

Occupational Health and Safety Policy for Contractors Engaged in the Disconnection, Removal, Installation, and Decommissioning of Hot Water Systems

1. Purpose

The purpose of this policy is to safeguard the health and safety of all contractors engaged in the disconnection, removal, installation, and decommissioning of hot water systems. This policy ensures compliance with The Occupational Health and Safety Act 2004 and sets out clear guidelines for hazard identification, reporting, risk management, and safe work practices.

2. Scope

This policy applies to all contractors and subcontractors involved in any aspect of work related to hot water systems at any site managed by the company. This includes, but is not limited to:

- **Disconnection:** Safely disconnecting hot water systems from power and plumbing sources.
- **Removal:** Safely removing and handling the hot water system, including transportation off-site.
- **Installation:** Installing new hot water systems in compliance with safety regulations.
- **Decommissioning:** Properly decommissioning and disposing of old systems, ensuring no environmental or safety hazards are left behind.

3. Legal Compliance

All work must be carried out in full compliance with The Occupational Health and Safety Act 2004, including adherence to relevant codes of practice, Australian Standards, and any specific site regulations.

4. Responsibilities

4.1 Management

- **Training and Induction:** Provide comprehensive training on safety procedures, including how to complete Safe Work Method Statements (SWMS) and the proper use of PPE.
- **Policy Review:** Conduct an annual review of this policy to incorporate any legislative changes or improvements based on incident reports.
- **Auditing:** Conduct audits to ensure contractors adhere to and apply OH&S policies and procedures.

4.2 Contractors

- **Adherence to SWMS:** Strictly follow the SWMS specific to the tasks being undertaken. For example, when disconnecting a hot water system, ensure all power sources are isolated and verified before beginning work.
- **Use of PPE:** Always wear appropriate PPE, such as insulated gloves, safety goggles, and steel-capped boots, when performing tasks like installation or removal.
- **Hazard Reporting:** Immediately report hazards such as a faulty circuit breaker or a water leak near electrical components to the site supervisor.
- **Compliance:** All contractors should follow the procedures and actions in accordance with their certification and not engage in work outside their scope of qualification.

- **Internal OH&S Policies:** Contractors should also adhere to internal (contractors) policies and procedures.

5. Hazard Identification and Reporting System

Hazard Identification Examples:

- **Electrical Hazards:** Identifying risks such as exposed wires or malfunctioning electrical connections during the disconnection process.
- **Manual Handling Hazards:** Recognizing the risk of musculoskeletal injuries when lifting heavy hot water systems without proper lifting techniques or equipment.
- **Chemical Hazards:** Identifying potential exposure to hazardous substances like refrigerants or insulation materials during decommissioning.
- **Location Risks:** Complete a site risk assessment before the commencement of work to reduce potential risks

Reporting System:

- **Example Scenario:** A contractor notices a leaking water line near the installation area. They must stop work immediately and take steps to mitigate the potential dangers E.g. Shutting off the properties water mains. Report the issue, detailing the location, nature of the leak, and potential risks.
- **Corrective Actions:** Assess the situation, isolate the area, and arrange for a qualified technician to repair the leak before work resumes.

6. Safe Work Method Statement (SWMS) Process

SWMS Completion Example:

- **Task:** Removal of an old hot water system.
- **Risks Identified:** Electrical shock burns from hot water, slips, and trips.
- **Control Measures:**
- Verify isolation of electrical supply and use a lockout/tagout system.
- Drain the system completely to avoid burns.
- Clear the work area of obstacles to prevent slips and trips.
- **Review:** The contractor submits the SWMS to management, who reviews it for completeness and ensures all risks are adequately controlled before work begins.
- **Monitoring Compliance:**
- Example: During a site visit, a safety officer notices a contractor not wearing insulated gloves while working near an electrical panel. The officer immediately addresses the issue, and the contractor is reminded of the requirement to follow the SWMS.

7. Staff and Contractor Induction Process

Induction Content Example:

- **Overview of Legal Requirements:** Explanation of the Occupational Health and Safety Act 2004, including the rights and responsibilities of both contractors and the company.
- **Emergency Procedures:** Step-by-step instructions on what to do in case of an emergency, such as a gas leak or electrical fire. Contractors are shown the locations of emergency exits, fire extinguishers, and first aid stations.
- **PPE Training:** Demonstration on the correct use of PPE, including how to properly wear and maintain equipment like helmets, gloves, and safety goggles.
- **Induction Scenario:** A new contractor is hired for a decommissioning project. They attend an induction session where they are informed about the specific hazards associated with handling old insulation materials, which may contain asbestos. The

contractor is trained on the correct procedures for handling and disposing of asbestos-containing materials, including the use of respiratory protection and disposal protocols.

- **Provision of documents:** Contractors are required to complete document Q22 Relevant Licenses – Contractors and provide

8. Monitoring and Review

Ongoing Monitoring Example:

- During the installation of a new hot water system, Contractors should complete regular inspections to ensure that all safety measures outlined in the SWMS are being followed. Any deviations are corrected immediately, and additional training is provided if necessary.

Incident Review Example:

- If a contractor suffers a minor burn during the removal of a hot water system, management conducts a review of the incident. The review reveals that the contractor was not wearing the required thermal gloves. As a corrective action, the policy is updated to include a mandatory check of PPE before commencing any hot water system work.

9. Consequences of Non-Compliance

- **Example of Non-Compliance:** A contractor fails to adhere to the SWMS while working on a decommissioning project. As a result, they are given a formal warning, and their work is suspended until a meeting has been conducted to review contractors understanding of the SWMS and the contractor's reasonability to adhere to the SWMS
- **Further Consequences:** Repeated non-compliance could lead to termination of the contractor's agreement and potential legal action if their actions result in injury or damage.

10. Communication and Training

Ongoing Training:

Management:

- OH&S Policies will be reviewed yearly or changed when new relevant, legislation, Acts, identified risks or new procedures are implemented or identified. This will then be communicated to contractors.
- Ensure that contractors have completed all required induction, including submission of Q22 Relevant Licenses – Contractors

Contractors:

- Contractors should hold regular toolbox talks conducted on-site to reinforce key safety messages and provide updates on any changes to the OHS policy to contractors' employees.
- Contractors have the reasonability to ensure they remain up to date with all relevant OH&S standards and requirements within their own business operation as well as remain compliant with all changes to their relevant industry standards E.g. if new regulations regarding gas connections are introduced, contractors are responsible to be informed and trained on the new requirements per their license requirements.

11. Identified Critical Risks

Introduction

Under the Occupational Health and Safety (OHS) legislation, both you and your contractors must take all reasonably practicable steps to ensure that the working environment is safe and without health risks. The following is an appendix outlining critical risks associated with various activities under the program and the recommended measures to mitigate these risks. This appendix is designed to assist you in complying with OHS legislation.

1. Undertaking Wiring Work

Risk: Electrocution

Description: Wiring work poses a serious risk of electrocution, particularly during the installation of electrical outlets, switchboard circuits, in-home display switchboard sensors, or during the decommissioning and installation of products like water heaters and lighting systems.

Mitigation Strategies:

- **Licensed Electricians:** Only engage electricians licensed by Energy Safe Victoria (ESV) to perform any tasks involving wiring work.
- **Safe Work Method Statement (SWMS):** Ensure that a SWMS is completed before any wiring work begins, identifying potential hazards and control measures.
- **Compliance Check:** Ensure all contractors who are undertaking wiring work are ESV registered.

2. Working at Heights

Risk: Falls resulting in serious injury or death

Description: Working at heights over two meters significantly increases the risk of serious injury or death from falls.

Mitigation Strategies:

- **SWMS Preparation:** Prepare a SWMS that describes the risks and the risk control measures for working at heights before commencing any such work.
- **Training:** Ensure that all installers complete relevant working at heights training units, including refresher training on an annual basis.
- **Use of Safety Equipment:** Ensure contractors have fall protection equipment, such as harnesses and guardrails, and ensure they are used when required.

3. Working in Ceiling Cavities

Risk: Physical injury (e.g., falls, electrocution) and exposure to hazardous materials (e.g., asbestos, fungal spores)

Description: Ceiling cavities present risks such as falls from heights, electrocution, and exposure to hazardous materials.

Mitigation Strategies:

- **SWMS Utilization:** A SWMS must be used to identify risks specific to working in ceiling cavities and outline appropriate control measures.
- **Competence Verification:** Ensure that individuals working in ceiling cavities are competent and have received adequate training and supervision.

- **Protective Gear:** Contractors should use of personal protective equipment (PPE), such as respirators and protective clothing, to prevent exposure to harmful substances.

4. Safe Use and Care of Portable Ladders

Risk: Falls resulting in serious or fatal injuries

Description: Ladders are commonly used in various program activities, and improper use can lead to serious injuries or fatalities.

Mitigation Strategies:

- **Appropriate Ladder Selection:** Ensure that the correct type of ladder is selected for the specific task, ensure it is set up properly and that it complies with AS/NZS 1892.5.
- **Audit:** contractors upon request must supply evidence that their equipment meets the AS/NZS 1892.5. standards.

5. Overhead Electrical and Critical Underground Assets

Risk: Electrocution and interaction with critical assets

Description: Working near overhead power lines or underground assets like electrical conductors and pipelines can be extremely hazardous.

Mitigation Strategies:

- **'No Go Zone' Identification:** Identify and assess any work that might encroach on 'No Go Zones' for overhead or underground services.
- **Use of Spotters:** Contractors should Implement safe systems of work that include the use of competent spotters, particularly for overhead electrical cables. Spotters must be registered with ESV.
- **Consultation with Authorities:** Refer to WorkSafe Victoria and ESV for guidance on working near these services and ensure compliance with the Electricity Safety Act 1998 and OHS legislation.

6. Atmosphere (Hazardous) Risk

Risk: Asphyxiation due to hazardous gases

Description: There is a potential for the build-up of hazardous gases, which could lead to asphyxiation, particularly when water heating systems have not been in use for a period of time.

Mitigation Strategies:

- **Consumer Awareness:** Provide the consumer with the relevant product manual and inform them about the risks, including instructions on how to safely restart the system.
- **Ventilation Checks:** Ensure that proper ventilation is available, and that the area is safe before installation or maintenance activities begin.

Appendix A – Sample safe work method statement (SWMS) template for high-risk construction work (HRCW)



DUTIES: 1) A SWMS must be prepared if proposed works involve any of the HRCW activities listed below and that work poses a risk to the health and safety of any person. **2)** Affected employees and their HSRs must be consulted in the preparation of the SWMS. **3)** Once a SWMS has been developed and implemented, the HRCW to which it relates must be performed in accordance with the SWMS. **4)** Duty holders (builder and sub-contractor) must stop the HRCW immediately or as soon as it is safe to do so if the SWMS is not being complied with. The HRCW must not resume until the SWMS is complied with or reviewed and revised as necessary. **5)** The SWMS must be reviewed and if necessary, revised whenever the HRCW changes, or after any incident that occurs during HRCW, or if there is any indication that risk control measures are not adequately controlling the risks. **6)** An employer must retain a copy of the SWMS for the duration of the HRCW.

Direct employer: Kristoffer Hollyoak		Direct employer's company name: Kristoffer Hollyoak - Hot Water Saver		Date SWMS provided to PC:	
Principal contractor (PC):		Work supervisor:		Site location/address:	
Email:	Ph:	Email: info@hotwatersaver.com.au	Ph: 0412 383 680	Work activity:	

High-risk construction work:

<input type="checkbox"/> There is a risk of a person falling more than 2m	<input type="checkbox"/> Work is on or adjacent to roadways or railways used by road or rail traffic	<input type="checkbox"/> Work is in, over or adjacent to water or other liquids where there is a risk of drowning
<input type="checkbox"/> There is movement of powered mobile plant	<input type="checkbox"/> There are structural alterations that require temporary support to prevent collapse	<input type="checkbox"/> Work is in an area where there are artificial extremes of temperature
<input type="checkbox"/> Work is on or near energised electrical installations or services	<input type="checkbox"/> Work involves a trench or shaft if the excavated depth is more than 1.5m	<input type="checkbox"/> Work is on or near pressurised gas distribution mains or piping
<input type="checkbox"/> Work involving demolition	<input type="checkbox"/> Work involves a confined space	<input type="checkbox"/> Work is on or near chemical, fuel or refrigerant lines
<input type="checkbox"/> Work involves tilt-up or precast concrete	<input type="checkbox"/> Work on telecommunication towers	<input type="checkbox"/> Work involving diving
<input type="checkbox"/> Work involves removal or likely disturbance of asbestos (Note: preparation of an asbestos control plan is taken to be preparation of a SWMS)	<input type="checkbox"/> Work is in an area that may have a contaminated or flammable atmosphere	<input type="checkbox"/> Work involving the use of explosives
		<input type="checkbox"/> Work involving a tunnel

Person responsible for ensuring compliance with SWMS:	Date SWMS received:	
What measures are in place to ensure compliance with the SWMS? (for example direct supervision, regular spot checks)		
How will the SWMS control measures be reviewed?	Review date:	Reviewer's signature:



Selecting risk controls



1. Any risk to health and safety must be eliminated if it is reasonably practicable to do so.

2. Any remaining risk must be reduced, so far as is reasonably practicable, by:

- Implementing any mandated controls specified by law (e.g. the OHS Regulations 2017)
- Substituting a new activity, procedure, plant, process or substance (e.g. scaffold in preference to ladders)
- Isolating persons from the hazard (e.g. fence off areas for mobile plant operation)
- Using engineering controls (e.g. guard rails, trench shields).

More Effective



3. If any risk to health or safety remains, it must be reduced by using:

- Administration controls (e.g. activity specific safety training, work instructions, warning signs)
- PPE such as respiratory protection, hardhats, high-visibility clothing.

Less Effective

What are the tasks involved?	What are the hazards and risks?	What are the risk control measures?		
List the HRCW work tasks	List the hazards and risks of the task	List the risk control measures	List how the control measures will be implemented	List who is responsible for the control measure being implemented
EXAMPLE: <ul style="list-style-type: none">• Roof tiling	EXAMPLE: <ul style="list-style-type: none">• Slipping or falling from the roof	EXAMPLE: <ul style="list-style-type: none">• Scaffold with catch platform and or guard rail system• Fall restraint system such as harness and appropriate anchor point	EXAMPLE: <ul style="list-style-type: none">• Scaffold or guard rail supplied and erected by supplier or competent person• Fall restraint system installed and used by appropriately trained persons	EXAMPLE: <ul style="list-style-type: none">• Principal contractor/builder• Roofer/roofing supervisor



What are the tasks involved?	What are the hazards and risks?	What are the risk control measures?		
List the HRCW work tasks	List the hazards and risks of the task	List the risk control measures	List how the control measures will be implemented	List who is responsible for the control measure being implemented



Selecting risk controls



1. Any risk to health and safety must be eliminated if it is reasonably practicable to do so.

Anyone who is involved in the HRCW should sign this SWMS after they have:

- been consulted in the development, or content, of the SWMS
- read and completed the SWMS
- understand the hazards that have been identified and the controls in place
- know what they must do to safely complete the HRCW tasks

2. Any remaining risk must be reduced, so far as is reasonably practicable, by:

- Implementing any mandated controls specified by law (e.g. the OHS Regulations 2017)
- Substituting a new activity, procedure, plant, process or substance (e.g. scaffold in preference to ladders)
- Isolating persons from the hazard (e.g. fence off areas for mobile plant operation)
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3. If any risk to health or safety remains, it must be reduced by using:

- Administration controls (e.g. activity specific safety training, work instructions, warning signs)
- PPE such as respiratory protection, hardhats, high-visibility clothing.

Less Effective

Name of worker	Signature	Date



The hierarchy of control structure

1. Eliminate hazards and risks

Highest level of protection and most effective control.

Eliminating the hazard and the risk it creates is the most effective control measure.



2. Reduce the risk

Reduce the risk with one or more of the following controls:

- **Substitution**
Substitute the risks with lesser risks
- **Isolation**
Isolate people from the risks
- **Engineering**
Reduce the risks through engineering changes or changes to systems of work.



3. Administrative controls

Low level of protection and less reliable control.

Use administrative actions to minimise exposure to hazards and to reduce the level of harm.



4. Personal protective equipment

Lowest level of protection and least reliable control.

Use personal protective equipment to protect people from harm.



Using the hierarchy of control

1. Eliminate the risk

The most effective control measure involves eliminating the hazard and its associated risk. The best way to eliminate a hazard is to not introduce the hazard in the first place. For example, you can eliminate the risk of a fall from height by doing the work at ground level.

Eliminating hazards can be cheaper and more practical at the design or planning stage of a product, process or workplace. In these early stages, there is more scope to design to eliminate hazards or to include risk control measures that are compatible with the requirements of the original design and function.

Employers can also eliminate hazards and risks by removing the hazard completely. For example, removing trip hazards on the floor or disposing of unwanted chemicals eliminates the risks they create.

It may not be possible to eliminate a hazard if doing so means you are unable to make the end product or deliver the service. If it is not possible to eliminate the hazard, then you must eliminate as many of the risks associated with the hazard as possible.

2. Reduce the risk through substitution, isolation or engineering controls

If it is not reasonably practicable to eliminate the hazards and associated risks, minimise the risks by:

Substitution

Substitute the hazard with something safer. For example:

- use a scourer, mild detergent and hot water instead of caustic cleaners for cleaning
- use a cordless drill instead of an electric drill if the power cord is in danger of being cut
- use water-based paints instead of solvent-based paints

Isolation

Isolate the hazard. For example:

- use concrete barriers to separate pedestrians and employees from powered mobile plant
- use remote controls to operate machines
- install guard rails around holes

Engineering controls

An engineering control is a control measure that is physical in nature, including a mechanical device or process. Examples of engineering controls include:

- mechanical devices such as trolleys or hoists to move heavy loads
- guards around moving parts of machinery
- pedestrian-sensing systems
- speed-governing mechanisms

3. Reduce the risk using administrative controls

Administrative controls are work methods or procedures designed to minimise exposure to a hazard. In most cases, administrative controls use systems of work to control the risk. For example:

- developing procedures on how to operate machinery safely
- limiting exposure time to a hazardous task
- using signs to warn people of a hazard

4. Reduce the risk using personal protective equipment (PPE)

PPE refers to anything employees use or wear to minimise risks to their health and safety. PPE includes but is not limited to the following:

- ear muffs and earplugs
- goggles
- respirators
- face masks
- hard hats
- safety harnesses
- gloves
- aprons
- high-visibility clothing
- protective eyewear
- body suits
- safety footwear
- sunscreen

PPE limits exposure to the harmful effects of a hazard but only if employees wear and use the PPE correctly.

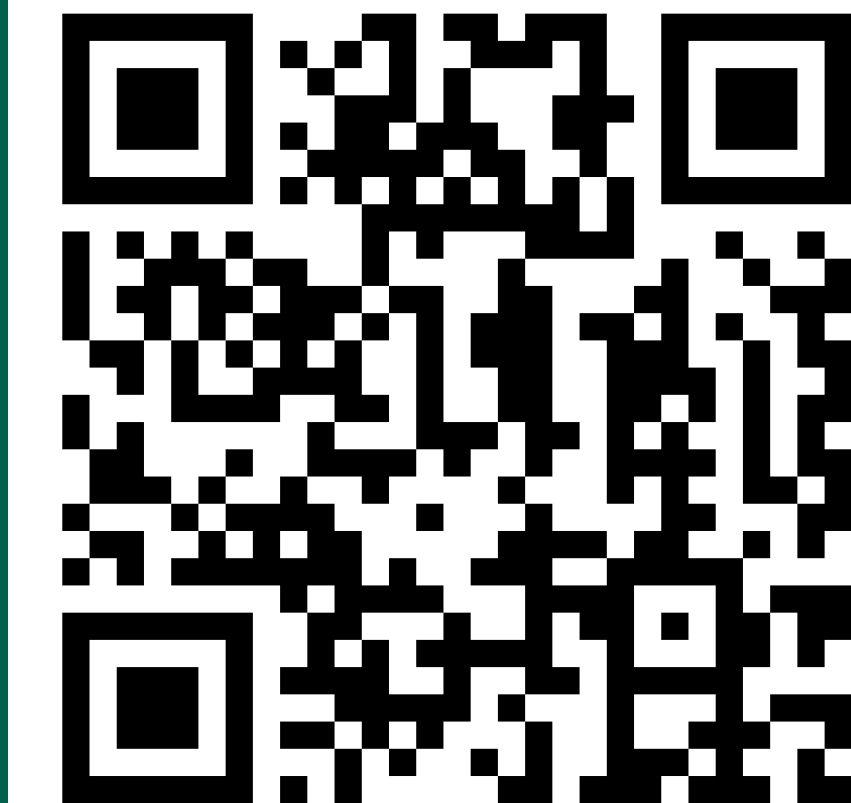
ELECTRICIANS



WorkSafe Vic

Please review information before Hot
Water Saver OH&S Induction session

PLUMBERS



WorkSafe Vic

Please review information before Hot
Water Saver OH&S Induction session

Contractor Compliance Statement

Contractor Compliance Statement for Occupational Health and Safety

I, **[Full Name_____]** hereby acknowledge that I have read, understood, and agree to comply with the Occupational Health and Safety Policy for Contractors Engaged in the Disconnection, Removal, Installation, and Decommissioning of Hot Water Systems.

I understand that this policy is in accordance with The Occupational Health and Safety Act 2004, and I commit to adhering to all procedures, guidelines, and safety measures specified within this policy and The Occupational Health and Safety Act 2004.

Specifically, I agree to:

Follow Safe Work Practices:

- I will complete and adhere to all Safe Work Method Statements (SWMS) relevant to the tasks I undertake.
- I will use the necessary Personal Protective Equipment (PPE) and safety gear as required for my work.
- I will adhere to the hierarchy of control to ensure a safe working environment

Identify and Report Hazards:

- I will take all reasonable steps to identify, report, and mitigate hazards in the workplace immediately.
- I will use the designated hazard reporting system to notify management of any potential or actual hazards or incidents.

Participate in Safety Inductions and Training:

- I will participate in all mandatory safety inductions and training sessions as provided by the company.
- I will ensure that I am fully informed and capable of performing my duties safely.

Maintain Compliance with Legal Requirements:

- I will comply with all applicable legal requirements under The Occupational Health and Safety Act 2004 and any other relevant regulations, codes of practice, or Australian Standards.
- I will take all reasonable steps to ensure a safe working environment for myself, other workers, and any other persons who may be affected by my work.

Acknowledge Consequences of Non-Compliance:

- I understand that failure to comply with this policy and the relevant safety procedures may result in disciplinary action, including suspension or termination of my contract, and could lead to legal consequences if my actions result in injury or damage.

Public Interface

- I understand that any negative interactions with energy consumers participating in the VEU program will result in disciplinary action and the termination of contracts.

By signing below, I acknowledge my responsibility to uphold the highest standards of safety in accordance with this policy and the Occupational Health and Safety Act 2004. I commit to taking all reasonable steps to ensure a safe and compliant working environment.

Contractor's Name: _____

Contractor's Signature: _____

Date: _____

Hot Water Savers - Incident Report Form

Confidential Document

Section 1: Basic Information

- **Date of Incident:** _____
- **Time of Incident:** _____
- **Location of Incident:** _____
- **Reported By:** _____
- **Contact Information of Reporter:** _____

Section 2: Persons Involved

1. **Name:** _____
 - **Role (e.g., Contractor, Employee, Visitor):** _____
 - **Injury Sustained (Yes/No):** _____
 - **Details of Injury:** _____
2. **Name:** _____
 - **Role:** _____
 - **Injury Sustained (Yes/No):** _____
 - **Details of Injury:** _____

Section 3: Incident Details

Describe the Incident:

(Provide a detailed account of the events leading up to, during, and immediately after the incident.)

- **Type of Incident:**
- Electrical Hazard
- Manual Handling Hazard
- Chemical Exposure
- Working at Heights
- Confined Space Incident
- Slip/Trip/Fall
- Other (specify): _____

Section 4: Witness Information

1. **Name:** _____
 - **Contact Information:** _____
 - **Statement:** _____

2. **Name:** _____
- **Contact Information:** _____
 - **Statement:**

Section 5: Immediate Actions Taken

- **Actions Taken to Manage the Situation:**
(e.g., First Aid administered, area secured, hazards isolated.)
- **Reported to Supervisor? (Yes/No):** _____
- **Name of Supervisor:** _____
- **Contact Information:** _____

Section 6: Risk and Cause Assessment

- **Risk Level of Incident:**
- Low
- Moderate
- High
- Critical
- **Potential Causes of Incident:**
(e.g., lack of PPE, faulty equipment, inadequate training.)

Were Safe Work Method Statements (SWMS) Followed?

- Yes
- No (Explain): _____

Section 7: Corrective Actions

Immediate Corrective Actions Implemented:

Preventative Measures for Future:

Section 8: Management Review

- Reviewed By: _____
 - Position: _____
 - Date of Review: _____
 - Actions Taken/Recommended:
-
- Policy Updates Needed? (Yes/No): _____
 - Details: _____

Signatures

- Reporter's Signature: _____
- Supervisor's Signature: _____
- Date: _____

Training Document: OH&S Induction and Compliance for Contractors

Introduction

Purpose: To provide contractors with a clear understanding of their safety obligations, emphasizing the importance of compliance with legislative standards and internal policies to ensure the safety of contractors, clients, and the public.

Scope: This document applies to all contractors with VBA plumbing or ESV A-grade electrician licenses performing tasks related to the installation, removal, and maintenance of hot water systems. It must be read and adhered to before signing the Contractor Compliance Statement.

Section 1: Contractor Qualifications

Requirements

- Contractors must:
- Hold a valid **VBA plumbing license** or **ESV A-grade electrician license**.
- Provide their license for verification before work commencement.
- Only undertake tasks within their scope of qualification and certification.

Verification Process

Example: A contractor begins a wiring task but does not hold an ESV license.

Solution: Supervisors must verify all licenses at induction and maintain a record. Only qualified contractors are authorized for electrical work.

Consequences of Non-Compliance

- Unauthorized work may lead to:
- Suspension of work.
- Legal penalties under the **Electricity Safety Act 1998**.
- Termination of the contractor agreement.

Section 2: Compliance Requirements

Safe Work Method Statements (SWMS)

Definition: SWMS outlines the steps to complete high-risk tasks safely and identifies control measures.

Completion Process:

1. Identify the task.
2. List potential hazards.
3. Implement control measures (e.g., lockout/tagout, use of PPE).
4. Submit SWMS to the supervisor for approval.

Example:

Task: Decommissioning an old hot water system.

Hazards: Risk of burns, electrical shock, and slips.

Control Measures: Drain the system fully, verify power isolation, and clear the workspace.

Outcome: Task completed without incidents, ensuring worker and client safety.

Section 3: Non-Compliance Risks**Impact on Contractors and Clients****1. Scenario: Improper Installation**

Issue: Contractor installs a system without securing the wiring properly, leading to a short circuit.

Potential Damage: Fire, electrocution, and property damage.

Solution: Adhere to ESV guidelines, double-check wiring during installation, and test systems before handover.

2. Scenario: Missing Ventilation Checks

Issue: A hot water system is installed in a poorly ventilated area, causing hazardous gas buildup.

Potential Damage: Risk to client health and legal liability for the contractor.

Solution: Conduct and document ventilation checks per AS/NZS standards.

Section 4: Hazard Identification and Management**Electrical Hazards****Examples:**

- Exposed wires or overloaded circuits.
- Faulty circuit breakers during system removal.

Control Measures:

- Verify power isolation before work.
- Use insulated tools and PPE (gloves, goggles).
- Report faulty equipment immediately.

Working at Heights**Examples:**

- Installing a system on a roof without safety harnesses.

Control Measures:

- Use fall protection gear (harnesses, guardrails).
- Ensure scaffolding is certified and inspected.
- Include a height-specific SWMS.

Chemical Hazards

Examples:

- Exposure to refrigerants or asbestos during decommissioning.

Control Measures:

- Use appropriate respiratory protection.
- Follow asbestos handling protocols as per VBA regulations.
- Dispose of hazardous materials safely.

Section 5: Risk Assessment and Incident Reporting**Risk Assessment****Process:**

1. Identify the task.
2. Determine hazards and risks.
3. Implement control measures.
4. Assign responsible personnel.

Example Template: Please fill in two examples related to your roll e.g. plumbing installation

Task Description	Hazards Identified	Potential Risks	Risk Rating (Likelihood x Severity)	Control Measures	Implementation Steps	Person Responsible
Example Task: Lifting and relocating system	Heavy system, risk of musculoskeletal injury	Back strain or injury	Medium (Likelihood: 3, Severity: 3)	Assign two workers for lifting; Ensure use of proper lifting technique	Assigned Contractors	Assigned Contractors

Incident Reporting

- **Process:**
- Stop work immediately if a hazard is identified.

- Mitigate immediate risks (e.g., isolate the area, shut off power/water).
- Report to the supervisor using the incident report form.
- **Example:**
- **Issue:** Water leak near electrical panel.
- **Action:** Shut off water, report hazard, and arrange repairs before resuming work.

Section 6: Contractor Compliance

Responsibilities

- Follow all company OH&S policies.
- Adhere to VBA/ESV standards and Australian laws.
- Attend inductions and toolbox talks regularly.
- Use and maintain PPE and equipment properly.

Acknowledgment

- Contractors must sign the **Contractor Compliance Statement**, confirming:
 - They have read and understood this document.
 - They will comply with all outlined requirements.

Section 7: Training and Induction Procedures

Induction Content

1. Overview of OH&S Act 2004.
2. Training on:
 - SWMS and risk assessments.
 - Hazard identification.
 - Proper use of PPE.
3. Familiarization with:
 - Solar Victoria Hot Water Checklist V3.
 - VEU Water Heating and Space Heating and Cooling Activity Guide.

Toolbox Talks

- Contractor should engage in regular on-site discussions to:
- Reinforce key safety practices.
- Address updates in policies or legislation.
- Share lessons from past incidents.

Training Material: Contractor OH&S Compliance

Training Objective

To provide contractors with comprehensive knowledge of occupational health and safety (OH&S) practices, including legislative compliance, hazard management, and procedural adherence for hot water system installations, removals, and maintenance.

Training provided during on boarding session

Module 1: Legislative and Certification Compliance

Key Points

1. Contractors must hold a valid **VBA plumbing license** or **ESV A-grade electrician license**.
2. Work must comply with:
 - **Occupational Health and Safety Act 2004** (Victoria).
 - **Electricity Safety Act 1998** (Victoria).
 - Relevant **AS/NZS Standards**.
3. Only perform tasks within your certified scope.

Exercise

- **Scenario:** A contractor without an ESV license begins wiring work.
- **Question:** What steps must be taken to rectify this?
- **Answer:** Work must stop immediately. The site supervisor should confirm the license of the assigned contractor and redirect the task to a qualified individual.

Module 2: Safe Work Method Statements (SWMS)

Purpose

- SWMS identify risks associated with high-risk tasks and outline controls to mitigate them.

Practical Example

Task: Removal of an old hot water system.

Risks:

- Electrical shock.
- Burns from residual hot water.
- Slips and trips.

Control Measures:

- Verify electrical isolation and implement lockout/tagout.
- Fully drain the system to prevent burns.

- Clear the work area of obstacles.

Exercise

- Review a sample SWMS and identify missing risk control measures.

Module 3: Hazard Identification and Management

Common Hazards

1. **Electrical Hazards:**
 - Exposed wires or faulty circuit breakers.
 - **Solution:** Use insulated gloves, verify power isolation, and report faults.
2. **Manual Handling:**
 - Risks: Musculoskeletal injuries from lifting heavy systems.
 - **Solution:** Use trolleys, mechanical aids, or team lifting techniques.
3. **Chemical Hazards:**
 - Refrigerants or asbestos exposure.
 - **Solution:** Wear respiratory protection and handle asbestos per VBA protocols.

Exercise

- **Scenario:** A contractor identifies a water leak near an electrical panel.
- **Question:** What should they do?
- **Answer:** Stop work, isolate the water source, report the hazard, and arrange repairs before proceeding.

Module 4: Risk Assessment Process

Steps

1. Identify the task and associated hazards.
2. Assess risks by likelihood and severity.
3. Implement control measures.
4. Assign responsibilities for mitigation.
5. Document findings in the Risk Assessment Form.

Exercise

- Complete a risk assessment for installing a hot water system in a confined space.

Module 5: Non-Compliance and Its Consequences

Potential Damages

To Contractors:

- Injury, legal penalties, contract termination.

To Clients:

- Property damage, health hazards.

Example

Scenario: Improper installation causes a gas leak, leading to asphyxiation risks for the client.

Solution: Always adhere to ventilation standards and test the system post-installation.

Exercise

- Discuss the legal and financial implications of failing to comply with VBA and ESV standards.

Module 6: PPE Use and Maintenance**Required PPE**

- Insulated gloves.
- Safety goggles.
- Steel-capped boots.
- Respiratory masks (for chemical hazards).

Demonstration

- Correct use and maintenance of PPE.

Exercise

- Identify improper PPE usage in provided images.

Module 7: Incident Reporting**Steps**

1. Stop work immediately.
2. Mitigate immediate risks.
3. Report to the supervisor using the Incident Report form OH&S V1.3
4. Implement corrective actions before resuming work.

Scenario

A contractor suffers a minor burn due to missing thermal gloves.

Solution: Ensure PPE checks are conducted before starting work. Update the SWMS to include mandatory PPE verification.

Appendix A: Templates and Resources

1. **Risk Assessment Form**

- Include fields for task description, hazards, risks, controls, and responsible parties.

2. **Sample SWMS**

- Provided for high-risk tasks.

Final Assessment

Contractors must complete / review

1. A knowledge test covering all modules.
2. A practical exercise, including completing a SWMS and Risk Assessment Form.
3. Signing the **Contractor Compliance Statement**.
4. Essential Services Commission Water Heating and Space Heating and Cooling Activity Guide C/21/28378.pdf
5. Solar Vic -Hot-Water-Checklist_V3.pdf
6. PICAC Upskilling Plumbers (Heat Pump Training Course) recommended