

STANDARD OPERATING PROCEDURE

SAFETY Everyone. Everywhere. Every day

FACILITIES MANAGEMENT

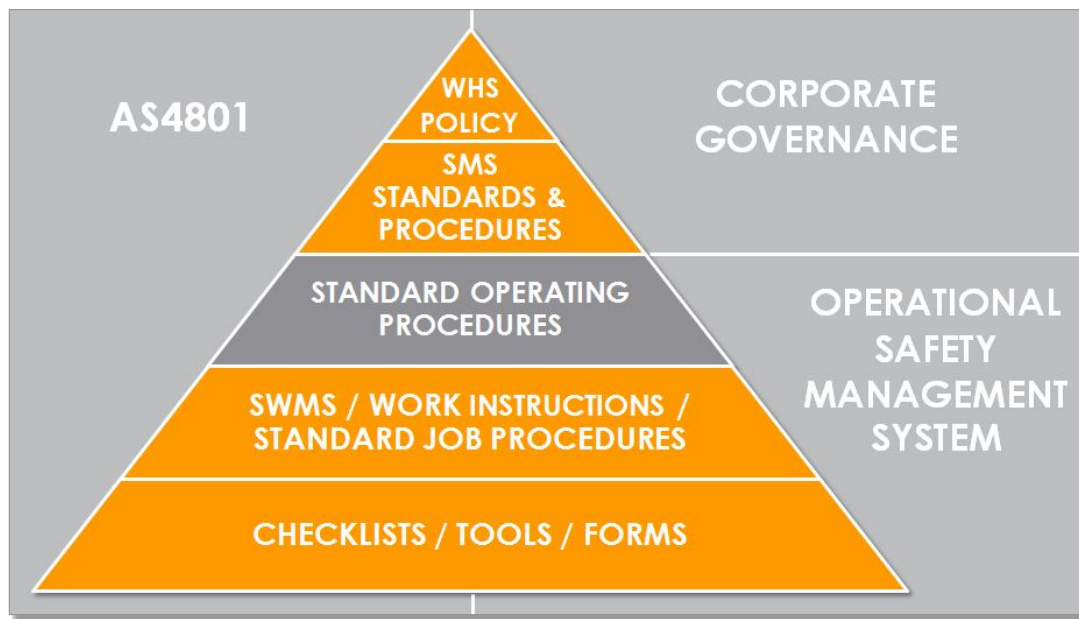
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1. SMS DOCUMENT HIERARCHY



2. PURPOSE

This Standard Operating Procedure (SOP) documents Queensland Urban Utilities' (QUU) approach to the management of facilities at QUU controlled workplaces.

The overall purpose of this procedure is to ensure that risks associated with the provision of facilities are adequately managed in order to minimise the risk of injury or harm to workers.

3. SCOPE

This SOP applies to all QUU staff on QUU-controlled worksites.

4. DEFINITIONS AND ACRONYMS

Facilities: for the purpose of this SOP, this term refers to any fixed built environment occupied by workers on QUU property (offices, STPs etc.).

Manager: as per QUU naming conventions, the Manager who has direct responsibility for the activity being performed or the area the activity is occurring in.

SMS: acronym used for QUU's Safety Management System.

Supervisor/PICOW: term used for any QUU employee who acts or is appointed as a Supervisor, Coordinator or Team Leader within QUU. A PICOW (Person in Control of Worksite) is the person designated to be in control of a workplace by QUU.

WHS: acronym used for Work Health and Safety.

Worker: employees, contractors, subcontractors, outworkers, apprentices and trainees, work experience students, volunteers and PCBU's who are individuals if they perform work for the business.

5. ROLES AND RESPONSIBILITIES

Outlined below are responsibilities specific to facilities managements at all QUU workplaces and controlled sites.

5.1 QUU EXECUTIVE

QUU Executive and Senior Management (CEO, ELT, General Managers – Officer and Non-Officer Appointed) are responsible for overseeing and ensuring the implementation of the requirements of this SOP and related procedures within their respective functional areas. This includes ensuring all sites are

suitably risk assessed and have appropriate facilities to ensure that risks are adequately managed to minimise the risk of injury or harm to workers.

5.2 MANAGERS

Managers in all operational areas and QUU worksites are responsible for ensuring the management of QUU facilities. This includes:

- Providing adequate resources to enable the effective implementation of systems to control and manage the provision of facilities; and
- Undertake any construction or renovation works in accordance with the QUU Safety in Design SOP and related documents.

5.3 SUPERVISORS/PICOW

Supervisors and Team Leaders in all operational areas and QUU worksites are responsible for:

- Coordinate regular inspection of the facility to ensure risks and hazards are managed appropriately.
- Providing instruction about risks associated with particular facilities at site inductions (when appropriate); and
- Providing appropriate training, instruction and supervision for workers.

5.4 WORKERS

All workers shall ensure that they:

- Follow the requirements detailed in this SOP and associated documents; and
- Report any incidents/injuries immediately to their supervisor; and complete a QUU WHS Incident Report (in Q-Pulse) in accordance with QUU WHS incident reporting procedures.

5.5 CONTRACTORS

At all times when performing work on a QUU site or for/on behalf of QUU, contractors must comply with QUU's requirements detailed in this and related procedures, and must report any incidents to the relevant QUU Manager and to their employing/contracting agency in accordance with QUU WHS Incident Reporting Procedures.

6. RELATED DOCUMENTS

- WHS Consultation and Communication Procedure (PRO361)
- WHS Hazard and Risk Management Procedure (PRO363)
- WHS Incident Reporting, Investigation and Escalation Procedure (PRO364)
- Manual Tasks SOP (PRO416)
- Lighting SOP (PRO426)
- Hot & Cold Environments SOP (PRO423)
- Lone Worker - Remote and Isolated Work SOP (PRO460)

7. PROCEDURE

QUU will take action to manage their facilities as to eliminate the risks at their worksites, and if that is not possible, QUU will minimise the risks so far as is reasonably practicable.

Refer to the **WHS Hazard and Risk Management Procedure (PRO363)** for further guidance on QUU's risk management process that must be applied.

7.1 EMERGENCY PLANS

- Emergency plans must be prepared for all workplaces.
- Emergency plans must provide for:
 - Emergency procedures that include;

- An effective response to emergencies;
- Evacuation procedures;
- Notification of emergency services at the earliest opportunity;
- Medical treatment and assistance; and
- Effective communication between the authorised person coordinating the emergency response and all persons at the workplace.
- Testing of emergency procedures, including frequency of testing; and
- Information, training and instruction to workers in relation to the implementation of emergency procedures.
- Emergency plans must take into account:
 - The particular work being carried out at the workplace;
 - The specific hazards at the workplace;
 - The size and location of the workplace; and
 - The number and composition of the workers and other people at the workplace.
- Refer to the **Fire Management SOP (PRO376)** for further details. For further guidance on requirements for emergency plans and procedures, refer to *AS3745: 2010 – Planning for Emergencies in Facilities*.

7.2 EXISTING FACILITIES

7.2.1 MAINTENANCE OF EXISTING FACILITIES

It is essential that all QUU-owned facilities are appropriately repaired and maintained. An unmaintained workplace can create a number of hazards and has the potential to cause injuries to workers.

If repair work or maintenance work is required at QUU-owned facilities, the process to be followed depends on the location, team and function of the site:

FACILITY TYPE	PROCESS TO BE FOLLOWED FOR MAINTENANCE/REPAIR WORK
Head Office Depots	▪ Log a Maintenance Request via the Intranet.
Sewage Treatment Plants STPs	▪ Teams coordinate their own maintenance. ▪ Operators are to refer to their Plant Operational Procedures for guidance.

7.2.2 GENERAL REQUIREMENTS FOR EXISTING FACILITIES

The following requirements for existing QUU facilities must be adhered to. For further information, refer to the *Managing the Work Environment and Facilities Code of Practice*.

EXISTING FACILITIES – GENERAL REQUIREMENTS	
AIR QUALITY	▪ Air-conditioning must be maintained to provide a comfortable environment in relation to air temperature, humidity and air movement. ▪ Air-conditioning and other ventilation systems must be regularly serviced and maintained in accordance with the manufacturer's instructions. ▪ Cooling towers must be maintained in accordance with AS/NZS 3666: Air Handling and Water Systems of Buildings to prevent Legionella bacteria contamination. ▪ Workers must never be exposed to a substance/mixture in an airborne

EXISTING FACILITIES – GENERAL REQUIREMENTS

	concentration that exceeds the exposure standard for that substance/mixture. - Work processes that release harmful levels of airborne contaminants (e.g. gas welding) must have specific control measures in place to remove the contaminants at the source (e.g. local exhaust ventilation). - If it is suspected that a worker may be exposed to an airborne substance/mixture that exceeds its exposure standard, air monitoring must be carried out.
AISLES & WALKWAYS	Aisles and walkways must be maintained at a width of at least 600mm and kept free of obstructions (e.g. furniture, stored items) at all times.
ENTRY & EXIT POINTS	The means of entry and exit to and from QUU workplaces must be kept in safe condition.
FLOORING	- The method of cleaning chosen for flooring must take into account the potential for slips (which may be increased by the use of some cleaning agents). - Floors must be inspected regularly and maintained to eliminate slip and trip hazards. Example hazards include uneven edges, broken surfaces/gratings/covers, loose mats/carpet tiles and trailing cables.
HOUSE-KEEPING	- Any waste must be regularly removed (e.g. by engaging cleaners). - Spills on floors must be cleaned up immediately. - Walkways must be kept clear of obstructions. - Suitable containers for waste must be provided, conveniently located and regularly emptied. - Work materials must be neatly stored. - Workers must maintain good housekeeping procedures to keep their workplace tidy.
LIGHTING	- Lighting must be maintained to ensure it is appropriate for the work being carried out. Faulty lighting (e.g. blown light bulbs) must be replaced. - Lighting requirements for QUU are outlined in the Lighting SOP (PRO426).
WORK AREAS	Sufficient clear space between furniture, fixtures and fittings must be maintained at all times so that workers can move about freely without strain or injury and evacuation procedures can be carried out safely.
WORK-STATIONS	- Workers must be provided with ergonomic-friendly workstations. - Workstation requirements for QUU are outlined in the Manual Tasks SOP (PRO416) and related documents.

7.3 NEW FACILITIES

7.3.1 GENERAL REQUIREMENTS FOR NEW FACILITIES

When planning new QUU facilities, the following requirements must be adhered to. For further information, refer to the *Managing the Work Environment and Facilities Code of Practice*.

NEW FACILITIES – GENERAL REQUIREMENTS

AIR QUALITY	- Workplaces must have appropriate ventilation. - Fresh, clean air (uncontaminated by discharge from flues or other outlets) must be
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NEW FACILITIES – GENERAL REQUIREMENTS

	circulated throughout the workplace via natural ventilation, mechanical ventilation (e.g. fans or extraction units) or air-conditioning. - Comfortable rates of air movement must be supplied to enclosed workplaces (usually between 0.1m and 0.2m per second). - Cooling towers must be designed and installed in accordance with <i>AS/NZS 3666: Air Handling and Water Systems of Buildings</i>. - if natural ventilation is being used in the workplace it must consist of permanent openings, including windows and doors that: - In total, are the size of at least five percent of the floor area of the room; and - Are open to the sky, an open covered area or an appropriately ventilated adjoining room.
AISLES & WALKWAYS	Must be designed at a width of at least 600mm.
CHANGE ROOMS	- If workers have to change in and out of clothing due to the nature of their work, access to private changing areas with secure storage for personal belongings must be provided. This includes workers who need to: - Wear personal protective clothing or uniforms while they are working; or - Leave their work clothing at the workplace. - If male and female workers need to change at the same time, separate male and female changing rooms must be provided. - The changing room must allow a clear space of at least 0.5m² for each worker; - The temperature in changing rooms must be maintained at a comfortable level for workers when changing (this may necessitate additional heating or cooling). - Change rooms must be conveniently located. - Change rooms must be equipped with: - Seating that allows the numbers of workers changing at one time to sit when using change room; - Mirrors (within or directly outside change rooms); and - Adequate amount of hooks/shelves. - Lockers for storing clothing and personal belongings must be provided, unless not practicable. Lockers must: - Be well ventilated, accessible and secure; - Be of sufficient size to accommodate clothing and personal belongings; - Have a clear space of at least 1800mm between rows of lockers facing each other; and - Have a clearance of at least 900mm between lockers and a seat/wall.
DINING FACILITIES	- Workers must be provided with access to hygienic dining facilities for eating their meals and for preparing and storing food. - A separate dining room must be provided if: 10 or more workers usually eat at the workplace at the same time; or - There is a risk of substances or processes contaminating food.

NEW FACILITIES – GENERAL REQUIREMENTS

	- For small workplaces: - The dining facility must be protected from the weather. - The dining facility must be free of tools and work materials; - The dining facility must be separated from toilet facilities and any hazards (e.g. noise, heat, atmospheric contaminants). - The dining facility must be supplied with: - Seating; - A sink with hot and cold water and washing utensils/products; - Boiling water; - Clean storage, including a fridge; and - Vermin-proof bins, emptied daily. - For large workplaces, in addition to the above requirements for small workplaces: - A dedicated dining room must be provided. - The dining room must have 1m² of clear space for each person likely to use the dining room at any one time. This clear space must be free of any furniture, fittings or obstructions (e.g. pillars). - The dining room must be supplied with: - Adequate numbers of tables and seats; - Crockery and cutlery; and - Food warming appliances (e.g. microwave).
DOORS & GATES	- Safety devices should be fitted to doors and gates where necessary. - Doors on main traffic routes must have a transparent viewing panel (unless they are fire-rated doors). - Power-operated doors and gates must be fitted with an effective device to prevent them falling back (e.g. ratchet devices or counterbalance springs).
DRINKING WATER	- An adequate supply of clean drinking water must be provided free of charge for all workers at all times. - Water must be supplied hygienically, so that workers do not drink directly from a shared container. - The drinking water supply must be: - Positioned where it can be easily accessed by workers; - Close to where hot or strenuous work is being undertaken to reduce the likelihood of dehydration or heat stress; and - Separate from toilet or washing facilities to avoid contamination. - If there is water onsite that is not suitable for drinking (e.g. water used for fire protection or industrial processes), these water supply points must be marked with signs warning that the water is unfit for drinking.
ENTRY & EXIT POINTS	- Entries and exits must be safe for all persons, including those with special needs or disabilities. - Entries and exits must be slip-resistant under both wet and dry conditions.

NEW FACILITIES – GENERAL REQUIREMENTS

	▪ The location of exits must be clearly marked, and evacuation signs must show the direction to exit doors. ▪ Where practicable, separate entry and exit points must be provided for mobile plant (e.g. forklifts, trucks etc.) and pedestrians to minimise the risk of persons being struck by moving vehicles. ▪ If a shared traffic route for mobile plant and pedestrians is the only option, kerbs, barriers or clear markings must be used to clearly designate a safe walkway.
FLOORS	▪ Floor surfaces must be suitable for the work area to ensure no additional hazards are created. ▪ Floor surfaces must have sufficient grip to prevent slipping, particularly in areas that may become wet or contaminated. ▪ The choice of floor surfaces/coverings must take into account: – The type of work carried out at the workplace; – The materials used during work processes at the workplace; – The likelihood of spills and other contaminants (e.g. dust) at the workplace; – The potential for the floor surface to become hazardous during certain work situations (e.g. welding can produce hot sparks that require a floor surface safe from fire risk); and – The need for cleaning at the workplace. ▪ Workers who are required to undertake work in a static standing position on hard surfaces (e.g. concrete, masonry or steel floors) must be protected from discomfort. Examples of protection include the provision of anti-fatigue matting, shock-absorbent underlay, carpet, cushion-backed vinyl, grates or duckboards. ▪ If tasks require the use of wheeled equipment (e.g. trolleys), floor covering selection must consider the minimisation of friction and resistance. ▪ Unless impracticable, carpets should be provided in offices to provide a comfortable walking surface and to reduce noise, reflected light and the risk of slips and falls.
HAND WASHING	▪ Hand washing facilities must be provided to enable workers to maintain good standards of personal hygiene. ▪ In most cases, hand washing basins should be provided in a least the ratio of 1 basin for every 30 workers, however the amount of basins may need to be increased due to the nature of the work carried out at the workplace (e.g. where work involves exposure to infection substances or other contaminants, separate hand washing basins should be provided in addition to those provided with toilets). ▪ Hand washing facilities must: – be accessible at all times to work areas, eating areas and the toilets; – be separate from troughs or sinks used in connection with the work process; – contain both hot and cold water taps (or temperature mixers); – be protected from the weather; – be supplied with non-irritating soap (preferably from a soap dispenser); and – contain hygienic hand drying facilities (e.g. air dryers or paper towels).

NEW FACILITIES – GENERAL REQUIREMENTS

LIGHTING	- Appropriate lighting must be provided to allow workers to be able to move and perform their job safely. - Particular focus must be placed on lighting for work areas, entry and exit routes, stairs and walkways. - Lighting requirements for QUU are outlined in the Lighting SOP (PRO426).
PERSONAL STORAGE	- Accessible and secure storage must be provided for personal items belonging to workers. - In cases where contamination is possible, personal storage must be separate from storage provided for PPE. - Where work involves the use of tools provided by a worker, secure and weatherproof storage during non-work hours must be provided for those tools.
SHOWER FACILITIES	- Certain jobs require the provision of showering facilities (e.g. dirty, hot or hazardous work such as welding or work near live sewage). - At least 1 shower for every 10 workers who may need to shower must be provided. - Each shower must be supplied with clean hot and cold water and individual non-irritating soap/cleaning product. - If grime or other by-products of the work process cannot be removed by simply washing, individual nail or scrubbing brushes must be provided. - Towels must be provided if the work the workers carry out means they need to shower before leaving the workplace. - Showers must have: - A minimum floor area of 1.8m²; - A slip-resistant surface that is capable of being sanitised; - Partitions between each shower (measuring at least 1650mm high and no more than 300mm above the floor); - An adjacent dressing area for each shower containing a seat and hooks; and - A lockable door enclosing the shower and dressing cubicle.
STAIRCASES	- A handrail must be provided on at least one side of every staircase. - Handrails must have an upper rail at 900mm or higher, and a lower rail. - Additional handrails may be required down the centre of wide staircases. - Refer to <i>AS1657: Fixed Platforms, Walkways, Stairways and Ladders –Design, Construction and Installation</i> for further information.
TOILETS	- Access to clean toilets must be provided for all workers while they are at work. - Where reasonably practicable, toilet facilities should be provided, rather than relying on access to external public toilets. - Toilets must be accessible, preferably located inside a building or as close as possible to the workplace. In multi-storey buildings, toilets must be located on every second floor. - For workplaces within buildings, toilets must meet the ratios and requirements specified in the <i>National Construction Code of Australia</i>. - Toilets must be:

NEW FACILITIES – GENERAL REQUIREMENTS

	– Fitted with a hinged seat and lid; – Provided with adequate lighting and ventilation; – Clearly signposted; – Fitted with a hinged door capable for locking from the inside; – Designed to allow emergency access; – Positioned to ensure privacy for users; and – Separated from any other room by an airlock, sound-proof wall and a separate entrance that is clearly marked. ▪ Toilets must be supplied with: – An adequate supply of toilet paper for each toilet; – Hand washing facilities; – Rubbish bins; and – For female workers, sanitary bins.
WORK AREAS	▪ Work areas must be designed to have sufficient clear space between furniture, fixtures and fittings. ▪ Adequate space must be provided for aisles, passages, access areas and around workstations. ▪ Adequate space must be provided for aisles, passages, access areas and around workstations. ▪ To determine how much space is needed, the following must be considered: – The physical actions needed to perform the task; – The need to move around while working; – Whether the task is to be performed from a sitting or standing position; – Access to workstations; – The equipment to be handled; – The personal protective equipment that may be required to be worn to perform the work; – Environmental factors (e.g. heat or noise), as these may necessitate a larger working space; – Manual tasks, as these may necessitate a larger working space; and – The use of tools (e.g. knives) where the risk of injury is increased due to close working conditions.

8. REFERENCES

The following references contain information used in the preparation and development of this SOP:

- *Queensland Work Health and Safety Act 2011.*
- *Queensland Work Health and Safety Regulations 2011.*
- *Managing the Work Environment and Facilities Code of Practice*, Qld Government, 2011.
- *AS1657: Fixed Platforms, Walkways, Stairways and Ladders – Design, Construction and Installation.*
- *AS3745: 2010 – Planning for Emergencies in Facilities.*

9. REVIEW

The Facilities Management SOP is to be reviewed every 3 years, or earlier if:

- There is an identified risk to business;
- A significant safety or serious injury event occurs;
- Incident investigation or audit results show that application of the standard fails to deliver the required outcomes;
- There are changes in associated legislation; or
- There is evidence that the standard is not having a positive impact on safety-related KPIs.

10. FURTHER INFORMATION

For further information, contact your Health and Safety Representative or the QUU Safety Team.