

Procedure No: ASIA-HSEQ-PR-010

Process Area: Health, Safety, Environment & Quality

1 Purpose

This procedure describes the process for engagement and monitoring of Contractor safety management requirements, while performing works on behalf of City Facilities Management.

2 Scope

This procedure applies to all work undertaken by (approved) Contractors on behalf of City Facilities Management.

3 Part 1- General HSE Requirements

3.1 Compliance with Laws / Regulations / City

- Contractor and maintenance service provider to comply with all applicable Health, Safety & Environment (HSE) laws and regulations, which are applicable to the worksite.
- Contractor shall comply at all times with the requirements as set forth by City in its Contractor Safety Management Procedure, site and Partner's Safety Rules, policies, operating standards, any special instructions (which shall be available upon request), and all other requirements stipulated in the contract whichever and/or whenever applicable as determined by City. These requirements are intended to supplement any known or ought to be known laws and regulations applicable at the worksite. City shall have the right to conduct its own HSE inspection/audit at the worksite to ensure Contractor's compliance to City's HSE Requirements throughout the performance of the Contractor.

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Malaysia: Occupational Safety & Health (Amendment) Act

- In alignment with the Occupational Safety and Health Amendment Act 2022, all contractors are responsible to ensure compliance regarding the appointment of an Occupational Safety & Health Coordinator (OSH-C).
- Any non-compliance will be addressed promptly, with the contractor required to rectify the issue within a specified timeframe to avoid penalties, fines, or project delays.

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Singapore : Workplace Safety and Health Act (WSH Act) Act

- Main legislation governing workplace safety and health
- Places duties on employers, occupiers, principals (including contractors), and self-employed persons, applicable to all workplace and contractors

Hong Kong: Factories and Industrial Undertakings (Safety Management) Regulation

- The Factories and Industrial Undertakings (Safety Management) Regulation requires proprietors and contractors of certain industrial undertaking to develop, implement and maintain a safety management system applicable to Hong Kong, which consists of 14 elements

Macau: The Law No. 2 / 2023

- Applicable to construction and engineering site, to formulate measures to safeguard occupational safety and health in the construction industry and regulate the establishment and licensing system of safety management personnel

3.2 Protection of Workers, Public, Environment & Assets

- Contractor shall take all necessary HSE precautions related to or arising out of the performance of the Contract in order to protect the work, the personnel and property of partner's facilities, Contractor, Sub-Contractor, all third parties and public from the hazards and risks associated with the work.
- Contractor shall ensure the safety, health and welfare of the workplace is maintained by setting up safe system of work.
- Contractor is to Provide adequate information, training, instruction and supervision for the employee to perform the work competently.

3.3 Right to STOP WORK

- City shall have the right to stop commencement of Work or to suspend any WORK in progress if the equipment, machinery, personnel or work conditions are considered at City's discretion to be unsafe or not to be in compliance with any applicable rules, regulations and procedures in including City's HSE Requirements. Suspension of the Work shall be at Contractor's expense until Contractor has satisfactorily rectified such defects and unsafe conditions.

3.4 Maintain Equipment, Tools and Machinery in a Safe Condition

- Contractor shall ensure that all Contractor's machinery, tools, equipment, facilities and other items in any way associated with or utilized in the work are fit for use and maintained in a safe and good working condition. Certificates of Fitness, Calibration Certificates, etc. where applicable shall be provided whenever requested by City.

3.5 Risk Management & Hazard Identification

- Contractor is responsible to minimize and prevent exposure of risk at workplace by means of Hazard and Risk identification to prevent any occupational accident at the workplace.
- Contractor shall make assessment of the HSE risks involved in the execution of the Work. The focus of the assessment should be to evaluate the inherent hazards in conducting the work and the potential adverse consequence of an accident to its personnel, City's personnel, third parties and the environment, City assets and reputation.
- Contractor shall take appropriate preventive and mitigation measures to prevent incidents from occurring and to minimize the consequence of an event should it occur.
- Contractor shall conduct HSE inspections and audits to ensure that such preventive and mitigation measures are in place and implemented.
- Contractor shall promptly take actions on all recommendations made pursuant to the said inspections and audits.

3.6 Incident Reporting & Investigation

- Contractor shall report to City immediately of the occurrence of any incident or accident including near misses while engaging with City and Partner's assets or properties as per City incident reporting requirements.
- Contractor shall also alert relevant authorities in relation to the incident whenever necessary. All incidents that result in or have the potential to cause serious injury or property damage shall be reported to City and Contractor shall provide full cooperation and support to any investigation initiated by City.
- Contractor shall maintain accurate incident and injury records and shall comply with City's requests for information relating to accidents, injury or illnesses and/or near misses. As a Contractor of the facility, any incidents involving the cared scope facilities must be fully managed (action taken, timely notification to City and authority, investigation, corrective action and preventive action).
- In case of any dangerous occurrences of accidents, Contractors are responsible to report, investigate and implement future action related.
 - i) Malaysia: Under Occupational Safety and Health Notification of Accident, Dangerous Occurrence, Occupational Poisoning and Occupational Disease) Regulations 2004 (NADOPOD), CONTRACTORS need to notify nearest Department of Occupational Safety and Health office of accident, dangerous occurrence as classified in Second Schedule, occupational poisoning and occupational disease classified Third Schedule of the regulations.
 - ii) Singapore: WSH (Incident Reporting) Regulations - Contractors must report any workplace accident, dangerous occurrence, or occupational disease. Timely reporting to the Ministry of Manpower (MOM) is mandatory as per regulations.
 - iii) Hong Kong: Contractor shall notify to Labour Department using Form 2 / Form 2B within 14 days of the accident in case of injury and using Form 2 within 7 days of the accident in case of fatality, respectively.
 - iv) Macau: contractor shall notify to Labour Affairs Bureau via online reporting system, should be made within 24 hours of the accident in case of fatality or admitted to hospital, and within 5 days of others work-related accident, respectively

3.7 Housekeeping

- Contractor shall ensure that good housekeeping is maintained continuously throughout the duration of the work. Due regard shall be paid to proper disposal of all types of wastes especially hazardous/scheduled wastes, tidiness, and clear access ways and emergency exits. Access and egress of all exits, fire and safety equipment, and work areas shall be kept clear of obstructions at all times. Special attention shall be given to among others, maintaining clear walkways, removal of slippery and tripping hazards, securing or removing of loose materials at height, and proper storage of materials. All housekeeping costs shall be borne by Contractor.

3.8 Contractor Discipline Policy

City has strict disciplinary policy for the Contractor who violates the safety rules.

- 1st time violation - Verbal Warning and recorded via Email
- 2nd time - Written Warning via Email
- 3rd time - Written Warning and suspension for a period determined by City.
- Final - Permanent ban from City.
- Immediately - Any serious occurrence/ unsafe behaviour can cause the work stopped immediately and cancellation of the job order.

3.9 Prohibition of Illegal Workers

No illegal workers are allowed to enter a work area.

All workers working at the worksite are subjected to comply to specific country employment requirement.

3.10 Entering City Worksite

Steps of Entry to City Facilities Management work site.

- Step 1 - Contractor to prepare all safety equipment according to work
- Step 2 - Arrive work site as per Estimated Time Arrival
- Step 3 - Wear appropriate PPE
- Step 4 - Attend the Partner's Security Post or facilities person in charge for Contractor Sign In
- Step 5 - Attend City FM Technician (subjected to availability)
- Step 6 - Attend to Worksite person in-charge
- Step 7 - Implement all safety measures
- Step 8 - Carry out Work Activity Safely
- Step 9 - Perform Housekeeping
- Step 10 - Job Completed.

4 Part 2 – Specific HSE Requirements

4.1 Equipment, Tools & Machinery Inspection

Effective health and safety consultation assist in increased engagement and participation between stakeholders and improved solutions. Four requirements for effective communication are:

- Relevance of information to team members
- Team members being given the opportunity to express their views, raise related health and safety issues, and contribute to the decision-making process.
- Team member's views being taken into account.
- Team members being advised of the outcome of consultation in a timely manner

4.2 Personal Protective Equipment (PPE)

- Contractor shall enforce the use of PPE to all its personnel including the Subcontractor's personnel and supply adequate PPE, donning training and maintenance of PPE at its own cost.
- The PPE must be suitable for the job as per Appendix A Work Safety Matrix.

4.3 Working in Confined Space

- Prior entering Confined Spaces, Permit To Work mechanism shall be implemented.
- Contractor shall take adequate precautions and mitigation measures of gas/oxygen tests, PPE requirements, respiratory protection equipment (RPE), isolation of connections to confined space, provision of ventilation equipment and preparation of confined space for safe entry, standby person, availability of rescue equipment.
- Competent person shall ensure that all necessary precautions and mitigation measures are implemented.
- Contractor shall ensure their personnel are medically fit to work in confined space.

4.4 Permit To Work (PTW)

- Contractor shall comply with Partner's or worksite PTW procedure if any activities such as hot work, work at height, lifting, confined space entry, work in high voltage room to be carried out.
- The PTW permits and certificates shall be approved by the Partner's or Worksite Person in Charge.
- Contractor shall continuously enforce the conditions and requirements of the permits including its validity.

4.5 Tools and Equipment

- Contractor shall ensure all purchased or rented machinery, tools and equipment, facilities, and other items related to Work are maintained in a safe condition and to be operated by competent operator.
- Tools shall only be used for the job they were designed to perform.
- All guards shall be always fitted and in good condition.
- All grinding discs shall be checked for correct size and speed prior fitting.
- Electrically powered tools shall meet the hazardous zones requirements (if applicable).
- All electric cables shall be industrial type.
- All defective tools and equipment shall be prohibited from used.

4.6 Compressed Gas Cylinders

Contractor shall ensure that:

- Compressed gas cylinders stored or used shall be in an upright position and secured to some substantial object or structure by a chain or other suitable means capable of supporting the weight of the cylinder. This applies to all empty or full cylinders.
- Cylinder valves shall be closed and hoses depressurized when cylinders are not in use.
- Cylinder shall have protective valve caps in place while they are being transported / stored.
- Cylinder shall be kept promptly to a suitable storage area after use and shall not be left unattended at any work site. Cylinder storage areas should be kept away from general traffic paths and shall not be adjacent to vehicle paths.
- Flammable gases and oxygen cylinders shall not be stored in proximity unless separated by a non-combustible wall.
- Cylinders shall be colour coded in accordance with International or respective national standards.
- Gas welding cylinders shall have hose check valve (non-return valves).
- Flashback arrestors shall be installed to quench flashback flames and cut off the gas flow automatically, in both oxygen and fuel gas outlet lines.

4.7 Welding and Cutting

Contractor shall ensure that:

- Only trained and authorized workers are allowed to handle welding and cutting equipment.
- Suitable precautions and mitigation measures against exposure of welding hazards i.e. excessive ultraviolet radiation, fire, welding fumes, and dusts are in place.
- Welding and flame cutting in the flammable vicinity or near the combustible substances/materials shall only be done in accordance to permit to Work (PTW) procedures.
- Contractor shall ensure adequate number of suitable fire extinguishers at the sites nearby the Hot Work area.

4.8 Abrasion Wheels

- Contractor shall ensure ONLY trained personnel are permitted to work with grinding machines and abrasive wheels.
- Contractor shall ensure that personnel working with grinding machines and abrasive wheels are provided with the safety protections i.e. goggles, shields and/or hearing protection devices (HPD) which shall be used at all times during work.
- When changing discs on a portable grinder, it is imperative that a suitable replacement disc is fitted and installed as per maker's instruction.

4.9 Use of Chemicals

- Contractor shall declare to City on any hazardous chemicals used for work.
- Contractor shall ensure all requirements for use, storage, handling and transportation of chemicals including wearing a proper personal protection as outlined in the Safety Data Sheet (SDS) are strictly followed.
- The Safety Data Sheet (SDS) for all chemicals shall be made available in English.
- When in doubt concerning these requirements, Contractor shall consult with City's Safety Officer.
- Flammable chemicals such as solvents and cleaning agents shall not be stored or used in unventilated areas or in proximity of any sources of ignition. These chemicals shall be stored in a designated area whenever they are not being used.
- All chemical containers shall be properly labelled accordingly.
- Contractor shall ensure that smoking and any other actions which may cause ignition i.e. welding, cutting, grinding and hot work are STRICTLY PROHIBITED in the vicinity of any such chemical.

4.10 Use / handling of Asbestos or Asbestos-containing materials

- The use of any asbestos or asbestos-containing materials is STRICTLY PROHIBITED.
- For work that requires handling/removal of asbestos or asbestos-containing materials at site, Contractor shall take necessary precautions to ensure the personnel and others are protected from the exposure of asbestos fibres.

4.11 Barricade, Platforms and Guardrails

- Contractor shall provide adequate barricades, covers, guardrails, signal flag persons or other appropriate warning devices to protect personnel near any hazardous operations or overhead work.
- Temporary covers for floor openings shall be firmly fastened and clearly identified by warning signs. All permanent and temporary elevated work areas, walkway, platforms shall be protected by an approved guardrail and shall provide a secure working space.

4.12 Scaffold

- Safe means of access shall be provided for any work to be carried out at a height greater than 3 meters above ground. If a suitable permanent access is not available, a well-designed, erected, inspected and maintained scaffold will provide a safe mean of access and safe working areas.
- Additionally, safe access to scaffold work platforms by ladder shall be provided.
- All scaffolding materials and components shall comply with local or international requirement.

- Inspection

A scaffold inspector shall inspect all scaffold materials. Any scaffold above 40 meters shall be designed and endorsed by a professional structural engineer and copy of design forwarded to local authority.

- Erection

Scaffolds shall only be erected, altered or dismantled by competent scaffolder under supervision of a scaffolder supervisor. All inspection of scaffolds shall be done by a competent scaffold inspector.

4.13 Lifting

- All cranes supplied by Contractor shall possess valid certificate of fitness issued by Class or local authority.
- All cranes and associated lifting equipment i.e. all wire ropes, chains, and slings shall be inspected, and tested to ensure they are in safe working conditions.
- All defective cranes shall be taken out of service, repaired or replaced if necessary. Whenever there is any doubt on the integrity of the crane, load test shall be performed
- Contractor is responsible to ensure that ONLY competent and authorized operator can operate any lifting device. Contractor shall also designate a signal man to signal the operator as necessary to properly place and control the loads.
- Prior to performing any lifting operation, the operator shall determine the weight of the object being lifted and ensure that cables, lifting device, slings, wire ropes, chains etc. used are of a sufficient strength to support the weight of the load.
- No personnel or person shall be allowed to walk or stand under the load. Tag lines shall be used to guide and control the load where excessive movement is possible.

4.14 Heavy Machinery

- All Contractor vehicles on any site shall have proper insurance and maintained in safe operating conditions.
- All heavy machineries shall be operated by competent and certified operators. They shall be operated in a safe manner and at a speed suited to the terrain and weather conditions.
- All cranes, stringing trucks, heavy tracked equipment and machinery, welding rigs and all vehicles shall be fitted with reverse alarms.
- Any vehicle with restricted vision shall not operate in the vicinity of workers, except under the direction of a designated worker who is ensuring that the pathway is clear and safe.

4.15 Working at Height

- Safety harness is required when working above three (3) meters and Contractor must obtain PTW approval from Worksite Person in Charge.

4.16 Risk Assessment (RA)

Prior to performance of Work, Contractor shall implement RA as a safety precaution to eliminate or guard against hazards of a specified job. The RA methodology shall include the following:

- Study the job and develop basic job steps
- Identify the hazards for each job step
- Identify the safety precautions and mitigation measures to be taken for each job step
- Record the RA and brief all workers on the hazards, precautions and mitigations to be taken.

4.17 HSE Inspection / Audit

- Prior to commencement of Work, Contractor is required to inspect the work site and equipment to ensure that Work can be performed safely.
- In addition, Contractor shall perform HSE inspection/audits throughout the Work and shall promptly implement all recommendations made pursuant to the said inspection/audit.
- City shall have the right to conduct its own HSE Inspection/audit at the work site and Contractor shall comply with all recommendations arising from such inspection/audit.

4.18 Drug and Alcohol

- The use, sale, dispensing or possession of drugs, narcotics and alcoholic beverages is STRICTLY PROHIBITED on the sites and at any place where the work is performed.
- Contractor shall ensure that its personnel do not at any time, during the performance of the work, partake, bring onto the work site, or be under the influence of any alcoholic liquor, drug or other intoxicating substance. This prohibition shall also cover all legal or prescription drugs which may impair an employee's ability to perform his job safely.
- City reserves the right to randomly require Contractor's or Subcontractor's employees, to undergo drug and alcohol tests at any time which shall be arranged and borne by City.
- Shall any incidents or accidents occurred, the drugs and alcohol tests shall be conducted immediately at Contractor's own cost.
- Contractor shall ensure that each and every person engaged by it or on its behalf to perform any element of the work (including Sub-Contractor) are advised on the local laws relating to the usage, selling, dispensing, importation and/or possession of drugs.

4.19 Emergency Response Preparedness

- Contractor at its own cost, shall ensure there is adequate emergency response capability at site, which shall include at least the following:
 - Emergency response procedures
 - Firefighting equipment
 - Fire preventive program
 - First aid medical personnel and facilities
- Contractor personnel shall be trained and competent in the use of firefighting equipment.
- Contactor shall also ensure its first aiders are trained and competent to render such services.

4.20 Contractor Training Records

- Contractor shall provide adequate training to all its personnel to ensure that they have sufficient knowledge and skill to undertake the assigned tasks.
- Contractor shall establish a document control system to maintain their training records.

4.21 Work Safety Matrix

Contractor shall ensure that they comply with the requirement that is stated in the Work Safety Matrix. The Work Safety Matrix is developed to assist the Contractor in preparing for the right safety practice and equipment for any jobs related. City personnel would also be inspecting on site contractor compliance based on the Work Safety Matrix. Please note that the Matrix is not exhaustive, and it may also be cross reference with other regulations and guidelines by Malaysia Authority.

4.22 Acknowledgement of HSE Requirements for Contractors

- Upon received this document, contractor need to complete the HSE Requirement Acknowledgement Form (MY/SG-HSEQ-FM-007) & Contractor Health & Safety Undertaking Form (HK-HSEQ-FM-007) and email it to CITY for consolidation.
- Upon receiving the completed Contractor Declaration Form, the QHSE team shall review and verify the information provided.

5 Definitions & Abbreviations

Definition/Abbreviation	Explanation
Contractor	A person, organisation, their employees or a nominated representative engaged to carry out work for City FM in a contract for service arrangement and has undertaken formal registration and approval via City's approved Contractor Prequalification and Accreditation system
HSE	Health, Safety and Environment
SHO	Safety & Health Office
CFM	City Facilities Management

6 Inputs / References

- Work Safety Matrix
- Occupational Safety & Health (Amendment) Act 2022 (Malaysia)
- Workplace Safety and Health Act (WSHA) 2006 (Singapore)
- Cap. 59AF Factories and Industrial Undertakings (Safety Management) Regulation (Hong Kong)
- Law 23/2023 (Macau)
- Law 2/2023 & ISO 45001: 2018 Occupational Safety & Health Management System
- MY/SG/HK-HSEQ-PR-008 Incident Reporting & Investigation Procedure

7 Outputs / Records

- MY-HSEQ-FM-007 HSE Requirements Acknowledgement Form
- SG-HSEQ-FM-007 Contractor Declaration Form
- HK-HSEQ-FM-007 Contractor Health & Safety Undertaking Form

8 Document Control

Approval

	Title	Name
Administrator	Senior HSE Executive	Ahmad Uzair
Reviewer	Senior HSE & Operations Manager	Mohd Asyraf Zainal
	HSE & Regional Facilities Manager	Nur Fadli Bin Mohamed Nordeen
	HSE Manager	Coke Fok
Approver	Head of Safety & People	Tan Kien Lok

Electronic approval maintained on file

Document History

The following table lists the changes made to this document:

Version	Date	Amended By	Brief summary of changes
1	24/02/2025	SL. Kwan	Formatted in new template. Previously HSE-CFM-PR-007 dated 13/06/2024
2	09/07/2025	Ahmad Uzair	To include verification of the completed Contractor Declaration form by QHSE team - Section 4.22 To include Output/Records – SG-HSEQ-FM-007 Contractor Declaration Form

9 APPENDICES

APPENDIX A – WORK SAFETY MATRIX

TYPE	DESCRIPTION & EXAMPLE	SAFETY REQUIREMENT								
General Requirement	Working in Partners	Safety Boot	Contractor Pass	Long Pants	Safety Signage	Barricade Work Area				
										
Hot Work	Electrical Welding	No Damaged Regulator	Flashback Arrestor	Welding Gloves	Welding Helmet	Fire Extinguisher	Long Sleeve Jacket	Welding Apron		
										
	Oxy Cutting	No Damaged Regulator	Flashback Arrestor	Welding Gloves	Welding Helmet	Fire Extinguisher	Long Sleeve Jacket	Welding Apron		
										
Grinding & Cutting	Grinder fitted with disc guard	Face Shield	Gloves	Fire Extinguisher	Long Sleeve Jacket					
										
Working with Powered/ Hand Tools	Work with Power tools	Safety Goggles	Gloves	Good Housekeeping						
										
Work Generating Dust	Work Generating Dust	N95 Respirator	Eye Protection							
										
Working with Chemicals	Contact with Chemicals	Safety Data Sheet	Chemical Gloves	Goggles	Spillage Kit	Other PPE as per SDS				
										
Manual Handling	Lifting Heavy items	Mechanical Aid (Trolley) / Work in Pair	Cotton/ Grip Gloves							
										
Work in Public Area	Work at Parking Lot	Safety Signage	Barricade Work Area							
										

