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# Purpose

The purpose of this document is to provide suppliers of services and high risk products with a health, safety and environment (HSE) framework as a guide to meeting Telstra requirements for effective management of health, safety and environmental risk.

This HSE framework does not relieve suppliers of their legal and contractual obligations.

The content provided within this framework contains excerpts from Telstra’s HSE Standards and other relevant policy documents. This information is provided to assist suppliers to consider and develop controls consistent with the known hazards within the Telstra work place.

The information provided within “Section 4” of this framework is not exhaustive and suppliers need to ensure that they take all reasonable steps to identify other HSE system elements not specified within this framework.

# Scope

Suppliers of services and high risk products to Telstra.

# DEFINITIONS

See “Attachment 1 – [Definitions](#_Attachment_1_–)”

# ACTIONS & Requirements

Suppliers are required to develop and where requested, demonstrate that their HSE systems meet or exceed the intent and requirements within this framework.

In development of a safe system of work suppliers shall reference their legal and contractual obligations.

This HSE framework contains mandatory elements that have been identified by Telstra to manage a potential regulatory exposure. These elements are

* [Asbestos](#Asbestos)
* [Gas Detection](#_Gas_Detection_in).
* [Special Work Locations (SWL)](#_Special_Work_Locations)
* [Electromagnetic Energy (EME)](#_Electromagnetic_Energy_(EME))

Compliance with Telstra policy in effectively controlling these hazards is mandatory and non-negotiable.

# HSE Planning

HSE Management Plans should be developed to:

* eliminate or reduce workplace illness, injury and damage to the environment
* be based on an analysis of the HSE risk in the delivery to Telstra of activities, processes, products or services, including systems failures (i.e. risk profile);
* be updated in line with changes to the risk profile and incident data;
* consider strengths and opportunities for improvement in HSE systems and processes including compliance with legislation; and
* consider the energy impact and any applicable energy saving related services and products that have a carbon offset, including recycling of organic waste, solar panels or equipment that uses energy.

HSE plans shall:

* allocate responsibilities for managing the plans
* state how the plan will be monitored.

# Contracts, Contractors and Visitors

## Contract specifications

Telstra expects suppliers to comply with HSE requirements that are consistent with Telstra’s Policies, Standards (including this document), and the legislative obligations and licences that apply to the supplier.

Suppliers of services are responsible for the HSE performance of their employees and subcontractors.

Telstra’s HSE requirements and expectations are defined in relevant contractual agreements / documents.

## Management, monitoring and review

The designated Telstra Point of Contact will manage, monitor and review HSE aspects of the contract.

A Telstra network induction that includes HSE risks must be completed by suppliers of services prior to the commencement of works on Telstra Network sites.

Where required visitors will also be inducted to sites and the induction content must be consistent with the HSE risks associated with the visit and the visit locations.

Where a supplier of services has control of work activities at a specific location, the supplier will act as the site controller and ensure HSE issues are addressed, including induction of its contractors and visitors on any relevant job or location specific requirements (e.g. localised hazards / environmental aspect information, and incident and emergency management requirements).

# Purchasing (Products)

Suppliers should:

* purchase safe and environmentally sound products as far as possible;
* consider health, safety and environment before entering into an agreement for purchase;
* encourage packaging to be recyclable; and
* consider the distribution process of products, and how greenhouse emissions can be minimised.

# Emergency Planning and Response

Suppliers of services involved with managing facilities on behalf of Telstra must ensure that Emergency planning and response is managed in accordance with the requirements of Australian Standard AS/NZ3745 Emergency control organisation and procedures for buildings, structures and workplaces as amended.

This includes requirements for:

* Identifying and assessing emergency and crisis situations that have the potential to occur;
* implementing appropriate response processes to respond if and where required;
* providing appropriate resources to enable an effective response process including the provision of equipment, personnel and training;
* documenting and communicating emergency management plans, including the allocation of location specific responsibilities and requirements;
* completing inspections, tests and maintenance of fire protection systems and equipment in accordance with relevant standards and legislative requirements;
* establishing dedicated response teams to Emergency Situations;
* determining and implementing training and awareness for workplace response teams
* completing simulations/emergency drills to verify the ability to respond to emergencies, and identify opportunities for improvement;

Any supplier of services undertaking construction, renovation or refurbishment work or facility relocation on behalf of Telstra must have an appropriate emergency and response plan in place during works and after commission (prior to occupation by operational employees).

The plans will consider the HSE risks for the site during construction.

# Incident Management

Contracting companies are to implement and maintain processes to manage HSE related incidents for their workforce. This includes an expectation that contractors will internally report and manage incidents that have HSE impact, or potential HSE impact.

## Reporting Incidents

As a minimum, Telstra’s is to be immediately notified of work related HSE incidents that:

* are considered ‘High Potential’ or ‘Critical’;
* require notification to a statutory body;
* result, or are likely to result in Lost Time; or
* are defined in specific contract arrangements.

The Initial incident notification should be completed via the responsible Telstra Point of Contact.

The responsible Telstra Point of Contact will lodge the incident report within Telstra’s HSE Incident Management System ([HIRO](https://hiro.in.telstra.com.au/RSAArcher/foundation/Workspace.aspx?workspaceId=-1&requestUrl=)).

**NOTE:** For Critical Incidents, Telstra’s HSE Team should be contacted as soon as possible via   
1800 552 191.

## Regulator Notification

Where an incident is serious in its nature, it is likely that the incident will require notification to a relevant statutory authority. This could include Safety Regulators (e.g. Comcare or WorkSafe), Environmental Regulators (e.g. EPA), or Electrical/Gas Regulators (e.g. Energy Safe).

Where a contractor incident requires statutory notification, it is the responsibility of the supplier/contractor to complete the notification. This could include Safety Regulators (e.g. Comcare / WorkSafe), Environmental Regulators (e.g. EPA), or Electrical/Gas Regulators (e.g. Energy Safe).

A copy of the notification form must be sent to the responsible Telstra Point of Contact.

### Scene Preservation

If an incident requires notification to a relevant statutory authority there may be a requirement to preserve the scene of the incident.

When preserving an incident scene, follow the directions of the relevant Statutory Authority, and implement the following:

* Make the area safe and document everything that was done that altered / had the potential to alter the original scene of the incident;
* Prevent access to the area by unauthorised personnel, through the use of barricading, security, tape or any other means necessary;
* Take photos of the incident scene (where possible to do so); and
* Do not disturb the scene, until the preservation order has been lifted by the Statutory Authority unless it is required to assist an injured person or avoid further injury, or is permitted by local health and safety legislation.

**NOTE:** The decision to preserve a site must be notified to the Telstra Point of Contact.

## Investigation

Telstra expects that contractors implements their own incident investigation processes, and provides copies of the incident investigations on request to the Telstra Point of Contact.

As a minimum, Telstra expects that an investigation be completed by a competent person for:

* Critical HSE Incidents
* High Potential HSE Incidents;
* Incidents that involve 3rd parties or member of public where an injury is recorded, and the injury required medical treatment; and

The responsible supplier manager or their nominee shall be responsible for carrying out investigations.

The investigation report should include controls and an action plan for implementation.

Evidence of completion/implementation for actions identified on the investigation/action plan must be supplied to Telstra on request.

### Timeframes for Investigation

Telstra expects that an initial investigation be completed within 48 Hours of notifying and reporting the Incident.

A detailed investigation may take longer to complete. However, where possible, complete the investigation within 7 – 14 days from the date of incident, so that information remains current.

### Telstra Involvement in Investigations

Where an incident is serious, it is likely that Telstra will become involved in the investigation process. This may include completing an independent incident investigation (with input from the Supplier).

# Risk Management

Risk management applies to Telstra business operations and any third party that supplies services or products to, or on behalf of Telstra. It includes activities such as design, technology management, and purchasing or contract management.

This section applies to people, environments, and products associated with Telstra operations, including any new, existing or modified system, plant, substance, facility, workplace, process, work or contract.

## Hazard Identification

Persons working for, or on behalf of Telstra share a responsibility for the proactive identification, reporting and control of hazards within their workplace, inclusive of identifying hazards associated with activities, plant, equipment, buildings and the workplace in general.

When supplying a service to Telstra, the ‘Telstra List of Known Hazards’ profile for field and office environments should be referenced to understand the primary hazards that are present in Telstra’s operating environments.

The typical mechanisms to be utilised for hazard identification include:

* Observations made by our workforce (Telstra employees and suppliers/contractors), members of public, or other relevant persons;
* Workplace HSE inspections;
* Incident / near miss reporting processes;
* Product signs, labels and safety data sheets;
* Supplier information; and
* Internal and external audits.

While the key principles of hazard identification apply throughout the businesses, the following mechanisms typically only apply to field based environments:

* Conducting pre start site inspections or ‘Take 5’ processes; and
* The development of Safe Work Method Statements (SWMS’s) for high risk construction activities.

## Inspections

Inspections should be conducted to identify workplace hazards.

Hazards identified from inspection activity should be documented and higher risks will be given priority for remedial action.

## Hazard Reporting

As a minimum, hazards are to be reported to the relevant Telstra Contract Manager where:

* A hazard cannot be managed through the implementation of existing procedures or controls identified within the relevant risk assessment, procedure or operating process; or
* If rectification cannot be immediately achieved without the need for planning and involvement of others.

**NOTE:** This does not negate the requirement for the supplier to follow its’ own hazard notification processes.

## Risk Assessment

Risk assessments are to be completed formally and informally to assist in the prioritisation and determination of suitable controls to manage routine and non-routine activities, and identified workplace hazards.

When completing risk assessments for, or on behalf of Telstra, the following should be considered:

* Who/what could be exposed or impacted by the hazard/aspect, or associated controls (this should include determining who needs to be consulted);
* Has the hazard previously resulted in incidents (e.g. review of historical incident information);
* How easily could the hazard cause an incident;
* How common is it for the hazard to cause incidents in other workplaces;
* What legal requirements are there for managing the hazard, including any defined process for the establishment of controls;
* Which factors or specific aspects of the work are increasing the likelihood and consequence of an incident; and / or
* What persons involved in the activity know or ought to know about associated risks.

Further, the following principles are to be applied when completing risk assessments:

* Risk controls identified must only identify administrative and PPE controls in conjunction with other higher order controls, unless no other reasonably practicable alternative exists; and
* The establishment of risk controls shall be completed in consultation with workers and their representatives where the changes have the potential to impact on their health and safety.

## Risk Control

Controls arising from hazard identification and risk assessments should be implemented at a workplace and product manufacture level by applying the hierarchy of controls during the life cycle of a product and/or service delivered to Telstra.

## Temporary Hazardous Locations (THL)

Suppliers of services may find THL stickers or tags placed on Telstra plant. The stickers are a way of Telstra warning of a hazard present that cannot be effectively controlled given the training, knowledge and or use of PPE by Telstra staff.

The responsibility for due diligence before commencing work at any site with a THL sticker or tag rests with the Supplier of the service.

Suppliers of services who encounter situations where hazards cannot be mitigated to acceptable risk levels must escalate the reason for their incomplete Ticket of Work (TOW) to the Telstra Point of Contact.

The Telstra hierarchy of control depicted below.

|  |  |  |
| --- | --- | --- |
| Best forms of control to use where possible.  Start at the top, and work down to find the most practicable solution |  | Elimination (can the hazard / task be eliminated i.e. does the task need to be done at all?) |
| Substitution (i.e. is there a safer product / alternative method?) |
| Engineering (i.e. can the item be altered with the addition of guarding?) |
| **Where possible, should only be used in conjunction with controls above the line**. |  | Administration (i.e. implementation of training, procedures, signage etc.) |
| Personal Protective Equipment (PPE) – (i.e. gloves, glasses, respiratory equipment etc.) |

The establishment of suitable controls for Health and Safety risks will be conducted in consultation with people likely to be affected by the control or changes resulting from the implementation of the control.

## Risk Profile

Where appropriate or required in contract, suppliers of services should develop HSE risk profiles for their activities.

As a minimum, risk profiles should:

* Identify Health, Safety and Environmental risks that have the potential to impact on the workplace, and identify suitable controls to eliminate or reduce the potential impact;
* Define controls to manage Critical Risks, and risks that have high frequency exposure;
* Identify controls that meet the requirements of the suppliers’ HSE Management System, and the requirements outlined in this document;
* Be developed in conjunction with:
* relevant business stakeholders that have the; and
* members of the Suppliers HSE Team, or other persons that are suitably qualified or competent in Risk Assessment.
* Be reviewed and approved by relevant people within the supplier’s management hierarchy.

## Safe Work Method Statements “SWMS”

Safe Work Method Statements are to be developed to manage activities that constitute “High Risk Construction Work” as defined within relevant legislation.

SWMS are to be regularly reviewed and maintained in accordance with the Supplier’s HSE Management System.

Persons developing SWMS are to have knowledge of the task they are assessing, or engage persons that complete the task to participate in the SWMS development process. Further, where practicable, persons developing SWMS are to have completed the National Construction Induction Competency, or be competent in Risk Assessment Practices.

# Hazard Management

This section defines minimum requirements for the management of Hazards and Risks that are likely to occur in Telstra’s Network.

## Asbestos

Suppliers required to complete any form of ACM disturbance for, or on behalf of Telstra must follow the Contractor Asbestos Management Guide (ASA-3148).

The Contractor Asbestos Management Guide is aimed at providing contractors with a set of minimum requirements and expectations when undertaking work where asbestos is present or likely to be present during works associated with Telstra’s Network, and provides information on the following:

* ACM Activities and SWMS Requirements
* Non-friable Asbestos Removal
* Licensing and Competency Requirements
* Clearance Certificate Requirements
* Statutory Notification Requirements
* Friable Asbestos Removal
* Asbestos Transport, Storage and Disposal Requirements and excess soil management requirements
* Guidance on the prevalence of Asbestos Containing Pits and Ducts in Telstra’s network

Specifically, no contractor shall be permitted to engage in ACM related works without going through a Telstra review and verification process, including; Workplace Assessment for those performing asbestos removal or modification work, a review of SWMS and associated processes for adequacy (for work in the Access Network) and verification process for work in the Equipment Building Network.

Your Telstra Point of Contact will provide you with details of the verification process.

## Biological Hazards

Work related biological hazards must be identified and appropriate control measures implemented.

Employees and other persons at increased risk of exposure to biological hazards from work activities are to be provided with information on the risk and preventive measures.

## Chemical Management

Suppliers should minimise HSE risks associated with handling, use or exposure to chemicals. Risk associated with the life cycle of the chemicals (selection, purchase, transport, storage, use and disposal) should be addressed by applying its hazard management practices and complying with relevant chemical legislation including:

* dangerous goods storage;
* dangerous goods transport;
* hazardous substances; and
* environmentally harmful chemicals.

### Selection and Purchase

Suppliers of services will not use chemicals that are ‘banned’ in Australia or use chemicals restricted by Telstra requirements (see below). Chemicals should be risk assessed and:

* hazardous chemicals eliminated from processes and tasks;
* hazardous chemicals substituted for non or less hazardous chemicals where practicable; and
* chemical information (MSDS) made available for all employees.

### Transport and Storage

Suppliers must apply recommended transport and storage standards for any chemical classified as a dangerous good or hazardous chemical.

Appropriate storage facilities including signage, handling procedures and emergency response will be in place before taking receipt or transporting dangerous goods and hazardous chemicals.

### Handling and Use of Chemicals

Controls developed in the selection/purchase process for using the chemical should be implemented, monitored and reviewed for effectiveness consistent with the level of risk including:

* procedures for use, labelling and decanting
* associated equipment as necessary including appropriate PPE
* information (SDS) and training for end users
* chemical emergency response (including for spills and first aid)
* inspections and audits

### Disposal of Chemicals-Including Hazardous Waste

Residual chemicals will be disposed of in accordance with State or Federal legislative requirements.

To minimise production of hazardous waste and to handle, store and dispose of hazardous waste in an appropriate manner, suppliers of services must:

* reduce the need for storage of hazardous waste materials on land owned or leased by Telstra or land otherwise used by Telstra. Where storage is necessary appropriate emergency plans and procedures must be in place
* ensure hazardous waste materials are disposed at appropriately licensed premises
* make sure drums containing fuels and oils are ‘bunded’ and stored in areas where any spillage cannot contaminate surrounding areas

### Chemicals that are always prohibited

Products that are prohibited for use by the government, e.g. Safe Work Australia Schedule 1 Prohibited Carcinogen.

### Chemical prohibited if viable alternatives exist

* Chemicals classified as Severe Health Hazard (GHS signal : **Danger & symbol:  e.g.:**
* a GHS / Safe Work Australia / EU class 1 (1A and 1B) carcinogen (or equivalent)
* as a mutagen (GHS category 1A or 1B) or reproductive toxin (GHS category 1A or 1B)
* respiratory sensitiser
* very toxic (i.e. GHS **Danger** & fatal)
* is a Dangerous Good or is listed in the ADG code, and:
* the chemical is too dangerous to be transported (See "List of Goods Too Dangerous to be Transported" in the ADG code)
* the chemical Is extremely flammable i.e. dangerous goods class 3 and packaging group I
* the chemical Is extremely corrosive i.e. dangerous goods class 8 and packaging group I
* the chemical is a class 7 [not in an apparatus] or class 1, class 2.3 dangerous good

**NOTE:** A full list of prohibited products and activities is maintained by Telstra’s HSE Team, and will be supplied on request.

## Computer Based Work

Computer equipment and systems (both fixed and portable), furniture, the work environment and work practices should be designed and used to minimise the health and safety risk to employees.

Computer equipment and software should comply with Telstra Standard Operating Environment (SOE) requirements, where applicable.

## Confined Spaces

Suppliers of services who need to access and work in a Telstra or other shared facility that meets the legislated criteria for a confined space must;

* comply with relevant Safety Regulations (e.g. Australian Commonwealth WHS Regulations) for Confined Spaces
* comply with relevant legislation for their jurisdiction (i.e. State & Territory laws)

Suppliers of services to Telstra must follow Telstra's minimum HSE requirements while working in or around its underground infrastructure. This includes adhering to the requirements for:

* [Special Work Locations (SWL)](#_Special_Work_Locations);
* [Electromagnetic Energy (EME)](#_Electromagnetic_Energy_(EME)); and
* [Gas Detection.](#_Gas_Detection_in)

Suppliers of services must make their own assessment against the applicable laws, regulations, codes and guidelines for Confined Spaces and if necessary implement appropriate additional controls (beyond Telstra’s Requirements) as prescribed.

No person is to enter any place identified as a Confined Space unless:

* they have the appropriate training skills knowledge and qualifications;
* risks of the confined space are assessed and adequately controlled; and
* a confined space entry permit is implemented.

As far as practicable, Telstra and any of its contracted constructors will avoid designing, commissioning, building or installing enclosures that require application of confined space safety precautions.

### Special Work Locations

Special Work Locations (SWLs) is a unique Telstra term that describes pits and manholes that have elevated risk levels due to the nature of construction or its location. Such constructions do not meet the defined requirements for confined spaces; however additional controls will be used to manage the risks.

The criteria used by Telstra in identifying a manhole or pit as a Special Work Locations are as follows:

* manholes greater than two (2) metres deep;
* manholes where other authority services, NOT supporting the Telstra plant, pass through the manhole; e.g.: gas or water pipes
* roadway/off-set manholes;
* manholes of a unique construction, which following a risk assessment require the presence of two people to minimise the risk

Suppliers of services must provide a second person to attend any Telstra site identified as an SWL. The role of the second person in a SWL is to check and verify that adequate safety requirements are in place and to assist in the completion of the work. This may require the second person to enter the location.

SWL s are identified by a sticker attached to the manhole cover key and a database listing that is available as part of the contract documentation.

Where suppliers of services believe an unlisted pit or manhole construction may require the presence of two people for hazard management purposes, they are to direct their concerns to the Telstra Point of Contract who with the assistance of internal stakeholders, will consider whether the construction meets SWL criteria or THL.

## Driving Safety

This section applies to suppliers of services involved in the management and use of vehicles to deliver services and products for Telstra.

Vehicles must:

* be selected, equipped, maintained and serviced to ensure the safety of drivers, passengers and members of the public; and
* meet appropriate safety and environmental requirements.

Drivers must:

* be licensed to the appropriate vehicle class;
* carry out vehicle checks and routine maintenance;
* report & investigate incidents involving vehicles; and
* drive safely and within the law.

## Electrical Safety

This section applies to:

* products, services, equipment and environmental conditions where electrical energy is used, stored, generated, transmitted, converted, or induced;
* purchase and use of electrically powered goods and equipment for Telstra employees and subsidiary companies or provided to the public;
* situations with a potential for people to be exposed to electrical hazards from Telstra activities;
* Telstra controlled places where Telstra employees, suppliers of services or customers/public visit; and
* Telstra’s subsidiary companies, contractors and third parties accessing Telstra facilities.

Suppliers to Telstra must minimise health and safety risks associated with electrical energy by complying with relevant laws, regulations and (Australian) Standards relating to electrical safety.

In addition to implementing general procedural controls, training and information related to the hazard, the following specific controls should be implemented by suppliers of services where applicable:

* where practical, eliminate the use of hazardous electrical (240V) equipment;
* install/use fixed or portable Residual Current Devices (RCDs) of an appropriate capacity wherever possible. Electrical equipment used in potentially hazardous locations such as construction and demolition sites, wet areas, outdoor areas, workshops, laboratories etc., must be RCD protected. Portable RCDs will have a maximum rated residual current of 10mA;
* use an authorised and competent person (i.e. one who has at least the minimum qualification required under the appropriate State/Territory legislation) to maintain, or repair electrical equipment, or perform Electrical Safety Testing;
* separate any works from High Voltage / Low Voltage overhead wires by appropriate distances;
* use “dial before you dig” services to obtain up-to-date service plans, cable location devices, and safe digging practices to avoid the likelihood of striking underground services;
* use safety signs and other warnings where there is a potential for contact with an electrical hazard, e.g. overhead lines, hidden services, underground lines, electrical switch boards, or other electrical hazards;
* inspect and maintain electrical equipment at a level consistent with the environment to which it is exposed;
* manage work situations to minimise the risk associated with environmental conditions that may give rise to naturally occurring electrical hazards (static and lightning);
* use PPE or other safety equipment as directed; and
* when working near electrical services such as blind drilling, wherever possible isolate energy sources, and tag to show that this has occurred.

## Electromagnetic Energy (EME)

This section applies to suppliers involved in the design, installation, operation and maintenance of Radio Frequency (RF) installations, products and services where there is potential for exposure to EME in the range 3 kHz to 300 GHz. This includes Telstra installations located in commercial leaseholds.

Any person required to work in an area emitting EME above the reference level for exposure must be appropriately trained as a RF worker.

No person is to enter or perform work on or near any area emitting EME unless the potential RF exposure is below the reference level for occupational exposure.

Telstra equipment, products and services generating EME will be designed and installed to requirements of the Australian Radiation Protection and Nuclear Safety Agency (ARPANSA) Radiation Protection Series No. 3 “Maximum Exposure Levels to Radio Frequency Fields 3 KHz to 300 GHz”. Compliance with the ARPANSA Standard will ensure compliance with State & Commonwealth WHS Acts, and Australian Communications & Media Authority (ACMA) Licence Determination Condition (LCD).

The ARPANSA standard’s ‘basic restrictions’ applying to RF are impractical to measure at radio sites, therefore basic ‘reference level’ restrictions will be applied. Radio products and services may be assessed to either the basic restrictions or reference levels.

The ARPANSA standard also refers to the ‘precautionary approach’ to control. Telstra (and its Suppliers) will apply the precautionary approach by minimising EME emissions in design, and by using worst case (full power) predictive models when undertaking desktop assessment of site EME levels.

Telstra also complies with mobile network deployment protocols detailed in the Australian Communication Industry Forum (ACIF) code - ACIF C564:2004–Industry Code–Deployment of Mobile Phone Network Infrastructure.

## Environmental Site Maintenance and Remediation

This section applies to supplier of services activities involving construction projects or maintenance activities that have significant potential to impact on the environment. Suppliers of services must have management plans to prevent erosion, control sediment, reduce disturbance and promote habitat rehabilitation, reduce the spread of declared weeds or pests, pollution and avoid visual pollution within urban and natural environments.

### Cable Route Erosion and Sedimentation Control

Suppliers of services must meet legislative requirements for prevention of soil erosion. It includes but is not limited to the following requirements

* minimising the movement of sediment and consequent contamination of receiving waters by implementing sediment and erosion controls in disturbed areas; and
* if required, contacting and discussing with the relevant local authorities their requirements for erosion mitigation and sediment control for the particular area, prior to work commencing.

### Control of Exotic Flora and Fauna Species

Suppliers of services must meet legislative requirements for preventing the spread of Declared Plants and Animals. It includes but is not limited to the following requirements:

* where practicable, will not bring to a work site; foreign exotic fauna or flora, declared plants, pest species, or prohibited products;
* the extent of disturbance of existing natural flora and fauna (terrestrial and aquatic) should be minimised to reduce the risk of invasion by exotic species;
* construction materials including bedding material should not be sourced from sites containing declared plants or infested with species likely to become environmental weeds;
* machinery operating in or travelling through areas containing declared plants; infested with weed species, or pest species whether off site or within the site shall be cleaned to appropriate standards when travelling from “contaminated” areas to “clean” areas; and
* any declared plants, pest species, prohibited products or exotic fauna introduced to the site must be eradicated.

### Environmental (nuisance) Noise

Suppliers of services should manage environmental noise impacts. In particular:

* if required, contact and discuss with the relevant Authorities their requirements for noise and vibration control for the particular area, prior to work commencing
* machinery and equipment will be fitted, maintained and operated with standard noise attenuation devices and excessively noisy machinery avoided
* major sites of activity including construction facilities must be located as far away from existing residences as possible

### Flora and Fauna Protection

Suppliers of services must meet legislative requirements for protecting declared habitats. It includes but is not limited to the following requirements:

* the extent of disturbance of existing natural flora and fauna (terrestrial and aquatic) should the minimum required for safe construction;
* effort should be made to move construction as to avoid the disturbance of large trees, especially rare and endangered species, and those containing hollows suitable for nesting;
* existing tracks and cleared areas should be utilised. Where it is essential to remove vegetation for access, trees and shrubs should be cut off at ground level and light vegetation rolled;
* exotic flora and fauna including domestic pets must not be brought into the declared area;
* destruction of any vegetation on or near creek banks should be reduced to the minimum possible; and
* watercourses must be left clear of construction debris.

### Preservation of Cultural or Historical Heritage Sites and Artefacts

Suppliers of services must meet legislative requirements for protecting heritage and cultural sites. It includes but is not limited to the following requirements:

* ensure no artefacts or sites are illegally disturbed, damaged or destroyed; and
* appropriate controls are applied if site has to be disturbed in the course of works.

### Pollution

Suppliers of services must meet legislative requirements for preventing debris and waste from entering waterways or being spread throughout the environment. It includes but is not limited to the following requirements:

* Disposal of waste water, chemicals and debris produced from construction sites in an appropriate way so as to minimise pollution of land, water and air.

### Reinstatement of Disturbed Areas

Suppliers of services must meet restatement requirements of local councils and environmental management plans. It includes but is not limited to the following requirements:

* Minimise the area of land disturbed; and
* As soon as possible, reinstate the land as near as practicable to its original state.

### Visual Impact

Suppliers of services must meet the planning requirements of local councils. It includes but is not limited to the following requirements:

* Where practical, Telstra designed and constructed facilities should be located in areas where the impact on scenic amenities and cultural values are minimised.

### Waste

Suppliers of services must meet legislated requirements for the disposal of waste from their activities including any hazardous substances. In particular waste produced at a Telstra site must be disposed of at the completion of works.

Hazardous waste must be disposed of in accordance with relevant legislative requirements and approved Telstra Processes. E.g. Telstra’s Excess Soil Management Plan, and Contractor Asbestos Management Guide.

Copies of transport certificates and disposal receipts for hazardous waste are to be provided to the Telstra Point of Contact on request.

## Fall Prevention (work at height)

This section applies where a person (employee, contractor or member of the public) could fall while performing Telstra work or through contact with Telstra infrastructure. Areas of risk include:

* structures where Information Technology and Telecommunication network facilities are positioned at height or underground, including towers, poles, underground networks, customer buildings and other structures, other carrier’s structures
* working at height including climbing for construction and maintenance work, working on towers, masts, poles, antennas or dishes and building rooftops or unguarded balconies where attachment to a fall arrest device is required

Telstra requires that its’ suppliers to meet Telstra Health Safety and Evironmental minimum requirements, such that

* Safe work procedures must be in place that:
  + Assess the risks associated with work at height activities and minimise the need for their completion where reasonably practicable;
  + Maintain controls in accordance with the ‘prevention of falls hierarchy of control’;
  + Define training and competency requirements for personnel required to work at height;
  + Assign responsibilities for managing work at height risks;
  + Specify requirements for wearing and use of personal fall-arrest and fall/ travel-restraint equipment;
  + Specify critical controls for the management of work at height; and
  + Strictly prohibit the completion of work on fragile roofs unless working from a designated and secured walkway, e.g. asbestos roofing, skylights etc.
* Work authorisation or permitting process must be established and implemented for all instances where:
  + Workers are required to work on a building roof within two metres of an unprotected edge; or
  + Work at height on a network tower is required.
* Emergency response plans/processes must be in place and regularly tested to enable rapid retrieval of personnel in the event of a fall or difficulty at height;
* A working at heights competency based training program for employees, applicable contractors and supervisors must be in place, which includes the hazards and controls associated with working at height, together with the provisions of Telstra’s HSE Minimum Requirements;
* Processes must be in place to verify that workers are fit to perform work at height, including specific consideration of personnel who suffer medical conditions such as vertigo and epilepsy, as well as considering the weight limitations of safety harnesses, ladders and rescue equipment; and
* Personnel must be trained and competent to perform rescue from heights in accordance with approved rescue plans or procedures.

***Facilities, Plant and Equipment***

* Plant, equipment and structures must be designed and constructed to eliminate the need to work at height, so far as reasonable practicable, and if not reasonably practicable to minimise the risk of a fall so far as is reasonably practicable.
* Elevated work platforms and suspended work baskets must conform to a recognised International Standard and be operated in compliance with manufacture instructions;
* Processes for the maintenance and inspection of all working at height equipment, including personal fall protection equipment, must be in place that comply with internationally recognised standards and manufacturer instructions;
* Anchor points must be capable of withstanding 15kN and be installed by a competent person, e.g. advanced rigger;
* Where the use of fall/ travel restraint equipment is not reasonably practicable to prevent a fall of two metres or more, fall arrest equipment must be used that complies with internationally recognised standards;
* Fall protection (fall/ travel restraint and fall arrest) equipment must:
  + Include a full body harness that complies with relevant International Standards. NOTE: The use of body belts for fall arrest is prohibited;
  + Include a shock absorbing lanyard or inertia reel if being used for fall arrest;
  + Have the ability to be secured using snap hook connectors with at least secondary locking mechanisms, e.g. double or triple action karabiners, snap hooks or screw-gate carabiners; and
  + Be destroyed to prevent further use if signs of deterioration are present.
* A ‘make before break’ system must be used to maintain a backup connection at all times where detaching and re-attaching is required at height, e.g. dual lanyard systems;
* Portable ladders must be selected, used, stored and inspected in accordance with internationally recognised standards and manufacturer requirements; and
* Work at height equipment must be inspected before each use to identify signs of deterioration, wear and end of service life.

## Gas Detection in Pits and Manholes

This section is applicable to Telstra Suppliers of services accessing or performing work in pits and manholes.

Gas testing of **manholes** must be conducted before entry and during occupancy.

Gas testing at a **pit** must be conducted before entry and during occupancy, where there is risk to a person of:

* being overcome by contaminant, which may cause impairment, loss of consciousness or asphyxiation;
* experiencing an oxygen deficiency or excess; or
* being injured from fire or explosion.

Suppliers of services must make sure there staff can before starting and during work in Telstra pits and manholes:

* identify hazardous air quality levels and implement suitable controls;
* be ready for emergencies;
* know how to use provided safety clothing and equipment; and
* not put others at risk.

## Manual Handling

Suppliers of services must establish, maintain and review systematic processes to prevent, identify, assess and control manual handling risks.

Control methods will be introduced consistent with the following control hierarchy:

* Eliminate hazardous manual handling activity;
* Provide mechanical aids for manual handling;
* Provide personal protective equipment;
* Use team lifting; and
* Provide specific training.

## Noise Management and Vibration Control

This section applies to any Telstra work environment where:

* staff or contractors may be exposed to occupational noise
* headset users work
* environmental (nuisance) noise may be generated

### Occupational Noise

Suppliers must comply with the Workplace Safety and Health Regulations (Commonwealth), Noise; and the Managing Noise and Preventing Hearing Loss at Work Code of Practice.

Suppliers of services should:

* purchase new equipment that is acoustically quieter even though initial financial costs may be higher (where other technical specifications are similar and overall risk is not increased);
* reduce the noise emitted by plant and equipment;
* separate noisy equipment from employees; and
* supply and manage the use of hearing protection by employees where noise cannot be reduce to safe levels.

### Headset

Where Suppliers of services are required to supply job ready contracted labour and associated PPE, they should:

* ensure that Headset Equipment issued to headset users can reduce the peak impulsive noise from 105 dB (Linear) to 90 dB(Linear) in 20 milliseconds; and
* monitor that the work environment for headsets users is set up to minimise background noise.

## Plant Management

Suppliers of services must ensure that plant meets the relevant legislative standards with regards to maintenance frequency, records and hazard management.

This applies to:

* any machinery equipment or tool or component used to support any Telstra business activity;
* design & selection, purchasing, transport, storage, installation, use and disposal of plant for Telstra work by employees, contractors and subsidiary companies;
* any potential for members of the public to be exposed to plant hazards from Telstra activities;
* third parties using Telstra facilities; and
* Telstra owned, leased or hired plant

### General Plant Requirements

Suppliers of services and users of plant must comply with the following as a minimum:

* relevant plant regulations, including the Workplace Health and Safety Regulations (Commonwealth / States); and
* the requirements of appropriate and approved Standards (Australian or International) that are relevant to a particular item of plant.

HSE risks from using plant should be minimised by:

* providing relevant safe handling and use information to the end-user;
* eliminating high risk plant from processes and tasks, where reasonably practicable;
* maintaining appropriate plant registration;
* ensuring that plant likely to be hazardous is only introduced after a risk assessment is completed and controls adopted;
* implementing contingency measures for plant emergencies;
* ensure plant is installed, operated and maintained safely and compliant with the manufacturers’ specifications and instructions;
* monitoring that plant requiring operator certification is only used or operated by people with the appropriate certification;
* maintaining licensing requirements for plant as required by law;
* restricting heavy vehicle usage to appropriately constructed roads, agreed tracks or areas; and
* minimise vehicle and machinery activity that causes environmental damage or existing utilities.

### Specific requirements for Lasers

Suppliers must manage lasers and laser-based equipment in accordance with the following legislation and requirements (as amended):

* Australian Radiation Protection and Nuclear Safety Act 1998 (ARPANSA);
* Australian Radiation Protection and Nuclear Safety Regulations;
* IEC 60825.1 Safety of laser products - Equipment classification and requirements or the equivalent AS/NZS standard;
* IEC 60825.2 Safety of laser products - Safety of optical fibre communication systems (OFCS) or the equivalent AS/NZS standard; and
* IEC 60825 Part 12: “Safety of free space optical communications systems for transmission of information” or the equivalent AS/NZS standard.

If there is no applicable Australian Standard, the Supplier will comply with the appropriate IEC Standard.

Class 4 laser products and optical systems with Hazard Level 4 locations are banned from use in Telstra, including work done by contractors for Telstra.

Only 'made for fibre optics' view scopes will be used to inspect fibre connector endfaces. Video fibre scopes are preferred for all applications as they are inherently safe because fibre endface images are viewed indirectly on a PC/Laptop screen or LCD display. Fibre microscopes may be used in limited applications as specified in Standard Procedure 000531 Transmission - Optical Fibre & Laser Safety.

If an incident involves a laser source licensed with ARPANSA, a notification of the incident must be forwarded to ARPANSA.

## Software Safety

Suppliers must minimise HSE risks from using software by identifying and managing potential software safety risks.

Risks to be considered arising from software include:

* outputs that may impact safety;
* harmful or safety critical plant controlled by the software;
* human factors/ergonomic issues (readability, increased mouse use, etc); and
* environmental impact through unnecessary use of paper or energy.

## Structures, Facilities and Amenities

This section applies to the design, construction, selection, purchase, lease, hire, transport, storage, fit out, use, maintenance, renovation, dismantling, demolishing and disposal of structures, where Telstra employees, contractors and subsidiary companies to complete work.

### Design/ purchase

Suppliers of services who undertake construction or facility management activities shall:

* design, construct, select, purchase, lease, or hire structures that are safe and minimise impacts to the environment;
* eliminate high risk activities from processes;
* ensure that new structures likely to be hazardous or involving high risk activities will only be introduced after a risk assessment is completed and appropriate controls implemented;
* comply with relevant building or construction regulations, standards and codes as a minimum; and
* ensure the Suppliers of structures with a singular design provides safety information covering the hazards, controls and emergency measures for the whole life cycle – including information that is both general and unique to the structure.

### Construction, renovation, fit-out, demolition and disposal

Suppliers of services must ensure that:

* HSE management plans and Safe Work Method Statements are developed in accordance with relevant regulatory requirements (e.g. WHS Regulations) to manage the risks associated with construction, renovation, demolishing or disposal of structures, buildings, or fit outs involving high risk activities; and
* Construction or refurbishment project work in Telstra Network Facilities have a completed Energy Impact Statement

## Sun and Thermal Stress Protection

Suppliers of services where they may be exposed to the harmful effects of UV in sunlight and extreme hot and cold weather conditions shall assess the risks of UV and thermal exposure to their workforce, and should:

* Purchase and provide workers with UPF50+ equipment to minimise UV and thermal exposure;
* Provide workers with processes to minimise UV and thermal exposure;
* Purchase and provide workers with clothing and Personal Protective Equipment (PPE) to minimise UV and thermal exposure;
* Require workers to wear clothing and PPE provided to minimise UV Exposure / Heat Stress; and
* Require workers to use equipment provided to minimise UV and thermal exposure.

## Vehicle and Pedestrian Traffic Management

This section applies to the application of appropriate safe guarding for employees and members of the public when Telstra works are undertaken in the road reserve or other locations where vehicle traffic and/or pedestrian movement may be affected.

* Network design should minimise the risk to pedestrians and Telstra from passing mobile plant;
* Traffic Management plans are developed to minimise risks to workers and other people such as cyclists and pedestrians;
* Traffic management plans must be compliant with health and safety codes and road legislation when working within twelve metres of a roadway, railway, tramway, or bicycle path; or when working within a pedestrian pathway;
* Field workers are trained to implement effective safeguards for themselves, and the public;
* Work sites in the vicinity of roads or pedestrian walkways must be appropriately guarded (physical barriers) to allow clear carriage way and isolation from traffic or other worksite hazards; and
* Contractors must be able to demonstrate how they have assessed worksite hazards and determined appropriate controls to protect pedestrians, the contractor’s staff, their subcontractors and drivers of passing vehicles.

The appropriateness of guarding will depend on the level of risk and may consist of a **barricade**, signage or **simple barrier**. It may also include the use of competent traffic controllers for highest risk scenarios. Note that there are Telstra defined requirements for barricading around open Telstra manholes (see below) but other options for guarding may be utilised to guard small pits or excavations.

A **barricade** is as a temporary fence consisting of rigid vertical and horizontal members e.g. a manhole guard (see diagram below), concrete, steel or water filled plastic barrier.

The decision as to whether a **barricade** is necessary for safe guarding will depend on the location and nature of the work being carried out. In many instances, because of the nature and/or location of the work, the risk of injury or harm to members of the public will be negligible and barricades may not be needed.

In many instances a **simple barrier** that delineates the worksite and keeps pedestrian away from the work site hazards will still be required e.g. excavations (including trenching) adjacent to public access areas (see details below) In these situations **simple barriers** might constitute; supported temporary mesh, bollards/witches hats and reflectorised plastic tape.

In instances where work is being completed adjacent to fast moving traffic a **barricade** should always be considered.

Minimum requirement for safe guarding Telstra Manholes is described below (see diagram below):



1. Remove the required number of covers and cross bar(s) fully erect manhole guards around the manhole.
2. Make sure any covers are appropriately guarded.
3. Make sure pedestrian pathways are clearly delineated
4. Make sure pedestrian hazard warning signs are in place.

For work involving excavations (including trenching):

* Controls must be in place to protect any potential for members of the public to be exposed to hazards associated with plant performing excavation work
* Excavation hazard/s should be assessed on the likelihood of public access / contact to excavation and / or plant in operation
* Open trenches not backfilled on the day must be appropriately guarded
* Excavations and excavated material must be appropriately guarded

## Working at Customers Premises (Supplying Goods and Services)

Where Suppliers deliver services or products to customers on behalf of Telstra, they should

* consider health, safety and environment issues;
* provide customers with relevant HSE information; and
* obtain relevant HSE information from customers when working at their premises.

## Working in Isolation

Suppliers should assess the risks from providing goods and/or services to remote locations where a lack of community and emergency services support may be limited by communications, terrain and lack of people.

# Audits & Self Assessments

Audits should be conducted periodically to measure the implementation of the HSE management system, any hazard specific requirements or regulatory target areas.

Outcomes of audits, including areas of success and opportunities for improvement, should be documented and communicated to relevant stakeholders.

Outcomes from audits should be regularly reviewed against HSE performance objectives and targets. Audit findings should provide input into the review and continual improvement of a Suppliers HSE management system.

**Note:** as defined in contract, Telstra periodically conducts audits of its suppliers. This does not negate the requirement for suppliers to implement their own internal audit processes.

# Design

Construction and product design must aim to minimise HSE risk to Telstra staff, contractors, third parties, and the public. In particular:

* hazard identification, risk assessment and control shall be conducted during the design stage;
* HSE requirements must be communicated to designers, developers, manufacturers, constructors, and installers of new facilities, equipment, or systems;
* design shall consider the range of variations amongst user characteristics and capabilities, environments, and interactions with other products;
* design shall involve consultation with users who interact with the design outcome;
* the designer shall seek relevant expertise where required;
* changes in design shall be reviewed following implementation; and
* design should consider minimisation of waste, reuse and recycling potential.

# Learning, Competencies and Physical Capacity

Suppliers of services to Telstra shall make sure that employees have the necessary physical capacity, knowledge, skills and competencies to perform their work safely and efficiently.

## Learning and Competencies

Suppliers of services will establish, implement and maintain an effective competency and risk-based learning system.

### Needs Analysis

Learning needs and associated competencies should be identified and reviewed periodically taking into account:

**General Needs**

* licence, certification and qualification requirements;
* health and safety competencies for positions including senior management, Team Managers, and those with specific responsibilities;
* team members’ special needs; for example non-English speaking, limited numeracy and literacy.
* legislative and regulatory requirements;
* risk profiles;
* reviews of training effectiveness; and
* business objectives and strategic plans.

**Specific Needs**

* managers will be trained in health and safety management principles and their legal obligations according to their role and responsibilities; and
* employer and employee representatives will be trained in health and safety principles and health and safety legislation.

### Deliver Learning Methods

* where possible health and safety learning methods will be integrated into other (non-H&S specific) training programs;
* training will be delivered by people and organisations with appropriate skills, experience and qualifications;
* training courses and other learning methods will take into account those with language, literacy or leaning difficulties;
* an employee’s induction will include health and safety instruction commensurate with risk; and
* management will be instructed in health and safety principles and practices appropriate to their role and responsibility.

### Assess Competency

An employee’s competency will be assessed prior to beginning assigned work and will meet applicable licensing or certification standards.

## Physical Capacity

Types of work or tasks requiring employee health assessments will be identified.

Health assessments will be undertaken to determine if an employee has the capacity to perform their work safely and without risk to health.

Employees who have medical conditions that may be affected by network or infrastructure hazards must get appropriate clearances prior to exposure. This will include employees with electronic medical devices or cosmetic metal implants who could be exposed to RF hazards.

# References

|  |  |
| --- | --- |
| Document Number | Title |
|  | [Safe Work Australia](http://www.safeworkaustralia.gov.au/sites/SWA/Pages/default.aspx) |
|  | List of Known Hazards |
| [General-136378](http://dmegeneral.in.telstra.com.au/documents/General-136378) | Prohibited Products and Activities |
| [AWH-8620](http://objects.in.telstra.com.au/documents/AWH-8620) | Special Work Location (SWL) register |
| [AWH-7947](http://objects.in.telstra.com.au/documents/AWH-7947) | Tempory Hazard Location (THL) register |

# Document control sheet

Who to reach out to if you have any queries, questions, changes or concerns.

| **Name** | **Position** |
| --- | --- |
| Euan Ronald | HSE Team Manager – Risk and Systems |

If you have a suggestion for improving this document, please contact the person listed above.

|  |  |  |
| --- | --- | --- |
| **Issue number** | **Issue date** | **Details on the change** |
| 16 | 09/03/2017 | Update of Fall Preventioin section to be consistent with Safety Minimum Requirements |
| 15 | 24/08/2015 | Major update, including:   * Minor wording changes to all sections to enhance readability and increase document currency; * Updated into new HSE Document Template; * S8 “Emergency Planning and Response” (complete re-write); * S9 “Incident Management” (complete re-write); * S10 “Risk Management” (complete re-write); * S11.1 “Asbestos” (complete re-write); and * S11.3 “Chemical Management” (complete re-write) * S11.5 Confined Spaces to reflect regulatory requirements |
| 14 | 21/06/2012 | Update to Section 4.18 Asbestos. Expanded detail taking into account WHS regulations, Safe Work Codes of Practice. Included references to new Asbestos Procedure |
| 13 | 08/06/2011 | Amend typo in section 3. EME included as mandatory requirement |
| 12 | 06/06/2011 | Update to section 4.28 Vehicle and Pedestrian Traffic Management-changes reflect update to the internal standard *Work Near or on Land transport or pedestrian Areas,* as well as the TO requirements for 100% compliance to Public Safety requirements. |
| 11 | 30/06/2010 | Update to Section 4.8-Confined Space-Suppliers must assess all Telstra underground infrastructure against Confined Space regulatory requirements prior to entry.  Update to Section 4.17-Gas Detection in Pits and Manholes-extend obligations to manage identified hazards |
| 10 | 18/05/2010 | Change Section 4.2 from Hazard Management to Risk management. Include sub-section 4.2.7 Risk Profile.  Update section 4.23.2 to reflect added information on Laser safety. |
| 9 | 07/05/2009 | Updated version, to reflect previous error in issue number on document |
| 8 | 12/09/2008 | Removed reference to Telstra Operations |
| 7 | 29/08/08 | New dot point in ‘Design’ the designer will seek relevant expertise where required |
| 6 | 10/06/2008 | Inclusion of Learning, competencies and Physical Capacity requirements. |
| 5 | 21/02/2008 | Inclusion of Vehicle and Pedestrian Traffic Management requirements, including minimum requirement for guarding opened manholes. |
| 4 | 03/09/2007 | Final |
| 3 | 29/08/2007 | Revision of Draft |
| 2 | 29/08/2007 | Inclusion of Gas Detection and Confined Space |
| 1 | 29/08/2007 | Draft |

# Attachments

[Attachment 1 – Definitions](#_Attachment_1_–)

## Attachment 1 – Definitions

| **Term** | **Definition** |
| --- | --- |
| ACIF | Australian Communications Industry Forum |
| ACMA | Australian Communications and Media Authority |
| ASCC | Australian Safety and Compensation Council |
| ADG | Australian Dangerous Gods Code |
| ARPANSA | Australian Radiation Protection and Nuclear Safety Agency |
| Banned Chemicals | Chemicals where hazards have been determined as too great and have been phased out of use. |
| Bunded | A bund is an embankment or wall of brick, stone, concrete or other impervious material, which may form part or all of a compound and provides a barrier to retain liquid. |
| Confined Space | An enclosed or partially enclosed space which is not intended or designed primarily for human occupancy within which presents a risk to a person:   * being overcome by contaminants, which may cause impairment, loss of consciousness or asphyxiation * experiencing an oxygen deficiency or excess, * being injured from fire or explosion, or * being engulfed |
| Customer | This is an external person or company that buys or leases Telstra goods or services. |
| Critical HSE Incident | A Telstra-related incident which has actually caused:   * Single or multiple fatalities; * Life threatening or permanently disabling injuries; * Life threatening or permanently disabling illnesses; * Critical Environmental Harm; or   Serious, negative media attention. |
| Declared Plants and Animals | A weed species or animal pest that has been targeted for control under legislation because they cause or can cause significant environmental impacts |
| EME | Electromagnetic Energy |
| Energy Impact Statement | Process to ensure Telstra Network Building Capital works projects are assessed for the potential to incorporate energy efficiency measures. |
| Environmental Noise | Noise level which is unacceptable to another party. The level of noise which is acceptable will vary with circumstances such as time of day. |
| EWP | Elevated Work Platform |
| Facilities | Refers to washrooms, showers, lockers, dining areas, drinking water, etc. |
| GHS | United Nation’s **G**lobal **H**armonised **S**ystem for chemicals |
| Headset User | Any employee or contractor who is required to use a headset as a primary requirement of their job e.g. Call Centre Operator. |
| High Potential Incident | A Telstra-related incident that:   * resulted in a Dangerous Incident; or * had the potential to cause a Critical HSE Incident (if different circumstances existed)   **NOTE:** The potential to cause a critical incident is determined by an assessment of the ***maximum, reasonably foreseeable consequences*** of the incident. |
| High Risk products | Products deemed by Telstra to represent a high health, safety or environmental risk when used by or manufactured on behalf of Telstra. |
| HSE | Health, Safety and Environment |
| IEC | International Electrotechnical Commission |
| List of Known Hazards | Summary of known hazards in Telstra field and office locations. |
| MSDS / SDS | Material Safety Data Sheet / Safety Data Sheet |
| OES | Occupational Exposure Standard |
| Network site | A telephone exchange or communications building which is an integral and operating element of the telecommunications network, typically Telephone Exchanges (TE's), microwave Radio Communication Terminals (RT's) Digital Radio Concentrator Sites (DRCS) and mobile phone base stations. |
| Point of Contact | Telstra representative/liaison point |
| Potentially Noise Exposed | Any Telstra employee whose work involves exposure to a noise level of   * 85 dB(A) averaged over an 8 hour working day (this includes working with or near major mechanical aids, plant, and fuel or AC powered hand tools), or * 140 dB(c) peak |
| PPE | Personal Protective Equipment |
| Products | Structures, plant, chemicals, systems, or software. |
| RCD | Residual Current Device |
| Restricted Chemicals | Chemicals that have restrictions contained in state and territory legislation |
| RF | Radio Frequency |
| Risk Profile | A list of work related hazards and risks associated with workplaces or functional activities |
| SOE | The common infrastructure services that enable a wide variety of business functions to operate |
| Structure | any item that provides shelter to, holds, or supports people or plant, including any:   * building * steel or reinforced concrete construction * tunnel, shaft, bridge, viaduct, pipe or pipeline (and whatever it contains or is intended to contain) * manhole, pit * structural cable, wall, mast, tower, pylon * underground tank * earth retaining construction * interior fit out * construction designed to preserve or alter any natural feature. |
| Suppliers | Suppliers of services and/or High Risk Products |
| Supplier Personnel | Personnel of the Supplier who perform the Services, and includes subcontractors and their employees or agents engaged in performing the Services |
| SWL | Special Work Location |
| SWMS | Safe Work Method Statement (as defined in WHS regulations) |
| Take 5 | Process for identifying and managing location/job specific hazards and environmental aspects before starting a to task. |
| TOW | Ticket of Work |
| THL | Temporary Hazardous Location |
| Work at Height, where an assessment is required | Climbing and working on towers, masts, poles, antennas or dishes and building rooftops or unguarded balconies where attachment to a fall arrest device is required. |
| Work Method Statement | Procedural safety document for specific tasks |