	<h1>WORK INSTRUCTION</h1>	DOCUMENT No.: ADM4-WI01
		VERSION No: 6.0
<h2>COMPLETING A WORK PERMIT APPLICATION</h2>		
<b>CONTROLLER:</b> TRAFFIC OPERATIONS MANAGER		<b>OWNER:</b> EGIS ROAD OPERATION AUSTRALIA PTY LTD

### 1. PURPOSE

Define Egis Road Operation Australia Pty Ltd (EROA) systematic process to obtain approval to perform works on The Hills Motorway Limited's (THML) assets.

### 2. OBJECTIVES

- To ensure proper authorisation and approval for the works to be performed on THML's assets.
- To ensure that all hazards are identified and proper risk controls are identified and implemented to allow Works to proceed in a safe manner.
- To provide a documented process to ensure areas affected by the works is safe to return to normal operations.
- To ensure effective coordination of concurrent and conflicting activities which may, when combined, create potential hazards.
- To provide a record that a safe system/s of work were achieved and that the necessary precautions were considered and executed.

### 3. SCOPE

Work instruction shall apply to:

- (a) EROA's Staff and Sub-contractors;
- (b) THML's Staff, Contractors and Sub-Contractors
- (c) The Maintenance Contractor's, Staff, Contractors and Sub-Contractors;
- (d) Transurban (TU) Staff, Contractors and Sub-Contractors;
- (e) Tollaustraff Staff, Contractors and Sub-contractors;
- (f) Adjoining Motorways Staff, Contractors and Sub-Contractors; and
- (g) Service Providers, i.e., Telstra, Optus, Vodafone, Sydney Water, Integral Energy etc.

### 4. DEFINITIONS

**Personnel:** All workers who carry out activities on Hills M2 Motorway.


**Applicant:** The Principal Contractor and or assigned delegate responsible for initiating the Work Permit Application. This includes programming and planning the works and identification of hazards, safety precautions and operational requirements.

**Person Authorising the Works:** The Principal Contractor and or assigned delegate responsible for authorisation and approval of the works and the person responsible for works being carried out safely.

**JSEA:** Job Safety and Environmental Analysis: a method used to identify the hazards, assess the risks and develop control for hazards identified.

**Works:** Activities performed by EROA, Hills M2 Maintenance Contractor, TU and THML/Tollaustraff staff and/or their sub contractors, external contractors and/or external parties on the Hills M2 Motorway assets as defined on the Work Permit. The works should be documented on a plan or a list of schedule.

**ROL:** Road Occupancy Licence: authorization from the NSW Road Traffic Authority (RTA) to change Major traffic control items.


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## 5. RESPONSIBILITIES

### 5.1. EROA Management and Duty Traffic Control Room Officer

EROA Management is required to:

- Manage the day-to-day operation of the Work Permit approval process (Refer ADM4 Work Permit Procedure). Approved Work Permit applications are tracked on EROA's access database.
- Ensure that the Applicant Company is approved by EROA Management. Listing of approved Applicant Companies can be found on EROA's database (EROA Contractors only).
- Advise any sub-contractor if their insurances have expired and request to submit current copies of their insurances certificate. The insurances details are maintained and updated on the EROA's access database.
- Advise any applicant who is not an approved sub-contractor of this requirement and that their permit cannot be accepted or approved until an EROA/OHS/FM-049 OHS Contractor Evaluation Checklist form has been completed and submitted to EROA for assessment and approved by the EROA Management Representative (i.e. Operations Manager, Traffic Operations Manager or OHS&E Officer) or Duty Traffic Control Room Officer.
- Enter the work permit details into the Work Permit access database. The database will allocate a Work Permit Number for the application prior to submitting it for authorisation.
- Ensure personnel performing works on Hills M2 Motorway have received the NSW WorkCover OHS General Induction and EROA M2 General Induction. Refer to PR12 OHS Contractor Management Procedure details of induction process.
- Ensure applicant has completed all of **Part A of the Work Permit form**.
- Ensure that the permit applicant has signed and dated the Work permit thus confirming that all requirements listed on the EROA/GM/FM-004 Work Permit's General Conditions for working on the Hills M2 Motorway have been acknowledged and accepted.
- Forward the Work Permit to the appropriate permit authorisers for approval.
- **Part B** to be signed by the Principal Contractor and or assigned authorised delegate. The Principal Contractor to ensure JSEA or Safe Work Method Statement (SWMS) have been received and reviewed by an appropriate person. EROA to initial and date the JSEA or SWMS and file for record when received.
- **Part C** to be signed by appropriate EROA Management or Duty Traffic Control Officer. (Note: Part C cannot be authorised until PART B has been signed and approved by Principal Contractor and or their authorised delegate of the company performing the works).
- Forward the approved Work Permit to the applicant via Email, fax or in person. Keep original and make photocopy with a COPY stamp labelled on the work permit.
- If required, issue the keys (if mentioned in the form) to personnel named on the Work Permit when requested.
- Ensure that Permit Applicant or Site Representative received **PART D – Permit Open**. The Permit Applicant will complete **PART D – Permit Close** and forward to the Traffic Operations Manager (Fax 02 9868 6244) within 72 hours of completion of works or contact the Traffic Operations Manager (9086 6482) close off permit on their behalf.
- Attach the signed Work Permit Closed form to original Work Permit on file.
- EROA will not be responsible and or liable for any damage, injuries etc that may arise from works that are approved by any other party. See section 5.2. below.

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### 5.2. Tollaust/THML (The Company)

The company has the overriding authority to allow works to proceed without following the due processes outlined in this document and the Terms and Conditions of the Work Permit Application. In such cases, the company will relieve the contracted operator (EROA) of all responsibility and liability associated with such works and assumes full responsibility for any loss, damage and or injuries that may result. In these cases, the following should be noted:

- The Head of Hills and/or the Operations Manager of Tollaust are the sole authority in these instances.
- All instructions to EROA TCRO staff relating to said works must be routed through EROA Operations Manager/Traffic Operations Manager.
- These permits will not be issued with an EROA Permit Number. This field will be prefixed with either: Tollaust/THML Override and sections B and D of the permit completed and signed by those as listed in point one above.
- Any conflict or disruption to other scheduled works as a result of these permits will be the responsibility of the authorising party.

## 6. SAFETY AND ENVIRONMENT

- All personnel working on the Hills M2 Motorway are required to wear high visibility vest, and safety footwear as a minimum Personal Protective Equipment (PPE). Note: high visibility vest must conform to the current standards. Tunnel works specific PPE requires the above with the addition of hard hat and safety glasses, all are mandatory.
- The applicant is responsible for identifying any job specific PPE required by the relevant OHS legislation.
- All personnel working on the Hills M2 Motorway must have a full understanding of the requirement associated with this work permit.
- All vehicles and mobile plant are to be fitted with an orange flashing light. All mobile plant is required to be fitted with reversing beeper, although it is preferred that the plant be fitted with an alert device which issues a “quacker” sound rather than a tonal sound.
- Activities conducted under this work permit shall comply with all applicable NSW OHS Act 2000, NSW OHS Regulation 2001, Codes of Practice and relevant Australian Standards including any regulations governing the operation and maintenance of the Plant.
- All electrical equipment associated with the works must conform to the NSW Occupational Health and Safety Amendment (Electrical Equipment) Regulation 2006.
- All personnel working on the Hills M2 Motorway must obey all signage installed throughout the Hills M2 Motorway.
- Worksite is to be maintained in a tidy and neat condition as practical during works and returned to its original state once works are complete. For ongoing works ensure the work site is left in a clean and safe condition at the end of each workday. For works on road surfaces, kerbs and channels, ensure that areas are kept clean and free from debris. Avoid construction material from entering drainage system via open pits.
- All emergencies, hazards, unsafe work practices, incidents and injuries must be reported immediately to the Traffic Control Room.
- In the event of an emergency, all personnel must follow the direction given by the Traffic Control Room Operator, Surveillance Incident Response Officers and NSW Emergency Services (i.e., Police, Fire Brigade and Ambulance).

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### 6.1. High Impact Works

All works that generate noise, dust and light are required to undertake the following:

- A JSEA must be undertaken during the planning of the work to determine the level of noise, dust and light that may be generated.
- Noisy works includes any activity associated with the work, including plant operation and movements, machinery, deliveries and testing
- When the JSEA has been completed, and it is determined that the works and associated plant will generate noise, dust and light; authorisation must be sought from EROA and the impact of the work analysed to determine what steps should be undertaken prior to works to mitigate, minimise or avoid their impact.
- Works creating a high impact, such as the generation of noise, dust or light, may require that the local community be notified and informed of said works. This is to be coordinated through THML and an appropriate notification programme will be devised. This could be in the form of a community mail out, VMS programme etc. Minimum community notification period is five business days, and the notification programme should be arranged with THML a minimum of twenty business days prior to the first work shift.
- All costs associated with community notifications of high impact works will be borne by the applicant.
- All complaints associated with the works must be promptly addressed by the applicant and relayed to THML outlining the nature, location and action taken to resolve the issue.
- Noisy works are not permitted beyond 23:00 hours without the express approval from EROA.
- Failure to comply with the above will see the work permit cancelled.

## 7. THE APPLICANT/PRINCIPAL CONTRACTOR

### 7.1. The Applicant/Principal Contractor is required to:


- Have a clear understanding of the works to be performed and is responsible for planning and maintaining the works.
- Ensure all persons performing the works on the Hills M2 Motorway have received the EROA General M2 Induction.
- Assess the requirements of the work, apply for and receive any relevant permits and approvals from third parties and statutory authorities (including the Department of Planning, Office of Water, local Councils, Office of Environment and Heritage, DECCW, National Parks and Wildlife Service)
- Ensure Contractor or Sub-contractor (for their company) has submitted the following for assessment and approval:
  - A schedule of works must accompany all submitted work permits. The schedule must detail all activities, day/dates, start/finish times, location of works, names of all personnel working under the permit and any plant/equipment that is required for the works. See section 4 of the terms and conditions of the work permit form for site specific delivery instructions. Failure to attach a schedule of works will see the work permit rejected.
  - All works on carriageways being conducted by the Hills M2 Motorway, Hills M2 Maintenance Contractor, Lane Cove Tunnel and WestLink M7, their contractors and or sub-contractors must supply an approved Traffic Control Plan (TCP) prepared by a certified NSW RTA Select/Modify Traffic Control Plans or Design Audit Traffic Plans person to Egis Road Operation Australia Pty Ltd. All TCP's and the implementation of Traffic Control shall be in accordance with NSW RTA Traffic Control at Work Sites Manual and EROA's Standard Operating Procedures. With the exception of the Hills M2 Maintenance Contractor, WestLink M7 and Lane Cove Tunnel, all traffic management bookings are to be coordinated through EROA.

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- All works that require lane closures or works that pose disruptions to the motorway and or outer road network, must supply a detailed Traffic Management Plan (TMP). All TMP's are to be authorised and signed by the principal contractor and or his nominated representative. Failure to supply an authorised TMP will see the permit application rejected.
- Current Worker Compensation Insurance Certificate;
- Current Liability Insurance Certificate (Sum insured must be a minimum of \$20,000,000). If the contracted company is insured for less than \$20,000,000, written approval must be obtained from THML);
- Current Motor Vehicle Certificate if separate to the liability insurance;
- Current Professional Indemnity (if applicable for the scope of works, the minimum level of insurance is \$5,000,000 per event);
- OHS Policy;
- OHS certification if applicable;
- Who is responsible for your safety in your company;
- Evidence of Risk Management approach to Safe Work Procedure;
- Site Specific Safe Work Method Statement or similar statement must be signed by all working personnel;
- If high risk works are being performed, company must supply a documented procedure to demonstrate the control process going to be implemented.
- Hazard reporting form;
- Incident notification reporting;
- Evidence of OHS System Manual (Provide Table of Content only);
- Evidence of M2 General Induction;
- Evidence of trade certificate or licence of work required by legislation such electrical licence, etc; and
- Evidence of daily site inspection checklist utilised by the company to ensure their own health and safety.
- Complete Part A of the Work Permit including the following information:
  - Application Submission date;
  - Enter Permit Start and Permit Finish date and times for your planned works. Depending on the works, work permit can last for one day, a week, a month and quarterly (the maximum length for a work permit subject to the approval from the Traffic Operations Manager). Please consult the dates with EROA management for assistance; and
  - Details of company applying for the Work Permit, contact phone and fax numbers, company carrying out the work, contact details of the on – site personnel supervising the works, Name and contacts of the company the Works are being carried out for, exact location and nature of the work and the equipment to be worked on.
- Answer all questions (by ticking the “YES” or “NO” box) to the best of their ability and provide details as necessary and or required.
- Provide description of works and the equipment to be used, in sufficient detail to include the nature and type of work to be performed.
- Supply appropriate procedures and/or JSEA and Safe Work Method Statement with the Work Permit application.
- Sign and date the Work Permit, indicating acceptance and understanding of EROA's General Terms and Conditions of the Work Permit and that the information supplied is true and accurate.

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- Forward the Work Permit for planned works by faxing it to 9868 6244 or email to the Traffic Operations Manager: p.hobday@transroute.com.au giving two (2) weeks of notice prior to commencement of works.

*Please note: Once submitted, the contractor or sub-contractor will be on EROA approved sub-contractor register.  
Note: This applies to EROA contractors and sub contractors only.*

## 8. SITE ACCESS


- The Onsite Supervisor must contact TCR prior to commencement and on completion of the works.
- Only personnel working under an approved work permit are permitted to access the Hills M2 Motorway.
- No persons are permitted to cross a “live” traffic carriageway to gain access to or egress from the work site.
- All doors and gates are to be kept closed and locked at all times during works and before leaving ensure that site is secure (Doors closed, Gates locked). All lights are to be turned off in building areas and all tools and materials to be removed at completion of works. All emergency Access Areas, pathways to the Hills M2 Motorway’s facilities, including emergency Gate Ways, Emergency Cross Passages and Emergency Stairs are kept clear at all times.
- The applicant is responsible for returning of Access Keys and shall be liable for replacement costs if lost or damaged.
- Special requirements apply when entering restricted access areas such as tunnels cross passages and electrical niches, tunnel portal buildings, tunnel crossovers, etc. Permission must be granted by the TCR prior to accessing these areas.

### 8.1. The Applicant and/or the Site Representative nominated on the Work Permit are required to:

- Collect access keys from the Traffic Control Room by signing the Key Register on the day of the Work Permit and thereby indicating they accept responsibility to return it. Note: TCRO will only issue the Keys to the personnel named on the Work Permit after sighting the authorised Work Permit.
- Retain the Work Permit on – site while performing Works.
- Notify the Traffic Control Room (Ph: 9868 5136) prior to commencement of works.
- Perform only those Works, which are specified on the Work Permit.
- Stop work and notify the Works Authoriser of any change in conditions, which may affect the Work Permit.
- Ensure that the work site is left in a clean safe condition.
- Contact the EROA Traffic Control Room (Ph: 9868 5136) upon completion of Works.

### 8.2. The Applicant on Completion of Works is Required to:

- Advise the Traffic Control Room that the works, as specified in the Work Permit are completed. The TCRO is to close the permit in the EROA Access Database. It should be noted that the works are considered to be completed when the permit end date is expired.

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- The Applicant or Site Representative on completion of works completes PART D – Permit Close and forward to Traffic Control Room within 72 hours of completion of works or call the Traffic Control Room.

If you have difficulty in completely the Work Permit Application, please contact the person in section 9.1.1.

## 9. SPECIFIC REQUIREMENTS

### 9.1. All works are to be undertaken between the following times:

<b>Monday to Friday</b> - 10:00hrs to 15:00hrs or 21:00 hrs to 05:00 hrs; <b>Saturday</b> – 07:00hrs to 24:00hrs <b>Sunday</b> – 10:00hrs to 05:00hrs
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Work Permit related enquiries shall be directed to the following personnel:

Position	Contact No.
M2 Traffic Control Room	9868 5136
Traffic Operations Manager	9086 6482

### 9.2. Emergency Works

A request for emergency works must be obtained as followed:


- Any intervention requested by Egis Road Operation Australia.
- Any written approval issued by THML Management.
- Any emergency callout relating to the major incident on the M2 motorway and the Hills M2 facilities.

A work permit is **not** required to be submitted for emergency works, if the three above points are obtained.

All emergency work requests are to be directed to the Traffic Operations Manager for consideration.

### 9.3. A Work Permit Application must be submitted for the following Hills M2 Motorway Asset Owned Equipment, but is not limited to:

- Traffic Control Room – any maintenance, repair, modification or new wiring of the electrical, computer system and critical IT system deemed by THML.
- Computer Room (located behind the TCR) - any maintenance, repair, modification or new wiring of the electrical computer system and critical IT system deemed by THML; e.g. Tunnel fire control system, tunnel jet fans system, CCTV system, EWIS/Evacuation System, CITEC/SCADA system, company's computer server, etc.
- M2 Admin Building - PABX
- Eastern Portal Building – Back up TCR system.
- Eastern & Western Portal Building – Fire Control Facilities.
- Main Toll Plaza, Pennant Hills Plaza and Eastern Portal Building – Secure electrical power supply systems including UPS and generator power supply.
- Main Plaza and Pennant Hills Plaza's Q-free and KAPSCH Tolling systems.
- Between M2 Admin Building and the Norfolk Road Tunnel – Communication backbone.

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- All road works on the M2 Motorway that impact on motorist service levels such as traffic lane closure.
- All works undertaken by external sub contractors.
- Tolling Gantry works.
- Changeover/removal of key building essential service equipment.
- Any general maintenance work. (Must provide detail of the specific type of general maintenance works.)
- All field inspections and surveying works.
- Any upgrade or refurbishment project of Hills M2 assets and infrastructure.
- Building Plant isolation.
- High risk work such as Low and High Voltage electrical equipment, hot works, using hazardous substances, excavation, cutting or drilling, confined spaces, working at heights, impairment of the fire service.
- Any tunnel essential services equipment.
- Motorway's electrical devices.
- Any works within the motorway lease area, including native bushland areas.

#### 9.4. SITE DELIVERIES/PICK-UPS AND STORAGE OF PLANT AND EQUIPMENT

- All deliveries of equipment and plant must be coordinated through Traffic Control Room who will advise a suitable time and location for the delivery to take place.
- All equipment that is to be left on site must be suitably signposted and coned off and is to be situated so as it does not impede on traffic flow in any way. A separate TCP is to be submitted for all plant and equipment that is to be stored in the breakdown lane. THML accepts no liability/responsibility for any loss or damage of any plant/equipment left on site.
- Delivery and or pick up of plant and equipment for the Norfolk Road Tunnel must be planned two days in advance and is to be coordinated through the TCR who will organise an escort to site utilizing SIRO crews. Deliveries will be from a westbound approach for drop off at the eastern portal crossover. Delivery vehicles will use lane 13 of the main toll plaza as a waiting area and must not proceed until met by SIRO and the instruction from the TCR has been given to proceed. The TCR can be contacted on 9868 5136.

**Note: For fast effective approval process, please submit all necessary documents associated with the permit at the one time. Submitting documents on multiple days of the week may cause a delay in the approval process.**

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### 10. ZONE SECTION

Please use the following zone code when completing out the work permit application:

#### Eastbound Zones

Zone	Area Covered
E01	Abbott Rd entry - Gooden Res Pedestrian Bridge
E01 ON	Abbott Rd On Ramp
E02	Gooden Res Pedestrian Bridge - Watkins Rd O/Pass
E03	Watkins Rd O/Pass - Barclay Rd O/Pass
E03 ON	Windsor Rd On Ramp
E04	Barclay Rd O/Pass - VMS 03
E05	VMS 03 - Pennant Hills Rd O/Pass
E05 OFF	Pennant Hills Rd Off Ramp
E06	Pennant Hills Rd O/Pass - Kent St Pedestrian Bridge
E06 ON	Pennant Hills Rd On Ramp
E07	Kent St Pedestrian Bridge - Western Portal
E07 OFF	Beecroft Rd Bus Off Ramp
E07 ON	Beecroft Rd On Ramp
E08	Eastbound Tunnel
E09	Eastern Portal - Culloden Rd O/Pass
E10	Culloden Rd O/Pass - Christie Rd O/Pass
E10 OFF	Christie Rd Off Ramp
E11	Christie Rd O/Pass - Lane Cove Rd O/Pass
E11 OFF	Lane Cove Rd Off Ramp
E12	Lane Cove Rd O/Pass - Delhi Rd O/Pass
E12 OFF	Delhi Rd Off Ramp
E13	Delhi Rd O/Pass - Epping Rd

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### Multiple Zones

Zone Code	Area Covered
ME	Multiple Zones East
MW	Multiple Zones West
MB	Multiple Zones Both Directions

### Westbound Zones

Zone Code	Area Covered
W01 OFF	Abbott Rd Off Ramp
W02	Watkins Rd O/Pass - Gooden Res Pedestrian Bridge
W03	Barclay Rd O/Pass - Watkins Rd O/Pass
W03 OFF	Windsor Rd Off Ramp
W04	VMS 03 - Barclay Rd Overpass
W05	Pennant Hill Rd O/Pass - VMS 03
W05 ON	Pennant Hills Rd On Ramp
W06	Kent St Pedestrian Bridge - Pennant Hills Rd
W06 OFF	Pennant Hills Rd Off Ramp
W07	Western Portal - Kent St Pedestrian Bridge
W07 OFF	Beecroft Rd Off Ramp
W07 ON	Beecroft Rd Bus On Ramp
W08	Westbound Tunnel
W09	Culloden Rd O/Pass - Eastern Portal
W10	Christie Rd O/Pass - Culloden Rd O/Pass
W11	Lane Cove Rd O/Pass - Culloden Rd O/Pass
W11a ON	Herring Rd On Ramp
W11b ON	Lane Cove Rd On Ramp
W12	Delhi Rd O/Pass - Lane Cove Rd O/Pass
W12a ON	Lane Cove Rd (Ring Rd) On Ramp
W12b ON	Delhi Rd On Ramp
W13	Epping Rd - Delhi Rd O/Pass

Please enter the zone code provide above on the work permit.

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### 10. Tunnel Closure Works


Tunnel closure works are co-ordinated by Egis Road Operation Australia (the Operator) on behalf of THML. The Hills M2 Maintenance Contractor shall coordinate all tunnel associated works with EROA and submit a Tunnel Specific permit for these works.

### 11. NON THML ASSETS WITHIN THE HILLS M2 MOTORWAY LEASE BOUNDARY AREA

A work permit must be completed and submitted for all works on non THML assets that fall within the Hills M2 Motorway lease boundary area i.e. Lane Cove Tunnel, Westlink M7, Energy Australia and Telstra etc. Emergency works can be arranged by a letter of agreement from both parties for a practical site approach.

### 12. EGIS ROAD OPERATION AUSTRALIA RELATED DOCUMENTS

- PR12 OHS Contractor Management Procedure
- ADM4 Work Permit Procedure
- Form31 Job Safety and Environmental Assessment
- EROA/GM/FM-004 Work Permit Form

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### 13. DETAILS OF REVISION AMENDMENTS

Each new revision to the procedure will be distributed to all registered copyholders and relevant stakeholders and the superseded copy or pages should be destroyed, replaced or clearly identified SUPERSEDED. Changes to the recent revision will be highlighted.

The revision number is noted on each page and when amendments occur, the revision number is updated accordingly.

Minor amendments may be issued as an addendum, and the Egis Road Operation Australia Pty Ltd Operations Manager or Traffic Representative may revise any attachments to this procedure separately.

The Operations Manager of Egis Road Operation Australia Pty Ltd or Traffic Representative will approve amendments by initial in the Approval Column below, and the table below provides a record of amendments made to this document.

Version	Date	Author	Review	Approval	Details of amendments
1.0	01/09/06	PH	KG	GP	First Edition
2.0	29/04/07	SP	GP	GP	Annual Review
2.1	30/09/07	SP	GP	GP	Section 5.2
3.0	10/02/08	SP	PH	GP	Annual Review
4.0	08/04/09	PH	KM	PH	Annual Review and inclusion of section 8
4.1	30/9/09	PH	KM	PH	Update & Review of all sections with the inclusion of new section 6.4.
5.0	01/12/10	PH	KM	GP	Update & Review of all sections.