

# Minimum Safety Requirements for Contractors

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# Minimum Safety Requirements for Contractors

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## 1. Description & Scope

This Minimum Safety Requirements for Contractors (Requirements) document describes the minimum safety requirements which Contractor Entities and Contractor Workers are required to comply with, so far as is reasonably practicable (SFAIRP), when performing work for or on behalf of Aurizon Holdings Limited and its subsidiaries (Aurizon).

This is an enterprise-wide document, which means it applies to the performance of work or provision of services for or on behalf of Aurizon by Contractor Entities, including activities that are subject to various safety regimes including work health and safety, rail and transport safety, and electrical safety.

These Requirements summarise information from Aurizon's Safety, Health and Environment (SHE) Management System. They should be read and applied alongside Aurizon's SHE Management System where the workplace is under Aurizon's management and control. Should there be a discrepancy between the two, Aurizon's SHE Management System prevails.

Where the Contractor Entity has been engaged and is acting as Principal Contractor (under relevant state-based Work Health and Safety Regulations), or the Contractor Entity is otherwise authorised by Aurizon (in writing) to have management and control of the workplace; Aurizon's minimum expectation is that the Contractor Entity's safety management system, and any Work Health and Safety Management Plan, complies with these Requirements and all applicable legislative requirements, SFAIRP.

These Requirements should be read and applied alongside any contractor or other agreement with Aurizon and may also be supplemented by site and/or project-specific safety requirements, instructions, manuals, specific standards, or an agreed safety coordination plan (where relevant).

These Requirements do not apply to Aurizon Bulk Central accredited operations.

## 2. Minimum Safety Requirements

A Contractor Entity's failure to comply with the below Requirements may constitute a breach of the relevant contractual agreement with Aurizon.

### 2.1 General

Contractor Entities must:

1. Maintain up-to-date knowledge of these Requirements, including changes made through publication of future versions of this document and made available through Aurizon's Contractor Portal, Beakon, or other communication mechanism
2. Comply with any federal and state-based legislation that gives rise to a duty or obligation relating to safety as well as any other Australian Standards and Codes of Practice as advised by Aurizon
3. Ensure their workers comply with Aurizon's Code of Conduct expectations to:

- a. Be fit for work and work safely
  - b. Act professionally
  - c. Be lawful, ethical, and fair
  - d. Use systems, equipment, property, and tools appropriately
  - e. Speak up when Aurizon values are not demonstrated.
4. Consult, cooperate, and coordinate with Aurizon, including disclosing any conflict of interest
  5. Keep up to date and comply with Aurizon's SHE Alerts, Advices and Notices (refer to [Appendix A](#)), unless otherwise agreed in writing (except to the extent the Contractor Entity is engaged and acting as the Principal Contractor with approval to complete works under their own Safety Management System)

*Note: In circumstances where Aurizon as a Rail Infrastructure Manager (RIM) has engaged the Contractor Entity as Principal Contractor, the Contractor Entity must comply with the requirements as agreed with Aurizon (e.g., as set out in a Safety Coordination Plan, or similar document) for the project.*

6. Comply with Aurizon's 'Rail Corridor Safety Standard - SMS - Network' (Standard 1) and associated procedures when operating in Aurizon's CQCN rail corridor
7. Comply with Aurizon's 'Network Rules and Procedures for Safe Operations in Yards Sidings and Facilities - Operations SMS' (Standard 148) when operating in any rail corridor under the Aurizon Operations accreditation
8. Adhere to all directions relating to Railway operations and requirements relating to working safely in the rail corridor (e.g., isolations, track protection limits) as advised by Aurizon or Rail Safety Authority SMS
9. Comply with reasonable safety directions in relation to all Aurizon operations
10. Provide adequate and appropriate resources for the works and/or services, including dedicated on-site safety critical roles (where these roles are not provided by Aurizon)
11. Communicate safety information shared by Aurizon to their workers, including sub-contractors, to ensure workers understand hazards, risks, and safety requirements relating to Aurizon's operations

*Exception: Contractor Entities engaged and acting as a Principal Contractor must consider safety information shared by Aurizon in development of their Work Health and Safety Management Plan (WHSMP) for the Construction Project with respect to Aurizon operations or interfaces.*

12. Stop work immediately if work cannot be carried out in accordance with the requirements, agreed safe systems of work, or any other health and safety duty, and immediately notify Aurizon of the stoppage
13. Ensure the worksite is safe before departing or handing control of the workplace back to Aurizon
14. Advise Aurizon immediately following any notifiable incident, enforcement action (e.g., improvement notice, prohibition notice, injunction, enforceable undertaking, prosecution), or conviction and comply with other event (incident) reporting and management requirements set out in [Section 3.9](#) below
15. Hold (and provide documentary evidence to Aurizon upon request) current copies of all required licences, permits and authorisations relevant to the works/services

16. Maintain (and provide documentary evidence to Aurizon upon request) current and appropriate insurance cover relevant to the works/services and the levels of insurance required under the contract or other agreement with Aurizon
17. Where Beakon system access has been granted, profile and other requested information must be complete, current, and accurate, and the Contractor Entity must respond to all system actions effectively and in a timely manner as required by associated processes
18. In circumstances where a Contractor Entity is engaged and acting as the Principal Contractor, the Contractor Entity must:
  - a. Install signage that identifies the Contractor Entity as the Principal Contractor
  - b. Prepare a WHSMP for the construction project
  - c. Discharge all other duties of a Principal Contractor as described in relevant state-based Work, Health and Safety (WHS) legislation.

## 2.2 Consultation and Communication

Contractor Entities must:

1. Ensure adequate mechanisms are in place for their workers to communicate, discuss, consult upon, and manage health and safety issues
2. Participate in meetings, as and when requested by Aurizon, to support effective project delivery and safety performance, and to facilitate effective consultation, cooperation, coordination, and communication of any relevant safety matters
3. Immediately inform Aurizon of any changes which may be relevant to Aurizon's health and safety obligations or may impact the health and safety of workers or other persons
4. Immediately notify Aurizon when a Regulator or Union representative visits the workplace
5. Communicate any relevant or requested information regarding hazards, incidents, or lessons learned (e.g., from investigations) to Aurizon in a timely manner (refer also to the section below on [Incident \(Event\) and Investigation Management](#))
6. Identify and seek to resolve any safety issues with Aurizon in good faith
7. Coordinate scheduling of work activities with Aurizon
8. Include health and safety as an agenda item in project, site, or workgroup meetings
9. Allow Aurizon to attend project, site, or workgroup meetings
10. Provide copies of project, site, or workgroup meeting minutes to Aurizon upon request.

## 2.3 Pre-mobilisation

Prior to commencing work, Contractor Entities must:

1. Actively participate in pre-mobilisation activities (e.g., site walkthroughs, kick-off meetings, pre-mobilisation meetings, risk assessment workshops)
2. Provide Aurizon with any requested safety-related documents within the timeframes specified by Aurizon
3. Hold current approvals, permits and authorisations relevant to the works/services as issued by Aurizon or other third-party authorities (e.g., for road closures, material laydown, land access, track access, high-risk work) and provide any third-party authorities to Aurizon within the timeframes specified by Aurizon
4. Obtain any authorisation permits required to commence work (e.g., from Aurizon or other parties).

## 2.4 Hazard and Risk Management

Contractor Entities must:

1. Have a safety management system in place which ensures they effectively:
  - a. Identify hazards and manage and assess risks, including by undertaking risk assessments (applying the hierarchy of controls)
  - b. Eliminate risks to health and safety, SFAIRP, and if it is not reasonably practicable to eliminate a risk, implement controls to minimise the risk SFAIRP (applying the hierarchy of controls)
  - c. Periodically monitor and review effectiveness of controls
  - d. Prepare a safe work method statement (SWMS) for high-risk construction work the Contractor Entity will be performing
  - e. If engaged and acting as the Principal Contractor, take all reasonable steps to obtain a copy of all SWMSs for high-risk construction work being performed for the project.
2. Inform themselves of critical risks and controls relating to Aurizon operations or interfaces where relevant to the safe provision of works/services
3. Notify Aurizon if any requirements, systems, or procedures are inadequate or not reasonably practical for managing the risks associated with their work
4. Implement pre-start risk assessments, Job Hazard Assessments, or other appropriate on-site risk management approach, and maintain evidence to demonstrate conduct of these risk assessment and management activities
5. Upon request, where they are performing high-risk construction work, provide Aurizon with copies of their SWMS in a timely manner (including before works commence)
  - a. When requested by Aurizon, each SWMS must be accompanied by a completed SWMS Checklist
6. Conduct high-risk construction work in accordance with relevant SWMS
7. Immediately report any hazards or risks which may impact Aurizon's people, operations, assets, or the communities in which Aurizon operates, or which may be relevant to Aurizon's safety obligations.

## 2.5 Emergency and First Aid Management

### 2.5.1 Where Aurizon is responsible for emergency and first aid management

Contractor Entities must:

- Make themselves and their workers aware of Aurizon's site emergency response procedure, including muster point locations
- Keep all emergency exits clear
- Immediately report any emergency to Aurizon representatives
- In the event of an emergency, follow Aurizon's site emergency response procedure and any directions provided by Aurizon representatives.

### 2.5.2 Where the Contractor Entity is responsible for emergency and first aid management

The Contractor Entity must:

- Have and apply processes for effective management of emergencies which may occur during the provision of works/services (e.g., emergency and evacuation plans including testing and training)
- Provide appropriate emergency and first aid equipment, facilities, and personnel

- Ensure all their workers understand their role in an emergency
- Ensure all their workers with emergency response or first aid roles are competent and appropriately trained to effectively discharge their roles.

## 2.6 Fitness for Work

Contractor Entities must:

1. Ensure all workers are fit for duty when: signing on for work, in the workplace, rostered on duty, on call, driving vehicles, or when acting on behalf of Aurizon at any other workplace
2. Ensure all workers have a valid and relevant Certificate of Fitness where required (e.g., Rail Safety Worker and Heavy Vehicle Driver medicals). Refer to Aurizon External Worker/Contractor Health Assessment Process for more information
3. Comply with any health and safety requirements relating to drug and alcohol management, fatigue management, and general fitness for work (e.g., physical and psychological health) with respect to their workers.

### 2.6.1 Drugs and Alcohol

Contractor Entities must:

1. Ensure all their workers are not under the influence of drugs and/or alcohol when: signing on for work, in the workplace, rostered on duty, on call, driving vehicles, or when acting on behalf of Aurizon at any other workplace
2. Ensure any of their workers who have been prescribed medicinal cannabis and intend on performing work for or on behalf of Aurizon, fill in a Declaration of Medication Form prior to commencing any work for Aurizon, or as soon as reasonably practical upon being prescribed and send it to [health@aurizon.com.au](mailto:health@aurizon.com.au) for consideration.

*Note: Other required documentation must also be provided. A decision on the contractor worker's fitness for work whilst taking this medication will be made by Aurizon's Chief Medical Officer on a case-by-case basis considering the medical information provided.*

*Note: Any worker taking medicinal cannabis is not allowed to perform any safety critical work for Aurizon, including driving vehicles.*

3. Ensure all their workers complete a Breath Alcohol test in active mode before starting each shift

*Note: Alcohol breath tests must be conducted with devices that meet Australian Standards.*

4. Ensure their testers are appropriately trained if they are using hand-held devices

*Note: In exceptional circumstances, and only with prior approval from the Health and Wellbeing Team, an Aurizon authorised tester can supervise the test remotely.*

5. Immediately notify their Aurizon contact if any of their workers return a confirmed positive in line with, Aurizon's Drug and Alcohol Management Program Procedure following completion of a second (confirmatory) test

*Note: To confirm a positive result, make sure to have 2 tests, 20 minutes apart, with the same device. A breath alcohol test is considered positive when the confirmatory result is greater than 0.000 g/210L*



6. Complete an Alcohol Testing Consent form for any confirmed positive breath alcohol results and send it to [health@aurizon.com.au](mailto:health@aurizon.com.au)
7. Following an incident, ensure all workers involved in the incident complete a drug and alcohol test as soon as possible and no later than:
  - a. 3 hours after the incident occurs if in Qld, NSW, VIC, ACT, TAS
  - b. 12 hours after the incident if in WA.

*Note: If ONRSR or Police attend, they will likely conduct the post-incident testing (except in NSW)*

*Note: Aurizon will do all that is reasonably necessary to facilitate testing*

8. Immediately notify their Aurizon contact if any of their workers return a non-negative drug test (where the initial test was conducted by the Contractor Entity) and:
  - a. Arrange to send the non-negative drug test samples to a lab for confirmation testing
  - b. Provide their Aurizon contact and [health@aurizon.com.au](mailto:health@aurizon.com.au) with a copy of the Consent and Chain of Custody form
  - c. Forward a copy of the lab confirmation results to [health@aurizon.com.au](mailto:health@aurizon.com.au) (where the confirmatory lab test is arranged by the Contractor Entity)

*Note: The non-negative screening test must not be repeated.*

9. Comply with all reasonable instructions from Aurizon and requirements noted in Aurizon's Drug and Alcohol Management Program Procedure including those for removal of workers from site:
  - a. Following a non-negative test (pending lab confirmation results) or positive alcohol test
  - b. When the result is potentially inconsistent with declared medication
  - c. When it is not known whether the result is consistent with declared medication
  - d. For drugs of abuse.

*Note: A decision about whether the contractor worker will remain at work or remain away from Aurizon until the lab results are received will be determined between the Aurizon contact and Aurizon Health and Wellbeing in line with section 4.4 of Aurizon's Drug and Alcohol Management Program Procedure*

*Note: Any positive THC testing result due to either medicinal cannabis (for a contractor worker doing work which has not pre-approved by Aurizon's Chief Medical Officer) or over-the-counter Cannabidiol containing products, must be managed in the same way as a positive drug test result.*

10. Ensure all workers participate in Aurizon or Regulator drug and alcohol testing programs if they are on location at the time drug and alcohol testing is being conducted.

*Exception: Where the Contractor Entity has been engaged and is acting as Principal Contractor, unless otherwise agreed with Aurizon or set out in a Safety Coordination Plan (or similar document) for the project, the Principal Contractor must have appropriate systems and processes in place which align to the above requirements to ensure all their workers are not under the influence of drugs and/or alcohol when conducting work for or on behalf of Aurizon. As a condition of safety pre-qualification, the Principal Contractor may be required to adopt Aurizon's Drug and Alcohol Management Standard and Procedure in developing the*



*WHSMP for their Construction Project. The Principal Contractor may also choose to adopt Aurizon's Standard and Procedure in their WHSMP.*

Refer to Aurizon's Drug and Alcohol Management Program Procedure for further details.

## 2.6.2 Fatigue Management

Contractor Entities must:

- Comply with Aurizon's Enterprise Fatigue Management Standard unless otherwise advised
- Recognise fatigue management is a shared responsibility between the Contractor Entity and its workers to address their duty of care related to the risks of fatigue in the workplace
- Support a culture of honest self-assessment of fitness for duty with a just and fair approach
- Comply with any prescribed legislative limit or other requirement e.g., Enterprise Agreement
- Assess fatigue risk in the context of the task and work
- Assess fatigue risk which must include at a minimum:
  - Assessment and management of fatigue related risk in the context of the task and work being undertaken
  - Identification of fatigue-related hazards associated with a working time arrangement
  - Implement appropriate controls to effectively manage fatigue-related risks
  - Assess fatigue-related risk in a participatory manner
  - Document and review outcomes of any fatigue-related risk assessment.
- Provide safe travel to any worker who reports unfit for work due to fatigue to their home/accommodation

Refer to Aurizon's Fatigue Management Standard for further details.

*Exception: Where the Contractor Entity has been engaged by Aurizon as Principal Contractor, unless otherwise agreed with Aurizon or set out in a Safety Coordination Plan for the project, the Principal Contractor must have appropriate systems and processes in place which align to the above requirements and ensure all their workers are not adversely impacted by fatigue when conducting work for or on behalf of Aurizon. The Principal Contractor may choose to adopt Aurizon's Fatigue Management Standards into their WHSMP for the construction project.*

## 2.7 Training and Competency

Prior to conducting work for or on behalf of Aurizon, Contractor Entities must:

1. Ensure their workers and supervisors are appropriately skilled, qualified, experienced, and competent to safely complete the work. This may include consideration of pre-employment screening and / or psychometric testing for workers performing safety critical roles
2. Ensure their workers meet minimum training, competency, and medical requirements for each role as advised by Aurizon, including:
  - a. Rail Safety Workers:
    - i. Aurizon General Contractor Induction
    - ii. Aurizon site induction (online where available, or in person on day 1)
    - iii. Aurizon's Rail Safety Worker competency matrices (online)
    - iv. Other Role based requirements.

- b. Non-Rail Safety Workers:
    - i. Aurizon General Contractor Induction
    - ii. Aurizon site induction (online where available, or in person on day 1)
    - iii. Role based requirements.
  - c. Offsite or offshore workers:
    - i. Aurizon General Contractor Induction
    - ii. Role based requirements.
  - d. Workers being provided an Aurizon email address also require:
    - i. Cyber Security.
3. Ensure their Rail Safety Workers (RSW) are registered in Avetta (Pegasus) and hold a current Avetta (Pegasus) Rail Safety Worker ID card (unless otherwise advised by Aurizon)
  4. Ensure their RSWs can demonstrate current evidence of required training, competency, and certificate of fitness against relevant Aurizon RSW roles in Pegasus (unless otherwise advised by Aurizon)
  5. Ensure they provide appropriate levels of workgroup supervision
  6. Ensure their workers understand their health and safety accountability, responsibility, and authority for contracted works or services
  7. Ensure their workers hold and maintain current licenses, permits, certificates of competency or similar as required by prevailing Legislation, Codes of Practice or Australian Standards for activities undertaken, plant and equipment operated, and hazardous substances or dangerous goods used in the course of contracted works or services
  8. Ensure their Trainee or Apprentice Workers are provided direct supervision (unless otherwise agreed with Aurizon) and are actively enrolled in the relevant course or qualification.

*Note: See [Appendix A](#) for information on how to access Aurizon's online learning portal and worker competency matrices.*

*Note: When on site, Contractor workers must be able to demonstrate they hold required training, competencies, licences or permits if requested by Aurizon.*

## 2.8 Pre-start briefings

### 2.8.1 Where Aurizon is responsible for pre-start briefings

Before commencing work, Contractor Entities must either:

1. Ensure their workers contact the Aurizon site representative to understand any site safety hazards, risks, or safety-related requirements and confirm whether their works/services can commence

or

2. Ensure their workers participate in any site pre-start or safety briefing conducted by Aurizon relevant to the works/services being performed

## 2.8.2 Where the Contractor Entity is Responsible for Pre-Start Briefings

Before commencing work, Contractor Entities must:

1. Conduct their own suitable and effective pre-start briefings to:
  - a. Identify and communicate site safety hazards, risks, and safety-related requirements to workgroups
  - b. Communicate coordination of workplace activities, project interdependencies, and key areas of concern to workgroups
  - c. Assess and manage risks effectively before commencement of work
  - d. Share lessons learned from relevant incidents or near misses.

*Exception: If an Aurizon pre-start form relevant to the work and work location is available and provided by Aurizon, and the Contractor Entity is not engaged as a Principal Contractor, the Contractor Entity must use the pre-start form provided by Aurizon.*

2. When undertaking activities in the Rail Corridor for which Aurizon Network is the Rail Infrastructure Manager, use the Aurizon Network Pre-Start Briefing booklet or amend their own pre-start briefing to align with Aurizon Network Pre-Start Briefing requirements
3. Allow Aurizon to attend their pre-start briefings and provide minutes of any pre-start meetings when requested. When Aurizon attends such briefings, it does so as an observer only and is not responsible for the content of the briefing.

## 2.9 Incident and Investigation Management

*Note: Under the Event Management and Learning Framework, Aurizon refers to incidents as 'events' and investigations as 'event learning'. Further information can be found in Aurizon's SHE Event Management and Learning Standard*

### 2.9.1 Incident Reporting/Notification

Contractor Entities must:

1. Immediately notify Aurizon of any hazard, incident or near miss (e.g., no later than within 1 hour of becoming aware)

*Note: This includes a newly identified hazard which has affected, or can reasonably be expected to affect, Aurizon operations or the health and safety of Aurizon's workers*

*Note: For all rail events, Network Control for the applicable Rail Infrastructure Manager (RIM) must be notified immediately (i.e., as soon as possible).*

*Note: Minimum required information includes event time, date and location, local contact person and contact details, and a description of the event, circumstances, impacts, and immediate actions taken.*

2. Take direction from Aurizon as to who will notify the applicable Regulator of any notifiable incident (e.g., WorkSafe, Electrical Safety) and any incident management requirements (see [section 2.9.2](#))

*Exception: Where the Contractor Entity has been engaged and is acting as Principal Contractor, Aurizon and the Principal Contractor will agree which party is to notify the WHS or electrical safety regulator of any notifiable WHS or electrical safety incident.*

*Note: Aurizon will inform the Office of the National Rail Safety Regulator of any notifiable rail safety incident.*

3. Comply with any reasonable request from Aurizon for further information or clarification in relation to the hazard, incident or near miss reporting.

### 2.9.2 Incident Management

*Note: Aurizon will manage any incidents (including near misses) which occur in connection with Railway Operations.*

Contractor Entities must:

1. Follow any reasonable request from Aurizon in relation to incident management
2. Ensure any of their workers involved in an incident which is being managed by Aurizon remain on site until instructed otherwise by Aurizon
3. (Where they are responsible for incident management) ensure appropriate processes are in place and implemented for incident response and management, including:
  - a. Contacting emergency services if necessary
  - b. Ensuring site and worker safety
  - c. Managing hazards
  - d. Providing access to first aid or medical assistance as appropriate
  - e. Securing the incident/event scene
  - f. Enabling timely collection of evidence and data
  - g. Allocating suitable workers to fulfil key response and recovery roles and responsibilities
  - h. Recovering the incident/event scene and eliminating or minimising associated hazards SFAIRP.
4. Ensure any of their workers involved in an incident participate in any post-incident drug and alcohol testing.

### 2.9.3 Incident Investigation

*Note: Should the incident relate to Railway Operations, Aurizon will lead its own investigation. In addition, the Contractor Entity should conduct its own investigation relating to its systems of work.*

Contractor Entities must:

1. Co-operate with any Aurizon investigation into workplace incidents, including:
  - a. Timely provision of information in relation to the incident (including provision of their own investigation reports as appropriate)
  - b. Facilitating access to their workers for interviews where Aurizon or a Regulator are undertaking an investigation.
2. Take direction from Aurizon as to who will undertake an investigation, whether a joint investigation will take place, or whether both parties will conduct their own investigations

*Exception: Where the Contractor Entity has been engaged and is acting as Principal Contractor, Aurizon and the Principal Contractor will agree arrangements for incident investigations.*

3. When conducting incident investigations:

- a. Conduct effective investigations, sharing their progress with Aurizon
- b. Take direction from Aurizon as to what investigation methodology or level is required based on the event category (e.g., Deep Dive, ICAM, 5 Why)

*Exception: Where the Contractor Entity has been engaged and is acting as Principal Contractor, Aurizon and the Principal Contractor will agree an appropriate level of investigation.*

- c. Assign an appropriately competent person as Lead Investigator

*Note: Where the Contractor Entity has been engaged and is acting as Principal Contractor, an ICAM qualified Lead Investigator must be used where the incident requires an ICAM or Deep Dive investigation.*

- d. Issue Aurizon with formal notification of their investigation, their process, and their expectations should they require Aurizon Workers or evidence be made available for their investigation
4. When an investigation is complete:
    - a. Provide Aurizon with a final copy of their investigation report, including a plan for timely completion of any actions:
      - i. within any agreed timeframes
      - ii. written to a quality and standard which is appropriate for the event category, and
      - iii. accompanied by a completed Investigation Report Checklist (where requested)
    - b. Invite Aurizon to participate in relevant lessons learned workshops or discussions
    - c. Participate in Aurizon Event learning teams when requested.

## 2.10 Performance Management and Reporting

Contractor Entities must:

1. Meet Aurizon's safety performance expectations
2. Provide safety performance reports to Aurizon in the manner requested and at intervals specified by Aurizon (including safety performance as measured against agreed measures or Key Performance Indicators (KPIs))
3. Actively participate in any performance review/management meetings as requested by Aurizon.

*Note: Information requested in safety performance reports may include:*

- Safety performance against agreed KPIs/metrics
- SIF actual or SIF potential events (number and nature)
- Near Misses (number and nature)
- Events (number and nature)
- Breath Alcohol test and Drug test information (results / number of tests completed)
- Summary of on-site safety assurance and audit activities completed by the Contractor Entity (number and type of assurance activity, outcomes or further actions identified)
- Action plan (including action status/progress)
- Newly identified site hazards and actions taken to mitigate risks
- Safety Issues / Disputes
- Hours worked (separated for Rail Safety Workers and Non-Rail Safety Workers)

- *Lessons learned*
- *Opportunities for improvement.*

### **Key Performance Indicators (KPIs)**

In addition to Key Performance Indicators (KPIs) stipulated in contracts, other agreements, and safety plans, Aurizon may monitor and measure a Contractor Entity's safety performance against other measures and expectations (i.e., as part of Aurizon's SHE assurance activities). For example,:

- All hazards, incidents and near misses are reported to Aurizon immediately (no later than within 1 hour) once the Contractor Entity or their worker becomes aware
- All reasonable health and safety requests or actions are actioned within a suitable timeframe as agreed between the Contractor Entity and Aurizon
- Contractor Entity does not record any actual or potential Serious Injury and Fatality (SIF) events
- Contractor Entity workers comply with Aurizon's Code of Conduct expectations
- Contractor Entity workers comply with all Aurizon, task-specific, or site-specific PPE requirements, have PPE which is fit for purpose, and use PPE as intended
- Contractor Entity workers are fit for duty when attending an Aurizon worksite and are not under the influence of alcohol or drugs
- Contractor Entity workers comply with Aurizon's drug and alcohol testing program including participation in pre-shift breath alcohol testing, post incident testing, on suspicion testing, and random drug and alcohol testing
- Contractor Entity workers comply with Aurizon's Fatigue Management requirements
- Contractor Entity provides workers who are appropriately trained, qualified, and competent for the role(s) they are performing
- When requested, Contractor Entity provides Aurizon with timely investigation reports completed with appropriate methodology (e.g., ICAM or 5WHYs) and to an appropriate standard
- Contractor Entity does not have any notifiable incidents recorded
- Contractor Entity and its workers comply with requirements outlined in this document.

## **2.11 Assurance**

Contractor Entities must:

1. Cooperate in any SHE assurance activity (e.g., site monitoring visits, in-field observations, site inspections, safety audits) undertaken or requested by Aurizon
2. Cooperate with any reasonable request to conduct Aurizon-issued SHE assurance activities when conducting work for or on behalf of Aurizon
3. Facilitate the participation of their workers (including sub-contractors) in Aurizon's SHE assurance activities
4. Respond, in a timely manner, to any request for information to support Aurizon's SHE assurance activities
5. Respond, in a timely manner, to any request for action resulting from Aurizon's SHE assurance activities
6. Notify Aurizon as soon as reasonably practicable of any adverse findings identified through their own safety assurance activities conducted while completing works for, or on behalf of, Aurizon



7. Have appropriate safety assurance systems and processes in place by which to monitor safety performance and compliance for the works/services and workers they are managing.

*Note: Aurizon (or its nominated representative), at its discretion, may undertake targeted SHE assurance activities (announced and unannounced) directed towards verifying the Contractor Entity's safety performance and compliance. The nature and frequency of these activities will be determined by Aurizon.*

*Note: Aurizon (or its nominated representative), at its discretion, may include the Contractor Entity and/or its workers in SHE assurance activities as part of executing Aurizon's SHE Assurance Plan.*

*Note: If required (e.g., to ensure safety) Aurizon will notify the Contractor Entity of the outcome from any assurance activity, including any required actions identified by Aurizon.*

## 2.12 Safety Non-Conformance Management

Contractor Entities, once notified of a safety non-conformance report (NCR) and resulting consequences or actions, must:

1. Notify Aurizon immediately of any concerns regarding the non-conformance report
2. Address any actions requested by Aurizon within the timeframe specified by Aurizon
3. Notify Aurizon once the action has been completed and provide evidence of completion
4. Respond, in a timely manner, to any request for clarifications from Aurizon to support verification of action completion (when required).

*Note: Where available, the Contractor Entity is required to address non-conformances and resulting actions in Beakon.*

## 2.13 Site/Workplace Safety

### 2.13.1 General Site/Workplace Requirements

Contractor Entities and their workers must:

1. Comply with all Aurizon instructions and safety requirements for Aurizon-controlled sites, including:
  - a. Contacting their Aurizon representative when they arrive on site
  - b. Completing any induction, pre-shift, or pre-start requirements
  - c. Seeking confirmation from their Aurizon representative before they commence works/services
  - d. Notifying their Aurizon representative before they leave the site/workplace.
2. Maintain the site/workplace in a safe, clean, and tidy condition
3. Ensure the site/workplace is safe before departing
4. Adhere to any site speed limits, traffic management plans, pedestrian zones, exclusion zones or other reasonable traffic direction from Aurizon
5. Reverse park only, in designated parking zones (unless advised otherwise by Aurizon)
6. Not use a mobile phone or other personal electronic device while any safety-related duty is being performed (e.g., Shunting, working within 3 metres of the rail line, operating mobile equipment)

7. Not use a mobile phone or other personal electronic device if this use could cause distraction (to themselves or others) or interfere with their safety or the safety of others, unless in case of an emergency or exceptional circumstances
8. (Where there is a designated safe mobile phone area) only use mobile phones and other personal electronic devices in these designated safe areas
9. Adhere to any directions from Aurizon relating to use of radio channels
10. Smoke only in designated smoking areas
11. Lawfully remove any waste or excess material resulting from their work from the site/workplace (unless otherwise agreed with Aurizon)
12. (Where workers do not have access to Aurizon facilities) provide and manage appropriate facilities for workers (e.g., toilets, drinking water, washing facilities, eating facilities) unless otherwise agreed with Aurizon
13. Speak with their Aurizon representative when considering site-specific conditions which may impact their work (e.g., utilities, OHLE, underground services, adjacent operations).

### 2.13.2 Personal Protective Equipment (PPE)

Contractor Entities must:

1. Provide their workers with appropriate PPE. *Note: incidentals (i.e., safety glasses, earplugs) may be provided by Aurizon*
2. Ensure their workers comply with the following minimum PPE requirements on Aurizon sites:
  - a. Safety boots
  - b. Long pants
  - c. Long sleeve orange hi-visibility shirt (sleeves down) – CQCN Network
  - d. Long sleeve blue/orange hi-visibility shirt (sleeves down) – Operations
  - e. Safety glasses (can be tinted when outdoors)
  - f. Gloves
  - g. Hard hat (for construction work)
  - h. Bump cap (for rollingstock maintenance where there is a risk of head impact)
  - i. Wide brim (for outdoor work)
  - j. Sunscreen (for outdoor work)
3. Ensure their workers comply with any minimum task-specific or site-specific PPE requirements as advised by Aurizon or noted in SWMS or WHSMP (e.g., flame-resistant clothing, hearing protection, respiratory protection e.g., when there is potential for airborne particles from Respirable Crystalline Silica (RCS), Asbestos Containing Material (ACM), or heavy metals)
4. Ensure their workers' PPE is fit for purpose and in good working condition
5. Ensure their workers' PPE is used and maintained in accordance with manufacturer's instructions
6. Ensure their workers' PPE complies with relevant Australian or industry standards
7. Ensure their workers are trained in appropriate use, fit, and care of PPE
8. Ensure their workers do not wear items coloured red or green or a colour that could be confused with red or green in any railway environment
9. Ensure their workers comply with clearly designated PPE zones (e.g., where there are safety signs identifying PPE requirements).

*Exception: Where the Contractor Entity has been engaged and is acting as Principal Contractor, the Principal Contractor must have appropriate systems and processes in place which align to the above requirements and ensure all their workers have, and appropriately use and maintain suitable PPE.*

Please also refer to Aurizon's Personal Protective Equipment Standard.

### 2.13.3 Vehicles, Plant and Equipment

Contractor Entities must ensure any vehicle, plant, or equipment they bring to site is:

1. Appropriately registered, insured and maintained
2. Fit for purpose (including flashing, revolving or strobe lights, fire extinguishers, spill kits)
3. Safe to use
4. Operated by competent persons and as intended by the manufacturer
5. Operated in a manner which does not create additional hazards in the workplace (including consideration of interaction with people, other vehicles, rail or OHLE)
6. Compliant with requirements identified in Aurizon's Enterprise WHS Plant Standard and any state-based Code of Practice
7. Equipped with means for appropriate positive communication with other vehicles, plant, or equipment on site e.g., UHF, radio
8. Certified / accredited by an Aurizon assessor and/or be registered in Aurizon's plant and equipment management system (Aquipa) before it can be used on Aurizon worksites (where required under the Aurizon Network Management of Mobile Plant Standard).

Please also refer to Aurizon's WHS Plant Standard.

Where relevant, Contractor Entities must also:

9. Hold accreditation under prevailing heavy vehicle legislation
10. Complete Aurizon's Plant and Equipment Hire - Pre-Delivery Checklist
11. Complete a mobile plant daily pre-start form
12. Have a daily height limiter check performed by an Authorised Person (when working under OHLE)
13. Comply with Traffic Management Plans
14. Comply with information or instructions relating to people and plant separation.

## 2.14 Asbestos

Contractor Entities must:

1. Make themselves aware of the location and content of any applicable Aurizon Asbestos Containing Material (ACM) Register
2. Comply with their work health and safety obligations in connection with ACM, including but not limited to:
  - a. Identifying if ACM is or may be present
  - b. Manage and assess risks associated with the potential presence of ACM (employing hierarchy of controls)
  - c. Ensure they are appropriately qualified and licenced before carrying out any ACM removal work
  - d. Notifying state regulators of any ACM removal activity.
3. Where it is suspected ACM has been disturbed by works, immediately cease work, clear workers from the worksite, and notify Aurizon.

## 2.15 Dangerous Goods and Hazardous Chemicals

Contractor Entities must:

1. Comply with their legal and regulatory obligations in connection with dangerous goods and hazardous chemicals, including:
  - a. Having a record of dangerous goods and/or hazardous chemicals
  - b. Having copies of current Safety Data Sheet (SDS) documentation as issued by the manufacturer / supplier
  - c. Having a risk assessment relating to dangerous goods and/or hazardous chemicals
  - d. Using, storing, handling, disposing, packaging, transporting, and managing dangerous goods and/or hazardous chemicals in a safe manner
2. Upon request, provide Aurizon with a copy of any record and/or risk assessment relating to dangerous goods and/or hazardous chemicals
3. Comply with any reasonable direction from Aurizon regarding use, storage, handling, disposal, packaging, or transport of dangerous goods and/or hazardous chemicals which are under Aurizon's management and control.

*Example: Respirable Crystalline Silica (RCS) is considered a hazardous chemical. Specific controls for managing the risk of exposure to RCS (e.g., PPE, health monitoring, water suppression, ventilation) are detailed in the Managing respirable crystalline silica dust exposure in construction and manufacturing of construction elements Code of Practice (2022, QLD). Contractor Entities in Queensland must comply with the requirements of the Code of Practice.*

## 2.16 Sub-Contracting

Contractor Entities wishing to engage a sub-contractor to perform work for or on behalf of Aurizon must either:

1. Be safety pre-qualified to use sub-contractors,

or

2. Seek approval from Aurizon (in writing) to use sub-contractors for each individual scope of work (where possible, to be at least 5 business days before the sub-contractor is required on site).

*Note: Once approval to engage a sub-contractor has been granted by Aurizon, the Contractor Entity must communicate and apply the minimum safety requirements within this document to their engagement and management of their sub-contractors.*

## 2.17 Work, Health, and Safety Management Plans (WHSMP)

Notwithstanding any duties required of a Principal Contractor under relevant state-based WHS legislation, Contractor Entities engaged by Aurizon as Principal Contractor must prepare, and provide to Aurizon, a written WHSMP detailing their approach to eliminate or minimise, SFAIRP, health and safety risks for the workplace before work on their construction project commences. The WHSMP must be accompanied by a completed WHSMP Checklist when requested by Aurizon.

The WHSMP must be compliant with state-based WHS Regulations and include:

1. Details of the scope of work and applicable activities, including details of work which will be sub-contracted

2. Names, positions and health and safety responsibilities of all workers whose positions or roles involve specific health and safety responsibilities in connection with the project (including supervisors)
3. Arrangements for consultation, co-operation, and the co-ordination of activities between any PCBUs at the workplace where the construction project is being undertaken
4. Any site-specific health and safety rules including but not limited to:
  - a. Site access requirements
  - b. Types of permits or isolations required
  - c. Requirements for managing workgroup interfaces
  - d. Requirements for use of plant and equipment
  - e. Requirements for use, storage or transport of hazardous materials or dangerous goods
5. Any component of Aurizon's Safety Management System which has been agreed to be applied to the construction project (e.g., Rail Corridor Safety Standard (Network, Network Rules and Procedures for Safe Operations in Yards, Sidings and Facilities (Aurizon Operations), Fatigue Management Standard, Drug and Alcohol Management Program Procedure)
6. Arrangements for ensuring all workers, visitors, and other persons at the workplace are informed of these rules
7. Arrangements for managing any work health and safety incidents that occur
8. Arrangements for the collection and any assessment, monitoring, and review of SWMS at the workplace.

The Principal Contractor must:

9. Implement their WHSMP for the construction project
10. Review the WHSMP, and revise as necessary, to ensure it remains current
11. Ensure all workers completing construction work in connection with the project are made aware of the contents of the WHSMP and any revision made to the WHSMP
12. Ensure a copy of the WHSMP is kept and is made accessible as required under WHS legislation.

### 3. Roles, Responsibilities and Accountabilities

Aurizon Leaders are accountable and responsible for:

- Implementing these Requirements and associated Procedures and Standards in their business unit or function.
- Providing suitable and sufficient instruction, information, training or supervision to Contractor Entities, workers, and other persons as appropriate to the activities they undertake.

Workers and other persons are responsible for:

- Complying with these Requirements and associated Procedures and Standards.

Contractor Entities are responsible for:

- Ensuring their leaders, supervisors, and workers are aware of, understand, and apply these requirements to any work completed for or on behalf of Aurizon. This requirement also extends to the Contractor Entity's use of Sub-Contractor Entities in provision of works/services.

- Actively engaging in consultation, cooperation, and coordination with Aurizon relating to the requirements of these Requirements and associated Procedures and Standards.

## 4. Reference Documents

- Contractor Safety Management Standard
- Contractor Safety Planning, Evaluation, and Engagement Procedure
- Safety in Procurement of Goods Standard.

## 5. Revision History

Version No.	Section No.	Description of Change	Preparer (P) / Reviewer (R)
1.0	all	Replacement of SHE Management System Guide for Contractors - 08-GUI-001-COM New version history commenced	Amanda Waghorn (P) Judah Zolondz (R) Ben Fountain (R) Jade Bonehill-Haar (R)

## 6. Key Words

Term	Definition
Assurance	Confidence, based on evidence, that controls are in place and operating effectively to meet Aurizon's objectives and to manage and mitigate risks
Assurance activity	An activity that provides Assurance to leadership at a point in time
Construction Project	This term is defined within WHS Legislation as: <ul style="list-style-type: none"> <li>• Qld/NSW – Must involve 'construction work' valued at \$250,000 or more</li> <li>• NT – Must involve 'construction work' valued at \$500,000 or more</li> <li>• WA – 5 or more individuals are, or are likely to be, undertaking construction work as part of the same project (e.g., at a construction site) and at the same time</li> <li>• SA – Must involve 'construction work' valued at \$450,000 or more.</li> </ul>
Contractor Entity	An entity that undertakes a contract or other agreement with Aurizon to perform a service or specified works
Contractor Worker	A worker engaged by the Contractor Entity as either an employee or sub-contractor. This includes contractors, subcontractors, employees of a labour hire company assigned to work at Aurizon, outworkers, and apprentices, trainees, or other persons of a prescribed class who are employed by a Contractor Entity. A Contractor Worker is not an Aurizon Employee.
Control	Measurable activity or mechanism that reduces the likelihood or impact of a risk.



Term	Definition
Critical Control	A control designed to reduce the risk of a Serious Injury or Fatality event that is monitored through Aurizon’s Critical Control Management (CCM) programme.
Critical Risks	A hazard identified and assessed as having the potential for Serious Injury or Fatality that is monitored through Aurizon’s Critical Control Management (CCM) programme.
Hazard	A situation or thing that has the potential to harm a person or the environment.
Incident	An event with actual or potential impact to our people, the community, the environment, or property/infrastructure. Impacts can include death or serious injury, health impacts, environmental harm, damage to property or infrastructure.
Near miss	A near miss is an incident that did not result in an injury, illness, damage, environmental impact, or operational loss.
Principal Contractor	<p>This term is a defined term in WHS legislation and refers to:</p> <ul style="list-style-type: none"> <li>a) a Contractor Entity engaged as such for a Construction Project, and who is authorised to have management or control of the workplace where the Construction Project will take place; or</li> <li>b) if a Contractor Entity is not engaged under (a), the PCBU that commissions the Construction Project (i.e., Aurizon).</li> </ul> <p>All ‘construction projects’ (as defined by state-based WHS legislation) must have a Principal Contractor.</p> <p>By default, the PCBU commissioning a construction project (i.e., Aurizon) is the Principal Contractor unless a formal Principal Contractor is appointed on Aurizon’s behalf. As the PCBU commissioning a construction project, Aurizon can choose to appoint another PCBU as Principal Contractor.</p> <p><i>Note: If the proposed works do not meet the WHS Legislation requirements for a construction project, a Principal Contractor cannot be appointed.</i></p>
Railway Operations	Has the meaning under the Rail Safety National Law (Queensland)
Serious Injury or Fatality (SIF)	<p>A SIF event is a work-related actual incident or near miss with potential to result in a fatality, a life-threatening, or life-altering physical injury or illness.</p> <p>Where a:</p> <ul style="list-style-type: none"> <li>• <u>Life-threatening injury or illness</u> is a case that required immediate life-preserving action, which if not actioned, would likely have resulted in the death of that person</li> <li>• <u>Life-altering injury or illness</u> is a case that resulted in a permanent loss or significant change to a person’s normal life activity, long-term illness, and/or reduced life expectancy.</li> </ul>
Supervision	Refers to a PCBU’s legal obligation to ensure workers are following safety instructions and are working safely. Supervision may be delivered by one or more individuals within or external to a work team.

Term	Definition
	<p><i>Note: It is not telling someone what work to do or how to do the work, that is 'direction'. See also definitions for 'direct supervision' and 'indirect supervision'</i></p>
<p>Supervision - Direct Supervision</p>	<p>Direct supervision means a 'supervisor' is physically present, or within an immediate distance (in line of sight) and available to respond to the needs of something or someone.</p> <p>Under health and safety legislation, direct supervision of a worker means oversight of their work by the 'supervisor' for the purposes of:</p> <ul style="list-style-type: none"> <li>• Directing, demonstrating, monitoring, and checking the person's work in a way that is appropriate to the person's level of competency; and</li> <li>• Ensuring a capacity to respond in an emergency situation.</li> </ul> <p>Direct supervision of a person is not required if:</p> <ul style="list-style-type: none"> <li>• The nature or circumstances of a particular task make direct supervision impracticable or unnecessary; and</li> <li>• The reduced level of supervision will not place the health or safety of the supervised person or any other person at risk.</li> </ul> <p>'Direct supervision' does not include situations where a 'supervisor' is physically present or available at the workplace only at the start and/or end of a shift or period of work. That situation is considered 'indirect supervision'.</p>
<p>Supervision - Indirect Supervision</p>	<p>Indirect supervision is characterised by some form of authority over the worker not under 'direct supervision'. In other words, the 'supervisor' who provides indirect supervision is responsible for ensuring that work is completed appropriately but is not necessarily physically present to oversee the work being performed by the worker.</p> <p>Indirect supervision includes situations where a 'supervisor' is only physically present and supervising the works and workers at the start and/or end of a shift or period of work, or when there is a key change in activities.</p>

## Appendix A - Other Information

### Aurizon's Contractor Portal

This Portal can be accessed via Aurizon's website by selecting Portals→ I am an external worker, or at this link: [Aurizon website contractor portal](#)

The Portal contains three sections relevant to Contractor Entities and their workers:

- **SHE documents and communications** - Access to relevant Aurizon SHE documents and communications through the [SHE documents advices and alerts portal \(ECP\)](#)
  - Direct any queries to [Contractorportal@aurizon.com.au](mailto:Contractorportal@aurizon.com.au)
- **Online induction and training courses** - Access to Aurizon's online courses through the [online Induction and Training portal](#)
  - Direct any queries to [azisupport@olivemedia.com.au](mailto:azisupport@olivemedia.com.au)
- **Aurizon's Rail Safety Worker training and competency matrices** - Access to Aurizon's training and competency requirements for Rail Safety Worker roles through the [Rail Safety Worker Program portal](#)
  - Direct any queries to [RailIndustryWorker@aurizon.com.au](mailto:RailIndustryWorker@aurizon.com.au)

### Beakon

Beakon is Aurizon's system for recording and managing safety, health, and environment activities. In 2024, a Contractor Management module was added to the Beakon system. Over time all our Contractor Entities will be registered with a Beakon company profile and receive login details.

If you are provided a Beakon company profile with an associated username and login, you must maintain correct and current contact details, licences, and relevant insurance information against your company profile. Registered users will have access to the Safety Document Library in Beakon meaning registration to the SHE documents, advices, and alerts portal above will no longer be required.