 <p>DURBAN ICC INTERNATIONAL CONVENTION CENTRE INKOSI ALBERT LUTHULI ICC COMPLEX SOUTH AFRICA</p>	ISO Management System	Approval	
		Operations Director	
	Contractor Induction, Accreditation & Access Procedure	Doc No: SOP-13	
		Issue Date: 20/03/2019	Rev: 10

1. POLICY

Legislation and ICC Rules & Regulations requires that all contractors, suppliers and service providers delivering a service at the Durban ICC, whether it be for the venue or any of its clients, are required to undergo a brief Health & Safety induction.

In order for Durban ICC to offer a safe and controlled working environment, all contractors, suppliers and service providers are required to be registered on the National Treasury's Central Supplier Database (CSD) and wear an accreditation badge/card (to identify those who have been inducted) **as well as a colour-coded wristband** (which allows Security Personnel to identify and control access to only those persons accredited to be in specific venues for specific events)

The accreditation badges/cards and wristbands are to be displayed visibly at all times when on site for the duration of the event from build up to breakdown and anyone who fails to comply will be asked to leave the site immediately.

2. RESPONSIBILITY FOR IMPLEMENTATION


Operations Director
Risk Manager
Health and Safety Officer
Induction Administrator

3. REFERENCES

OHSAS 18001 Clause 4.5.1
Occupational Health & Safety Act (Act 85 of 1993)

4. INDUCTION - TEMPORARY CONTRACTOR BADGES AND ACCREDITATION

- 4.1. For contractors, sub-contractors, suppliers and service providers who work at the Centres infrequently (at ad hoc times i.e. Branding companies, plant/flower decorators; service providers contracted to Durban ICC etc.) temporary badges will be issued at a cost of R5 per badge, non-refundable, to cover the cost of administration and accreditation insignia.
- 4.2. With regards to Couriers and Transport company employees, they must go through the Durban ICC and DEC security check points in order to be searched, scanned and a wrist band given to them or any other form of accreditation that is applicable to the event. They don't have to attend the Durban ICC induction but must adhere to all the health and safety rules and regulations at all times. They will feature on a list of Courier and Transport companies that sits with the Durban ICC and DEC security guards. This means that they will only allow companies through if they are on the list. This list comes from the coordinators and/or the clients.
- 4.3. The designated Durban ICC Event Co-ordinator sends a copy of this procedure together with **SR-21 (Induction/Accreditation Register – Temporary)** to the client/contractor well in advance of the event, for completion and return, listing details of the staff who will be working on site for that event. This must be forwarded to the Durban ICC Health & Safety Officer – ebrahimy@icc.co.za at least 1 week prior to the event set-up and no later than 14h00 on a Friday in order to prepare the badges for handover after the induction session. The register must include the following:
 - 4.3.1. Company name and registration number
 - 4.3.2. Company telephone / fax contact number
 - 4.3.3. Employee name, surname, designation and cellular number
 - 4.3.4. Identity document or valid driver's licence number

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		<p>Operations Director</p>	
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		<p>Issue Date: 20/03/2019</p>	<p>Rev: 10</p>

- 4.3.5. Name of event, venue and areas where the contractor/s will be working
- 4.3.6. Dates the contractors will be on site
- 4.3.7. Confirmation of being in possession of a Safety File (tick box) in compliance with requirements of the SASREA Act 2 of 2010, OSH Act 85 of 1993 and the SANS10366:2012 for inspection and sign off by the designated Event Health & Safety Officer's and/or the Durban ICC Health & Safety Officer, Ebrahim Yusuf – ebrahimy@icc.co.za .


We have now set up an online induction system. Contractors, sub-contractors, suppliers and service providers must go onto our website, click onto "Home", click on "Venue Services" and then onto "Contractor Induction", Read the page carefully and follow the requirements thereon. Once you receive your usernames and passwords, via the filled in forms, you may proceed with the online induction. Inductions may also take place at the Durban ICC Accreditation Centre on the 2nd level of the Exhibition Centre Administration Building, enter through Gate C (Walnut Road) Durban on Thursday mornings @ 09h00 (prior arrangements must be made before attending this induction). Special inductions will take place only at **a pre-arranged time** (subject to availability of the facilitator and events taking place in the venue).

For any further information contractors need to contact the Induction Administrator - +27 31 360 1287 or training@icc.co.za / the Durban ICC Health & Safety Officer, Ebrahim Yusuf – ebrahimy@icc.co.za or +27 31 3601329 / +27 31 72 621 4841.

- 4.4. Procedure:-
 - 4.4.1. On arrival each employee is to produce their ID document for verification and sign off the register on hand before attending the induction (± 30 minutes).
 - 4.4.2. On completion of the induction, a supervisor / manager or responsible person for the company is to proceed to the Health & Safety Officer/s in the adjoining room for sign off of their safety file.
 - 4.4.3. Once approved he/she is to proceed to the pre-arranged accreditation point (manned by accredited Health & Safety staff members) for payment / receipt and hand over of the badges / colour coded wrist bands.
 - 4.4.4. The Health & Safety staff are provided with a Durban ICC receipt book which is signed off by the Durban ICC Accountant weekly on a Friday.
- 4.5. Induction is valid for a period of 13 months and companies entering the site within that time may present their previous accreditation badges as proof or provide details of the previous event.
- 4.6. **NOTE: Regardless of prior induction, a list of staff still needs to be provided for each and every event for verification and processing of the badges.**

3. **INDUCTION – LONG TERM CONTRACTOR BADGES AND ACCREDITATION**

- 3.1 Contractors, sub-contractors, suppliers and service providers who work at Durban ICC regularly throughout the year (i.e. stand builders, AV Companies, lift technicians, Telkom, Nashua etc.) receive a hard plastic card at a once off cost of R10 per card, non-refundable, to cover the cost of administration and accreditation insignia with a R50.00 replacement charge if lost or stolen. This card will be valid for a period of 12 months from the month of issue.
- 3.2 The designated Durban ICC Event Co-ordinator sends a copy of this procedure together with **SR-20 (Induction/Accreditation Register – Long Term)** to the client/contractor well in advance of the event.

 <p>DURBAN ICC INTERNATIONAL CONVENTION CENTRE INKOSI ALBERT LUTHULI ICC COMPLEX SOUTH AFRICA</p>	<p>ISO Management System</p>	<p>Approval</p>	
		<p>Operations Director</p>	
	<p>Contractor Induction, Accreditation & Access Procedure</p>	<p>Doc No: SOP-13</p>	
		<p>Issue Date: 20/03/2019</p>	<p>Rev: 10</p>

- 3.3 The registers are to be completed and returned, listing details of staff who will work on site for the next 13 months, together with a scanned / e-mail copy of a colour, ID size photograph in order to prepare the cards for handover after the induction session. This must be sent to the Accreditation Officer on training@icc.co.za (+27 31 360 1287) / Durban ICC Health & Safety Officer on ebrahimy@icc.co.za or +27 31 3601329 / +27 31 72 621 4841.

The register must include the following information:

- 3.3.1 Company name (whether it is a cc; (Pty) Ltd or Sole Proprietor)
 - 3.3.2 Company registration and tax number
 - 3.3.3 Company telephone / fax contact number
 - 3.3.4 Employee name, surname, designation and cellular number
 - 3.3.5 Identity document, passport or valid driver's licence number
- 3.4 The register information and photographs are captured onto the EBMS database and a proforma invoice is mailed to the company for payment. This information is automatically diarized for their 12 month renewal anniversary.
- 3.5 All inductions will take place at the Durban ICC Accreditation Centre on the 2nd level of the Exhibition Centre Administration Building, entrance from Gate C, Walnut Road, Durban, on specified days and times.


Special inductions on a Saturday and/or Sunday will take place only at **10:00 am.** (subject to availability of facilitator).

For further information contractors are to contact Accreditation Officer on training@icc.co.za (+27 31 360 1287) or the Durban ICC Health & Safety Officer, Ebrahim Yusuf on ebrahimy@icc.co.za or +27 31 3601329 / +27 31 72 621 4841.

- 3.6 Procedure:-
- 3.6.1 On arrival each employee is to sign off the attendance register before attending the induction (± 30 minutes).
 - 3.6.2 On completion of the induction, a supervisor / manager or responsible person for the company is to proceed to the Health & Safety Officer/s in the adjoining room for sign off of their safety file.
 - 3.6.3 Once approved they may proceed to the pre-arranged accreditation point (manned by the Durban ICC Health & Safety staff) for payment / receipt where the cards are handed over together with a colour-coded wristband applicable to the specific event.
- 3.7 **NOTE:** Following the initial induction **a list of staff still needs to be provided for each and every event for verification and hand over of the wristbands.** A Manager / Supervisor or responsible person may collect the wristbands from the Accreditation Centre by arrangement with the Durban ICC Health & Safety Officer, provided the registers/lists have been returned in good time.
- 3.8 **The cards must always be worn visibly when on the Durban ICC sites, together with a colour coded wristband for the specific event otherwise access WILL NOT BE PERMITTED.**

4. DECLARATION OF ITEMS

All equipment and material must be declared prior to arrival and a permit would be granted where necessary for the following equipment: cameras, flash equipment, all service equipment, other material and items. Failure to declare would result in the confiscation of equipment and/or any other items not declared.

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		<p>Operations Director</p>	
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		<p>Issue Date: 20/03/2019</p>	<p>Rev: 10</p>

5. DURBAN ICC CONTRACTED SERVICE PROVIDERS


- 5.1 Deliveries and trucks to be directed by Security
- 5.2 All contractors and sub-contractors working at both Centres have to enter the site via the main staff / security entrance.

6. SITE REGULATIONS

- 6.1 OHSA Compliance has to be obtained from the Durban ICC Health & Safety Officer all contractors and subcontractors must have an approved Safety File.
- 6.2 Contractors and sub-contractors will be allowed to work **ONLY** in their designated work areas.
- 6.3 No contractor or sub-contractors will be permitted to walk through the concourse areas of the building unless authorized by the Durban ICC Health & Safety Officer.
- 6.4 **Speed Limits**
 - 6.4.1 Vehicles must be driven with due consideration to personnel, equipment and property.
 - 6.4.2 The maximum speed limit of 10 km per hour is to be maintained throughout the site, including the parking garage and loading dock areas.
- 6.5 **Fire Precautions**
All work that could result in a fire must be discussed with the Durban ICC Health & Safety Officer prior to commencement so that the necessary precautions may be taken.

7. CONTRACTOR PROHIBITED ACTIONS

- 7.1 To comply with Health & Safety standards the following will not be tolerated -
 - Operating a vehicle or equipment without proper training, qualification, without license or certification.
 - Improper use of vehicles or lifting equipment without proper training and authority.
 - Failure to use Personal Protective Equipment.
 - Running and horseplay is strictly prohibited on site.
 - Hooking up to utilities without permission or payment.
 - Fighting or endangering the physical welfare of other people.
 - Possession or use of alcoholic drinks or non-prescription drugs.
 - Bringing weapons or firearms into Durban ICC facilities.
 - Theft and gambling would result in immediate removal from site
 - Obscene or reckless behaviour or speech.
- 7.2 **Hot Work**
No welding, grinding, cutting or the use of open flame equipment is permitted on site without the authority of the Durban ICC Health & Safety Officer and the appropriate hot work permit being completed.

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		<p>Operations Director</p>	
	<p>Contractor Induction, Accreditation & Access Procedure</p>	<p>Doc No: SOP-13</p>	
		<p>Issue Date: 20/03/2019</p>	<p>Rev: 10</p>

7.3 Emergency Exits

Emergency exit doors, escape routes, walkways, stairways and stair landings must be kept clear and remain free from obstruction at all times.

7.4 Fire Fighting Equipment

Fire fighting equipment must be easily accessible at all times.

7.5 Emergency Evacuation

The Contractor is responsible for ensuring that he/she is familiar with the Durban ICC evacuation procedure and that this has been explained to all his/her employees.

7.6 Loading and Off-loading of Materials

7.6.1 Vehicles must be parked in a safe manner and not create obstructions or danger to passing vehicles/pedestrians.

7.6.2 Proper lifting equipment must be utilized when hoisting heavy items.

7.6.3 The appropriate protective wear and equipment must be used.

7.6.4 Items are to be securely lashed to the vehicle prior to departure.

7.7 Parking on Site

7.7.1 The loading dock may be used to load and off load items for events and may **NOT** be used as a parking area.

7.7.2 Limited space is available for overnight vehicle parking on the loading dock at a cost of **R150.00**. This must be booked and confirmed in writing by the relevant Event Co-Ordinator who will provide an event specific decal to be displayed in the windscreen of the vehicle.

7.8 Reporting of Unsafe Acts and Conditions

Unsafe acts and conditions identified on site are to be reported immediately to the Durban ICC Health & Safety Officer.

7.9 Security

7.9.1 Durban ICC Security reserves the right to validate accreditation and proof of ID must be available at all times.

7.9.2 Contractors and their employees are required to co-operate with Security personnel at all times and recognize that "Restricted" or "Unauthorised Entry" areas are strictly out of bounds.

7.10 Overhead Working

The following measures must be undertaken prior to and during all overhead works:

7.10.1 A hazardous work permit is to be obtained before overhead work may commence

7.10.2 The area must be cordoned off

7.10.3 The appropriate signs are to be displayed

7.10.4 The necessary personal protective clothing and equipment must be used

7.10.5 Tools and other material may not be thrown to the ground


7.11 Floor Loading

Contractors are to consult with the Durban ICC Health & Safety Officer in order to ensure that floor loading is not exceeded.

7.12 Tools, Equipment & Vehicles

Under no circumstances should Contractor's employees or sub-contractors:

7.12.1 Operate tools, equipment or machinery unless they have received training and have been certified as competent.

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7.12.2 Utilise defective and/or damaged tools and equipment.

7.12.3 All tools for the job at hand must be supplied by the Contractor / sub-contractors and must be logged with Security on arrival.

7.13 Housekeeping

All tools and other items are to be stowed away in their designated storage place and work areas are to be maintained in a neat and clean condition at all times. Waste material is to be disposed of in the proper manner.

7.14 Personal Protective Equipment

The appropriate protective clothing and equipment must be issued to each of the Contractor's employees and worn during all operations. Failure or disregard of this requirement will result in the employees being escorted off site.

7.15 Draping at Durban ICC Exhibition Centre

No draping is permitted to cover any air conditioning vents in any of the Exhibition Centre Halls, Coast of Dreams or Mystrals. This applies to all events with no exceptions.

Failure to comply with any of the above regulations will result in accreditation being revoked, the contractor being asked to leave the site and a possibility of being blacklisted after receiving more than one warning.

8. RECORDS

Record	Doc No.	Retained by	Retention Period	Destroyed by
Induction/Accreditation Register - <i>Temporary</i>	SR-21	Health and Safety Officer	1 year	Health and Safety Officer
Induction/Accreditation Register – <i>Long Term</i>	SR-20	Health and Safety Officer	1 year	Health and Safety Officer