

# Contractors, Suppliers & Clients Induction Pack

*2025*

Table of Contents

|          |  |           |
|----------|--|-----------|
| <b>1</b> | <b>INTRODUCTION.....</b>                           | <b>3</b>  |
| <b>2</b> | <b>LIABILITY .....</b>                             | <b>3</b>  |
| <b>3</b> | <b>TRAVEL TO SOFITEL MELBOURNE ON COLLINS.....</b> | <b>4</b>  |
| 3.1      | Coming via public transport .....                  | 4         |
| 3.2      | Map .....  | 4         |
| 3.3      | Deliveries.....                                    | 5         |
| 3.4      | Height of Service Entrance.....                    | 5         |
| 3.5      | Height of car hoist .....                          | 6         |
| <b>4</b> | <b>EMERGENCY PROCEDURES.....</b>                   | <b>6</b>  |
| 4.1      | Evacuation procedures.....                         | 6         |
| 4.2      | Alarms .....                                       | 7         |
| <b>5</b> | <b>HEALTH, SAFETY AND SECURITY.....</b>            | <b>7</b>  |
| 5.1      | OH&S Policy .....                                  | 7         |
| 5.2      | Incident / Injury / Hazard report.....             | 8         |
| 5.3      | Smoking, drugs and alcohol .....                   | 9         |
| 5.4      | Disturbance to guests and employees .....          | 9         |
| <b>6</b> | <b>WORK PROCEDURES.....</b>                        | <b>9</b>  |
| 6.1      | PPE.....   | 9         |
| 6.2      | Food & beverage handling areas .....               | 9         |
| 6.3      | Conferences & Events set up .....                  | 10        |
| 6.4      | Electrical safety .....                            | 10        |
| 6.5      | Working at heights.....                            | 10        |
| 6.6      | Hot works .....                                    | 13        |
| 6.7      | Confined spaces .....                              | 13        |
| <b>7</b> | <b>SUSTAINABILITY AND WASTE MANAGEMENT .....</b>   | <b>13</b> |
| 7.1      | Sustainability Management Plan .....               | 13        |
| 7.2      | Packaging policy .....                             | 14        |
| 7.3      | Waste removal.....                                 | 15        |
| <b>8</b> | <b>ADDITIONAL INFORMATION.....</b>                 | <b>16</b> |
| <b>9</b> | <b>ACKNOWLEDGMENT.....</b>                         | <b>17</b> |

## 1 INTRODUCTION

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This OH&S induction pack is designed to ensure that all individuals and companies comply with our policies and procedures regarding Occupational Health and Safety (OH&S) under the Occupational Health and Safety Act 2004 and the environment.

We require that you read this induction pack and sign the last page to show your understanding. This applies to all the individuals attending to come onsite.

We also ask that you provide copies of the following:

- Public Liability Insurance Certificate for a minimum of \$20,000,000
- Contractor's SWMS/JSA (Safe Work Method Statement) document for contracted work

Entry to the hotel will be granted only after receiving and reviewing your submitted documents.

## 2 LIABILITY

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The Hotel does not accept responsibility for damage to or loss of any contractor's property left in the Hotel prior to, during or after completing a job or service. You are financially responsible for any damage sustained to Hotel fittings, property or equipment by clients, guests or outside contractors prior to, during or after completing a job or service. Please ensure valuables are not left unattended.

You are required to provide proof of your current insurance policies with the following minimum coverage:

- Public Liability \$ 20,000,000

## 3 TRAVEL TO SOFITEL MELBOURNE ON COLLINS

### 3.1 COMING VIA PUBLIC TRANSPORT

Nearest train stations:

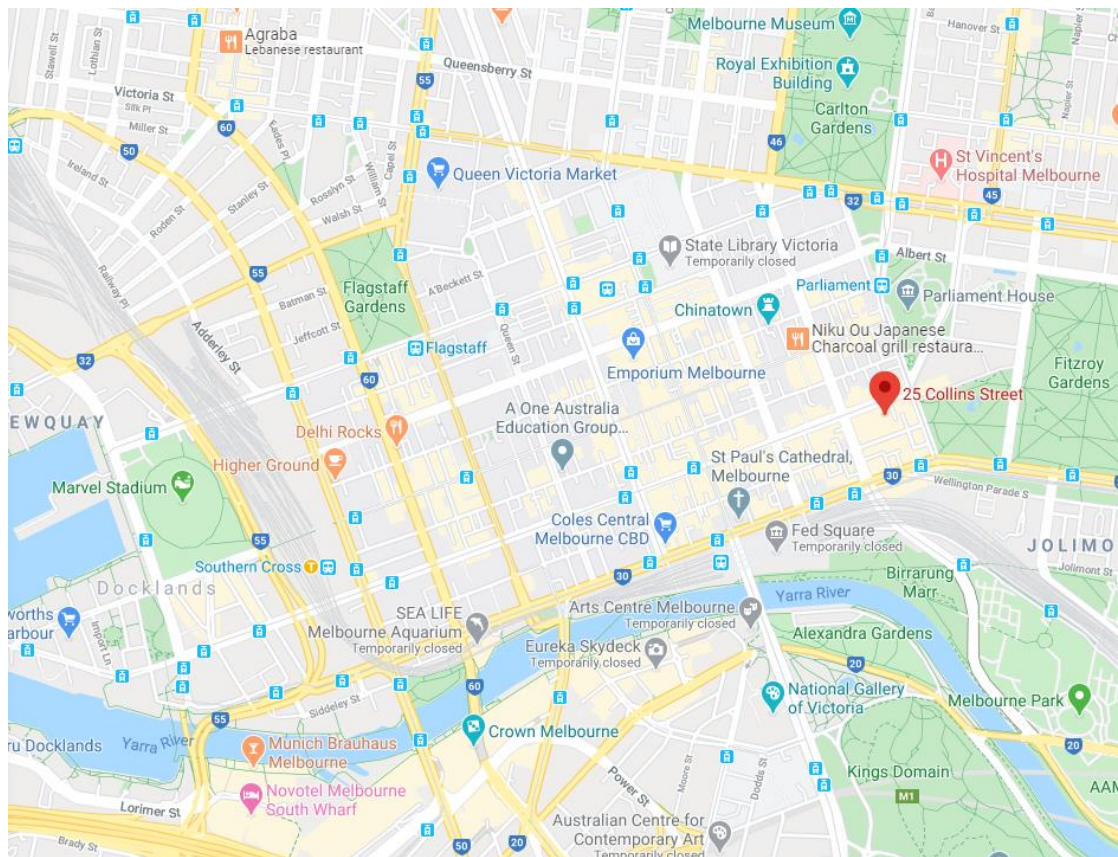
- Flinders Street Station (Corner of Flinders Street and Swanson Street)
- Parliament Station (Corner of Spring Street and Macarthur Street)

Nearest tram stop:

- Located directly outside the Hotel driveway (corner of Collins Street and Spring Street)

### 3.2 MAP

Address: 25 Collins Street 3000 Melbourne



### 3.3 DELIVERIES

The **Loading Dock** is located on 62 Flinders Lane between Spring and Exhibition Streets on the right hand side.

Sofitel Melbourne On Collins will not take delivery of any goods, packages or other materials on behalf of a contractor unless previously arranged with the hotel.

Sofitel Melbourne On Collins will not accept responsibility for the safety or wellbeing of any such items or delivered to the site in the absence of the contractor and left unattended.

All items must be clearly labelled with delivery instructions attached.

### 3.4 HEIGHT OF SERVICE ENTRANCE

#### Loading Dock

|         |               |
|---------|---------------|
| Height: | 3200mm (3.2m) |
| Width:  | 3600mm (3.6m) |

The maximum ceiling height for constructed stands is **2.4 metres**. All goods and materials must fit within the goods lift, which has the following dimensions:

#### Collins Place Goods Lift

|                 |                |
|-----------------|----------------|
| Height:         | 3250mm (3.25m) |
| Width:          | 1854mm (1.85m) |
| Depth:          | 1752mm (1.75m) |
| Door Height:    | 2690mm (2.69m) |
| Door Width:     | 1220mm (1.22m) |
| Door to Door:   | 2000mm (2m)    |
| Maximum Weight: | 1587kg         |

Restricted areas in the service corridor via the loading dock may affect the height of large items. Please contact us to reconfirm measurements.

### 3.5 HEIGHT OF CAR HOIST

#### Service Entrance from Car Hoist

|        |                |
|--------|----------------|
| Height | 2660mm (2.66m) |
| Width  | 2660mm (2.66m) |

#### Car Hoist

|                 |                |
|-----------------|----------------|
| Door Height     | 2710mm (2.71m) |
| Width           | 2740mm (2.74m) |
| Length          | 7600mm (7.6m)  |
| Weight Capacity | 2900 kg        |

Heavy or large equipment can be bumped into the Hotel via the car hoist. The car hoist must be operated by qualified Hotel staff only.

Access times of use are between 00:01 and 06:00.

Use of the car hoist must be pre-booked a minimum of seven working days in advance. Your Event Executive will discuss all the costs involved with the use of the car hoist.

## 4 EMERGENCY PROCEDURES

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### In the case of an Emergency – Dial 2000

#### 4.1 EVACUATION PROCEDURES

In the event of an emergency that may require evacuation, a short intermittent beeping alarm will be heard through the hotel PA system. This is an alert that you should be prepared to evacuate should the emergency escalate. When the emergency alert has sounded, turn off all equipment that you are working with. Stay where you are and wait for further instructions.

If we are required to evacuate the hotel you will hear a long whooping alarm which indicates the building will be evacuated. If it is safe to do so, close all doors behind you as you leave an area to prevent the spread of smoke and fire. Leave everything behind and make your way out of the building via the closest exit.

When instructed to evacuate your area, you will be under the direction of the Chief Fire Warden (White Safety Hat), the Floor Warden (Yellow Safety Hat) or Deputy Warden (Red Safety Hat).

A warden at the front of the building will direct you to the Emergency Assembly Point in the Treasury Gardens adjacent to Spring Street.

## 4.2 ALARMS

You are cautioned not to set off Security Doors / Fire Alarms or other installed alarms. You should arrange prior isolation of these systems if you believe accidental activation of these systems is anticipated in the areas you are working.

Expenses incurred due to unwarranted alarms will be charged to the contractor concerned.

## 5 HEALTH, SAFETY AND SECURITY

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Sofitel Melbourne on Collins reserves the right to stop any task jobs it deems a fire or safety hazard.

All task jobs must conform to the following safety standards:

- No task job can obstruct fire exits or designated aisle space
- No flammable liquids of any kind are permitted

### 5.1 OH&S POLICY

This policy statement sets out Sofitel Melbourne on Collins' commitment to persons at its workplace in respect of occupational health and safety (OH&S) and what it expects of employees, contractors and managers in order to ensure this commitment is achieved and legislative obligations honoured.

As an employer and controller of premises where work is performed, Sofitel Melbourne On Collins has legal obligations in relation to OH&S. As a result of these obligations Sofitel Melbourne On Collins is committed to providing and maintaining a safe and healthy workplace that will contribute to the wellbeing of all employees, guests, visitors, contractors and any other persons on site. Sofitel Melbourne On Collins is committed to abiding by OH&S standards and legal requirements as specified in the relevant legislation, regulations, and codes of practice, standards and

policies. Management of OH&S is an integral part of management responsibilities and applies to all persons and areas of operation within Sofitel Melbourne On Collins.

In order to honour its legislative obligations and fulfil its commitment to OH&S, Sofitel Melbourne On Collins requires the following actions and commitments. These requirements are not a comprehensive list of managers', employees' and contractors' obligations. Accordingly, from time to time, Sofitel Melbourne on Collins may amend or expand upon the actions and commitments required of its managers, employees and contractors in relation to OH&S.

All employees and contractors have a responsibility to take reasonable care for the health and safety of other people who are at Sofitel Melbourne On Collins' place of work and who may be affected by their actions or omissions. All persons are obliged to cooperate with Sofitel Melbourne On Collins or any of its delegated persons to enable compliance with Sofitel Melbourne On Collins' legislative OH&S obligation.

Sofitel Melbourne On Collins is committed to continuous improvement in OH&S practices through regular self-audits, mechanisms in place to ensure compliance with OH&S legislative obligations and the cooperation of all employees and contractors.

## 5.2 INCIDENT / INJURY / HAZARD REPORT

In the event that you or anyone you are working with becomes injured while at work, please immediately advise the Duty Manager by dialling **2000** from any phone in the hotel.

Ambulance, medical or first aid treatment will be arranged as required. All accidents, injuries and near misses must be recorded in an incident report form by the Duty Manager and will be investigated to ensure that the risk of further injury or harm is reduced or eliminated.

If you come across a hazard in the workplace that you are not able to remove, advise either:

- Chief Engineer by dialling **8720**
- Duty technicians by dialling **8722** or **8723**.

In their absence contact the manager on duty **8100** immediately to ensure that the hazard is either eliminated or the risk of injury is minimised.



### 5.3 SMOKING, DRUGS AND ALCOHOL

Please note Sofitel Melbourne On Collins is a smoke free environment

Alcohol abuse and illegal drug use are prohibited during, and 24 hours prior to commencement of work at Sofitel Melbourne On Collins. Any individual found in possession of, or under the influence of these substances will be escorted off the property with no compensation for lost time and with the potential of losing the contract.

### 5.4 DISTURBANCE TO GUESTS AND EMPLOYEES

Contractors should take particular care not to cause disturbance to guests or to other staff whilst on the premises. This would mean in particular, obstruction of walkways, noise and interference on floor corridors, in the restaurant, bars and administration areas.

## 6 WORK PROCEDURES

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### 6.1 PPE

Contractors are required to ensure that all their employees have and use their own Personal Protective Equipment in compliance with Government Regulations, work area and specific job requirements. High visibility vests must be worn in loading dock and for bump in and bump out.

Anyone not wearing a high visibility vest will not be given access to the loading dock.

### 6.2 FOOD & BEVERAGE HANDLING AREAS

Contractors should exercise extreme care when working in food handling areas. You must not undertake activity that may cause any contamination of food or its containers. This may require covering of surfaces, prior removal of the containers and avoiding stepping on surfaces meant for food.

All work carried out in food preparation areas must be done with the approval of the Food Safety Supervisor of the kitchen in question. Where work is carried out, the kitchen area should be left as clean as it was prior to commencement. If you are

working in a food and beverage area within the hotel you must supply your Food Handling Certificate and sign off on our HACCP standards.

### 6.3 CONFERENCES & EVENTS SET UP

Any extensive set ups involving pyrotechnics, substantial AV staging, lighting and any other equipment must have a floor plan approved by the authorised Hotel Representative and/or local authority.

It is a requirement that the certificate of insurance carried by any company supplying these services also indemnifies the hotel as being covered as a third party.

### 6.4 ELECTRICAL SAFETY

Electrical equipment must be in accordance with Australian Standard 3760. All portable electrical equipment brought onto Sofitel Melbourne On Collins premises must have been tested and tagged by a licensed electrician, and the tag must be valid with no exception. For example: plasma screens, etc.

All work to be carried out on electrical wiring or equipment is to be isolated from its energy source and tagged as being “out of service” prior to commencement. An “out of service” tag can only be removed by the person who placed the tag or the person who completed the repair.

### 6.5 WORKING AT HEIGHTS

This procedure covers the requirements associated with working at heights, including working on high plant structures, scaffolding and platforms, working from elevated forklifts, and work on roofs. Height in the context of this Procedure, is any place which is more than 2 metres above the floor or ground level.

To ensure that work at high places is carried out safely so that persons performing the work do not endanger themselves or other individuals on the ground who may be exposed to the hazards of falling objects.

To ensure that:

- No work which constitutes a health and safety hazard is carried out without a Work Permit; and that
- Work permits identify all the relevant hazards, precautions and means of control.

#### Work Permits

Any work at heights (refer definition above) shall be the subject of a Work Permit. This shall include work on roofs or other high places such as scaffolding, high walkways, and working from elevated forklifts.

The permit Issuer (Manager) shall consider hazards such as the fall of personnel and falling objects (materials, tools, etc) which may endanger persons below.

Wherever possible for temporary work arrangements, Elevated Work Platforms or cages shall be used in lieu of personnel climbing on structures. For regular work at heights situations, this may also include the use of fall arrest systems and devices, including the provision of suitable located temporary and permanent anchorage points and provision of safety nets.

### **Falling Objects**

When persons below may be exposed to risk of falling objects, fencing-off the area immediately below the work and the posting of warning signs, shall be considered.

Incidents involving objects falling from heights shall be reported to the appropriate authority, even if the event did not result in an actual injury.

### **Work on Roofs**

Roofs on which personnel are required to work shall be as specified in Australian Standard AS 1170 (refer to Section 5). Any other roofs shall be considered as fragile. The installation of permanent walkways and stairs shall be considered for roofs where regular access is required (e.g. cleaning, maintenance or inspection of roof-mounted equipment). Fragile roofs shall be sign-posted and special means such as crawl-boards shall be used.

### **Scaffolding**

Work on scaffolding shall only be on complete scaffolding, unless the work involves erection or dismantling of the scaffolding.

All personnel involved in scaffolding and rigging work shall hold the appropriate certificate of competency in accordance with the National Occupational Health and Safety Certification Standard for Users and Operators of Industrial Equipment (refer to Section 5).

### **Fall-arrest Devices**

Where considered necessary (e.g. working at very high places) fall-arrest devices shall be used.

### **Ladders**

Use of a ladder should only be conducted on a level area where the base is located a distance from the wall approximately  $\frac{1}{4}$  of the vertical height of the ladder. Other

means of preventing falls may be necessary in association with the use of ladders where additional protection is deemed necessary. This risk should be determined by using OHS-06-HRM003 Hazard report Form and OHS-06-HRM008 Risk Assessment Method. Permanent ladders fitted with protective back guards are one solution.

Any use of portable ladders must comply with the Appropriate Australian Standard, domestic ladders must not be used. Step and trestle ladders should only be used in the fully open position and must not be used on working platforms to gain height above the protected edge. They must be of a length that ensures a person's feet are not positioned above the third highest tread.

### **Lifts**

Installation of new lifts should be conducted as specified in Australian/ New Zealand Standard (AS/NZS 4431: 1996), see section 5 for full details. Any general maintenance or access to lifts (including lift cars, lift pits and machine rooms), should be conducted according to Australian Standard AS 1735.1: 2003). See section 5 for full details. Work on lifts should generally involve 2 people, with the exception being some emergency and rescue situations. Appropriate protective equipment should be worn at all times and should include footwear, helmets, gloves etc. Appropriate signage should be utilised as per the standards listed above. Access to lifts and lift pits should be structured to ensure that all hazards are reviewed and should include assessment of lighting and electrical, ventilation and noise hazards. Access may require the use of guardrails or fences.

### **Protection at Edges**

Every open edge of a stair, landing, fixed work platform or shaft opening must be protected to prevent people from falling e.g. stairways must have handrails and fender boards on the landings.

### **Elevated Work Platforms**

In relation to the hire of the on-site Elevated Work Platforms (EWP) at Sofitel Melbourne On Collins, the following policy and procedure will apply. The on-site EWP is to be operated by a licensed operator only and a valid licence must be presented prior to use. The cost to hire the Hotel EWP is \$700 ex GST per day and a minimum 7 days notice must be given to your Event Planner, Audio Visual Dynamics and the Hotel Engineering team. You will be notified via email if approved, please note if the Hotel EWP is not available, external contractors will need to supply their own equipment at their cost for any work required onsite and a Hotel Technical Representative is required to be present whilst the EWP is in use. This will be charged accordingly to the client. No delegates or event guests are permitted to be in event venue when a EWP is in use. Clients are only permitted in the Event Venue when an EWP is in use provided they adhere to the instructions of the Hotel Technical Representative and Hotel Staff and maintain a safe perimeter around the EWP at all times.

## 6.6 HOT WORKS

A Hot Work Permit is required for any activity likely to produce a source of ignition.

Contractors must comply with the 'Hot Work Permit' form which requires the use of authority approved non-flammable shields and all necessary equipment in case of fire including, fire extinguishers securely attached to each electric, Oxy-acetylene or Oxy-LPG welding plant brought into the Premises and the provision of an adequate supply of water.

NOTE: The Premises installed Fire Extinguishers must not be used for the above purpose. A fire watch must be maintained for 30 minutes after the hot work activities have ceased.

A 'Hot Work Permit' will not be issued when fire sprinklers are isolated or impaired, unless the works are being undertaken on the fire sprinkler system. Only Operations Management may authorise the isolation of fire safety systems. Under no circumstances are fire safety systems to be isolated until this authority is received. An Isolation/Impairment Restoration Notification form must be completed prior to the isolation of any fire system. Notice is to be provided to Operations Management for approval.

## 6.7 CONFINED SPACES

Confined spaces are marked clearly and any access to these areas is provided by following the onsite permit system. Job/site specific Safe Work Method Statement must be provided and approved prior to any works commencing. Proof must be provided that the persons who are planning on undertaking work in area designated as being a confined space have undergone specific training and have appropriate emergency rescue procedures in place. The building has a Confined Space Management Plan / Register in place that should be reviewed prior to entering any confined space.

# 7 SUSTAINABILITY AND WASTE MANAGEMENT

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## 7.1 SUSTAINABILITY MANAGEMENT PLAN

Sofitel Melbourne On Collins has an ongoing commitment towards sustainability and is Green Globe Certified. The Green Globe International Standard for Sustainable Tourism has been developed over three decades in collaboration with the travel and tourism industry, communities in tourism destinations and other stakeholders. The

Green Globe Standard is recognised by the [Global Sustainable Tourism Council](#) and Green Globe is an Affiliate Member of the [United Nations World Tourism Organisation](#) UNWTO. Those operating in this environment are expected to adhere to established sustainability management standards within the business.

We continually strive to improve our sustainability performance and expect the same from our contractors.

It is all Contractors and their employee's responsibility to contribute to our sustainability policies including:

- Dispose of any waste in an environmentally acceptable manner
- Use environment friendly and Fair Trade materials wherever possible
- Recycle waste where possible
- Avoid where possible air emissions of ozone depleting substances
- Avoid using single use plastics wherever possible, if needed ensure they are fully home compostable
- Ensure compliance with the Environmental Code of Practice, The Environmental State and Commonwealth Acts and Australian Standards related to environmental issues

Anyone who disregards these responsibilities will be subject to disciplinary action and potential legal action.

## 7.2 PACKAGING POLICY

Sofitel Melbourne On Collins is Green Globe certified and to maintain this sustainability certification, the hotel is conscious of minimising the harmful effects of our activities on the environment and achieving a continual improvement of our environmental stewardship and performance.

We would like to remind all of our suppliers that **Polystyrene Packaging and Waxed Cardboard** Boxes are **not an acceptable** form of packaging for delivery to Sofitel Melbourne On Collins. These forms of packaging cannot be recycled and do not comply with our procurement process or standards. Any supplier who is unable to comply with these packaging standards will be noted, and an alternative supplier will be sought by our team.

As procurement partners, we can make a positive impact on the environmental foot print of our business. We trust that our suppliers will comply with these packaging requirements in order to play an active role in maintaining our international standard regarding environmental management and sustainability.

### 7.3 WASTE REMOVAL

All Contractors are required to remove and dispose of all waste and debris, including gaseous or liquid waste, caused by their work in an environmentally acceptable manner, at their own cost.

## 8 ADDITIONAL INFORMATION

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|   |  |
|---|--|
| <p>Nearest 24hour Chemist<br/>(Pharmacy)</p>                                  | <p>Priceline Pharmacy – Lower Ground Floor<br/>Monday – Friday 8:30am – 5:00pm<br/>Saturday – 10:00am – 2:00pm<br/>Sunday – Closed<br/>Slade Pharmacy – 89 Bridge Road<br/>Monday – Friday 8:00am – 8:00pm<br/>Saturday &amp; Sunday – 8:00am – 5:00pm</p> |
| <p>Nearest Hospital with<br/>Emergency Department<br/><br/>Medical Centre</p> | <p>St Vincent’s Hospital – 41 Victoria Parade Melbourne<br/><br/>Collins Street Medical Centre Level 8, 267 Collins Street Melbourne<br/>Phone 03 9654 6088 (Please contact to check availability and opening hours)</p>                                   |
| <p>Nearest ATM</p>  | <p><b>NAB Bank</b> , about a 1-2 minute walk at the end of the hotel driveway.</p>   |
| <p>Nearest Post Office</p>  | <p>111 Bourke Street Melbourne 3000</p>  |



## 9 ACKNOWLEDGMENT

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I hereby acknowledge that I have read the, "General Information, Rules and Regulations for Contractors, Suppliers and Clients at Sofitel Melbourne on Collins".

I have reviewed and understand the information provided. I agree that in signing below, I acknowledge that I will inform all individuals that I have engaged to assist in the delivery of service.

I sign below to agree to abide by the policies and to accept responsibilities, obligations and consequences for any non-compliance by either myself, or those that I have engaged to assist in the delivery of this service:

### CONTRACTOR/SUPPLIER/CLIENT DETAILS:

|               |            |
|---------------|------------|
| Your name:    | Date:      |
| Company Name: | Mobile No: |
| Signature:    |            |