



BRISBANE
MARKETS
LIMITED

Brisbane Markets Service Provider Site Access Policy

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Created/Amended by:	BML Management	September 2014
Approved and Issued for Use	Andrew Young / CEO	September 2014
Next Review Date	Finance Department	September 2015
Web Upload	Service Development Team	September 2014

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1. INTRODUCTION

- 1.1. Brisbane Markets Limited (**BML**) is the owner and manager of the Brisbane Markets, a marketing hub and distribution facility for fresh fruit and vegetable, flowers and other ancillary products. A core business function is the commercial management and maintenance of site facilities, services and buildings that are occupied under lease agreements by businesses associated with the fruit, vegetable and flower industries (**Tenants**).
- 1.2. BML's management of site infrastructure also extends to the management of Service Providers engaged by Tenants to carry out works on their behalf including but not limited to:
 - a. transport and distribution services;
 - b. servicing and maintenance of plant and equipment;
 - c. repairs to fixtures and fittings;
 - d. cleaning;
 - e. waste management;
 - f. pest management; and
 - g. the supply and installation of new fixtures, fittings, plant and equipment.
- 1.3. While it is acknowledged that Tenants may engage Service Providers of their choice to undertake works or provide services on their behalf, the Brisbane Markets is a privately owned industrial site and, as such, BML reserves the right to restrict access to the site and impose strictly regulated operational requirements on Service Providers engaged by Tenants to carry out works onsite. Specific requirements are set out in this Policy and where they are not observed, BML reserves all rights to apply remedial actions as set out in Section 10 of this Policy.

2. OBJECTIVES

- 2.1. The objective of this Service Provider Site Access Policy (**the Policy**) is to provide a framework to facilitate conditional access to the Brisbane Markets site for all Service Providers so as to promote:
 - a. compliance with Work Health and Safety legislation, all relevant Australian Standards and Brisbane City Council (BCC) town planning requirements;
 - b. compliance with the Brisbane Markets Regulations;
 - c. compliance with obligations under leases for premises at the Brisbane Markets (where appropriate);
 - d. safe and effective operation of the Brisbane Markets site;
 - e. protection and preservation of BML's infrastructure;
- 2.2. This Policy, including the attached Schedules, is for distribution to all BML employees, Tenants and Service Providers who have any association with the engagement and/or coordination of Service Providers for works or services carried out at the Brisbane Markets.

3. CONTACT INFORMATION

3.1. For further information on any of the requirements under this Policy, contact:

- a. BML Maintenance Department – maintenance@brisbanemarkets.com.au; Tel: (07) 3915 4200
- b. BML Safety & Environmental Coordinator – safetyofficer@brisbanemarkets.com.au; Tel (07) 3915 4200
- c. BML Assistant Property Manager – property@brisbanemarkets.com.au; Tel: (07) 3915 4200

4. ACCESSING APPLICATION FORMS AND OTHER DOCUMENTS

4.1. Access Application forms for Service Providers or other documents referenced in this Policy are available from:

- i The Brisbane Markets website: <http://www.brisbanemarkets.com.au/sidebar/service-providers-and-the-markets/>; or
- ii The Procurement Coordinator: procurement@brisbanemarkets.com.au; or
- iii by contacting BML on (07) 3915 4200.

5. GENERAL SERVICE PROVIDER REQUIREMENTS

All Service Providers accessing, and those wanting to access the Brisbane Markets in all Access Approved categories as defined in Section 6 of this Policy are required to comply with the following:

5.1. Site Induction

- a. All Market users, with the exception of the General Public during allocated public entry times, are required to complete a Brisbane Markets Site Induction. Service Providers must complete an induction program prior to providing services at the Brisbane Markets and attend an induction annually thereafter.
- b. Inductions may be completed at BML's Site Services Office on the Ground Level of the Fresh Centre or online at <http://training.brisbanemarkets.com.au/service-provider-induction/>. A Statement of Completion will be provided on successful completion of the Induction and must be attached to the relevant Access Application Form.
- c. Annual inductions are required so as to ensure Service Providers are aware of:
 - i The requirements of, and any changes to, the Brisbane Market Regulations;
 - ii Any amendments to Service Provider requirements under this policy;
 - iii Emergency evacuation instructions and procedures;
 - iv The requirements of, and any amendments to, work permits and guidelines; and
 - v The risks associated with working, walking and driving a vehicle within the site.
- d. Service Providers may contact BML's Site Services Centre: siteservices@brisbanemarkets.com.au or BML's Procurement Coordinator on (07) 3915 4200 to confirm the date of their last induction or their induction renewal date.

5.2. Brisbane Markets Regulations

- a. All service providers, their staff and contractors/sub-contractors entering the Brisbane Markets are required to comply with the Brisbane Markets Regulations. A copy of the Regulations will be provided with advice of a successful induction or are available as outlined in Section 4.1 of this Policy

5.3. Insurances

- a. All Service Providers without limitation must provide copies of Certificates of Currency for:
 - i Public Liability (\$20,000,000 per occurrence for businesses with 10 or more staff; or \$10,000,000 for businesses with less than 10 staff).
 - ii Workers compensation (unlimited).
 - iii Service Providers' risk insurance for the value of the works that are to be undertaken (where applicable).
 - iv Product Liability insurance (where applicable);
 - v Professional Indemnity (where applicable);
 - vi Comprehensive Vehicle and Plant insurance (where applicable);
 - vii Any other insurances applicable to the nature of the goods and/or services to be provided.

5.4. Safety on Site

- a. Up to 4,000 people access the Brisbane Markets each business day. Additionally, there are a large number of vehicles ranging from privately owned cars and small utilities to forklifts and heavy vehicles which come onto the site.

BML implements rules and regulations relating to the Brisbane Markets site so as to regulate traffic, preserve and protect infrastructure and services, maintain Work Health and Safety Queensland requirements and manage any impact that any works may have on other Tenants' business activities and the use of this site.

- b. All Service Providers accessing this site are required to wear appropriate Personal Protection Equipment (**PPE**) including without limitation high visibility safety vests and enclosed foot wear at all times while within the Brisbane Markets unless they are within the confines of a building or as otherwise pursuant to the Brisbane Markets Regulations.

5.5. Compliance with Legislation

- a. The Work Health and Safety Queensland Act 2011 and the Work Health and Safety Queensland Regulations 2011 set out responsibilities for workers and employers and are regularly updated by the Department of Justice and Attorney General. These must be observed and complied with at all times while Service Providers are on site.
- b. All Service Providers have a statutory obligation to continually update their business processes in accordance with new legislative requirements and to ensure that staff and subcontractors observe and comply with all associated legislative requirements in order to be fully compliant with current legislation.

- c. To ensure that site safety is not compromised while Service Providers carry out their works, BML requires all persons working at the Brisbane Markets site to comply, as relevant and without limitation, to the Associated Documents/Legislation nominated in Schedule 2 of this Policy and any other legislation that may be enacted from time to time so far as is reasonably practicable.
- d. Where Service Providers fail to comply with any of the statutory obligations or other requirements under this Policy or fail to either submit a completed Safety Plan or comply with the methodologies in the Safety Plan as provided to BML, BML reserves all rights to impose remedial actions in accordance with Section 10 of this Policy – Breaches and Remedial Actions.

5.6. Waste Management

- a. BML requires all Service Providers to maintain a high standard of housekeeping while working in the Brisbane Markets and does not permit the unauthorised use of any common area for any reason including without limitation the placement of skip bins or the storage of building materials. In particular, Service Providers must not store building materials under awnings as these materials are highly flammable and create a fire risk.
- b. Service Providers must clean and clear up all waste materials attributable to their works. Service Providers are required to organise suitable industrial bins for the disposal of their waste and the removal of the same on a regular basis.
- c. Fees and charges relating to the disposal of waste are the responsibility of the Service Provider.
- d. The disposal of waste materials or other contaminants or pollutants onto roadways, into the sewer or storm water systems or other tenancies is strictly prohibited.
- e. An Asbestos Register is available at the Site Maintenance Office and must be consulted by Service Providers prior to the removal of any material or structural items from buildings at the Brisbane Markets.

Asbestos removal may only be undertaken by a Service Provider with the relevant class of licence and then only in accordance with the National Codes of Practice 2011 - How to Safely Remove Asbestos and How to Manage and Control Asbestos in the Workplace. Once the asbestos has been removed in accordance with Code of Practice requirements, the Service Provider will be required to coordinate air monitoring in the affected area to confirm that there are no unacceptable levels of asbestos fibres present. Air monitoring must be conducted at the cost of the Service Provider with a copy of the result to be provided to BML promptly. Removal of, or damage to, any asbestos surfaces must be reported to the Site Maintenance Office immediately.

- f. A hazardous substance is any substance that has the potential to harm the health and safety of a Person or to contaminate Goods within the Brisbane Markets. Service Providers using hazardous substances must carry the relevant Material Safety Data Sheet for those substances at all times while on site at the Brisbane Markets.

5.7. Vehicles

- a. All vehicles used on site must be registered and covered by insurance for third party property damage and personal injury.
- b. All drivers of vehicles must hold a current valid Australian driver's licence for the vehicle type they are driving on this site.
- c. In order to maintain traffic flow and to facilitate safe driving practices, BML regulates speed restrictions, traffic control and parking control. Accordingly, Service Providers must familiarise themselves with the Brisbane Markets Regulations before operating vehicles on site.
- d. BML has an in-house registration and permit system for forklifts operated within the Brisbane Markets. Service Providers must not operate forklifts at this site without first acquiring a Brisbane Markets Forklift Operator Permit while also holding the relevant National High Risk Work Licence or approved Queensland Operator's Licence or Learner's Permit and Logbook. These documents, as relevant, must be produced on demand to a BML Authorised Officer.
- e. Any equipment, including scissor lifts, boom lifts or forklifts, must have current registration as required under Queensland law. BML requires equipment of this type to be maintained in accordance with the manufacturer's specification and the requirements of the Department of Justice and Attorney-General. All users of this equipment must be appropriately trained in operating the same and hold relevant operating permits where applicable.

Access Approved Categories A, B and C are defined in Section 6 of this Policy. The following requirements relate primarily to Service Providers under Access Approved Category A for the supply of construction and building services. Compliance is also required from Service Providers under Access Approved Categories B and C where appropriate to the function being performed or the service being provided.

5.8. Licences/Registration

- a. Service Providers must provide evidence of a current licence / registration for all works or service provision, notwithstanding the value of the works, where licensing / registration is required as follows:
 - i. Electrical works may only be conducted by qualified Service Providers working for a principal Service Provider who holds a current Queensland Electrical Service Provider's Licence as required by the Electrical Safety Office – Department of Justice & Attorney General.
 - ii. Telecommunications works may only be conducted by qualified Service Providers who hold a current Austel licence or equivalent.
 - iii. Plumbing work, gas fitting and refrigeration works may only be conducted by Service Providers who hold an appropriate Queensland Building and Construction Commission (QBCC) and / or other legislative authority licence (regardless of the value of work).
 - iv. Plumbing Service Providers must be fully qualified and licensed as required by the Plumbing Industry Council.

- v Gas fitters must be fully qualified and hold licences as required by the Department of Mines and Energy.
 - vi Construction works may only be conducted by Service Providers who hold a QBCC Licence and current construction White Card (regardless of the value of work).
 - vii Demolition and asbestos removal firms must be fully qualified and licensed as required by Work Health and Safety Queensland (WH&SQ).
 - viii Class B asbestos removal clearance inspections must be performed by an independent, competent person, who was not involved in the removal of the asbestos.
 - ix Any other works must be conducted as determined by legislative requirements which may change from time to time.
- b. Where the Service Provider undertakes the works as a company or business rather than as an individual, it is a QBCC requirement that the company or business is licensed to duly provide the service for all works valued in excess of \$3,300. A licensed individual is not sufficient to permit the work to be undertaken in such circumstances. BML's requirement is that all works, regardless of the value, must be undertaken by fully qualified and licensed Service Providers.

5.9. Safety Plans

- a. BML reserves the right to require any Service Provider working on site to provide a copy of their safety plan for review and acceptance by BML. The safety plan should include without limitation information on the:
- i Job Description;
 - ii Work Methodology (ie: Job Safety Analysis; Safe Work Method Statement or Safe System of Work);
 - iii Risk Assessment and Risk Management Processes;
 - iv Mitigation Strategies;
 - v Compliance strategies for Work Health and Safety Legislation.
- b. Safety Plans are to be submitted to BML's Safety and Environmental Coordinator for reference and/or review. BML reserves all rights to require changes to Safety Plans where, in the opinion of BML, the plan could better address the deemed risk or is not compliant with BML's requirements or legislation, standards and codes.

5.10. Permits and Procedures

- a. BML has a range of permits and procedures which set out a minimum standard for undertaking any works that may have an associated risk. All Service Providers who intend on undertaking works that will involve any of the below listed activities must only carry out those works in accordance with the relevant permits and procedures as prescribed in Schedule 1 of this Policy.
- i Hot works
 - ii Working with Insulated Sandwich Panel (ISP)
 - iii Working in Confined Spaces

- iv Working at Heights
 - v Tag-Out Procedures.
- b. Permits and Procedures must be completed by the Service Provider and submitted to BML's Site Maintenance Office at the entrance of the Brisbane Markets prior to any of the Works described in Paragraph 5.10a being carried out.

5.11. Managing Work Sites

- a. BML must be notified by Service Providers where there is any potential for:
- i noise
 - ii fumes
 - iii trip or other hazards
 - iv sparks from welding flashes
 - v a requirement for electrical works
 - vi excavations
 - vii building work
 - viii environmental release
 - ix excessive dust
 - x moving machinery or equipment and materials that need to be moved by high risk equipment including forklifts or cranes;
 - xi sparks from grinding or any other abrasive work;
 - xii crane lifting; or
 - xiii traffic restrictions.

In these instances, barriers (such as shoring, temporary fencing, welding screens and high visibility markers) must be utilised by Service Providers to protect Market Users before these works are undertaken.

- b. Works are not to cause any damage or disturbance to neighbouring Tenants or any other occupier of the Brisbane Markets or violate the Environmental Protection Act 1994 as amended.
- c. The following prohibitions apply in relation to the Central Trading Area:
- i Using power tools in Central Trading Area buildings during trading hours which are generally between 4:00 am to 11:00 am from Monday to Friday; and
 - ii Parking service vehicles in and around the Central Trading Area during trading hours.

NOTE: Earlier access may be approved by BML subject to fluctuations which can occur in Trading Floor hours of work as a result of variations in Markets activity on a seasonal and/or daily basis.

5.12. Tools, Equipment and PPE

- a. All tools and equipment used in conjunction with Service Providers' works must be legal and safe for the application of the intended use.
- b. BML requires all electrical tools to have a current electrical safety test tag. All portable tools are to be operated from a Residual Current Device (RCD).
- c. Grinding wheels, saw blades, drive belts, drive chains and other moving parts of equipment are to be appropriately guarded to minimise the risk to operators and others. Equipment operators must wear appropriate Personal Protection Equipment (PPE) to prevent cuts, burns, hearing and eye injuries and any other injuries.
- d. Where there is a requirement to use hazardous equipment (e.g. explosive tools, laser levels or nail guns) Service Providers must ensure that there is appropriate signage displayed at the works site setting out PPE requirements and warnings in relation to the type of hazardous equipment being used.
- e. Tools are not to be left unsecured where there is potential for these to create a safety hazard or be inappropriately used by others.
- f. Electrical extension cords must not be laid on walkways or roadways without adequate protection / security to prevent unnecessary exposure to risk.

5.13. Connection to Services

- a. To maintain the security, functionality and capacity of BML's services, final connections to the following services must only be undertaken by BML or a BML Preferred Service Provider with the appropriate authorisation from BML or an authorised Service Provider as engaged by BML from time to time:
 - i Distribution Boards/Electrical Supply
 - ii Internal Distribution Frame (IDF) / Telecommunications / Main Distribution Frame (MDF)
 - iii Water Supply
 - iv Sewer
 - v Stormwater Services
 - vi Fire Detection Systems and Fire Inspection Panels

5.14. Electrical Works

Service Providers must ensure that electrical plant may be isolated independently of the circuit breakers in BML's distribution boards so as to allow Service Providers to safely maintain and service this equipment without accessing BML's circuit breakers unless specifically authorised to do so.

5.15. Data and Communications

- a. BML owns and maintains the data and telecommunications networks across the site.
- b. These services may only be accessed by BML or BML's Preferred Service Providers with the appropriate authorisation from BML. This ensures that privacy and security is maintained, records are kept up to date and the network is not damaged or used outside of BML policy.

5.16. Fire Detection Systems

- a. The majority of buildings on site are equipped with fire alarm systems that are connected to both a building fire indicator panel and a main fire indicator panel. This alarm system is connected to the Queensland Fire & Rescue Service (QFRS) monitoring network so that where an alarm is activated, the QFRS will automatically attend.
- b. Service providers are not permitted to alter, modify or tamper with any fire detection device unless specifically authorised to do so by BML.
- c. Use of fire response equipment is permitted only in the event of an emergency and only by personnel who have undertaken appropriate training for use of the specific equipment.
- d. Emergency exits must remain unobstructed at all times during works.
- e. In the event of an emergency or alarm, all Service Providers are required to follow Brisbane Markets emergency procedures if directed to do so by a BML Authorised Officer, an officer of QFRS or any other authorised Emergency Services personnel.
- f. There is potential for false alarms to be inadvertently activated by Service Providers' works. Additionally, fire detection and prevention equipment can vary from building to building. Accordingly, prior to commencing works Service Providers are required to contact BML's Maintenance or Operations Departments to confirm what arrangements apply in respect to fire detection / prevention systems installed in the relevant building/s.
- g. Prior to commencing any works, Service Providers must, in conjunction with BML, first assess if the proposed works (including any works carried out in the Commercial Centre buildings) will risk activating BML's fire alarm system.
- h. The type of activities that may activate a false alarm include without limitation:
 - i grinding
 - ii welding
 - iii spray painting
 - iv washing out
 - v any works which generate dust
 - vi fumes
 - vii oxy fuel cutting

- viii using a combustion engine forklift, generator, power tools etc
- ix asphalt works.
- i. Without exception, BML must be notified of any works that may involve one or more of the above listed so that the area in which the works are being carried out may be isolated by an authorised BML representative.
- j. Service Providers must advise BML when their works are completed so that the alarm system may be reactivated. BML will only reactivate the alarm system if satisfied that there is no further potential for the alarm to be activated by any Service Provider works.
- k. Where a Service Provider’s works trigger a false alarm, the Service Provider will be required to meet the cost of any call out charge levied on BML by the QFRS to which will be added GST and BML’s administration costs.

6. SERVICE PROVIDER ACCESS CATEGORIES

6.1. Businesses supplying services to tenants of the Brisbane Markets site will be broadly classified into one of the categories:

Category A: Contractors supplying construction or building services

Category B: Transporters

Category C: Service Providers for Business Support Services

These categories and specific requirements are defined in the following table:

ACCESS APPROVED CATEGORY	WHO SHOULD APPLY	SPECIFIC REQUIREMENTS
<p>Category A Contractor (Construction and Building Services)</p>	<p>Service Providers engaged by Brisbane Markets Tenants to undertake works involving servicing, maintenance, building works, refrigeration, electrical, plumbing, telecommunication or other works to Tenants’ premises.</p>	<ul style="list-style-type: none"> • Submit a completed Service Provider Site Access Application • Provide copies of all insurance • Provide evidence of licensing / registration • Complete BML’s site induction • Comply with all requirements of the Brisbane Markets Regulations
<p>Category B Transporter</p>	<p>Transport operators engaged by Tenants to transport their Goods to and/or from the Brisbane Markets. It is important to note that this category of access is not available to transport operators who intend to conduct their own business interests from the Brisbane Markets and use this site as a base or a depot for their operations.</p>	<ul style="list-style-type: none"> • Submit a completed Service Provider Site Access Application • Provide copies of all insurance • Provide evidence of licensing / registration • Complete BML’s site induction • Comply with all of the requirements of the Brisbane Markets Regulations, in

ACCESS APPROVED CATEGORY	WHO SHOULD APPLY	SPECIFIC REQUIREMENTS
	<p>In this instance, the transport operator would need to apply to lease a warehouse tenancy where transport activities are permitted.</p>	<p>particular, with those Regulations pertaining to Traffic Management.</p> <ul style="list-style-type: none"> • Provide timely and accurate manifests of all loads brought in to the Brisbane Markets. Manifests may be submitted as either a hand completed copy or in electronic format. • Otherwise cooperate with information required by BML or the Official Market Reporting Service Provider to compile the Daily Intake Report. • Prepare a traffic management plan in conjunction with BML's Safety Environmental Coordinator.
<p>Category C Business Support Service</p>	<ul style="list-style-type: none"> • Accountancy firms; • Legal firms; • IT specialists; • Recruitment specialists; • Financial advisors. • Office cleaning Service Providers. • Waste management Service Providers, • Forklift Servicing providers; • Other service providers as approved by BML from time to time. 	<ul style="list-style-type: none"> • Submit a completed Service Provider Site Access Application • Provide copies of all insurance • Provide evidence of licensing / registration • Complete BML's site induction • Comply with all requirements of the Brisbane Markets Regulations

7. SITE ACCESS

Completion of a site induction does not constitute automatic entitlement for the issue of an access card to the Brisbane Markets site. Submission of a completed Access Application form and demonstration of compliance with the other criteria of this policy, in particular licences, registration and insurances as appropriate, are required prior to consideration of access approval.

7.1. Levels of Site Access Approval

When access approval is granted the level of site access included depends on the category of service provider as defined in Section 6 of this Policy. Access levels are as follows:

Category A: A site access card will be provided to the individual for pedestrian access only.

If vehicular access is required a request must be submitted with details of vehicles requiring access and drivers of those vehicles. A vehicle specific card will be issued for each vehicle requiring entry and the vehicle must be driven by an individual with an approved site access card.

Category B: A vehicle access card is to be requested for each vehicle requiring entry to the Brisbane Markets site.

Details of vehicles will need to be provided with the application for access approval and vehicles must be under the control of an access approved individual.

Individual access cards will be provided for identification only and will not provide access to the site.

Category C: A site access card will be provided to the individual for pedestrian access only.

If vehicular access is required a request must be submitted with details of vehicles requiring access and drivers of those vehicles. A vehicle specific card will be issued for each vehicle requiring entry and the vehicle must be driven by an individual with an approved site access card.

Issue of all cards is subject to the sole discretion of BML.

7.2. Site Access Cards

a. Service Providers with Access Approval will be issued with an Access Card that will permit up to 24-hour access to the Brisbane Markets. Typically however, access will be restructured to being within the operating hours of the Markets. Access Cards remain the property of BML at all times, are personal to the issued party and must:

- i not be loaned or given to any other person;
- ii not be used to provide to any person other than the card holder themselves;
- iii be worn by Access Approved Service Providers and their employees at all times while onsite at the Brisbane Markets;
- iv be shown on demand to a BML Authorised Officer or a Tenant;
- v be swiped on entry to the Brisbane Markets; and
- vi be immediately returned to BML upon termination of access approval or any individual cardholder's employment with an Access Approved Service Provider.

b. Any changes in respect of Access Approved Service Provider staff who hold Access Cards must be immediately reported to BML.

- b. Lost or stolen cards must be immediately reported to BML and a replacement fee will apply.
- c. Any activity or damage that occurs as a result of an unreported lost, stolen or terminated employee access card, not immediately reported to BML, is the responsibility of the Service Provider.
- d. Access Approval will remain current for a one-year term. In the lead up to expiry of Access Approval, the Procurement Coordinator will notify businesses in writing of the expiry date and, subject to ongoing compliance with this Policy and the Associated Documents / Legislation, invite businesses to re-apply for a further Access Approval term.
- e. Access Approval may be subject to fees and charges as outlined in the BML Fees and Charges Schedule as changed from time to time.

7.3. Provision of keys for site access

- a. In the event of a key being provided for authorised access to any part of the Brisbane Markets site the Service Provider will be required to sign for that key and should only use it for the authorised purpose.
- b. Keys must not be used to provide access to BML equipment for any other person or Service Provider except where specifically authorised by BML.
- c. Keys must not be removed from the Brisbane Markets site unless specifically authorised and must be returned to the Site Maintenance Office or the BML Gatehouse prior to leaving the site.
- d. BML's key system is unique to this site and loss of any key may compromise the security of the site. Any loss or damage to a BML key must be reported immediately and any cost involved in re-keying of the system may be recharged to the Service Provider. Such cost may be extremely high so all care should be taken to ensure the safety of keys provided by BML.

8. TENANT RESPONSIBILITIES FOR APPOINTMENT OF SERVICE PROVIDERS

- 8.1. Under the Work Health and Safety Act 2011 and associated Regulations, responsibility for confirming service provider compliance vests in the "*Person Conducting a Business or Undertaking (PCBU)*" who is engaging the service provider. This will often be individual tenants. BML does also have responsibilities under the Act as both the owner and manager of the site, and other responsibilities and requirements which exist at law and as advised by our insurers from time to time.
- 8.2. Tenants are responsible for ensuring any Service Provider engaged by them complies with both BML's and legislative requirements during all times the Service Provider is providing works or services for them.
- 8.3. Confirmation of those Service Providers status in relation to this Site Access Policy can be obtained by referring to BML's Tenant Hub at <http://tenants.brisbanemarkets.com.au/> .

9. COMPLIANCE AUDITS

- 9.1. Periodic spot checks and audits may be undertaken by BML from time to time to ensure compliance with the requirements of this Policy.
- 9.2. These spot checks and audits may take one of the following forms:
- a. Check of access cards to verify currency, validity and identity of the user
 - b. Physical check of equipment used, to verify safety requirements are being met
 - c. Physical check of work being performed on BML infrastructure and equipment to ensure that all legislative, safety and BML requirements are being met especially but not exclusively in relation to electrical works
 - d. Physical check of work site to ensure that safety requirements are met, appropriate warning signs are in place where applicable and relevant permits have been obtained.

10. BREACHES AND REMEDIAL ACTIONS

- 10.1. A Service Provider will be deemed to be in breach of this Policy if they fail to:
- a. maintain relevant insurances;
 - b. maintain relevant licences / registrations;
 - c. complete an induction prior to site access or allow more than 12 months to lapse prior to undertaking a further induction while continuing to access the Markets;
 - d. comply with all requirements of Brisbane Markets Regulations;
 - e. comply with specific requirements for the use of site access cards;
 - f. swipe their Access Cards prior to accessing or exiting the Brisbane Markets;
 - g. seek BML's prior consent before accessing secured infrastructure at the Brisbane Markets;
 - h. observe the obligations of all relevant State or Federal legislation, Australian Standards and BCC town planning requirements;
 - i. obtain BML's prior written consent before commencing alterations and additions works at the Brisbane Markets;
 - j. follow relevant procedures for working at heights, working in confined spaces, or tag-out procedures;
 - k. implement Hot Works Permits or ISP permits as required;
 - l. advise BML of any works that may affect the Fire Detection System prior to commencing works and prior to detection systems in the works area being isolated;
 - m. advise BML of the completion of works where the Fire Detection Systems have been isolated so that BML may reactivate the Fire Detection system;
 - n. pay the prescribed renewal fee as relevant under this Policy;

- o. in the instance of Access Approved Transporters, provide completed, accurate manifests of goods delivered to the Brisbane Markets;
 - p. comply with the relevant obligations as set out in this Policy document.
- 10.2. Where a Service Provider has breached the requirements of this Policy, BML reserves all rights to apply one or more of the following remedial actions:
- a. Exclusion from the Brisbane Markets site for a period in BML's sole discretion.
 - b. Impose a requirement to make good or reinstate premises that have been altered without BML's prior written consent.
 - c. Where a Service Provider's actions or omissions result in a QFRS false call-out, BML will on charge any levy applied by the QFRS together with GST and an administration fee of \$100 (ex GST) to cover BML's costs. Access to the Brisbane Markets site may be barred until this payment has been discharged by the Service Provider in question.
 - d. The imposition of any other costs that BML incurs as a result of a Service Provider's breach of this Policy or the Brisbane Markets Regulations.
 - e. Where other acts or omissions result in damages being incurred, BML reserves the right to take action against the Service Provider.
- 10.3. Where a Service Provider is responsible for multiple breaches of this Policy and/or ongoing breaches of the Brisbane Markets Regulations, BML reserves all rights to apply such remedial actions as listed under this Policy and the Regulations together with other actions including:
- a. An indefinite exclusion from the Brisbane Markets;
 - b. The payment of a bond of up to \$50,000 to be held and used to fund the cost of remediation works as a pre-requisite for future access to the Brisbane Markets.
- 10.4. BML may, at its own determination, terminate any access privileges being provided where a service provider has no active customer base in the Markets or where an access card has not been used for a period of three (3) months or more.

11. BUILDING & CONSTRUCTION SERVICES CONTRACTOR REQUIREMENTS FOR SITE ACCESS

- 11.1. In addition to the specific requirements detailed in this Policy, Building and Construction Contractors must also note the following:
- 11.2. Connection to Services
- a. Tenants may make arrangements to have connections to services as described under Section 5.13 of this Policy completed by submitting a Maintenance Request to:
 - i the Tenant Hub: <http://tenants.brisbanemarkets.com.au/>
 - ii maintenance@brisbanemarkets.com.au

- iii Maintenance Hotline: 1800 610 064.

11.3. Data and Communications

- a. BML's copper network is to be used only for the connection of BML's telephone network to telecommunication providers. The use of BML's network to interconnect private data networks or PABXs is not permitted.
- b. Tenants requiring telephone services from an external service provider should initially contact their telecommunication provider to arrange connection to the Main Distribution Frame (MDF) on site.
- c. If Tenants are using:
 - i an external service provider for telephone lines, Tenants will need to contact the Site Maintenance Office or the Maintenance Hotline to arrange to have lines patched to their premises from the MDF.
 - ii BML's telecommunication services, Tenants should contact BML's Technical Services Coordinator, the Site Maintenance Office or the Maintenance Hotline to arrange for connection.

12. TRANSPORTER REQUIREMENTS FOR SITE ACCESS

- 12.1. This Policy applies to transporters who apply for access to the Brisbane Markets site under the Transporter category in Section 6.
- 12.2. Transporters who apply for site access must comply with all relevant requirements listed under Section 6.1 of this policy where applicable.
- 12.3. Transporters must also comply with all relevant sections of the Brisbane Markets Regulations particularly including, but not limited to:
 - a. Section 7 Deliveries and unloading
 - b. Section 8 Transshipping
 - c. Section 10 Vehicles and Traffic Management

13. BUSINESS SUPPORT SERVICES PROVIDER REQUIREMENTS FOR SITE ACCESS

- 13.1. Companies or individuals who apply for access to the Brisbane Markets as a Business Support Service, are required to comply with requirements set out under Section 6 of this Policy.
- 13.2. Business Support Services Providers do not generally access BML infrastructure and therefore conditions of this Policy and the additional requirements are not as restrictive.

14. BML APPOINTED SERVICE PROVIDERS

- 13.1 Companies and individuals who are appointed as Service Providers to BML within the Brisbane Markets site, are required to comply with all relevant requirements of this Policy.
- 13.2 In addition, in order to gain the status of a BML Prequalified Service Provider, further requirements as defined by BML from time to time must be met

15. BML EQUIPMENT

- a. BML Equipment is for the sole use of BML employees who are appropriately trained or licensed to use the Equipment for works associated with the BML site. For the avoidance of doubt, BML Equipment must not:
 - i be loaned for use by Service Providers or other Persons;
 - ii be operated by BML employees for personal use except where authorised by the CFO or CEO or in accordance with BML's Policies.
- b. Despite the provisions of paragraph 15a, Service Providers may from time to time have access to BML's lift equipment subject to:
 - i provision of proof of Service Providers being appropriately trained and licensed to use such equipment;
 - ii Service Providers wearing all associated PPE and complying with all safety procedures;
 - iii Service Providers completing and submitting to BML the required documentation;
 - iv all damages caused to BML's Equipment by Service Providers being repaired at the expense of Service Providers with all such repair work to be coordinated by BML;
 - v all damages caused to other property by Service Providers operating BML equipment being repaired at the expense of the Service Provider with all such repair work to be coordinated by BML;
 - vi Service Providers carrying out checks on BML's Equipment prior to and after their use of the same and reporting to BML any issue of significance; and
 - vii Service Providers signing all logbooks for BML's Equipment where applicable.

16. NO CONTRACTING OUT

- 16.1. This Policy document applies without exception. No BML employee is authorised to make any agreement with Tenants or Service Providers outside of these requirements and obligations other than BML's CEO and then, such authorisation must be in writing.

17. AMENDMENTS TO POLICY

- 17.1. BML reserves all rights to review, amend and re-issue this Policy from time to time.

18. GLOSSARY OF TERMS

General: Words defined in the Brisbane Markets Regulations (which are used in this Policy but not defined in this Policy) have the same meaning in this Policy. If there is any conflict or inconsistency between any definition or other provision in this Policy and in any other document, the definition contained in this Policy prevails for the purposes of interpreting this Policy only.

Access Approved Service Providers means all Service Providers regardless of further categorisation, who hold a current access card to the Brisbane Markets site and are compliant with all requirements listed in this Policy.

Alterations and Additions Policy means the Policy which documents the requirements relating to Tenant alterations and additions in and around their Tenancy Areas. Works must not be progressed until BML has issued its written approval of the works.

BML means Brisbane Markets Limited ABN 39 064 983 017 its successors and assigns.

BML Authorised Officer means the Chief Executive Officer, the Chief Financial Officer or a BML Employee authorised by BML to regulate the Brisbane Markets site in accordance with the Brisbane Markets Regulations as published from time to time by BML.

BML Equipment means all tools, vehicles, plant and machinery owned or leased by BML from time to time.

Brisbane Markets means all land and improvements owned by BML from time to time in the areas north and south of Sherwood Road, Rocklea, Queensland and such other land acquired and improvements designated by BML to form part of the Brisbane Markets.

Brisbane Markets Regulations means the operating rules and regulations for the:

- safety, care, cleanliness, appearance and operation of the Brisbane Markets Site;
- controlled access to the Brisbane Markets site; and
- the movement of pedestrian and vehicular traffic at the Brisbane Markets.

Category means the classification as applied under Section 6 of this Policy in relation to the services provided by the nominated Service Provider.

Central Trading Area means that part of the Brisbane Markets bounded by Buildings A, B, C and D and E and the area between them or such other part of the Brisbane Markets designated as such by BML via any written communication.

Common Area means those parts of the Brisbane Markets site which are from time to time designated by BML as being for common use.

Daily Intake Reports means the reports produced on each Business Day by the Official Market Reporting Service and distributed to BML providing information on the volume of Goods coming into the Brisbane Markets.

Induction means a presentation on the Brisbane Markets and BML's Brisbane Markets Regulations in which each Person must participate prior to any initial access to the Brisbane Markets and then once every 12 months thereafter.

Official Market Reporting Service Provider means the Service Provider engaged by BML to compile the Daily Intake Report

Person includes a natural person, company, corporation, body corporate, association, firm, business or partnership accessing or present in the Brisbane Markets.

Policy means the policies issued and implemented by BML for the Brisbane Markets from time to time including, but not limited to the Policy on Conduct at the Brisbane Markets and policies concerning waste management, proposed leasing transactions and Service Providers.

Prequalified Service Provider means a Service Provider engaged by BML on an ongoing or frequent basis for the provision of goods and/or services and who has been assessed as meeting the requirements for access approval including licences, registrations, insurances, qualifications and experience.

Qualification means a nationally recognised qualification and current licensing or registration details relevant to the trade or qualification.

Service Provider means any Person who is providing, or intends to provide, services on an ad hoc, repeat or regular basis to Persons within the Brisbane Markets or to Brisbane Markets Limited.

Supplier means any Person offering to supply products or services to BML.

Tenancy Area means an area of land or building in the Brisbane Markets that is occupied or available for occupation (as determined by BML) by a Tenant under a Tenancy Agreement.

Tenant means any Person holding a Tenancy at the Brisbane Markets or other right of occupation entered into between BML and a Tenant for the occupation and use of premises or space in the Brisbane Markets.

Trading Hours means the hours in each Trading Day when the Brisbane Markets is open for trading, as stipulated by BML from time to time.

Schedule 1 – Permits and Procedures

1.1. Permits

BML has introduced a number of permits and procedures to facilitate the preservation of site infrastructure and services in order to minimise risk to Tenants, market users, and Service Providers carrying out works.

- a. Standard permits and guidelines exist for:
 - i Hot works
 - ii Working at Heights
 - iii Working with Insulated Sandwich Panel (ISP)
 - iv Working in Confined Space
 - v Tag-Out Procedures

The above permits and procedures are available from BML's Site Maintenance office.

Permits and procedures set out a minimum standard to be maintained for any works that may have an associated risk. Service Providers should also have their own procedures to ensure compliance with statutory Work Health and Safety Queensland requirements.

1.2. Hot Works

A Hot Works Permit identifies areas on site where works such as welding, oxy fuel cutting, grinding and other heat generating activities require special preparation, supervision and monitoring.

A Hot Works Permit is mandatory for any hot works conducted in the following locations:

- a. The service station site;
- b. Above cold room facilities or in close proximity to ISP;
- c. Within buildings where gas ripening is conducted;
- d. Within buildings where Liquid Petroleum Gas (LPG) is stored;
- e. Within 15m of BML's LPG facility;
- f. Within areas designated as confined spaces.

Other areas may require a Hot Works Permit where hazards exist requiring the use of special equipment and/or procedures to mitigate the risk.

A Hot Works Permit includes the following checklist to assist in identifying a need for a permit. The permit itself consists of a risk assessment and risk management log. All Service Providers performing hot work are required to familiarise themselves with this document and ensure it is completed.

Answering Yes to any of the following questions means that Service Providers will require a Hot Works Permit.	YES	NO
Do drains, pits and depressions need to be isolated and sealed?		
Do combustible materials / gases need to be removed from the work area or made safe?		
Do tanks, valves, vents and pipelines need to be blanked off or effectively isolated?		
Is ventilation poor?		
Are spark and splash screens required?		
Are there contaminated areas to be covered?		
Is a firewatch required?		
Is the wind direction and strength a factor?		

1.3. Insulated Sandwich Panel (ISP) Permit

- a. Due to the significant fire risk presented by a range of ISP constructed coldrooms, offices and buildings at the Brisbane Markets site, BML has a permit system to ensure that:
 - i Works are conducted safely; and
 - ii Exposed ISP core material is adequately sealed.
- b. An ISP permit is required for any procedure that involves cutting and exposing the core of ISP including both new and modified installations. This includes the fitting, modification and removal of flashings and capping covering the edge of the core material.
- c. Excluded from this requirement is the installation of self-tapping screws and pop rivets so long as these do not affect the structural properties or support of the ISP.
- d. BML requires all Service Providers working with ISP to be aware of the requirements of the ISP permit and comply with these.

1.4. Confined Space Permit

- a. Confined spaces refer to an enclosed or partially enclosed space that:
 - i Is at atmospheric pressure while a person is working in that space
 - ii Is not intended or designed primarily as a place of work
 - iii Is likely at any time to:
 - 1. Have an atmosphere which contains potentially harmful levels of contaminants;

2. Have a lack of or excess oxygen;
 3. Trap a person;
 4. Have restricted entry and exit points.
- b. Sewerage pumping stations account for the majority of confined spaces at the Brisbane Markets.
- c. Only persons who have undertaken confined space training or a refresher course in accordance with AS 2865 during the last 12 months are permitted to enter an area that is designated as a confined space and then only in accordance with the guidelines set out in the Confined Spaces – Code of Practice 2011.
- d. BML’s Confined Space Work Guidelines contain a confined space procedure and permit which primarily focuses on requirements for pump stations. Entry to confined spaces is subject to a risk assessment in accordance with the relevant Australian Standards and Work Health and Safety legislation. BML’s procedures and permit should be treated as a minimum standard. All persons entering a confined space are to confirm their familiarity with the requirements under the AS 2865, Confined Spaces Code of Practice 2011 and the Work Health and Safety Queensland Act 2011 and permit and ensure compliance with the same.

1.5. Working at Heights – Ladders, Trestle Ladder Platforms and Scaffolding

- a. All persons working at heights are to confirm their familiarity with the requirements under ‘Managing the risk of falls in the Workplace Code of Practice 2011’ and the Work Health and Safety Queensland Act 2011 and ensure compliance with such legislation.
- b. The use of ladders, trestles and scaffolding must be in a manner that minimises risks.
- c. Single or extension ladders may only be used to:
 - i Gain access;
 - ii Carry out permitted work where the material or equipment being carried out does not restrict movement, cause loss of balance, the trunk of the body remains centred on the ladder, and equipment can be used with one hand (unless a control to prevent a fall is used).
- d. A person using a ladder for access or permitted work must:
 - i Have three points of substantial contact with the ladder or a stable object; or
 - ii Prevent falls with a control measure, e.g. a pole strap; or
 - iii Use a fall-arrest harness system (not attached to the ladder).
- e. The ladder must have a load rating of not less than 120 kg and be:
 - i Secured against movement at or near its top or bottom, e.g. by tying or clamping;
 - ii Manufactured for industrial use;
 - iii Used only for the designed purpose;
 - iv Not more than 6.1 metres for a single ladder;

- v Not more than 9.2 meters for an extension ladder used for electrical work or 7.5 metres for other work;
 - vi On a firm and stable surface;
 - vii Erected at an angle between 70° and 80°; and
 - viii Extended at least one metre above a surface being accessed.
- f. Platforms used on trestle ladders below two metres must be:
- i 450 mm or more wide, or
 - ii 2 x 225 mm wide for light work including: painting, installing air conditioning, metal fascia or lighting, performing inspections or tests or installing an electrical connection. Platforms must be made secure with the use of plank clamps at all times.
- g. To avoid doubt, fixing cladding or using a medium or heavy duty angle grinder or circular saw are not considered to be light work.
- h. The trestle ladder must have edge protection and be secured to prevent it moving, for example, by tying the ladder to a wall or bracing it on the ground.
- i. The platform must have an unobstructed surface width of at least 450 mm and be not higher than five metres.
- j. A person erecting or dismantling scaffolding two metres or more high must be prevented from falling by one of the following methods:
- i Use a fall arrest harness system, or
 - ii Immediately install platforms, edge protection and a means of access as each level is erected and retain one full deck of platform until all levels are transferred.

1.6. Working at Heights (Excluding Ladders, Trestles and Scaffolding Work)

- a. Factors such as the type of activity being carried out should be taken into consideration to establish the degree of risk. Control measures used to manage risks must comply with the Work Health and Safety legislation and regulations. Persons carrying out work above two metres must:
- i Prevent a fall; or
 - ii If prevention is not possible, arrest the fall.
- b. Control measures include but are not limited to:
- i Edge protection systems;
 - ii Fall protection covers;
 - iii Travel restraint systems;
 - iv Fall arrest systems;

- v Industrial safety net.
- c. From time to time, forklifts are used as work platforms for working at heights at the Brisbane Markets. The use of forklift equipment in this manner must only be undertaken where Service Providers utilise a forklift cage designed specifically as a work platform.

Service Providers must not climb up or out of the guard railing unless suitably tethered with a harness and fall arrest system. The forklift operator is to have a current forklift licence and a Brisbane Markets forklift operator's permit. (Forklift cages are available for hire from BML – contact the Site Maintenance Office for details.)

1.7. Tag Out Procedure

- a. To ensure the safety of staff, Service Providers and Market users, BML has implemented a tag out procedure specifying the minimum requirements for isolation and tag out.
- b. All Service Providers working on equipment or services that are potentially hazardous or may cause damage if inappropriately operated are required to comply with BML's tag out procedures and must satisfy themselves that the level of isolation is sufficient.
- c. All persons working with electricity and electrical equipment must confirm their familiarity with the requirements under the Electrical Safety Act 2002 and Electrical Safety Regulations 2013 and ensure compliance with such legislation.
- d. Service Providers must ensure that tags specify the reason for their positioning as well as the date and time of positioning together with:
 - i Any other location where tags have been positioned;
 - ii Who positioned the tag (including contact details such as a phone number); and
 - iii If multiple people are working on the project, multiple tags are to be placed and must state the BML issued Job Sheet number as a reference.
- e. Tags may only be removed once the hazard has been removed and / or rectified. The only person who is then permitted to remove the tag is:
 - i The person who placed it (if the problem has been rectified);
 - ii The person assigned to rectify the problem; and/or
 - iii The Site Infrastructure Manager and Site Supervisor – Maintenance.

Schedule 2 – Associated Documents/Legislation

The following documents/legislation may be relevant in relation to the application of and compliance with this policy.

Associated Documents	Legislation
Standard Brisbane Markets Lease	Queensland Work Health and Safety Act and Regulation 2011
Brisbane Markets Regulations	Fire and Rescue Service Act 1990 and Building Fire Safety Regulation 2008
Alterations and Additions Policy	Electrical Safety Act 2002 and Regulation 2013
Conduct at the Brisbane Markets Policy	Building Code of Australia 2013
	All other relevant legislation
	All relevant Australian Standards