



# HOMESAFE®

Every one, every day

## Timberlink WHSE Contractor Handbook



### OPENNESS

Openness ensures clear lines of communication to keep us connected, and helps great ideas to flow freely.



### FAIRNESS

Fairness builds trust, which ensures we have the right culture.



### INTEGRITY

Integrity enables honesty and trust, and we can only be truly successful if we live it every day.



### RESILIENCE

Resilience results in a strong team that sticks together and can withstand almost anything together.



### RESPECT

Respect is how we treat people, product and planet.



### RESPONSIBILITY

Responsibility is about our obligation to respect our past, sustain our present and protect our future.

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## Purpose

The Timberlink WHSE Contractor Handbook has been developed to provide important information and requirements for all contractors engaged to work with our Timberlink team. Timberlink values the contribution by all workers and aims to engage and keep safe everyone working in our team. Contractors are selected, engaged, and monitored to work with our team and contribute to the safety of everyone.

## Use

This Timberlink Contractor Handbook is to be provided to all engaged and/or prospective contractors.

The contracted company must acknowledge that they have read and understood the requirements by completing and providing the *Contractor Handbook Acknowledgement Form (TLANZ\_04\_06\_F10)*.

This handbook provides information on Timberlink hazards, risks and expected controls, and the processes that the contracting company is expected to have in place. All aspects of this handbook are auditable by Timberlink.

Contractors should identify any requirements within this document that they need clarification on or to request any exemption from with their Timberlink contract manager.

Timberlink aims for everyone to be safe, therefore there are some requirements that go beyond legislative requirements.

## General Information – Legal Compliance

All contractors, their employees and sub-contractors must be compliant with health, safety, and environmental law as a minimum. It is a requirement for all contracting companies to know and understand their legal obligations and ensure that they remain compliant. This includes all physical, and/or specialist services provided.

Each of the Timberlink worksites will have specific access and work requirements, but there are some standards that are required regardless of the service provided. All site-specific requirements are in addition to those in this handbook and will be provided to you and your workers via the site induction and engagement process.

Unless specifically requested by the Timberlink Contract Manager, the contracting company is not required to provide details of how they comply with this handbook. Timberlink will conduct contractor audits on both a scheduled and random basis to assess compliance. It is a requirement of engagement with Timberlink that contracting companies make all relevant documents and records available for this purpose.

Intellectual property must not be shared with anyone by any means, including social media, without the express written permission of the Timberlink Contract Manager. Intellectual property includes photos, film, phone recordings or documents that detail our equipment or processes.

Contracting companies are required to notify the Timberlink Contract Manager of any real or potential conflict of interest. A conflict of interest exists whenever a person or company has competing personal, financial, professional or ownership interests that could, or could be seen to, improperly influence the performance of their duties and responsibilities to Timberlink.

If an event occurs, such as fire, accident, injury or other emergency, the Contractor is NOT permitted at any time to speak to the media or publicly comment on such events in any way.

## Roles and Responsibilities

Timberlink will work with contractors to create a safe work environment for everyone. It is important that specific roles and responsibilities are clear. These are described below:

Contractor Management Step	Timberlink	Contracting Company
<b>Contractor Engagement</b>	<ul style="list-style-type: none"> <li>Define scope of work.</li> <li>Select contractor.</li> <li>Provide this handbook.</li> <li>Provide contractor engagement form.</li> <li>Update details in <i>Contractor Register</i>.</li> </ul>	<ul style="list-style-type: none"> <li>Confirm scope of works and capabilities (tender).</li> <li>Complete the <i>Contractor Engagement Form</i> and attach insurance certificates, licenses etc.</li> <li>Read, understand and accept this handbook and sign the <i>Acknowledgement Form</i>.</li> <li>Identify and, if required, request any exemption to Timberlink requirements. Only commence work if this exemption is approved.</li> </ul>
<b>Risk Management</b>	<ul style="list-style-type: none"> <li>Provide hazard information.</li> <li>Provide minimum expectations for processes, permits and/or controls.</li> </ul>	<ul style="list-style-type: none"> <li>Determine how the work is to be completed.</li> <li>Document an appropriate risk assessment – JSA/SWMS for physical work.</li> <li>Document and submit a <i>WHSE Management Plan</i> for high risk construction work (when requested by Timberlink or engaged as principal contractor).</li> <li>Identify and agree on permits to be completed.</li> </ul>
<b>Induction</b>	<ul style="list-style-type: none"> <li>Develop and deliver induction materials, relevant to contract risk.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure all workers (including sub-contractors) are inducted.</li> </ul>
<b>Work</b>	<ul style="list-style-type: none"> <li>Provide site/area access.</li> <li>Provide coaching and feedback on any identified risks.</li> <li>Communicate issues that may impact the safety of contractors on site.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure all workers complete work in accordance with the work plans, and risk assessments.</li> <li>Ensure JSAs/SWMSs are reviewed and signed daily.</li> <li>Supervise work to ensure safety.</li> </ul>
<b>Reporting</b>	<ul style="list-style-type: none"> <li>Keep records of hazards, incidents, injuries.</li> <li>Track and provide performance feedback.</li> </ul>	<ul style="list-style-type: none"> <li>Report incidents, injuries, hazards, inspections and regulator visits/inspections/investigations within 24 hours.</li> <li>Review performance and trends.</li> </ul>
<b>Inspections &amp; Audits</b>	<ul style="list-style-type: none"> <li>Complete site inspections.</li> <li>Complete contracting company audits – scheduled and un-scheduled.</li> </ul>	<ul style="list-style-type: none"> <li>Conduct regular site inspections to maintain adequate supervision &amp; compliance to risk assessments</li> <li>Participate in Timberlink audits.</li> </ul>
<b>Completion &amp; Review</b>	<ul style="list-style-type: none"> <li>Review contractor performance and update <i>Contractor Register</i></li> </ul>	<ul style="list-style-type: none"> <li>Provide feedback to Timberlink on experience and safety performance.</li> </ul>

## HOME SAFE

Timberlink have a vision of creating a proactive and caring safety culture. We want all workers (employees, contractors, sub-contractors) and visitors to go Home Safe every day. Timberlink want to partner with our contracting companies to keep improving safety performance.

All contracting companies can play an important part in keeping everyone safe and contributing to Timberlink's vision for safety. Timberlink welcomes feedback and suggestions to make sure that everyone gets Home Safe.

## Timberlink Hazards

### Industry Specific Hazards

Timberlink contractors need to be aware that there are a number of hazards specific to the timber manufacturing and distribution industry, these include:

Hazard	Description	Contractor Requirements
Wood dust	Workers may be exposed to wood dust particles of various sizes which can result in mild irritation to long term lung and other conditions.	Minimise wood dust generation. Clean up generated wood dust before leaving site.  Appropriate PPE is required.
Fire and Explosion	Timberlink sites have high fire risk potential due to the amount of possible fuel for any fire, including solid wood, wood dust and wood chips.	Minimise wood dust generation. Clean up generated wood dust before leaving site.  Follow all hot work and risk assessment requirements
Timber Stacks	People working or accessing an area between, or close to stacked timber may be exposed to a critical risk if a stack collapses or moves unexpectedly.	Workers must keep to pedestrian areas and at least one (1) metre from any stack unless otherwise authorised.
Heavy Metal Exposure	Potential for inhalation or ingestion when performing specific tasks in the saw shop.	Medical assessment may be required
Product contamination	Wood products can be easily contaminated.	Use gloves when handling wood products

### Other Hazards

Several more common hazards can also be found on Timberlink sites. These include but are not limited to:

Hazard	Description	Contractor Requirements
Traffic Management	Sites contain a mix of heavy vehicle, light vehicle, mobile plant, and pedestrian traffic	Follow site communication and give way processes and only access areas to which you are authorised.
Mobile Plant	Timberlink operate mobile plant on most sites. These include forklifts (up to 20 tonne), cranes, front end loaders and elevated work platforms (EWP) / scissor lifts.	Ensure mobile equipment brought to site meets AS/NZ standards, is in good working condition, the operator holds the appropriate and valid HRW license and is authorised to operate the equipment by a Timberlink authorised person.
Plant and Equipment	Fixed plant and equipment, including conveyor systems, may contain hazardous energies including electrical, kinetic, and stored energy components, including pressure, hydraulic and pneumatic energies.	Follow all operating and isolation processes. Contractors may not interfere with the functioning of the equipment, or any safety system or device associated with it. This includes altering, bypassing, removing or damaging guards, interlocks, captive key systems or electrical infrastructure such as electrical cabinets.
Compressed Air	Compressed air is used on site for machine and equipment operation and for cleaning purposes.	Only use compressed air for the purpose it was intended.
Chainsaws	Chainsaws are used on site for a variety of tasks, mainly docking back (over length	Only use chainsaws when and if authorized to do so.

	boards in packs) and cutting out tangles from the various pieces of machinery.	
<b>Grinders</b>	9-inch grinders are prohibited from Timberlink sites.	Any other grinder must be used with the guards in place and fully functional.
<b>Radiation</b>	Scanners are used on some sites with lasers. These don't represent a specific health or eye risk.	Identify as part of any relevant JSA or SWMS.
<b>Working at Heights</b>	Timberlink sites include areas with differences of gradient.	Identify as part of any relevant JSA or SWMS. If working at a height of greater than 2 metres from grade, apply for a <i>Working at Height Permit</i> . Persons undertaking work at heights must be appropriately trained and licensed. Only qualified scaffolders are permitted to design and erect scaffolding.
<b>Excavations</b>	There may be underground assets at Timberlink sites.	Identify as part of any relevant JSA or SWMS. If excavating more than 300 mm, apply for <i>Excavation Permit</i> .
<b>Manual Handling</b>	Most scopes of work involve some manual handling.	Understand all static, repetitive and load bearing work and manage appropriately.
<b>Ergonomic</b>	Most scopes of work carry some postural risk.	Identify and manage the postural risks during work and in the design of work.
<b>Driving</b>	Driving may be required onsite and/or between sites.	Follow all licensing and road rules, maintain vehicles.
<b>Confined Spaces</b>	Confined spaces are labeled on site and should be communicated to all relevant workers during induction/risk assessment processes.	Only enter a confined space with appropriate training and certification, monitoring, a rescue plan and under a <i>Confined Space Permit</i> .
<b>Electricity</b>	High and low voltage electricity may be present at Timberlink sites.	Only licensed electricians may conduct electrical work.
<b>Psychosocial</b>	Interactions with others, understanding roles and treating others with respect.	All workers, including contractors, are expected to behave in accordance with Timberlink values
<b>Chemicals</b>	Cleaning, process, treatment chemicals and fuels are used and stored.	Consult with the safety data sheet for advice on handling if required.
<b>Asbestos</b>	Some sites may contain residual asbestos containing material.	Check with site to understand whether there is any asbestos present.
<b>Environmental</b>	Some scopes of work can impact on environmental receptors.	Be aware of waste, waterways, noise, spills and manage appropriately.
<b>Communicable Diseases</b>	Be aware of all communicable disease controls.	Never have workers come to a Timberlink site or job unwell.
<b>Magnetic Fields</b>	May be present and localized on some sites, people with pacemakers fitted should be identified and be aware of the risk.	Identify as part of relevant JSA or SWMS and manage appropriately.
<b>Working in Heat</b>	Identify and manage the need for outdoor or un-airconditioned environments.	Identify as part of relevant JSA or SWMS and manage appropriately.
<b>Noise and Vibration</b>	Some equipment and processes may produce noise and vibration.	Identify as part of relevant JSA or SWMS and manage appropriately.  Wear appropriate PPE as per site signage and/or task risk assessment.
<b>Fatigue</b>	Fatigue is mental and/or physical exhaustion that reduces your ability to perform your work safely and effectively.	Ensure all workers are fit for work.
<b>Natural Disasters</b>	Earthquakes, bushfires, floods	Do not permit workers to drive through dangerous areas/conditions during or post events.

## Personal Hygiene and Fitness for Work

### Hygiene & Attire

Timberlink contractors are expected to meet basic hygiene requirements as part of their engagement with Timberlink.

- Maintain personal cleanliness.

- Wash hands with soap before and after eating, and after using the toilet.
- Cover mouth and nose when coughing and sneezing. If no tissue, use elbow, not hands.
- Secure long hair (hair must be tied back to prevent potential for being caught in equipment).
- Clothing must not interfere with the safe operation of equipment.
- No dangling jewelry that may create a safety hazard to self or others.
- Stay home from work if sick – **don't spread infection**.

## Fitness for Work

All contractor workers (employees and sub-contractors) must present to a Timberlink site or for Timberlink work in a fit and proper state. Any actual or suspected issues will be managed immediately and can include removal of the individual(s) from the Timberlink site or from the Timberlink work. Contracting companies must provide a method to safely transport the individual from the site. Timberlink will encourage individuals to not drive personal/work vehicles from the site if suspected of reduced physical or cognitive ability.

- Timberlink sites are Smoke Free work environments. Smoking is only permitted in designated areas.
- Medication – prescribed medication may be used but if it limits an individual's physical or cognitive ability to undertake the work then the individual will not be permitted to undertake the work for Timberlink.
- Illicit Drugs and Alcohol – strictly prohibited, including the use of, possession of, or under the influence of.

## Personal Protective Equipment

*Contractors are to supply to their workers (employees and sub-contractors) and be responsible, for ensuring the use and application of PPE compliant to Australia Standards.*

PPE must be in good working order, functional and suitable for the tasks to be undertaken, designed to provide protection against workplace risks / hazards.

Timberlink sites will have specific requirements for PPE which will be communicated during the induction/engagement process, the type and use is dependent on whether you are working at one of our mills, our distribution centres, or offices. Below are the most common PPE requirements:

- Safety glasses
- Dark Safety Glasses are not to be worn inside or to be used as Hot work PPE.
- Day/ Night High visibility clothing with Reflective Strip
- Steel capped lace up safety boots
- Hard Hat
- Gloves: when handling timber tooling or Sharp Objects
- Hearing protection – please check site requirements before commencing as some sites do not allow individual ear plug use, due to contamination issues.



Job specific PPE will be required for hot work, grinding etc which needs to be identified in relevant JSAs/SWMSs prior to the commencement of work.



## Accessing Site

All access to Timberlink locations is controlled by the local site management team. This includes access to roadways, pedestrian zones, and amenities.

Only those workers (employees and sub-contractors) of the contracting company who have successfully completed the relevant site induction processes will be allowed access.

Once inducted, there are additional access restrictions, including but not limited to:

- The specific work area and access/egress to and from it.
- The specific day and/or times agreed with the Timberlink Contract Manager (for example, workers cannot decide to undertake weekend or after hours work without specific authorisation)
- Contract workers cannot authorise entry for other people onto a Timberlink site (including sub-contractors or visitors).
- Workers are not authorised to bring pets or other animals onto a Timberlink site.

Inductions are valid for twelve (12) months or sooner if a particular site update needs to be communicated sooner.

Individuals are required to refresh their induction on an annual basis, regardless of how long they have been visiting the site.

All contractor workers will be required to sign into the site each day. This will be either a paper-based or electronic process.

## Vehicles on site

Contractor's vehicles are not permitted on production sites unless:

- required as a tool of trade, and
- have permission to do so from the Timberlink Contract Manager.
- They are a transport provider involved in the carriage of Timberlink finished goods or raw materials.

Timberlink mills may require vehicles to have a flashing beacon or use hazard lights whilst traversing the site.

Some sites may require drivers to undertake further induction processes prior to any driving on site. This will be provided during the induction/engagement process.

Timberlink transport contractors are required to complete all relevant site induction processes as directed, both for Timberlink operational sites, or any related customer locations.

Timberlink reserves the right to inspect any vehicle leaving site. Contractors detected removing goods, materials or other property will face appropriate action.

Drivers must be in the possession of appropriate and current driver's licences and shall abide by the speed limits and traffic & pedestrian controls of the site. Vehicles parked in site car parks are left at the discretion of the vehicle owner at their own risk.

## Accessing Restricted Areas

Contractors are not authorised to access restricted areas unless this has been specifically agreed with the Timberlink Contract Manager. There are several different types of restricted areas on Timberlink sites which include roof access, confined spaces, log yards, electrical switchboards etc.

## **Pedestrian Access**

Where walkways are marked, these must be always adhered to by contractors. Where necessary, a Timberlink escort will be provided.

No pedestrian is to enter the warehouse section of a Distribution Centre without a Timberlink escort.

No pedestrian is to come within 3 metres (unless on a designated walkway) of any operating or powered up forklift or any other mobile plant.

If any forklift or other mobile plant operator needs to interact near the unit, the operator must power down the equipment, apply the hand brake and then inform the pedestrian that it is safe to approach on that basis only.

## **Risk Management**

Contractors are required to plan the work that they are undertaking and to identify and control the risks associated with it.

This handbook includes some minimum acceptable controls for specific risks that Timberlink require all contractors to comply with. Contractors must also comply with any specific requirements of health, safety and environmental law, Australian/New Zealand Standards, and where relevant codes of practice and Timberlink Critical Risk Standards.

Timberlink's focus is to eliminate or reduce risk, therefore the expectation is that the best risk control method be used. Contractors undertaking physical tasks must provide a Job Safety Analysis (JSA), or for construction work, a Safe Work Method Statement (SWMS), prior to commencing any work. This must be accessible always and be provided to Timberlink representatives when requested.

Contractors are required to identify any deviation from Timberlink requirements, including Critical Risk Standards (see *Appendix 1*) and seek authorisation for any exemption. There must be an equivalent safety outcome for any exempted requirement.

Contractors need to examine the work area prior to commencing work and finalising the JSA or SWMS to include any environmental factors. All workers involved in the task must sign the JSA or SWMS.

Where work is continuing for more than one day, the JSA or SWMS is required to be reviewed each day.

Depending on the nature of the work being undertaken permits or other risk assessment methods may be required. This will be confirmed during the induction/engagement and the JSA/SWMS review processes.

The contracting company must provide adequate supervision to ensure that the work is completed safely and in compliance to the JSA/SWMS.

## **Critical Risk Standards**

Timberlink has identified some risks that can potentially result in serious and permanent injury, fatality, and/or legal prosecution. These risks have specific controls in place for exposed workers and receive more resources to support them.

A subset of critical risks has been identified as requiring elevation to a Critical Risk Standard. For these risks, Timberlink standardises the minimum controls across the company.

Timberlink's Critical Risk Standards are:

- Wood Dust Inhalation

- Traffic Management
- Mobile Plant
- Timber Stacking
- Fire and Explosion
- Hazardous Energies
- Working at Height (publication scheduled for July 2023)
- Hazardous Manual Handling (publication scheduled for 2024)
- Driving (publication scheduled for 2024)
- Confined Space (publication scheduled for 2024)
- Psychosocial Hazards (publication scheduled for October 2023)

A copy of the Critical Risk Standards can be found in Appendix 1.

## **Safety in Design and Buildability**

Contractors engaged to design structures, process flow, plant/equipment and other assets are required to comply with all applicable Australian/New Zealand health, safety and environmental legislation, Australian/New Zealand standards and all applicable Codes of Practice.

The design must aim to eliminate or reduce risk to all Timberlink workers and the environment. The design must be agreed to by the Timberlink Contract Manager and identify all residual risk. The residual risk must consider all reasonable uses of the design including normal operation, emergency operation, maintenance, and end of life disposal methods (where applicable).

The design must consider the risks involved in any construction and plan for safe buildability. All residual risk associated with buildability must be known and advised to any party constructing the design prior to commencement. Construction parties must also complete their own risk assessment based on their knowledge and skills to identify any other risks.

## **Plant and Equipment**

Contractors are required to provide their own tools and equipment. All plant and equipment must meet Australian/New Zealand standards and be maintained in a good state. Any plant or equipment requiring calibration must be calibrated to standard and/or supplier instructions.

When interacting with Timberlink plant and equipment, contractors must not interfere with the functioning of it, or any safety system or device associated with it. This includes altering, bypassing, removing or damaging guards, interlocks, or captive key systems.

### **Contractors performing the carriage of Timberlink finished goods & raw materials.**

Timberlink transport providers are responsible to ensure that any transport vehicles and/or equipment that they operate, is maintained to a safe and suitable standard, as is outlined under NHVR or any other relevant state legislation.

Timberlink transport providers must ensure that any load restraint equipment used either meets or exceeds legislative requirements [NHVR or any other relevant state legislation], and that it is in good working order.

\*\* N.B It is also a strict Timberlink directive that no load-restraint equipment is to be removed, prior to the truck being situated in its final, designated unloading position, i.e., do not remove any load-restraint straps while waiting to enter site in adjacent traffic queues etc.  
This applies to any Timberlink or a related customer site.

Timberlink transport providers, should note that trailers which utilize either “hanging-gates”, or mezzanine drop-decks are not suitable for the carriage of Timberlink products, due to both site loading process, and general safety considerations.

## Permits

Contractors may require specific permits to undertake high risk activities, these will be identified and organised during the induction/risk assessment phase. Permits must be authorised by a Timberlink authorised representative. The following permits are currently used at Timberlink:

- Hot Work Permit
- Working at Heights permit
- Confined Space permit
- Excavation permit
- Isolation Permit
- High Voltage Work Permit

There may be requirements for additional permits if risks are identified.

## Isolation and Lockout

Contractors may need to undertake work requiring isolation and lockout methods. Timberlink has specific process and authorisation requirements prior to work commencing. The Timberlink Contract Manager will confirm this.

No work is to commence without the appropriate permit authorisation.

Contractors are required to supply their own locks for use on either single isolation points or when using lockbox controls.

## Hot Work

Timberlink sites have high fire risk potential due to the amount of possible fuel for any fire, mainly wood. Hot work requires specific focus and control to ensure that all work can continue safely.

Contractors will need to have a *Hot Work Permit* for the following conditions:

- Acetylene or gas burning
- Grinding
- Welding, brazing or electric arc welding.
- Soldering with gas flame

Please note that due to the high risk, certain temperature and weather conditions may lead to the cancellation of all hot work permits on a site for a period. Timberlink will communicate this with as much lead time as possible.

Contractors will need to abide by all hot work permit conditions including fire watch provisions. These need to be confirmed with each site. All hot work permits need to be authorised by the Timberlink authorised representative prior to work commencing.

## Working at Heights

When work is being conducted with a potential fall risk of greater than 2 metres, a *Working at Heights Permit* is required prior to commencing work. The *Working at Heights Permit* and JSA/SWMS must consider the following:

- Controls to prevent the worker falling or fall arrest devices.
- Controls to prevent dropping items/equipment from height – this includes cordoning off areas, securing items/equipment etc.
- The use of spotters in operational areas.
- Rescue plans.

When contractors are working at heights less than 2 metres, Timberlink requires JSA/SWMS identification of the abovementioned falls risks and appropriate controls.

## Electrical Safety

Only licensed electricians that have Timberlink approval are permitted to undertake electrical work. Work must always comply with relevant electrical standards, the JSA/SWMS and any permit issued for the task. Electrical panel boxes and switchboards must be locked after the completion of work.

Portable electrical equipment must have current electrical testing and tagging and be in good condition prior to being brought onto site or used. The use of equipment with leads must not create trip hazards without appropriate controls in place (such as cordoning off areas in agreement with Timberlink).

There may be circumstances when live work needs to be considered. A risk assessment, including the contractor workers and Timberlink representatives, is required prior to authorising this activity.

High voltage work can only be undertaken with the appropriate high voltage electrical licenses, Timberlink authorisation, JSA/SWMS, and *Permit to Work*.

## Confined Spaces

Confined spaces are identified on Timberlink sites and will be communicated to all relevant contractors during induction/risk assessment processes.

Contractors can only enter and complete work in a confined space under the following conditions:

- All individuals have the appropriate training and competency certification.
- The relevant JSA/SWMS has been completed.
- A confined space entry permit has been completed and authorised by a Timberlink authorised person.
- All equipment and gear for the work and for any rescue planning is available and in good condition.
- The atmospheric and personal monitoring devices used are calibrated for oxygen and any other relevant gas for the entry.
- The site confined space register is reviewed to identify any additional monitoring requirements.
- The area surrounding the entry point is cordoned off in agreement with the Timberlink Contract Manager if the opening presents a risk to others.

## Mobile Plant

Timberlink operate mobile plant on most sites, these include forklifts (up to 20 tonne), cranes and Elevated Work Platforms (EWP) / scissor lifts. All drivers of mobile plant are required to hold the relevant High-Risk Work (HRW) licence and be trained and familiar with the specific item of plant.

Contractors may need to operate mobile plant on Timberlink sites and are required to comply with all the above-mentioned criteria, including:

- Plant meeting Australian/New Zealand standard.
- Plant in good working condition.
- Operator holding the appropriate and valid HRW licence.
- Operator is authorised to do so by a Timberlink authorised person.

All plant and equipment brought onsite must undergo daily recorded inspections that can be sighted during any Timberlink inspection. Care must be taken to ensure that lifting loads do not exceed plant capability.

When driving mobile plant on a Timberlink site, all traffic management controls must be adhered to, and the protection of pedestrians is required always.

## Exclusion Zones

Exclusion zones should be established around cranes, scissor lifts or EWPs, and adjoining areas to stop people entering the area and exposing themselves to the risk of being injured by the equipment or falling objects.

The size of the exclusion zone should be based on a risk assessment. Where the exclusion zone crosses a public footpath or roadway that needs to be closed, or an overhead protective structure erected, contractors should seek approval from the relevant authority. People should be safely directed to an alternative footpath. Lane closures and other operations requiring barricades and signs to be erected should meet local road authority, local government authorities and relevant building or local laws.

Timberlink transport contractors are required to adhere to all relevant site rules and driver exclusion zones, with particular focus in areas involved in the loading / unloading of Heavy Transport Vehicles [HGV's]

## Handing Hazardous Substances & Chemicals

Contractors may need to work with or around Timberlink chemicals and substances. The JSA/SWMS should identify any chemicals and the appropriate controls, and the Safety Data Sheet(s) (SDS) will be made available to the contractor for that work.

Contractors may need to bring chemicals and substances onto a Timberlink site. These need to be approved via the Timberlink Contract Manager. Once approved, contractors must provide copies of all relevant and valid SDS and comply with the controls within the SDS. These must be included in the JSA/SWMS.

The JSA/SWMS must also include the following for all chemicals used as part of a job:

- How the chemical/substance will be stored and identified.
- Safe practices, including any PPE for using the chemicals/substances.
- Any cleaning and waste disposal required (chemicals cannot be poured into Timberlink drains, sinks, or onto the ground).
- What to do and use in the event of a spill, including waste disposal, reporting of the incident to Timberlink and spill kit usage/replenishment.

## Compressed Air Safety

Contractors are only to use compressed air in agreement with the Timberlink Contract Manager and in accordance with the agreed JSA/SWMS. Compressed air is not to be used on the body/clothing or on other people.

When using compressed air, PPE is required, at least safety glasses and hearing protection. The air hoses must be checked for damage prior to use. No devices are to be inserted into the nozzles at any time.

Care must be taken during use to avoid trip hazards for anyone in the area. Hoses should be rewound to a safe position after use.

## Manual Handling

There will be manual handling risk to almost any physical work completed. Contractors are required to identify manual handling hazards as part of the JSA/SWMS and implement effective controls.

Manual handling aids should be used whenever possible to avoid heavy lifting.

## Asbestos

Contractors will receive information on the presence, and where applicable the nature, of any asbestos on the site that they are working on.

If work is to be undertaken in an area identified as containing asbestos, then the Timberlink Contract Manager will need to seek authorisation for work to proceed. Any work that may involve disturbing the asbestos containing material (ACM) cannot proceed without appropriate assessment, and where needed, certification of the workers involved.

Asbestos removal work will only be completed by trained, competent and registered asbestos removalists. The risk assessment must include safe methods of removal, waste disposal and labelling.

## Environmental Responsibilities

In addition to the requirements listed above contractors are required to plan their work to minimise environmental impact on Timberlink site(s) and surrounds.

Environmental requirements include, but are not limited to:

- Disposal of oils, chemicals, and substances (including hazardous substances) via licensed waste disposal methods – evidence is required.
- Noise is controlled and within site requirements. Timberlink operates close to neighbours and at times have strict restrictions in place.
- Air emissions are managed and controlled. This includes loads being covered or dampened to reduce dust and debris.
- Disposal of waste is in accordance with Timberlink site requirements and applicable laws.
- Report any possible or actual product contamination, including wood chip, as Timberlink operates with stringent quality controls.

## First Aid & Medical Treatment

Timberlink will care for all contractor workers and provide initial first aid treatment where necessary. During site inductions the incident/injury reporting and first aid process will be explained to workers. Contractor workers must not access and use first aid materials/equipment without the guidance of the Timberlink Contract Manager and/or first aider.

If the Timberlink first aider deems that immediate medical treatment is needed, and/or if the injured worker requests it, Timberlink will arrange transportation including ambulance. The Timberlink Contract Manager or delegate will advise the contracting company in this event. The contracting company is responsible for costs associated with the transportation of the injured worker.

## Incident Report & Investigation

All incidents, injuries, near misses and hazards must be reported to the Timberlink Contract Manager.

All reporting should occur ASAP but no later than the end of the shift.

If the contracting company notifies a regulatory body (safety and/or environment), the Timberlink Contract Manager must be notified immediately. Timberlink may also be required to notify the regulators if the incident has occurred on a Timberlink site and/or preserve the incident scene.

Contracting companies are expected to investigate all incidents, injuries and near misses, and where needed, assist Timberlink in completing investigations. Copies of documented investigations and mitigating actions should be provided to the Timberlink Contract Manager and form part of the regular contractor performance reporting. Incident reports must be provided within one week of the date of incident.

Transport-related Incidents on TLA sites, in transit or on our customer sites must be reported as soon as is practicable, and this includes any damage to property [including customer-related sites]. Incident reporting should include relevant Timberlink team(s), and any state/legislative parties as appropriate [such as NHVR etc].

## Emergency Preparedness

Contractors will be provided with emergency management information as part of the induction process. Contractors need to understand potential site emergency situations and how to respond. Timberlink's priority is to protect people from harm, then act to protect property/assets.

Contractors are never expected to put themselves at risk trying to mitigate an emergency. Contractors will be required to follow the directions of wardens, first aiders, safety personnel and/or managers at the, depending on the nature of the emergency.

## Communication and Consultation

Contractors are expected to send and receive communication relevant to their work, their workers and the Timberlink site. Timberlink will send communication to raise awareness and if needed, to identify new or improved controls. In most cases, Timberlink will indicate if the contracting company is required to respond.

Timberlink aims to ensure contractor workers feel part of the Timberlink team and invite communication from contracting companies that support that.

There may be times when Timberlink want to consult with contractors regarding possible site changes, identified risks or changes to site controls. Timberlink welcome contracting companies to identify their preferred contact person/s for this consultation.

Whilst onsite Timberlink requires that contractors only use mobile phones for business activities and only when safe to do so. Contractors are not to use mobile phones whilst driving or operating machinery or mobile plant/vehicles. Contractors must not walk whilst using mobile phones.

On some sites UHF radios are used for safe communication and travel across the site, this will be communicated during the induction and risk assessment processes.

All communication, verbal, written and gesturing is to comply with Timberlink values and not potentially offend others.

## Housekeeping

All work conducted by contractors must be completed in a safe manner, for themselves and other workers. Once the job has been completed contractors are expected to clean and tidy the area prior to leaving it.

Contractors must consider at least the following both during the work and at completion:

- Not creating trip or slip hazards.
- Cleaning the area of any substance.
- Correctly disposing of rubbish.
- Not inhibiting walkways, or access/egress pathways.

If additional cleaning of areas is required once a contractor has left, the contracting company is responsible for the associated costs.



## Training

Contractors must ensure that all workers (employees and sub-contractors) are adequately trained and competent in the work that they undertake. Contracting companies are expected to have training processes in place which identify training needs and records complying to those needs.

All contractor workers must be inducted to the Timberlink site requirements prior to commencing any work.

Contracting companies must have a process in place to identify and track training completion of all workers, competency status, expiry dates and where relevant licence information. This information must be made available to Timberlink when requested.

## Supervision and Inspection

Contracting companies must maintain an adequate level of supervision throughout the work being completed. Contracting companies are accountable for sub-contracted workers being subject to all the requirements within this handbook, along with site specific requirements.

Contracting companies must undertake regular and sufficient inspections of work and workers to ensure that all WHSE requirements are complied with. These must include scheduled inspections and unscheduled inspections.

## Reporting

Contracting companies must provide regular reports including but not limited to:

- Performance reporting: incident/injury statistics (hours worked), hazard reporting, inspections completed and associated actions.
- Training, licensing, induction update.
- Regulator/Authority activity – all inspections, notices, investigations, prosecutions associated with the work being performed for Timberlink or on Timberlink premises.

Reporting is expected to occur on the day, or as close to the day of an issue/event however the Timberlink Contract Manager will confirm if additional requirements are needed. Some contractors will be required to complete formal reports and/or review meetings.

## Auditing

Timberlink will conduct regular scheduled and un-scheduled audits of contracting companies to ensure compliance to the requirements of this handbook, the contract, and any specific engagement requirements.

The focus of these audits is to ensure that contracting companies:

- Provide safe systems of work.
- Prevent incidents and injuries.
- Effectively communicate, train, and consult.

Where audits identify gaps and opportunities, the contracting company is expected to identify and implement appropriate action. In some circumstances Timberlink will organise a review or periodic reviews to ensure compliance is achieved and maintained.

*Once this handbook has been read, understood, and accepted the contracting company is required to complete the Contractor Handbook Acknowledgement from – TLANZ\_04\_06\_F10. This must be signed by an authorised person and sent back to the Timberlink Contract Manager prior to the commencement of work.*

## Appendix 1: Critical Risk Standards

This appendix includes a summary of the critical risk standards, as of August 2023. If your scope of work includes any of these risks, please ask your Timberlink contact for the latest version of the standard.

Critical Risk Standard	Minimum expected controls include:
<b>Safe Timber Stacking</b>	<ul style="list-style-type: none"> <li>• Pack design,</li> <li>• Stack construction</li> <li>• Stacking area layout,</li> <li>• Pedestrians' exclusion zones.</li> </ul>
<b>Mobile Plant</b>	<ul style="list-style-type: none"> <li>• Design to Australian Standards,</li> <li>• Registration (where required)</li> <li>• Pre-start inspections,</li> <li>• Maintenance,</li> <li>• Drug and alcohol policy,</li> <li>• Spotters (when needed).</li> </ul>
<b>Traffic Management</b>	<ul style="list-style-type: none"> <li>• Site Traffic Management Plans,</li> <li>• Pedestrian access and controls,</li> <li>• Roadway maintenance.</li> </ul>
<b>Fire and Explosion</b>	<ul style="list-style-type: none"> <li>• Hot work processes,</li> <li>• Site/building layout, including designated smoking areas,</li> <li>• Inspection programs,</li> <li>• Preventative maintenance,</li> <li>• Woodchip, bark and sawdust management.</li> </ul>
<b>Wood Dust Inhalation</b>	<ul style="list-style-type: none"> <li>• Work area design,</li> <li>• Extraction and ventilation of work areas,</li> <li>• Dust suppression systems,</li> <li>• Housekeeping,</li> <li>• Monitoring.</li> </ul>
<b>Hazardous Energies</b>	<ul style="list-style-type: none"> <li>• Design to Australian Standards,</li> <li>• Plant layout,</li> <li>• Guarding,</li> <li>• Isolation,</li> <li>• Maintenance.</li> </ul>
<b>Prevention of Falls</b>	<ul style="list-style-type: none"> <li>• Design to Australian Standards,</li> <li>• Engineered barriers for holes,</li> <li>• Qualified scaffolders,</li> <li>• Fall restraint systems,</li> <li>• Rescue plans,</li> <li>• Dropped object exclusion zones,</li> <li>• Maintenance.</li> </ul>