro to perform work on Metro premises or on behalf of Metro at other locations.

3 METRO VALUES

At Metro, we take pride in being a values-based organisation and we share a commitment to a set of core principles that guide our decision making, define our culture and inspire our team. We believe in:

- ***We Keep People Safe*** – we put the safety and wellbeing of our team and customers first.
- ***We Care For Our Customers*** – we value our customers and work together to meet their needs.
- ***We're On Board with Better*** – we help each other find solutions and make good things happen.

4 PROCEDURE

This Procedure covers the roles and responsibilities of both management and contractors in relation to the engagement of Contractors when focusing on work health and safety.

4.1 RESPONSIBILITIES DURING PROCUREMENT/CONTRACTING PROCESS

At Metro, Procurement or the Manager/Supervisor initially putting in place the arrangement for the contractor to perform work (e.g. contract) is responsible for:

- Contractor pre-qualification including experience and safety record;
- Ensuring the contractor is appropriately engaged (e.g. contract in place);
- Contractors have the necessary insurances and permits in order to perform the work;
- Contractors have completed the necessary training, qualifications and certification required to undertake the tasks including obtaining copies of documentation;
- Maintaining initial accurate records of contractor information in Content Manager readily accessible for review; and
- Contractors have policies and procedures in place to perform tasks safely including Safe Work Method Statements and/or Job Safety Analysis.

4.2 RESPONSIBILITIES OF THE MANAGERS/SUPERVISOR OVERSEEING THE SITE WHEN CONTRACTORS PERFORMING WORK

At Metro, the Manager/Supervisor who has the contractor performing work (e.g. maintenance, building, IT works, training etc) is responsible for:

- Contractors are inducted pursuant to Metro policies and procedures including providing information about site-specific hazards, emergency procedures, how to report an incident and WHS expectations;
- For at risk work, contractors have documentation which is shown to the Manager/Supervisor that demonstrates their ability to perform tasks safely including Safe Work Method Statements and / or Job Safety Analysis prior to the work starting;
- Maintaining accurate records of contractor information which should be kept up to date and readily accessible for review in Content Manager; and
- Overseeing the performance of the work in compliance with Metro and the contractors own policies and procedures.

4.3 RESPONSIBILITIES OF CONTRACTORS

It is recognised that contractors must:

- Be suitably experienced and a competent person to perform the task they are engaged to perform;
- Provide their employees with appropriate WHS training and supervision to ensure that they are competent to perform their work safely;
- Implement and maintain effective safety management systems to control hazards, mitigate risks, and ensure the safety of their workers and others affected by their activities;
- Conduct risk assessments for their work activities and implement controls to minimise or eliminate risks to health and safety;
- Comply with relevant WHS law, regulations, and Metro policies whilst performing work at Metro or on behalf of Metro; and
- Report any safety incidents, near misses or hazards encountered when performing work with or for Metro, to Metro using the Injury Incident Report Form available on Metro's intranet and cooperate with Metro to address safety concerns and implement correct actions.

4.4 DOCUMENTATION

4.4.1 QUALIFICATIONS AND TRAINING

Contractors are responsible for providing Metro with accurate records of contractor qualifications and training.

The Procurement or the Manager/Supervisor must check that a competency register has been provided by the Contractor detailing currency of licences, required competencies, authorisations and expiry dates.

Training and competency information to be saved in Content Manager.

4.4.2 SIGN-IN REGISTER

Contractors must sign-in and out of the Contractor sign-in register located in the Metro Shop (Hobart and Springfield) and at reception in Launceston and Burnie sites.

Contractors will be issued with a contractor pass which will need to be always worn when on-site.

If a Contractor leaves the site for any reason, they are to sign out and sign back in on their return.

4.4.3 WHS INDUCTION

Before work is commenced, the Manager/Supervisor will organise for Metro's induction training to be completed. Regular contractors on-site at least each quarter will only need to complete an induction every two years unless there is a change of process or site environment.

Contractors are not permitted to start work until the current Contractor Site Induction Checklist has successfully been completed and this information recorded.

4.4.4 SAFE WORK PROCEDURES

Where applicable, high-risk work is undertaken, a copy of the contractors written safe work procedures must be provided to Metro representatives prior to any work being undertaken. Where contractors are undertaking standard work tasks, Metro's Safe Work Method Statement (SWMS), Job Safety Analysis (JSA) or Take 5 must be utilised by the contractor.

Examples of high-risk work that requires a person to hold a licences includes:

- Scaffolding work;
- Dogging and rigging work;
- Crane and hoist operation;
- Forklift operation;
- Pressure equipment operation; and/or
- Boom-type elevating work platform work.

Further information on classes of high risk work can be found on WorkSafe Tasmania website [here](#).

4.4.5 INSURANCES, LICENCES, REGISTRATIONS AND CERTIFICATES

The contractor must be able to provide necessary licences, permits, registrations and insurances required to perform the works safely and in compliance with appropriate regulations. These details, along with the induction date, are to be maintained on the Contractor Register. The register should include the following information.

- Company name;
- Services provided;
- Address details;
- Contact phone;
- Individual Contractor name;
- Licence details; including any expiry date
- Public Liability Certificate number and expiry date;
- WorkCover Policy number and expiry date;
- Date inducted; and
- Sign-of safety plan & documents.

5 RESPONSIBILITIES

5.1 COMPLIANCE, MONITORING AND REVIEW

It is the responsibility of the General Manager People and Safety or delegate to review this procedure according to its review cycle, or if changes to legislative, regulatory or government policy trigger its review.

Approval of this Procedure is the responsibility of the General Manager People and Safety or delegate. If the Procedure has cross-departmental application, it can be tabled for ELT consultation prior to approval.

5.2 RECORDS MANAGEMENT

Metro must maintain all records relevant to administering this document in Metro's Electronic Records and Document Management System, *Content Manager*.

6 DEFINITIONS

The following definitions and abbreviations are used throughout this Procedure.

Term	Definition
Competent Person	A competent person is one who has acquired through training, qualifications or experience, the knowledge and skills to carry out a particular task.
Contractor	The PCBU who performs the contracted services.
Job Safety Analysis (JSA)	JSA is a procedure which helps integrate accepted safety and health principles and practices into a particular task or job operation
Manager/Supervisor	For this procedure, the Manager/Supervisor is the Metro employee who acquired the contractor to undertake the works.
Person Conducting a Business or Undertaking (PCBU)	For the purposes of the WHS Act, a person conducts a business or undertaking – <ul style="list-style-type: none">a) Whether the person conducts the business or undertaking alone or with others; andb) Whether or not the business or undertaking is conducted for profit or gain.
Personal Protective Equipment (PPE)	PPE is protective clothing, helmets, goggles, or other garments or equipment designed to protect the wearers body from injury or infection
Safe Work Method Statement	SWMS is a document that outlines the high-risk construction work activities to be carried out at a workplace, the hazards that may arise from these activities, and the measures to put in place to control the risks.

7 REVIEW PERIOD

This Procedure will be reviewed every three years or earlier if required.

8 RELATED AND REFERENCED DOCUMENTS

8.1 METRO

[Contractor Site Induction Checklist](#)

[Injury Incident Report Form](#)

[Workshop WHS Induction Checklist](#)

8.2 LEGISLATION

Work, Health & Safety Act 2012 (TAS)

Work, Health & Safety Regulations 2022 (TAS)

9 VERSION CONTROL TABLE

No:	Date	Summary of Changes	Status
1	21/10/24	Document originated. No feedback received from consultation process.	Current