

# TRAINERS MANUAL

## Contractor Safety Master Class

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## Preparing for the Workshop

In the event of an emergency, the Emergency and Evacuation procedure at this Branch is to:

**The Evacuation Assembly Area is:**

**The potential hazards / risks in this training area are:**

**Logistics / Context:**

- Master Class area set up as “open plan”.
- Trainees encouraged to engage / ask questions.
- Handouts / copies made available of the Participant Manual and Master Class slides.
- Have Training Slide No 1 showing on screen.
- Location of amenities.
- Breaks.
- Use of Mobile Phones.
- An evaluation will be completed at the end of the Master Class.
- Attendance at this Contractor Master Class is a requirement of an Enforceable Undertaking entered into by TK Elevator Australia Pty Ltd and Worksafe Victoria in August 2023. The Enforceable Undertaking relates to an incident that occurred on 19 May 2020. Attendance at this Master Class is mandatory for TK Elevator Operational Managers and Supervisors.

## Outline

The Outline of the Workshop is as follows:

Time	Topic	Page No:	Content	Activity
15 mins	Introduction	4-5	Welcome & Outcomes	Anthony Duff
30 mins	Topic 1 – Background	6-8	Background on the Incident	Group activity
20 mins	Topic 2 – Contractor Safety – Obligations	9	TKE Obligations & Controls	Small working group activity
20 mins	Topic 3 – Contractor Selection & Engagement	10-11	HSE Audit & Pre-Approval	Small working group activity
20 mins	Topic 4 – Site Commencement & Pre-Start	12-13	GSM, SWMS & Pre-Start Risk Assessment	
20 mins	Break	Break	Stretch / Take Calls	Break
20 mins	Topic 5 – Monitoring & Evaluating Safety Performance	14-15	SBO's, ISSA, SLA's & Incidents	Small working group activity
60 mins	Topic 6 – Case Studies	16-19	Case Studies x 4	Small working group activity & Presentation
15 mins	Close	Close	Close & Evaluation	All

The Assessment of the Master Class will be via a QR code evaluation completed at the end of the session by all Participants.

## Introduction

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Time	Topic	Page No:	Content	Activity
15 mins	Introduction	4-5	Welcome & Outcomes	Anthony Duff

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### Trainers Notes:

Show Training Slide No 2 at the start of this section. Trainer to read through “Welcome” from David Husoy (page 4 of Participant Guide).

Thank you for attending our Contractor Safety Master Class. It is hoped that this Program will assist you:

- With your understanding and perception of Contractor Safety as an integral aspect of our Business Operations.
- By increasing your skills in managing Contractor Safety and the interaction between TKE and those external parties we engage to assist with the installation, modernization, repair, servicing and maintenance of elevators, escalators and moving walkways.
- With raising your understanding and level of awareness about the specific TKE processes and controls around the selection, engagement, site commencement and ongoing monitoring and evaluation of Contractors.

## Introduction





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Trainer to read through “Outcomes we are aiming for” (page 5 of Participant Guide). Show Training Slide No 3 on presentation screen.

Attendance at this Contractor Safety Master Class is a requirement of an Enforceable Undertaking entered into by TK Elevator Australia Pty Ltd and Worksafe Victoria in August 2023 and relates to an incident that occurred on 19 May 2020. The outcomes we are aiming for in this Master Class are to raise your understanding and awareness of:

- The TKE processes around the selection, engagement, site commencement and ongoing monitoring and evaluation of Contractors.
- The importance of risk management activities including Pre-Start Risk Assessments and the development of appropriate SWMS that address “high-risk” work associated with construction projects and when Contractors are working in “high-risk operational” areas such as lift shafts, pits and motor rooms.
- The different obligations that exist and the distinction between Contractors engaged by TKE versus those engaged directly by our Customers and Clients.
- The importance of adequate oversight in the day-to-day interactions with Contractors and the management of any risks associated with these interactions.

You will see some symbols that will assist you navigate through your Participant Guidel.

Symbol	Indication
	Content that is a Critical Skill to effective training. - Key points
	Action Learning exercises and materials. - Case study / Group Discussion / Role play
	Quick Questions for additional consideration.
	The end of a topic section.

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## Topic 1 – Why are we here?

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Time	Topic	Page No:	Content	Activity
30 mins	Topic 1 – Background	6-8	Background on the Incident	Group activity

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### Trainers / Activity:



- Have Training Slide No 4 showing on the presentation screen.
- Trainer to ask one participant to read through the Background information on the incident on page 6 of the Participant Guide.
- Discuss the photos with the Group and what they can see.
- Trainer to break the Master Class participants into groups of 3-4 people and ask them to develop responses to the questions listed on page 7 of the Participant Guide. Trainer to support the small groups as they work through the questions.
- Trainer to request responses to each question from each of the Groups.
- Trainer to ask one participant to read through the “Further Information” about the incident on page 8 of the Participant Guide.
- Trainer to ask the Group to answer the question on page 8 of the Participant Guide (Group Activity – do not split into small Groups).
- Consider and discuss responses with the whole Group and consolidate all conclusions about the causes / contributing factors to the Incident of 19 May 2020.





## Topic 2 – Contractor Safety – What are our Obligations?

Time	Topic	Page No:	Content	Activity
20 mins	Topic 2 – Contractor Safety – Obligations	9	TKE Obligations & Controls	Small working group activity

### Trainers / Activity:

- Have Training Slide No 5 showing on the presentation screen.
- Refer Group to page 9 of their Participant Guide. Trainer to read through the questions regarding our obligations to Contractors.
- Trainer to break the Master Class participants into groups of 3-4 people and ask them to develop responses to the first two questions listed on page 9 of the Participant Guide. Trainer to support the small groups as they work through the questions.
- Trainer to request responses to each question from the whole Group. Discuss the responses.
- Show Training Slide No 6 on the presentation screen. Read through the information regarding legislative obligations. Emphasise that Employers such as TKE have the same obligations to Contractors as they do to Employees.
- Show Training Slide No 7 on the presentation screen. Refer to the charges that were initially made against TKE prior to entering this Enforceable Undertaking. The references to the legislative obligations highlighted in yellow are the specific breaches / failures of TKE regarding the incident of 19 May 2020.
- Ask the Group if they understand and comprehend the gaps / deficiencies in TKE’s systems that allowed this incident to occur?
- Refer to the last question on page 9 of the Participant Guide. Ask the Group as a whole what their response is to this question? Highlight the distinction between Contractors directly engaged by the Customer versus those engaged by TKE relating to the legislative obligations.



# Topic 3 – Contractor Selection & Engagement

Time	Topic	Page No:	Content	Activity
20 mins	Topic 3 – Contractor Selection & Engagement	10-11	HSE Audit & Pre-Approval	Small working group activity

## Trainers / Activity:

- Have Training Slide No 8 showing on the presentation screen.
- Refer Group to page 10 of their Participant Guide. Trainer to read through the questions regarding Contractor Selection and Engagement.
- Trainer to break the Master Class participants into groups of 3-4 people and ask them to develop responses to the questions listed on page 10 of the Participant Guide. Trainer to support the small groups as they work through the questions.
- Trainer to request responses to each question from the whole Group. Discuss the responses.
- Show Training Slide No 9 on the presentation screen and refer the Group to Page 11 of their Participant Guide.
- Read through the information on Page 11 of the Participant Guide about the HSE Sub-Contractor Assessment. Match this information against the responses the Group provided to the questions on page 10. Identify and discuss any major gaps.



**TK Elevator Aust / NZ**  
HSE Sub-Contractor Audit Questionnaire  
Health / Safety / Environment

Contractor (Name of Company):  
Registered Address:  
Telephone: / Fax:  
Internet: / E-mail:  
Contact person - Function:  
Telephone: No. of subcontractor employees per year:  
Trade or Work Being Undertaken:  
Contractor's Accident Insurance Details (Name of Insurer / Policy Number / Policy Type and No):  
What is the construction working history with TKE, for any brackets include last contact with TKE. If none, the next question must include a detailed response.  
If no history, what is the industry relevant experience in years and scope of works, i.e. mechanical and electrical maintenance, repairs, callouts, modernisations, minor upgrades etc.  
Detail needed here:  
TKE Auditor / Assessor:  
Name of TKE Representative: Signature of TKE Representative: Date:  
Instructions for Scoring/Assessment:  
Maximum of 21 or 24 questions and score out of 42 or 48 possible points (2 points) depending on section B. Scoring to be adjusted if elements are not applicable.  
% score is calculated by dividing:  $\frac{\text{Total Score}}{\text{No. of Elements Assessed} \times 2}$   
Elements to be scored based on grading below:  
N/A = Not Applicable    0 = Not available    1 = Not acceptable / Action Required    2 = Acceptable

**TK Elevator Aust / NZ**  
HSE Sub-Contractor Audit Questionnaire  
Health / Safety / Environment

AUDIT REVIEW & DECISION  
Name of Contractor:  
Total Points = Assessment Score  
Total Number of Points Possibly Available (Number of elements assessed x 2)  
Final Score (Assessment Result in %): %

Notes for Assessment (please circle): The following is a guideline and should be used in the determination of whether the Sub-Contractor should be engaged, engaged with further conditions or information required or not used.

A	Qualified	100%
B	Further Action / Information Required	75 - 99%
C	Further Action / Information Required subject to conditions and deadline	50 - 74%
D	Should not be Engaged	< 50%

Decision / Comments / Reason: Indicate if further on assessment is required.



## Topic 4 – Site Commencement & Pre-Start

Time	Topic	Page No:	Content	Activity
20 mins	Topic 4 – Site Commencement & Pre-Start	12-13	GSM, SWMS & Pre-Start Risk Assessment	

### Trainers / Activity:

- Have Training Slide No 10 showing on the presentation screen.
- Refer Group to page 12 of their Participant Guide. Trainer to read through the questions regarding Site Commencement and Pre-Start.
- Trainer to break the Master Class participants into groups of 3-4 people and ask them to develop responses to the questions listed on page 12 of the Participant Guide. Trainer to support the small groups as they work through the questions.
- Trainer to request responses to each question from the whole Group. Discuss the responses.
- Show Training Slide No 11 on the presentation screen and refer the Group to Page 13 of their Participant Guide.
- Read through the information on Page 13 of the Participant Guide about the TKE GSM safety induction and 10 Safety Rules; SWMS preparation, review and approval; and the Pre-Start Risk Assessment process / tools for the Service / Renew team and NI & Mod team. Match this information against the responses the Group provided to the questions on page 12. Check for understanding and any clarification required.



**Master Class to now Break for 20mins.** Trainer to advise expected time the Participants should be back by.



## Topic 5 – Monitoring & Evaluating Contractor Safety Performance

Time	Topic	Page No:	Content	Activity
20 mins	Topic 5 – Monitoring & Evaluating Safety Performance	14-15	SBO's, ISSA, SLA's & Incidents	Small working group activity

### Trainers / Activity:

- Have Training Slide No 12 showing on the presentation screen.
- Refer Group to page 14 of their Participant Guide. Trainer to read through the questions regarding Monitoring and Evaluating Contractor Safety performance.
- Trainer to break the Master Class participants into groups of 3-4 people and ask them to develop responses to the questions listed on page 14 of the Participant Guide. Trainer to support the small groups as they work through the questions.
- Trainer to request responses to each question from the whole Group. Discuss the responses.
- Show Training Slide No 13 on the presentation screen and refer the Group to Page 15 of their Participant Guide.
- Read through the information on Page 15 of the Participant Guide about the tools we use to monitor and evaluate safety performance including SBO (Safety Behaviour Observation), ISSA (Installation Site Safety Assessment), SLA (Safety Leadership Audit) and reviewing any Incident / Accident Reports or Safety Breaches involving the Contractor.
- Match this information against the responses the Group provided to the questions on page 14. Check for understanding and any clarification required on how Contractor Safety Performance can be monitored and evaluated.



## Topic 6 – Case Studies

Time	Topic	Page No:	Content	Activity
60 mins	Topic 6 – Case Studies	16-19	Case Studies x 4	Small working group activity & Presentation

### Trainers / Activity:



- Have Training Slide No 14 showing on the presentation screen.
- Refer Group to page 16 of their Participant Guide. Trainer to ask one Participant to read through the Case Study (1).
- Trainer to break the Master Class participants into groups of 3-4 people and ask them to develop responses to the questions about the Case Study.
- Trainer to support the small groups as they work through the questions.
- Trainer to request responses to the Case Study from each Group. Discuss the responses and any differences between the Groups.
- Repeat for Case Studies (2), (3) and (4). Allow 15 minutes for each Case Study.
- Refer to the “Appendix” for correct / suggested responses to the questions for each case study.



## Close and Evaluation

Time	Topic	Page No:	Content	Activity
15 mins	Close	Close	Close & Evaluation	All

### Trainers / Activity:



- Have Training Slide No 14 showing on the presentation screen.
- Refer Group to page 16 of their Participant Guide. Trainer to ask one Participant to read through the Case Study (1).
- Trainer to break the Master Class participants into groups of 3-4 people and ask them to develop responses to the questions about the Case Study.
- Trainer to support the small groups as they work through the questions.
- Trainer to request responses to the Case Study from each Group. Discuss the responses and any differences between the Groups.
- Repeat for Case Studies (2), (3) and (4). Allow 15 minutes for each Case Study.
- Refer to the “Appendix” for correct / suggested responses to the questions for each case study.



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## Appendix 1 – Case Study (1) – Correct Responses

**How should TKE manage this situation?**

(insert suggested correct answers)

**What would be the minimum requirements for providing access into the lift shaft and complying with this request?**

(insert suggested correct answers)



## Appendix 2 – Case Study (2) – Correct Responses

**What risks need to be considered and what precautions / controls need to be implemented for the works to proceed?**

(insert suggested correct answers)

**What checks, processes, documentation and approvals need to be completed or obtained prior to the works commencing?**

(insert suggested correct answers)





## Appendix 3 – Case Study (3) – Correct Responses

**What risks need to be considered and what precautions / controls need to be implemented for the plumbers to access and work in the lift pits?**

(insert suggested correct answers)

**What checks, processes, documentation and approvals need to be completed or obtained prior to the works commencing?**

(insert suggested correct answers)



## Appendix 4 – Case Study (4) – Correct Responses

**How should TKE manage this situation?**

(insert suggested correct answers)

**Is there any circumstances we would provide this type of training?**

(insert suggested correct answers)

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