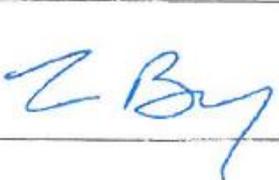


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### Approval

	Name	Position	Signature
Document Author	Glenn Turnbull	Project Safety Systems Coordinator	
	Mathew Sekulitch	Manager Audit & Assurance	
Document Endorser	Darren Quinlivan	Risk & Strategy Manager	
Approving Manager	Todd Bentley	Director SER	

### Amendment Record

Approval Date	Version	Description
14/01/2011	1	Initial issue under MTM. Replaces MainCo document CD 012
19/12/2012	2	Inclusion of a principal's right to inspect works (new cl 2.8), a right for the contractor to include principal's site induction in its own site induction; minor amendments in 3 Competency Management; a new clause 6.8.1 in relation to safe work method statements and minor amendment to cl 6.8.4 (c) in respect of contractors PPE requirements. Minor amendments to 6 Site Safety Environment Plan & cl 7.1 in relation to Protection of Underground Assets and Services Interim Procedure.
09/04/2013	3	Update Section 3 – Competency Management to support all Rail Safety Worker roles associated with the Rail Industry Worker Card requirements from 01 July 2013.
10/11/2015	4	Centralising of all safety and environmental requirements for all third parties accessing and or working on MTM premises and introduction of PICS prequalification into MTM.

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## 1. Purpose

The purpose of the procedure is to set out MTM's health, safety, quality and environmental requirements for all non-MTM personnel (hereby referred to as Third Party) requiring access to MTM premises.

Compliance with this procedure will ensure:

- MTM complies with all legislative and accreditation requirements,
- The safety of MTM personnel, Third Parties and the public,
- The safety and integrity of MTM's rail network and operations and minimise disruptions,
- MTM informs Third Parties of MTM's special requirements regarding specific hazards encountered in the rail environment, operating and work procedures, and
- Minimised adverse impacts on the environment.

## 2. Scope

This procedure shall be used by the nominated MTM person (hereby referred to as the Project Manager) responsible for Third Parties and all Third Parties entering and or working on / under / over and adjacent to MTM premises. This includes:

- Suppliers,
- Visitors,
- Community Organisations,
- Third Parties, including subcontracting Third Parties, and
- Any organisation accessing MTM premises via a Safety Interface Agreement.

## 3. How to use this procedure

In order to use this procedure, the Project Manager must understand the scope of works being requested, in terms of what work is being done and where the work is being done.

The Project Manager, and/or Third Party, then applies the scope of works to the 4-step process to determine what requirements must be met prior to the Third Party entering and/or working on MTM Premises. The requirements in the first three steps are then communicated to the Third Party as part of Step 4.

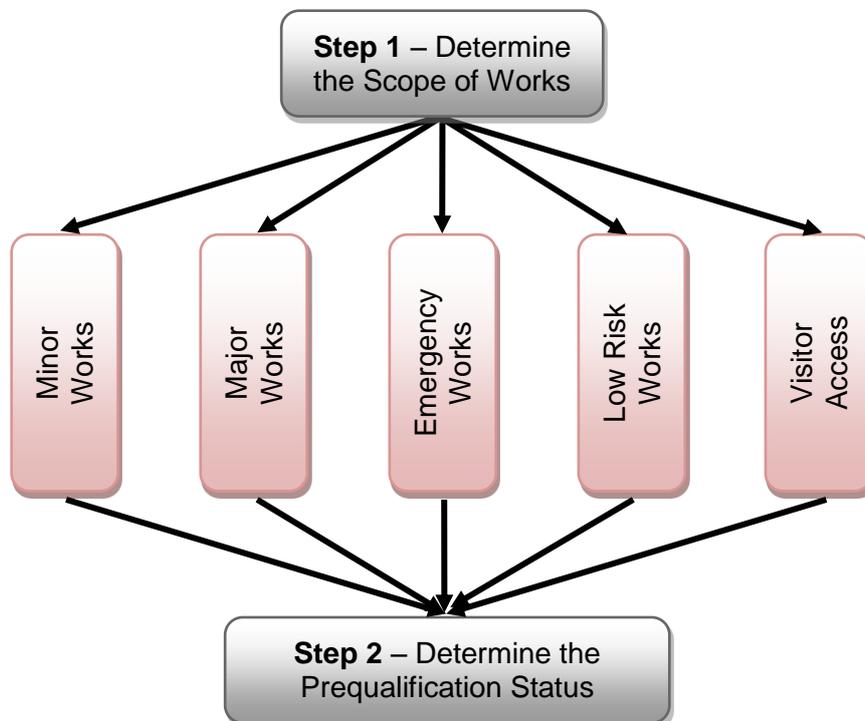
### 3.1. Step 1 – Determine the Scope of Work

Apply the scope of work to the following definitions to determine which category of work is applicable:

- **Minor Works:**
  - *Routine operational, maintenance / renewal works to rail infrastructure or rolling stock that does not impact MTM's rail safety accreditation and where the value of the work does not exceed \$350K. The Third Party may be engaged by MTM or a government body such as VicTrack or PTV.*

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- **Major Works:**
  - Works valued at more than \$350K or works that impact MTM’s rail safety accreditation or works conducted on rail infrastructure or rolling stock that is not routine maintenance. This includes signalling works, upgrades of Buildings, Toilets, Platforms, Level Crossings, and Service Crossing etc. The Third Party may be engaged by MTM or a government body such as VicTrack or PTV.
- **Emergency Works:**
  - Critical recovery or immediate work to rail infrastructure or rolling stock where operationally necessary for the safety of personnel or assets.
- **Low Risk Works:**
  - Works which are conducted on MTM premises but not on rail infrastructure or rolling stock. Typically these are conducted by individuals performing a service for a Government body, institution or Community Organisation; for example, Keep Australia Beautiful, Salvation Army, Department of Justice, Department of Environment, Land, Water & Planning and Aboriginal Heritage Society. This category also includes Third Parties conducting promotional activities.
- **Visitor Access:**
  - Individuals who access MTM premises for observation, including external audits, inspections or investigations or delivery purposes, but not physical work.



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Once the category of work is identified, proceed to the Appendix that corresponds to that category of work for a list of requirements applicable to the scope of works.

- [Appendix C](#) – Minor Works
- [Appendix D](#) – Major Works
- [Appendix E](#) – Emergency Works
- [Appendix F](#) – Low Risk Works
- [Appendix G](#) – Visitor Access

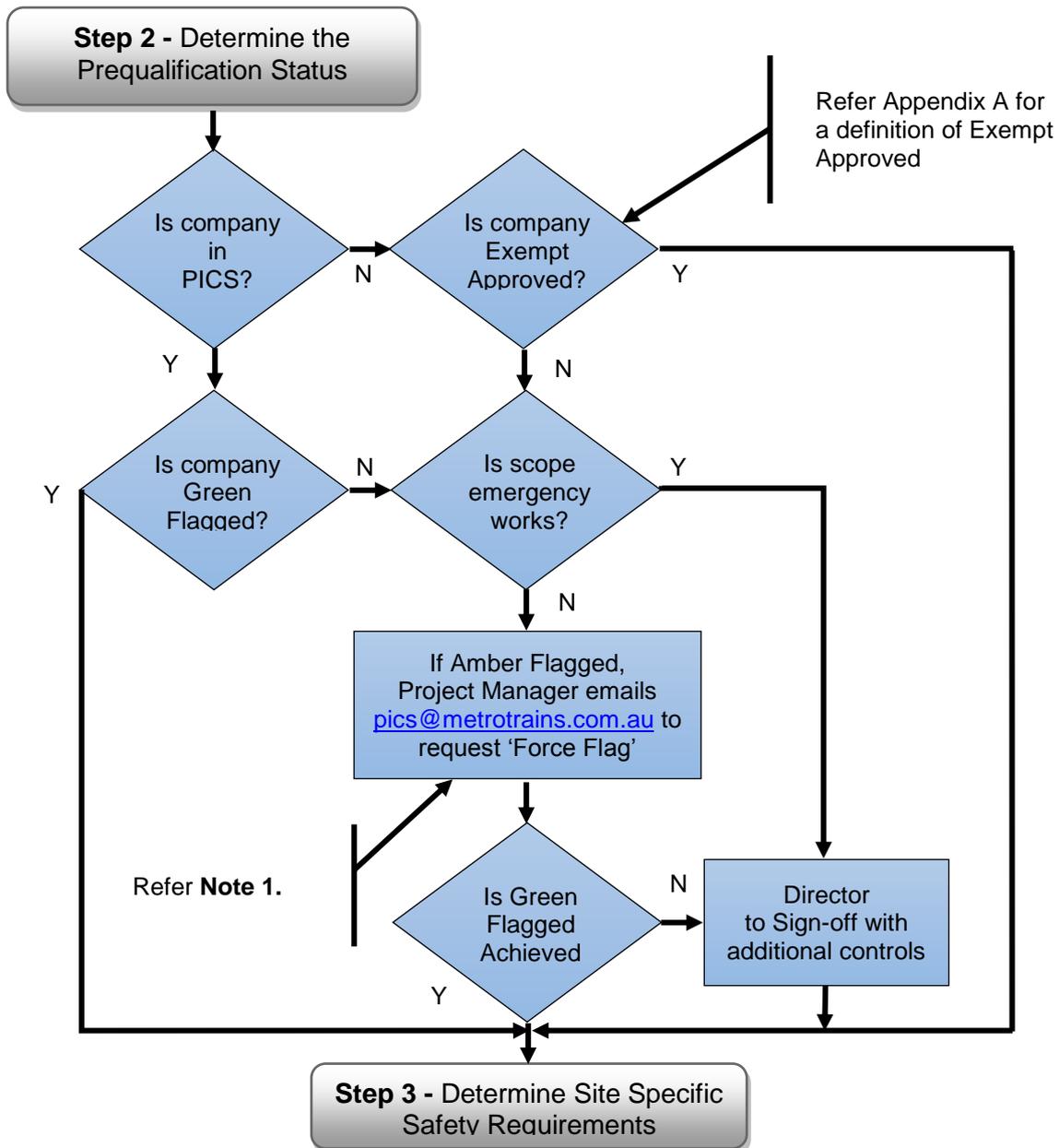
Proceed to Step 2 to determine if the Third Party has been prequalified against MTM's requirements.

**Note.** If the scope of work impacts MTM's rail safety accreditation the Project Manager must comply with the Management of Change Procedure (L1-SQE-PRO-001).

### 3.2. Step 2 – Determine the Prequalification Status

The introduction of PICS prequalification (refer Appendix A) into MTM means a company's systems and processes are audited as part of the on-boarding process.

PICS uses coloured flags to indicate levels of compliance; Green means fully compliant, Amber means minor non-conformances or outstanding actions are required before Green can be achieved and Red means major non-conformances exist. This means that providing a company is Green Flagged, for the scope of works they've been asked to do or provide, Project Managers can now focus on execution of the contract against the contracted scope of works and the requirements identified by the applicable Appendices.



**Note 1.** PICS does not apply to Third Parties accessing MTM premises under a Site Access Agreement.

**Note 2.** The Supplier Management Procedure (L1-CPO-PRO-002) requires the Third Party to hold Green flag status or the Third Party is Amber but has had their flag status amended to Green by a process called 'Forcing the Flag'. To achieve the latter, the Project Manager emails [pics@metrotrains.com.au](mailto:pics@metrotrains.com.au) and requests the Third Party's flag to be forced Green.

If the request is denied, additional controls must be put in place before the Third Party can be engaged. This will require the Project Manager completing a risk assessment and having the responsible Director / General Manager endorsement. An example of these controls could include the Third Party operating under MTM's systems or having the requirements of the Major Works applied to the Third Party's Minor Works.

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### 3.3. Step 3 – Determine the Site Specific Safety Requirements

Once the category of works has been determined and the Third Party's compliance status in PICS is known, apply the following flow chart to assist in determining the minimum site specific safety requirements that must be applied in respect to the Rail Corridor. These safety requirements are determined by following the Planning Worksite Protection in the Rail Corridor procedure (L1-OPS-PRO-018) and the associated Rail Safety Work Site Hazard Assessment / Pre Start form (L4-OPS-FOR-014) (hereby referred to as Hazard Assessment).

The following notes apply to the flow chart on the next page.

**Note 1.** The 'scope of work' examples are a guide only and may change depending on the worksite location. Mobile plant use has been listed on all three examples to highlight that even with a change in worksite location the Hazard Assessment will determine RIW Card will be required across all areas.

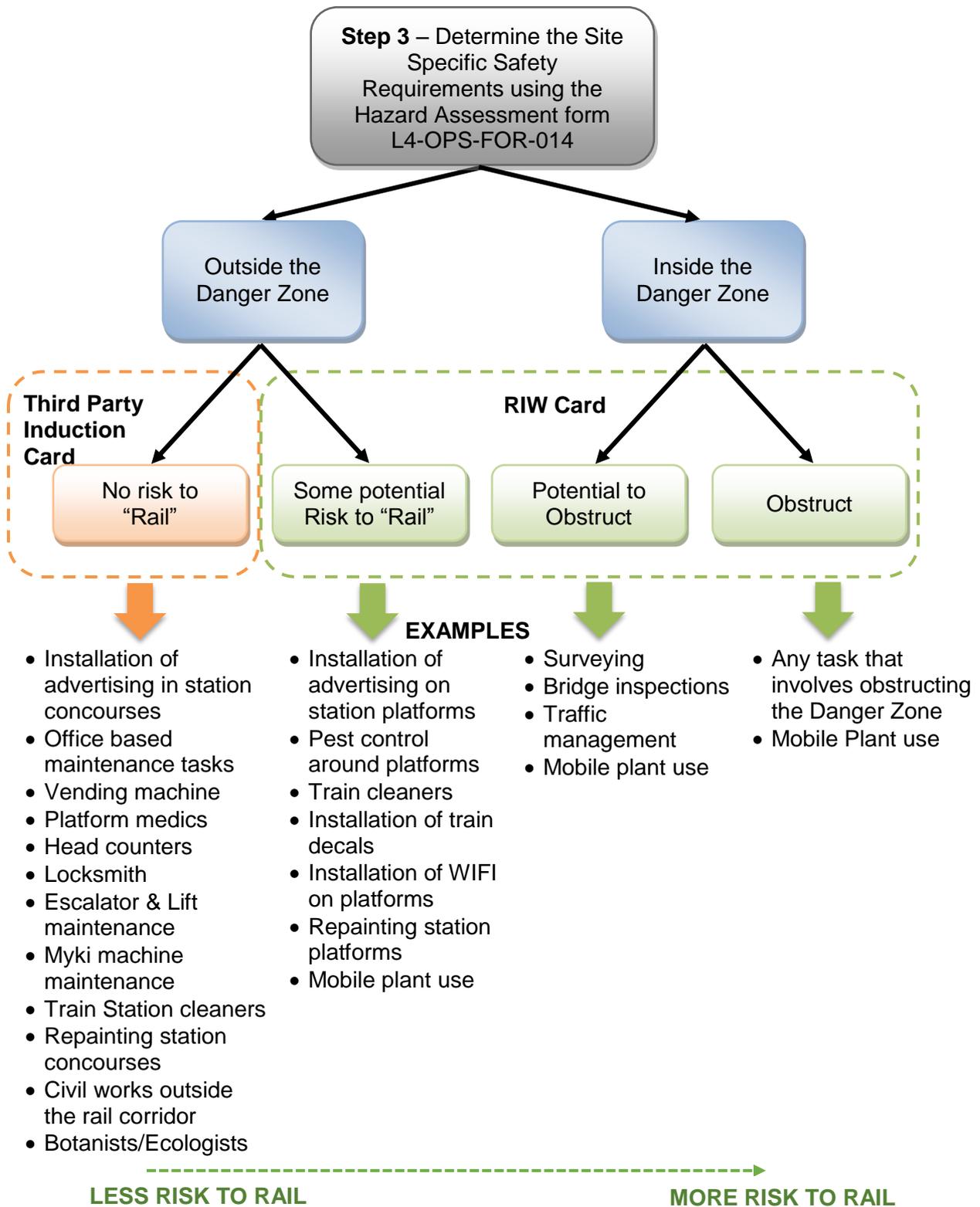
**Note 2.** If the individual holds a valid RIW Card then no Third Party Induction card is required as holding a valid RIW Card, means a higher level of induction is held by the Third Party.

**Note 3.** In the examples, 'civil works outside the rail corridor' and 'office based maintenance tasks' have been included to highlight that no RIW card is required, even though no Hazard Assessment would not be needed in the first place because the location of task is outside the rail corridor. As such, these tasks are treated as civil works and no RIW Card is required. In this case, normal OHS competence requirements exist, i.e. High Risk Licences, Electricians or Plumbers certifications. MTM may however invoke the RIW Card to support evidence of competence as the RIW Card caters for both OHS and Rail Safety competence requirements.

**Note 4.** There are certain tasks or functions that may fall under the category of outside the Danger Zone and no risk to rail; therefore, by applying the flowchart above they do not require an RIW Card. However, if the Third Party is performing rail safety work, they will require an RIW Card with the role applicable to what rail safety work is being done. For examples of what RIW roles fall into this category and what must be complied with refer to Appendix H.

**Note 5.** Third Parties undertaking Low Risk Works will be exempt from paying for the Third Party Induction Card and these costs will be borne by MTM.

**Note 6.** The health assessment requirements for rail safety workers are captured by the RIW program and the Third Party individual holding a valid role on their RIW Card. Refer LO-HMR-MAN-001 – Business Rules Manual for the Contracting Rail Safety Worker.



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### 3.3.1 Working in MTM Depots and Sidings

The Hazard Assessment used in the flow chart in Step 3 does not apply to work carried out in Depots and Sidings. The Site Specific Safety Requirements applicable to working in Depots and Sidings are covered by the following work instructions:

- L3-ROS-WOI-066 – Fleet Work Instruction Protection of Personnel Performing Maintenance & Commissioning in Sidings (MFWI 440001), and
- L3-ROS-WOI-017 – Fleet Work Instruction Protection of Personnel within Maintenance Buildings (MFWI 440002)

These Work Instructions require:

- All Third Parties to be inducted to both Work Instructions, and
- All Third Parties to be in possession of valid RIW Cards and the role applicable to the rail safety work being carried out.

### 3.4. Step 4 – Communicate the requirements to the Third Party

The final step involves packaging up the requirements identified by the steps listed above and communicating them to the Third Party. Where the Third Party is engaged under contract, these requirements will be part of the sourcing option, i.e.:

- Request for Quotation,
- Request for Proposal,
- Request for Tender,
- Single Source,
- Exemption, or
- Contracted Works.

Where no contractual arrangement exists, these requirements will be communicated via alternative means, i.e. interface agreements.

## 4. Appendices

Below is a list of the Appendices referenced in this procedure:

- Appendix A – Definitions
- Appendix B – General Rules for Third Parties Accessing MTM Premises
- Appendix C – Minor Works
- Appendix D – Major Works
- Appendix E – Emergency Works
- Appendix F – Low Risk Works
- Appendix G – Visitor Access
- Appendix H – RIW Card Requirements
- Appendix I – Emergency Telephone Numbers
- Appendix J – Site Access Application Checklist
- Appendix K – Matrix of Applicable Procedures

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## 5. Related Documents

- L0-SQE-PLA-003 – Emergency & Crisis Management Plan
- L0-HMR-PRO-044 – Drugs and Alcohol Procedure
- LO-HMR-MAN-001 – Business Rules Manual for the Contracting Rail Safety Worker
- L1-CCO-APP-002 – Site Access Agreement – Third Party Access to Land
- L1-SQE-PRO-001 – Management of Change Procedure
- L1-OPS-PRO-018 – Planning Worksite Protection in the Rail Corridor
- L1-INF-PRO-001 – Protection of Underground Assets and Services Procedure
- L1-TRK-PRO-002 – Track Vehicle Registration Process
- L1-INF-WOI-002 – Obtaining Approval for Plant to Work Under Live 1500v DC Electrical Equipment
- L1-INF-WOI-003 – Infrastructure Work Instruction Approved Plant Fitted With Height Restrictors
- L1-OPS-PRO-024 – General Work and Access Permit Procedure
- L1-PRJ-PRO-003 – Occupation Management Procedure
- L1-CPO-PRO-002 – Supplier Management Procedure
- L2-PRJ-PRO-012 – MTM Plant Safety procedure
- L2-SWS-PRO-009 – Dealing with an Incident or Condition Affecting the Safety of the Network
- L2-TRK-PRO-032 – Track Procedure Maintaining Track Integrity
- L2-SQE-PRO-261 – Rail Industry Worker Extension and Exemption Requests
- L3-SER-PRO-024 – Wildlife Control Procedure
- L3-SER-PRO-001 – Visitor Access to Metrol
- L3-ROS-WOI-066 – Fleet Work Instruction Protection of Personnel Performing Maintenance & Commissioning in Sidings (MFWI 440001)
- L3-ROS-WOI-017 – Fleet Work Instruction Protection of Personnel within Maintenance Buildings (MFWI 440002)
- L4-SQE-FOR-116 – Minor & Low Risk Works Checklist
- L4-SQE-FOR-117 – Major Works Checklist

## 6. Relevant Legislation

- Rail Safety National Law (SA) 2012
- Rail Safety National Law National Regulations (SA) 2012
- National Standard for Health Assessments of Rail Safety Workers – 2nd Edition 2012
- Occupational Health & Safety Act (Vic) 2004
- Occupational Health and Safety Regulations (Vic) 2007

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## 7. Appendix A – Definitions

AS	Australian Standard
CFA	Country Fire Authority
Construction Work	<p>As defined in the OHS Act, Work performed in connection with the construction, alteration, refurbishment, decommissioning, or demolition of any building or structure</p> <p>What is <b>not</b> construction work:</p> <ul style="list-style-type: none"> <li>• Routine or minor testing, maintenance or repair work performed in connection with building or structure; or</li> <li>• Assembly, disassembly, prefabrication or manufacture of fixed plant</li> </ul>
Danger Zone	Is all space within 3 metres horizontally from the nearest rail and any distance above or below this zone including being on the line, unless a safe place exists or can be created
Electrical Authorised Person	An MTM employee who is competent and authorised, i.e. A Electrical Networks employee who is authorised to access a substation
Emergency Services Organisation	Victoria Police, Metropolitan Fire Brigade, Ambulance Victoria, State Emergency Service, Country Fire Authority, Local Council (Rangers, etc.), Electricity or Gas Supplier Maintenance Staff, etc.
EPA	Environmental Protection Agency
ESV	Energy Safe Victoria
Exempt Approved	To find out if your Third Party is on the Exempt Approved list contact <a href="mailto:pics@metrotrains.com.au">pics@metrotrains.com.au</a>
Flags	PICS uses coloured flags (Green, Amber & Red) to indicate the prequalification compliance status of a company against MTM requirements.
Forcing the Flag	A process in PICS that allows the Flag status to be changed by MTM's Procurement department
GM	General Manager
HSR	Health & Safety Representative
HV	High Voltage

Interface Agreement	Interface agreements are to effectively manage the risks to safety at interfaces, Interfaces could include but not limited to, where a railway crosses another railway (including a light rail or tramline), or a railway crosses a road or footpath (including by an overpass or underpass). These agreements involve coordinating the roles of, and describing the responsibilities and authorities of, the parties involved with the relevant interface
ITP	Inspection & Test Plan
Level 1 Incident	<p>Any:</p> <ul style="list-style-type: none"> <li>• Fatality, multiple fatalities or the potential for a fatality</li> <li>• Injury that causes or an incident that has the potential to cause an injury which permanently alters the future of the individual</li> <li>• Incident that causes permanent damage or has the potential to cause damage which permanently impacts infrastructure, plant/equipment or property, or remediation costs which are catastrophic to the entity responsible for the damage</li> <li>• Incident that has a permanent impact on the environment or long term impact to the environment or areas of heritage significance as identified by external government authorities, or results in remediation costs which are catastrophic to the entity responsible for the damage</li> <li>• Category A incidents as per the Rail Safety National Law National Regulations 2012, Regulation 57(1,a)</li> <li>• Incident that results in a Category S3 and above as per the Severity Table of the MTM Enterprise Risk Matrix</li> </ul>
Management of Change	Management of change process is to ensure that change is introduced safely. The process will also aid in consistent decision making and provide assurance that the rail transport operator continues to comply with the RSNL and within the conditions and restrictions of their accreditation
MURL	Melbourne Underground Rail Loop
MFB	Metropolitan Fire Brigade
MTM	Metro Trains Melbourne
MTM Premises	Any land, building, facility, rail infrastructure or rolling stock under the control of MTM

No risk to Rail	Outside the rail corridor or behind the yellow line, where the rail safety hazard assessment has determined that no protection is required
OEM	Original Equipment Manufacturer
OHS	Occupational Health & Safety
ONRSR	Office of the National Rail Safety Regulator
PICS	The software system used to prequalify Third Parties against MTM's safety, environmental, risk, quality and commercial requirements
PICS Exempt Approved	Certain companies have been pre-approved to be exempt from complying with the PICS requirements. To find out if your Third Party company is on this list contact <a href="mailto:pics@metrotrains.com.au">pics@metrotrains.com.au</a>
PPE	Personal Protective Equipment
Project Manager	The nominated MTM person responsible for engaging and communicating with the Third Party, to commence works, monitoring/supervising the works or acceptance of works completion. This could be the Site Supervisor, Works Foremen or a dedicated Project Manager
PSO	Protective Service Officer
QMP	Quality Management Plan
Rail Corridor	Is from fence line to fence line or, where there are no fences, 15m from the nearest rail
Rail Safety Hazard Assessment	Is an assessment of the rail safety risks to determine the method/level of protection requirement for a work site
Rail Safety Work	Refers to work carried out specific to MTM's rail safety accreditation. Under LO-HMR-MAN-001 Business Rules for the Contracting Rail Safety Worker, any Third Party individual whose work is captured by the competency matrixes located on the following website ( <a href="http://www.metrotrains.com.au/academy">www.metrotrains.com.au/academy</a> ) is deemed to carrying out rail safety work
Rail Safety Pre-Start brief	Is a formal briefing on the work site protection arrangements provided by the Track Force Protection Co-ordinator to all rail safety workers in a work group
Restricted Area	These are locations where local access procedures govern access and include: <ul style="list-style-type: none"> <li>• MTM controlled areas, such as Metrol, Electrol and Substations, and</li> <li>• Non-MTM controlled areas, such as External electricity supply substation, water authority storm water or sewage pit or drain, external telecommunication facility</li> </ul>



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Responsible Person	The MTM employee responsible for a given task or job. In the case of visitor access it is the employee responsible for the safety and supervision of the visitor(s)
RIW Card	Rail Industry Worker Card – the smart card used by the rail industry to track the competence of a RSW and this includes the Health Assessment requirements associated with the role
RSNL	Rail Safety National Law
RSO	Rail Safety Officer
RSW	Rail Safety Worker – a worker who is defined by the RSW competency matrixes located on the <a href="http://www.metrotrains.com.au/academy">www.metrotrains.com.au/academy</a> website
SER	Safety, Environment & Risk
Site Access Agreement	An agreement entered into by the Third Party wishing to access MTM premises. Refer to Site Access Agreement – Third Party Access to Land (L1-CCO-APP-002)
SSEP	Site Safety & Environmental management Plan
SWMS	Safe Work Method Statement
TFPC	Track Force Protection Coordinator is the person appointed to conduct a Rail Safety hazard Assessment and implement worksite protection arrangements as per Planning Worksite Protection in the Rail Corridor procedure (L1-OPS-PRO-018)
Third Party	Any non-MTM individual accessing MTM premises under this procedure
Third Party Induction Card	An induction card that indicates a Third Party has completed MTM's mandatory induction
Work Group	Are the rail safety workers undertaking rail safety work in a nominated area. When working in the Danger Zone, a TFPC must be provided to manage the application of worksite protection for the Work Group
WGS	Work Group Supervisor – The individual ultimately responsible for the supervision of the programmed activities within a Work Site
Work Site	Means any MTM premise on which the category of work will be carried out
Written Permission	This could include an email or letter from an approved MTM contact mentioned in the contract or interface agreement.

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## 8. Appendix B – General Rules for Third Party Individuals

The following rules are the minimum site safety rules that shall be adhered to by every Third Party individual accessing MTM premises. Additional safety requirements will apply depending on the scope of works, prequalification status and site specific requirements.

A Third Party individual is considered to be inducted to the following General Rules by being in possession of a valid Third Party Induction Card or valid RIW Card.

1. **You must obtain permission from MTM before accessing MTM premises.**
2. You must take reasonable care of yourself and others, and follow MTM instructions.
3. You must be trained and competent to conduct any work you are about to do.
4. Unless otherwise advised, you must report all rail and OHS incidents / occurrences, including near-misses, to MTM as soon as possible.
5. You must not enter the rail corridor without permission.
6. You must not allow any work to be carried out on any rail infrastructure without permission, including in or on any; substation, switch room, signal, overhead structure, track or switch points.
7. You must not commence work without an approved SWMS and a site-specific safety induction.
8. Prior to commencing work you must be fit, healthy and well rested and not affected by drugs (including medications) or alcohol. If you become unwell or fatigued so as to be unable to work safely you must stop and let your supervisor know immediately.
9. MTM has a zero tolerance to drugs and alcohol and conducts random testing on all MTM premises. If you are in breach of MTM's drug and alcohol procedure will be removed from site and banned from working for MTM again.
10. Control nuisance emissions and waste and comply with EPA laws. MTM is a responsible company and we require all work to:
  - Minimise nuisance dust, noise or stray light from adversely affecting the public or neighbours,
  - Ensure all waste is properly disposed of,
  - Ensure no contaminants reach the storm water system,
  - Prevent accumulation of dust or deposits particularly on walkways or roads, and
  - Consider preservation of the flora & fauna and any heritage restrictions on any work; if in doubt you must ask your supervisor.

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11. The following is a list of mandatory PPE that must be worn within the rail corridor:
  - Long sleeve shirt,
  - Full length trousers,
  - Ankle high lace up steel capped footwear,
  - Hard hat,
  - Eye protection, and
  - Special Purpose Orange High Visibility Vests.
12. Depending on your SWMS, you may require additional PPE.
13. If you are working outside the rail corridor, ie. in a station building, your PPE requirements must be compliant with local arrangements and your SWMS, whichever provides you the greatest level of protection.
14. You must not take unacceptable clothing or objects into the rail corridor including, red, yellow or green clothing or objects, as signal colours could confuse a driver.

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## 9. Appendix C – Minor Works

The following are the system level requirements applicable for works that have been categorised as ‘Minor Works’ as per Step 1 and these are applicable to:

- *Routine operational, maintenance / renewal works to rail infrastructure or rolling stock that does not impact MTM’s rail safety accreditation and where the value of the work does not exceed \$350K. The Third Party may be engaged by MTM or a government body such as VicTrack or PTV.*

The Minor / Low Risk Works Checklist form (L4-SQE-FOR-116) should be used by both the Project Manager and Third Party to verify the requirements listed below.

### 9.1. Contract Engagement

1. Third Parties must comply with all Federal and State legislation, and all relevant industry standards and codes of practice.
2. As stated in Appendix B, MTM has a zero tolerance to drugs and alcohol and conducts random testing on all MTM premises. Where a Third Party has its own drug and alcohol testing regime, the Third Party must inform MTM of any non-negative results from any testing conducted on MTM premises.
3. Prior to commencing work the Third Party must provide MTM with; name & position of person(s) with overall responsibility for the site.
4. Third Party must ensure all personnel are fit and healthy to perform their work.
5. Third Party are to ensure all personnel are appropriately trained, competent to conduct all work they are required to perform all licences, qualifications, and training are to be up-to-date.
6. All works must be planned and executed to minimise disruption to MTM’s operations.
7. Works that has an interface with rail operations or rail infrastructure, cannot be undertaken without the permission of MTM
8. Access to areas that have an interface with rail operations or rail infrastructure, cannot be undertaken without the permission of MTM e.g. Station environment, buildings, substations, escalator rooms.

### 9.2. Mobilisation

1. All Contactors undertaking rail safety work on MTM premises must be in possession of a valid RIW Card and ensure the RIW Card is endorsed to demonstrate current satisfaction of the associated competency requirements for the role the person is carrying out.
2. All personnel must complete MTM’s safety induction before commencing work. This safety induction comprises of the general rules in Appendix B. This can be achieved by the individual holding a valid Third Party Induction Card or RIW Card. It is the responsibility of the Third Party to keep details of all training records.
3. The Third Party must investigate known sites of significance within the location of the scope of works e.g. Network Protected Flora Sites, Network Heritage Sites, Lead, Asbestos locations.

**Note.** In the event of identifying Asbestos or Lead, a management plan must be submitted on how the substances will be managed.

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4. Third Party must provide MTM a risk assessment for the work, stating how hazards associated with the work, which have the potential to disrupt the operation of the Rail service through conflicts with to MTM operation, Infrastructure or Rolling Stock, are planned to be controlled.
5. Only safe tools and equipment are to be brought on MTM Sites. If tools become unsafe, the Third Party must tag them out of use and arrange removal.
6. Where plant is used for Minor Work, the Third Party must provide the following before commencing work:
  - A Plant Risk Assessment for all plant and equipment to be used on Site during the course of works;
  - A detailed procedure for securing any plant, equipment, etc. that may need to be left on Site after hours;
  - On request, maintenance and/or service records, including records of faults, of any plant used on Site;
  - A list of any emergency equipment that may be required and that will be provided by the Third Party;
  - A copy of operator competence certificates or licences – this can be achieved via the RIW Card and the role associated by the type of plant; and
  - A detailed procedure of how and where plant will be fuelled serviced and/or maintained when on Site.

### 9.3. Commencement of Work / Construction

1. Third Party is not to commence work without written permission from MTM.
2. MTM may direct the order or timing of works, and may order the removal from site of personnel who; work unsafely, not suitably qualified, guilty of misconduct, suspected as being impaired by alcohol or drugs, in breach of a safety rule, or unsuitable for work in vicinity of railway tracks or if they do not hold the necessary certification or licence.
3. Site specific SWMS are to be available for all works and an ITP for all permanent work. Works are not to proceed until an MTM Representative has reviewed the SWMS and approved the ITP. The following points must be considered when developing the SWMS:
  - Objects or parts of body must be kept clear of motorised or air operated, as they may move without notice and trap you or cause a switch malfunction.
  - No activity or equipment to come within 6.4m of any overhead electrical conductor without the appropriate Permit.
  - Vehicles and equipment must cross railway tracks at established public crossings. Crossing railways tracks at other areas must not occur without written permission by MTM.
  - All parts of the train and tram overhead system must be treated as electrically live unless MTM has confirmed otherwise.

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- Metallic objects including; mobile plant, ladders, surveying staffs, extendable equipment and metal tapes must be kept clear of railway tracks.
- Conductive items must be approved by MTM for use near the track.
- Items or objects cannot be attached to any rail building or infrastructure without written permission by MTM.
- No loose items may be deposited adjacent the train tracks.
- Only safe tools and equipment may be brought onto MTM premises. All tools must be inspected before use and if any equipment becomes unsafe it must be immediately tagged out of service and removed from the site as soon as possible.
- Other issues as relevant to the particular site as advised by the MTM Project Manager or WGS.

4. Permits and Approval:

- Hot Works permit to be issued when working in station buildings.
- Third Party must obtain MTM's written approval prior to work in vicinity of overhead electrical services including; HV, signal communications and electric traction power.
- Third Party must notify MTM of any planned excavation, and include scope of works, relevant plans and works schedule.
- Third Party to also notify WorkSafe per regulation requirements.
- Third Party not to excavate until all underground assets have been identified.
- Third Party to confirm location of any underground services by checking with Property Department of VicTrack for MTM's underground services. Refer to the Protection of Underground Assets and Services Procedure (L1-INF-PRO-001) for guidance on protecting underground services on MTM sites.
- No hot works to be completed during fire danger periods without the necessary CFA / MFB permits.
- Third Party must not use explosives on site without written permission of MTM.
- Third Party must comply with General Work Access Permit when working in MTM Train Operations sites. These include Train Stations, Train Station Office environments and PSO Pods.

5. The Third Party must ensure that all Temporary Lighting in vicinity of the tracks is white light and be approved by MTM. And must meet the existing Lux Levels or that as defined by the nominated MTM representative or local council (if required).

6. Access to VicTrack assets are to be in accordance with TS-Sp-015\_V03\_R1.1 Telecommunications Network Protection Plan.

7. Access to ARTC land / operation is to be in accordance with ARTC ACCESS FOR EXTERNAL PARTIES that can be found on [www.artc.com.au](http://www.artc.com.au) website.

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8. Access to V/Line land / operation is to be in accordance with V/Line's site access permit process.
9. Traffic Management – Third Party must:
  - Arrange and manage all road closures and deviations,
  - Provide notifications to council and residents with at least 10 business days' notice,
  - Provide temporary lighting and signage for both traffic and pedestrians in accordance with the requirements as defined by VicRoads Standards,
  - Temporary lighting and signage not to interfere with road or tram signals, and
  - Monitor and maintain all road protection e.g. witches hats.

#### 9.4. Monitoring / Review

1. The Third Party will be required to conduct regular audits / inspections of the site.

#### 9.5. Reporting

1. The Third Party must advise MTM immediately of any incident / occurrence, including near misses that occur on site. The Third Party must provide a written copy of the details and investigation of each accident/incident within 24 hours of it occurring.
2. Third Party is to take all necessary precautions to prevent damage or disruption to railway operations or Rail services. If any damage occurs it must be immediately reported to MTM nominated representative and or MTM's Fault Centre (03) 9619 2999. Third Party must not attempt to repair or replace any damaged equipment or wiring unless directed by MTM nominated representative.

#### 9.6. Close Out

1. Third Party must notify the MTM Project Manager upon the completion of works.
2. MTM may inspect works and if required, issue instructions to address any non-conformance.

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## 10. Appendix D – Major Works

The following requirements are the system level requirements applicable for works that have been categorised in Step 1 as Major Works and these are applicable to:

- *Works valued at more than \$350K or works that impact MTM's rail safety accreditation or works conducted on rail infrastructure or rolling stock that is not routine maintenance. This includes signalling works, upgrades of Buildings, Toilets, Platforms, Level Crossings, and Service Crossing etc. The Third Party may be engaged by MTM or a government body such as VicTrack or PTV.*

The Major Works Checklist form (L4-SQE-FOR-117) should be used by both the Project Manager and Third Party to verify the requirements listed below.

### 10.1. Contract Engagement

1. Third Parties must comply with all Federal and State legislation, and all relevant industry standards and codes of practice.
2. As stated in Appendix B, MTM has a zero tolerance to drugs and alcohol and conducts random testing on all MTM premises. Where a Third Party has its own drug and alcohol testing regime, the Third Party must inform MTM of any non-negative results from any testing conducted on MTM premises.
3. Prior to commencing work the Third Party must provide MTM with; name & position of person(s) with overall responsibility for the site.
4. Third Party must ensure all personnel are fit and healthy to perform their work.
5. Third Party are to ensure all personnel are appropriately trained, competent to conduct all work they are required to perform all licences, qualifications, and training are to be up-to-date.
6. All works must be planned and executed to minimise disruption to MTM's operations.
7. Works that has the an interface with rail operations or rail infrastructure, cannot be undertaken without the permission of MTM
8. Access to areas that have an interface with rail operations or rail infrastructure, cannot be undertaken without the permission of MTM e.g. Station environment, buildings, substations, escalator rooms.

### 10.2. Mobilisation

1. A SSEP is to be submitted to MTM for review capturing the below elements:
  - a. Risk Management Processes and Risk Assessment
    - Detail risk management approach, and
    - The Third Party must provide MTM representative with a copy of the Risk Assessment/s for the works.
  - b. Responsibility and Accountabilities of Personnel
  - c. Safety Training/Induction
  - d. Workplace Safety (For example SWMS and safety inspections)
  - e. Plant Safety (including road/rail and rail bound plant)

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- For specific plant safety requirements, including plant registration for use on MTM premises, refer to MTM Plant Safety procedure (L2-PRJ-PRO-012)
- f. Accident/Incident Reporting Procedure
- g. Systems of Work (For example, Operating procedures and permit-to-work systems)
- h. Communications and Consultative Arrangements (For example, safety committees and issue resolution procedures)
- i. Emergency Procedures (For example, site emergency plans and equipment and first-aid procedures)
  - Detailing the type of emergencies and steps to be followed in the event of an emergency;
  - Align with MTM's Emergency and Crisis Management Plan procedure (L0-SQE-PLA-003);
  - Incorporate emergency response procedures, list of emergency equipment and Trained personnel; and
  - Ensure all persons are familiar with the emergency response plan and their responsibilities.
- j. Dangerous Goods/Hazardous Substances
  - The Third Party must have a register, SDSs and risk assessments for all Dangerous Goods/Hazardous Substances, including storage, handling and decanting on site.
- k. Protective Clothing and Protective Equipment
  - Mandatory PPE
    - Special Purpose Orange high visibility vests
    - (High visibility vests with reflective strips over shoulders and two around the waist with Third Parties name in black letters on the back, and covering the entire torso above the waist. (Special Purpose Orange with retro reflective strips per AS 4602 & AS 1906)
    - Wording & Logos must not be placed on retro reflective strips, and wording not obscure >20% of the projected area from any angle, and Third Party firm name at least 30mm high on the back of the garment.
    - Long sleeve shirt,
    - Full length trousers, or
    - Ankle high lace up safety footwear
  - Task or division specific PPE may be required
    - Hard hat,
    - Eye protection, or
    - Gloves.

**Note:** Unacceptable Clothing & Objects are not to be taken into the Rail Corridor including; red, yellow or green clothing or objects, as signal colours could confuse a driver.

- I. After Hours Safety Security
- m. Fatigue Prevention and Management
  - o Arrange shift rosters to provide sufficient rest breaks,
  - o Monitor actual work hours,
  - o Establish working hours, and
  - o Establish controls.
- n. Environmental Management
  - o The Third Party must control nuisance emissions and waste and comply with EPA laws and require all work to,
  - o Minimise nuisance dust, noise or stray light from adversely affecting the public or neighbours,
  - o Ensure all waste is properly disposed of,
  - o Ensure no contaminants reach the storm water system,
  - o Prevent accumulation of dust or deposits particularly on walkways or roads, and
  - o Preservation of the flora & fauna and any heritage restrictions on any work.
- o. Rail Safety
- p. Manual Handling.

**Note:** In the event of Major Scope Change, Level 1 Incident, Legislation, Codes or standard changes the site safety and environmental management plan must be reviewed and resubmitted to MTM.

2. Project specific QMP in accordance to the ISO9001 and contract requirement is to be submitted to MTM for review.
3. All Contactors undertaking rail safety work on MTM premises must be in possession of a valid RIW Card and ensure the RIW Card is endorsed to demonstrate current satisfaction of the associated competency requirements for the role the person is carrying out.
4. All personnel must complete MTM's safety induction before commencing work. This safety induction comprises of the general rules in Appendix B. This can be achieved by the individual holding a valid Third Party Induction Card or RIW Card. It is the responsibility of the Third Party to keep details of all training records.
5. The Third Party must investigate known sites of significance within the location of the scope of works e.g. Network Protected Flora Sites, Network Heritage Sites, Lead, Asbestos locations.
6. Third Party must provide MTM a Risk Assessment for the work, stating how risk to MTM operation, Infrastructure or Rolling Stock are planned to be controlled.

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### 10.3. Commencement of Work / Construction

1. Third Party is not to commence work without written permission of MTM.
2. MTM may direct the order or timing of works, and may order the removal from site of personnel who; work unsafely, not suitably qualified, guilty of misconduct, suspected as being impaired by alcohol or drugs, in breach of a safety rule, or unsuitable for work in vicinity of railway tracks or if they do not hold the necessary certification or licence.
3. Site specific SWMS are to be available for all works and an ITP for all permanent work. Works are not to proceed until an MTM Representative has reviewed the SWMS and approved the ITP. The following points must be considered when developing the SWMS:
  - Objects or parts of body must be kept clear of automatic points, as they may move without notice and trap you or cause a switch malfunction.
  - No activity or equipment to come within 6.4m of any overhead electrical conductor without the appropriate Permit.
  - Vehicles and equipment must cross railway tracks at established public crossings. Crossing railways tracks at other areas must not occur without written permission by MTM.
  - All parts of the train and tram overhead system must be treated as electrically live unless MTM has confirmed otherwise.
  - Metallic objects including; mobile plant, ladders, surveying staffs, extendable equipment and metal tapes must be kept clear of railway tracks.
  - Conductive items must be approved by MTM for use near the track.
  - Items or objects cannot be attached to any rail building or infrastructure without written permission by MTM.
  - No loose items may be deposited adjacent the train tracks.
  - Only safe tools and equipment may be brought onto MTM premises. All tools must be inspected before use and if any equipment becomes unsafe it must be immediately tagged out of service and removed from the site as soon as possible.
  - Other issues as relevant to the particular site as advised by the MTM Project Manager or WGS.
4. Permits and Approval:
  - Hot Works permit to be issued when working in station buildings.
  - Third Party must obtain MTM's written approval prior to work in vicinity of overhead electrical services including; HV, signal communications and electric traction power.
  - Third Party must notify MTM of any planned excavation, and include scope of works, relevant plans and works schedule.
  - Third Party to also notify WorkSafe per regulation requirements.
  - Third Party not to excavate until all underground assets have been identified.

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- Third Party to confirm location of any underground services by checking with Property Department of VicTrack for MTM's underground services. Refer to the Protection of Underground Assets and Services Procedure (L1-INF-PRO-001) for guidance on protecting underground services on MTM sites.
  - No hot works to be completed during fire danger periods without the necessary CFA / MFB permits.
  - Third Party must not use explosives on site without written permission of MTM.
  - No Demolition of MTM assets is authorised without a demolition plan being submitted to MTM for approval.
  - Third Party must comply with General Work Access Permit when working in MTM Train Operations sites. These include Train Stations, Train Station Office environments and PSO Pods.
5. The Third Party must ensure that all Temporary Lighting in vicinity of the tracks is white light and be approved by MTM. And must meet the existing Lux Levels or that as defined by the nominated MTM representative or local council (if required).
  6. Access to VicTrack assets are to be in accordance with TS-Sp-015\_V03\_R1.1 Telecommunications Network Protection Plan.
  7. Access to ARTC land / operation is to be in accordance with ARTC ACCESS FOR EXTERNAL PARTIES that can be found on [www.artc.com.au](http://www.artc.com.au) website.
  8. Access to V/Line land / operation is to be in accordance with V/Line's site access permit process.
  9. Traffic Management – Third Party must:
    - Arrange and manage all road closures and deviations,
    - Provide notifications to council and residents with at least 10 business days' notice,
    - Provide temporary lighting and signage for both traffic and pedestrians in accordance with the requirements as defined by VicRoads Standards,
    - Temporary lighting and signage not to interfere with road or tram signals, and
    - Monitor and maintain all road protection e.g. witches hats.

#### 10.4. Monitoring / Review

1. The Third Party is to provide MTM with an audits and inspections schedule and records to demonstrate compliance to the schedule.

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### 10.5. Reporting

1. The Third Party must advise MTM immediately of any incident / occurrence, including near misses that occur on site. The Third Party must provide a written copy of the details and investigation of each accident/incident within 24 hours of it occurring.
2. Third Party is to take all necessary precautions to prevent damage or disruption to railway operations or Rail services. If any damage occurs it must be immediately reported to MTM nominated representative and or MTM's Fault Centre (03) 9619 2999. Third Party must not attempt to repair or replace any damaged equipment or wiring unless directed by MTM nominated representative.

### 10.6. Close Out

1. Third Party must notify the MTM Project Manager upon the completion of works.
2. MTM may inspect works and if required, issue instructions to address any non-conformance.

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## 11. Appendix E – Emergency Works

The following requirements are applicable for works that have been categorised as Emergency Works in Step 1 and these are applicable to:

- *Critical recovery or immediate work to rail infrastructure or rolling stock where operationally necessary for the safety of personnel or assets.*

### 11.1. Site Specific Safety Requirements

Due to the nature of this category of works, site specific safety requirements are managed in accordance with paragraph 11.2.

### 11.2. Civil Authorities

When advice is received that members from an Emergency Service Organisation or other Civil Authority requires urgent track access or train services stopped at a particular location, for the purpose of carrying out Emergency Works, the following is to apply:

- The Senior Network Controller/Officer In Charge at Metrol will take down all particulars and manage the request for urgent track access by:
  - Stopping rail services in the affected area including V/Line, ARTC and/or other Accredited Rail Operator services, or
  - Where the Emergency Works will be conducted outside the Danger Zone, but in the Rail Corridor, the procedure Dealing with an Incident or Condition Affecting the Safety of the Network (CAN notice) (L2-SWS-PRO-009) shall be implemented.

In either case, a Train Services Officer will be dispatched to the site to assist.

The Senior Network Controller/Officer In Charge at Metrol must relay all information to the Train Controller concerned for endorsement on Train Graphs or Docking Sheets for future reference.

When advised that the line is clear, the Senior Network Controller/Officer In Charge at Metrol will advise all relevant parties that normal services can resume.

**Note:** This process is used for urgent matters outside the normal track access process.

### 11.3. Local Rangers and Wildlife Recovery

Access to support emergency access for wildlife recovery is covered by the Injured Wildlife Control Procedure (L3-SER-PRO-024).

### 11.4. Compliance with PICS

Standing offers are in place with specific Third Party companies likely to be involved in Emergency Works. Whilst these companies may be 'Green Flagged' in PICS, there may be times where this may not be the case or a unique Third Party may be required at short notice. In both cases the flow chart in Step 2 shall be followed.

**Note.** Emergency Service Organisations, Civil Authorities, Local Rangers or personnel engaged specifically for Wildlife recovery are on the PICS 'Exempt Approved' list and therefore are not required to comply with PICS.

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### 11.5. What is not emergency works

The following are not emergency works:

- Non availability of a Third Party and selection of an alternative Third Party,
- Scheduling constraints, or
- Trials and Type Approvals.

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## 12. Appendix F – Low Risk Works

The following requirements are the system level requirements applicable for works that have been categorised as Low Risk Works in Step 1 and these are applicable to:

- *Works which are conducted on MTM premises but not on rail infrastructure or rolling stock. Typically these are conducted by individuals performing a service for a Government body, institution or Community Organisation; for example, Keep Australia Beautiful, Salvation Army, Department of Justice, Department of Environment, Land, Water & Planning and Aboriginal Heritage Society. This category also includes Third Parties conducting promotional activities.*

The Minor / Low Risk Works Checklist form (L4-SQE-FOR-116) should be used by both the Project Manager and Third Party to verify the requirements listed below.

### 12.1. General Requirements

1. The Third Party Company responsible for the Low Risk Works (hereby called Low Risk Works) are not to commence without written permission of MTM.
2. Low Risk Works must comply with Appendix B, all Federal and State legislation, and all relevant industry standards and codes of practice.
3. Low Risk Works shall be 'Green Flagged' in PICS prior to work commencing unless exempt or approved by the local Director or GM, as per the flow chart in Step 2.
4. MTM may direct the order or timing of works, and may order the removal from site of personnel who; work unsafely, not suitably qualified, guilty of misconduct, suspected as being impaired by alcohol or drugs, in breach of a safety rule, or unsuitable for work in vicinity of railway tracks or if they do not hold the necessary certification or licence.
5. MTM may inspect works and issue instructions to address any non-conformance.
6. Works that has the an interface with rail operations or rail infrastructure, cannot be undertaken without the permission of MTM.
7. Access to areas that have an interface with rail operations or rail infrastructure, cannot be undertaken without the permission of MTM e.g. Station environment, buildings, substations, escalator rooms.
8. Traffic Management – Low Risk Works must:
  - Arrange and manage all road closures and deviations,
  - Provide notifications to council and residents with at least 1 weeks' notice,
  - Provide temporary lighting and signage for both traffic and pedestrians,
  - Temporary lighting and signage not to interfere with road or tram signals, and
  - Monitor and maintain all road protection e.g. witches hats.

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9. Low Risk Works shall:

- Provide MTM with the name & position of person(s) with overall responsibility for the site.
- Ensure all works are planned and executed to minimise disruption to MTM's operations.
- Not proceed until MTM has reviewed the SWMS. The following points must be considered when developing the SWMS:
  - Objects or parts of body must be kept clear of automatic points, as they may move without notice and trap you or cause a switch malfunction.
  - No activity or equipment to come within 6.4m of any overhead electrical conductor without the appropriate Permit.
  - Vehicles and equipment must cross railway tracks at established public crossings. Crossing railways tracks at other areas must not occur without written permission by MTM.
  - All parts of the train and tram overhead system must be treated as electrically live unless MTM has confirmed otherwise.
  - Metallic objects including; mobile plant, ladders, surveying staffs, extendable equipment and metal tapes must be kept clear of railway tracks.
  - Conductive items must be approved by MTM for use near the track.
  - Items or objects cannot be attached to any rail building or infrastructure without written permission by MTM.
  - No loose items may be deposited adjacent the train tracks.
  - Only safe tools and equipment may be brought onto MTM premises. All tools must be inspected before use and if any equipment becomes unsafe it must be immediately tagged out of service and removed from the site as soon as possible.
  - Other issues as relevant to the particular site as advised by the MTM Project Manager or WGS.
- Shall ensure all SWMS are available on site for all works.
- Ensure all personnel under their supervision are fit and healthy to perform their work.

**12.2. Competence**

1. Low Risk Works must be competent to conduct all work, including any licences and qualifications and ensure all training is to be up-to-date.
2. Where Step 3 determined that Low Risk Works pose no risk to rail, all Low Risk Workers shall hold a valid Third Party Induction Card.

**Note:** Persons working under a community order who do not hold a Third Party Induction Card shall have Appendix B communicated by the Low Risk Works company during the prestart, prior to works commencing, and record all attendees.

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### 12.3. Incident Management

#### 1. Low Risk Works shall:

- Take all necessary precautions to prevent damage or disruption to railway operations or services. If any damage occurs it must be immediately reported to MTM.
- Advise MTM immediately of any incident / occurrence that affects the operation of MTM.
- Provide a written report of each incident / occurrence that affects MTM operation within 24 hours of it occurring.

**Note:** Do not attempt to repair or replace any damaged equipment or wiring.

### 12.4. Work within the Rail Corridor

1. Low Risk Works must obtain MTM's approval prior to work in vicinity of overhead electrical services including; HV, signal communications and electric traction power.
2. Any Low Risk Works engaged in excavations or the use of mobile plant shall comply with the relevant requirements of Minor Works Category.
3. No hot works to be completed during fire danger periods without the necessary CFA / MFB permits.
4. Temporary Lighting in vicinity of the tracks must use white light and be approved by MTM.

### 12.5. Environmental Requirements

#### 1. Low Risk Works:

- Must investigate known sites of significance within the location of the scope of works e.g. Network Protected Flora Sites, Network Heritage Sites, Lead, Asbestos locations; and
- Must control nuisance emissions and waste and comply with EPA laws and require all work to:
  - Minimise nuisance dust, noise or stray light from adversely affecting the public or neighbours,
  - Ensure all waste is properly disposed of,
  - Ensure no contaminants reach the storm water system,
  - Prevent accumulation of dust or deposits particularly on walkways or roads, and
  - Consider preservation of the flora & fauna and any heritage restrictions on any work. If in doubt you must ask your supervisor.

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### 13. Appendix G – Visitor Access

The following requirements are applicable for works that have been categorised as Visitors in Step 1 and these are applicable to:

- *Individuals who access MTM premises for observation, including external audits, inspections or investigations or delivery purposes, but not physical work.*

#### 13.1. Deliveries and Couriers

Deliveries and couriers are allowed to deliver materials to sign-posted reception or receivable areas without induction.

However, where delivery personnel are required to go beyond a safe sign-posted reception / goods receivable area, then the workers must receive a site safety induction (as relevant for delivery tasks), or be 100% supervised by a competent MTM employee.

#### 13.2. Visitors to MTM Offices / Facilities

Visitors to MTM offices shall be in accordance with the normal visitor sign-in and escort procedures. Visitors are not allowed to move around these areas alone, unless relevant site safety inductions have been completed.

#### 13.3. Visitors to the Rail Corridor and Danger Zone

The flow chart in Step 3 provides the generic site safety requirements for accessing the Rail Corridor and this is based on a TFPC completing a Hazard Assessment in accordance with Planning Worksite protection in the Rail Corridor procedure (L1-OPS-PRO-018).

In addition to the Hazard Assessment, the following rules shall apply.

- a. In the Danger Zone:
  - Each TFPC may escort no more than 3 visitors at any one time.
- b. Outside the Danger Zone and within the Rail Corridor:
  - A TFPC may escort any number of guests depending on the location and site specific risk as determined by the Hazard Assessment.
- c. Outside of the Rail Corridor
  - The person responsible person for the visitors shall comply with paragraph 13.2.

**Example.** If a Third Party individual from an OEM is required to enter a substation to inspect a piece of equipment, and the substation is in the Rail Corridor but outside of the Danger Zone, the following would apply:

- A TFPC conducts a Hazard Assessment to determine the rail safety requirements.
- Because the substation is a Restricted Area, the local procedure governing substation access would apply.
- The PPE requirements would be determined by the Hazard Assessment and the local substation access procedure.
- In both cases the Third Party individual is escorted 100% of the time.

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### 13.3.1 Visitors to the MURL

There may be occasions where Third Parties require access to the MURL, i.e. the MFB requiring access to provide familiarisation to the MURL or inspect the fixed fire-fighting system, PTV providing awareness of the MURL to their staff or specific engineering groups to conduct visual inspections; access for these purposes can occur under the Visitor Category.

The following requirements shall be adhered to for Visitor Access to the MURL:

- Occupation Management Procedure (L1-PRJ-PRO-003) must be followed,
- The method of protection must be Absolute Occupation (Refer Planning Worksite protection in the Rail Corridor procedure (L1-OPS-PRO-018),
- All Third Party visitors must receive the MURL Visitor Induction presentation,
- A Responsible Person must be present to support the visit requirement, and
- The Responsible Person must seek written approval from the Manager Network Safety to amend the TFPC ratio requirement in paragraph 12.3 (a). Unless approval has been granted the TFPC ratio shall be 1:3.

**Note 1.** Any Third Party requiring more than familiarisation or visual inspections, ie. physical work, must comply with the requirements of the Minor or Major work categories.

**Note 2.** Any Third Party visiting the MURL more frequently than once per quarter will be required to complete Train Track Safety Awareness.

### 13.3.2 Visitors Requiring Access to Station Environments

Third Party Visitors requiring access to station environment, including public and operational areas under the control of MTM activities, must comply with the General Works and Access Permit Procedure (L1-OPS-PRO-024). An example of this includes promotional activities, short term 'pop-up' vending or filming and photographic activities.

Where the requested area is in the rail corridor, ie. on the Train Station Platform, paragraph 13.3 must be complied with.

### 13.4. Visitors to Restricted Areas

Visitor access to other Restricted Areas is strictly controlled by separate access procedures. Responsible Persons escorting visitors to these areas must comply with these requirements, i.e. Visitor Access to Metrol. All visitors wishing to gain access to a Restricted Area must do so in writing.

Where a separate procedure does not exist, the Responsible Person is to ensure:

- The Visitor is 100% escorted,
- A Hazard Assessment is completed in accordance with Step 3, and where no specific site induction exists, the requirements of Appendix B must be communicated,
- All PPE provided to the visit has been returned on completion of the visit, and
- Entry and exit details are entered into the access/visitor register maintained by the responsible department.

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### 13.5. Special Guests

Access to MTM premises by special guests, such as politicians, dignitaries, visiting executives or the like, shall be controlled using any of the above paragraphs which are based on location and a Hazard Assessment.

### 13.6. Visitors to Emergency Works locations

Visitors to areas where emergency works are occurring shall occur in accordance with Appendix E.

### 13.7. Regulatory Authorities

#### 13.7.1 Office of the National Rail Safety Regulator

RSO's hold powers of entry to MTM's premises as outlined in the Rail Safety National Law Act (SA) 2012.

RSO's must have their identification verified by the person in charge before entering MTM premises:

- When responding to incidents, this is the Site Coordinator,
- When general access to the Rail Corridor is required, this is the TFPC, and
- When at Depots or Stations, this is the person in charge, i.e. Depot Manager, Station Master or Officer in Charge.

#### 13.7.2 WorkSafe

Work Safe Inspectors are representatives of WorkSafe Victoria who have access rights in accordance with the OHS Act (Vic) 2004.

WorkSafe Inspector's must have their identification verified by the person in charge before entering MTM premises:

- When responding to incidents, this is the Site Coordinator,
- When general access to the Rail Corridor is required, this is the TFPC, and
- When the visit is in response to an alleged breach of the OHS Act or clarification, it is Corporate SER, Divisional Safety Manager or their nominated representative.

#### 13.7.3 Energy Safe Victoria

Enforcement Officers are representatives of Energy Safe Victoria who have access rights in accordance with the Electricity Safety Act 1998.

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## 14. Appendix H – RIW Card Requirements

The RIW Card is smart card that links a rail safety worker to their individual competency profile within the RIW database and in doing so, forms part of the compliance requirements MTM uses to demonstrate compliance with the Rail Safety National Law (SA) 2012.

### 14.1. What makes up the RIW Card?

The RIW Card is made up of two parts:

- Site Access (as per Step 3), and
- Competence (to complete rail safety work).

If an RIW Card is held by a Third Party individual and they are compliant to both parts, they can access MTM's rail corridor and perform the specific rail safety work they are competent to do.

If the Third Party individual is compliant with the first part, they are permitted to enter the corridor only. Think of this as holding the old TTSA/TSA/TTA-1 – this is the minimum safety requirement to access MTM's rail corridor.

If the Third Party individual is compliant with the second part, they are permitted to perform the specific rail safety work they are competent to do.

**Note.** The health assessment requirements of a rail safety worker are embedded in the RIW role, which means if the health assessment has expired the rail safety worker cannot access an/or perform their rail safety work.

### 14.2. When is a RIW Card required?

If an individual is performing rail safety work and/or if an individual is accessing the rail corridor (as per Step 3).

### 14.3. How do I know if I'm performing rail safety work?

If the rail safety work being done can be found on one of the competency matrixes found on the following website, [www.metrotrains.com.au/academy](http://www.metrotrains.com.au/academy), then the Third Party is considered to be performing rail safety work. This means an RIW Card is required with the role associated with the rail safety work about to be performed.

### 14.4. What if my Third Party is a Signal Design Engineer doing design drawings from their Brisbane office, as part of signal renewals under the category of Minor Works, and they don't go in the rail corridor?

There are four categories of rail safety work that may not involve working in the rail corridor, and they are as follows:

- Project Management,
- Signalling and Communications Systems,
- Engineering and Design and
- Structures.

In this example, the individual must hold an RIW Card and comply with the competency requirements of a Signal Design Engineer.

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If at some stage any of these roles need to access the rail corridor, the access requirements are addressed by the individual selecting and complying with the competency requirements of the Around the Track Person role.

**Note.** All other roles from all other matrixes are roles that occur by their nature in the rail corridor and the site access competency requirements are built in to these roles; including the applicable health assessment.

#### 14.5. What sits behind the RIW Card?

When an individual is going through the process of registering for an RIW Card, the administrator within the individual's company selects the rail safety worker role(s) the individual does, i.e. if an individual is a rail labourer, then that role is selected.

The individual then provides certificates, licences of other pieces of evidence to scan and upload to demonstrate they are competent to do each role. In addition to competence information, MTM has stipulated what health assessment from the National Standard for Health Assessments of Rail Safety Workers is required to be uploaded. When the evidence has been verified by RIW auditors, the role will appear as complete in the database and then when checked by a smart device in the field, the role will appear as green and 'complete' on the smart phone or tablet; this means the individual can do the work associated with that rail safety worker role.

Where evidence is still to be uploaded or something has expired, the role appears as amber and 'working towards'; this means that work cannot be done by the individual until the evidence has been uploaded or replaced.

#### 14.6. RIW Exemptions and RIW Extensions

Where a Third Party is being engaged to complete rail safety work but doesn't hold an RIW Card and valid role, MTM has a process to support the scope of works. The following are examples of both categories:

- **RIW Extensions:** An individual meets the competence requirements but is not yet compliant with the RIW requirements.
- **RIW Exemptions:** An overseas Third Party is required to operating a piece of proprietary equipment for a one off event or a 6-month trial of a new technology under a provisional type approval from MTM's Chief Engineer.

In both cases, the Third Party individual submits a request via the MTM Project Manager to [competencies@metrotrains.com.au](mailto:competencies@metrotrains.com.au). The MTM Project Manager is to provide all supporting evidence, as per the RIW Extension and Exemption Procedure (L2-SQE-PRO-261), and if successful an RIW Exemption or Extension letter will be issued. Normally this is issued for a period of no more than 1-month.

The letter will be issued to the MTM Project Manager, Third Party's company and MTM's Track Access desk. A copy must be carried by the Third Party individual(s) listed, along with photographic identification.

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## 15. Appendix I – Emergency Telephone Numbers

Descriptor	Referred to as	Number
Suburban Train Control All Metropolitan Train Incidents	"Metrol"	9610 7205
Country Train Control All Country Train Incidents	"Centrol"	9619 1077
Train Electrical Control All Electrical Traction Incidents	"Electrol"	9610 5222
Metro Trains Melbourne Fault Centre All Rail Signalling, Track, Structures And Buildings Incidents		9619 2999
Communications Fault Centre All Rail Communications Incidents		9619 1100
Tram Operations All Tram Infrastructure Incidents	"Fleet Operations Centre"	9610 3384
Tram Electrical Control All Tram Electrical Infrastructure Incidents	"Carlton Control"	9610 3394
Switchboard	"VicTrack"	9619 1111

<b>Police</b>	000
<b>Ambulance</b>	000
<b>Fire</b>	000
<b>Environmental Protection Authority</b>	9695 2777

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## 16. Appendix J – Site Access Application Checklist

All Site Access Applications must be in writing, either by email, fax or paper copy. All initial requests must, as a minimum address, the following issues:

- Applicant's contact name and telephone number
- Location and extent of access, including dates, times and duration of access
- Description of proposed works to be conducted, including any plant and equipment
- For ongoing access, the frequency of access proposed
- Any other requirements of the Applicant.

The following information must be provided no less than 5 Weekdays prior to the commencement of work:

- Evidence of compliance to the requirements of Step 1, i.e. complete and submit the check list applicable to the scope of works, including providing all associated documentation.
  - A certificate of currency of Works Insurance for the value of the works.
  - A 'Plan of Construction', including all proposed methods of construction, covering all stages of the works for review by MTM. MTM may reasonably request changes to the construction plan and the Applicant and its contractors shall comply with all such requests. The plan should include an estimate of the total number of employees to be engaged upon the works and the anticipated hours to be worked by each employee.
- Evidence of Compliance to Step 2, ie your Flag Status is PICS and applicability to the scope of Works. If not in PICS, refer to the notes in Step 2. Additional requirements may include:
  - A certificate of currency of Public Liability Insurance for the works for an amount of not less than \$10 M and not more than \$20 M for any one occurrence.
  - Evidence that the Applicant and its contractors are registered as Employers for the purposes of and otherwise comply with the Accident Compensation Act 1985 and the Accident Compensation (WorkCover Insurance) Act 1993.
- Proposed protection arrangements as per Step 3. Include the name of the company providing the track protection and RIW Card number of TFPC who completed the proposed Hazard Assessment.
- Signed Metro Trains Melbourne Site Access Agreement.

**Note.** The above lists of requirements are not exhaustive and should be used as guides only. MTM may require further information.

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### 17. Appendix K – Procedures Guide

**X** = Mandatory

= Dependent on Location

**N/A** = Not Applicable

**O** = Dependent on Scope

	<b>L1-OPS-PRO-018</b> - Planning Work Site Protection in the Rail Corridor	<b>L1-PRJ-PRO-003</b> – Occupation Management Procedure	<b>L1-TRK-PRO-002</b> - Track Vehicle Registration Process	<b>L1-INF-PRO-001</b> - Protection of Underground Assets and Services Procedure	<b>L2-PRJ-PRO-012</b> – MTM Plant Safety procedure	<b>L1-INF-WOI-002</b> - Obtaining Approval For Plant To Work Under Live 1500v DC Electrical Equipment	<b>L1-INF-WOI-003</b> - Infrastructure Work Instruction Approved Plant Fitted With Height Restrictors	<b>L1-OPS-PRO-024</b> - General Work And Access Permit Procedure	<b>L2-TRK-PRO-032</b> - Track Procedure Maintaining Track Integrity.	<b>L0-SQE-PLA-003</b> - Emergency Crisis Management Plan	<b>L1-SQE-PRO-001</b> – Management of Change Procedure
Minor Works	X	X	O	<input type="checkbox"/>	N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> O	X	O
Major Works	X	X	O	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> O	X	O
Emergency Works	All emergency works are mandatory and dependent on location.										
Low Risk Works	X	X	O	<input type="checkbox"/>	N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> O	X	N/A
Visitor Access	<input type="checkbox"/>	<input type="checkbox"/>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A