

A Handbook for our Subcontractor Whānau



Welcome from our Chief Executive

Nau mai, haere mai.

Kia ora and welcome to the Citycare Property whānau.

Our network of subcontractors is an essential aspect of our business, and we count on you and your teams to join with us in delivering the best possible service for our customers.

We couldn't do what we do without you, and I'd like to personally welcome you on board.

You, and your people, have been selected as service providers to Citycare Property because we know, that like us, you are committed to ensuring great outcomes for our customers and the communities we live, work, and play in.

This Handbook has been developed to help you and your team feel at home with the Citycare Property ways of doing business. It's important to us that we all share the same expectations and deliver a continuously high standard of service to our customers.

Our expectation is that you will review this Handbook and ensure that anyone who works alongside us is clear about the type of service we aim to deliver to our customers and what their role in that is.

Welcome to the tīma.

Nāku noa, nā



Chris Horn
Acting Chief Executive



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1.0 Purpose of this Handbook

This Handbook is for Citycare Property subcontractors and provides information on:

- what we do
- how we do it
- how we will work together
- what's important to us
- what's expected of you; and
- what we do if things aren't going quite right.

At the end of the day, it's about making you feel like you are a valuable member of the wider Citycare Property whānau.

Our Purpose is **to enhance the wellbeing of our communities.**

This Purpose is supported by **three core values:**



We discover / Ka Tūhuratia Mātou

We innovate and continuously improve the services we provide to deliver better, safer, and more sustainable offerings to our customers.



We deliver / Ka Puakina Mātou

We are consistent, reliable, and dependable.
We do what we say we will do.



We care / Ka Kumanutia Mātou

We care for people, the environment, and the world
we pass on to future generations.

It is important to us that our subcontractors understand and work in harmony with our company values.

Please make sure that all members of your team read this Handbook, ask questions about any aspects that they don't understand and while on site that they commit to achieving our values and ensure that their actions and behaviours contribute to our purpose.

2.0 About Us

Citycare Property has a well-established reputation for building, operating, maintaining, and renewing open spaces, facilities, and structures across Aotearoa. For two decades we've honed our strengths and capabilities to deliver world-class services in Social Infrastructure.



Today, Citycare Property employs more than 900 people across 14 locations throughout New Zealand. Our team members contribute to the wellbeing of their communities through the work they complete in delivering services for our customers' social infrastructure assets.

Citycare Property has built a reputation for providing a value-for-money service that balances cost and efficiency, risk, and opportunities, with delivering wider economic and social benefits to New Zealand.

We do this by:

- Reinvesting 100% of our profits back into New Zealand for the benefit of New Zealanders.
- Payment of the Living Wage to our kaimahi / workers.
- Actively reducing our carbon emissions, waste minimisation strategies and sustainability initiatives across our business.
- Providing employment and development pathways for Māori and Pasifika people through a range of programmes.
- Activating a comprehensive national community engagement programme
- Valuing, encouraging, and celebrating the importance of diversity and inclusion.

Greater outcomes for everyone.

Our Ownership

Citycare Property is a Council Controlled Trading Organisation (CCTO) owned by Christchurch City Holdings Limited (CCHL). CCHL is the wholly owned commercial and investment arm of Christchurch City Council (CCC), holding shares in a number of Ōtautahi-based organisations which service the community. CCHL is responsible for managing the Council's investment in trading companies.

Citycare Property collaborates with the other companies in the CCHL group to support the future growth of Ōtautahi / Christchurch and while Citycare Property is owned by a Christchurch based shareholder, we work all over Aotearoa.

Honouring Te Tiriti o Waitangi

Citycare Property is committed to honouring and upholding the principles of Te Tiriti o Waitangi and to extend respect and support to the first peoples of Aotearoa. We do this through adhering to our Honouring Te Tiriti o Waitangi Policy and in the practices and programmes we have introduced throughout our organisation.

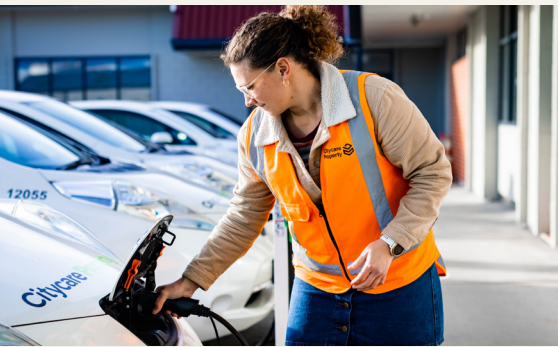
Our Mātauranga Māori Strategy outlines how we will achieve the goals in our Honouring Te Tiriti o Waitangi Policy. For Citycare Property Honouring Te Tiriti o Waitangi means that:

- We acknowledge Te Tiriti o Waitangi is the founding document of Aotearoa and of our relationships with mana whenua.
- We acknowledge the unique position of Māori as tangata whenua, and we are committed to the principles of Protection, Participation, and Partnership across our organisation.
- We will actively seek opportunities to partner with Māori.
- We are committed to ensuring these partnerships are founded on respect, trust, and cultural understanding.
- We will grow the knowledge and culture of our people in Te Ao Māori, Mātauranga Māori, Te Reo Māori and Tikanga Māori.



Kaitiakitanga / Caring for our Planet

As an organisation of significant size and scale, we recognise our role in developing and implementing strategies to improve the state of our people, customers, and communities – whilst meeting the challenges of climate change and environmental sustainability. This is further realised through our shareholder expectations that we set science-based carbon reduction targets to address the climate emergency and identify and assess our climate related risks in line with New Zealand’s climate reporting standards.



Citycare Property is committed to reducing our carbon footprint and utilising our expertise to help our customers decarbonise their own social infrastructure. We have developed a waste management strategy and wish to lead the way in our industry in minimising waste through utilising a circular economy approach.

Due to the legislative requirements placed on our shareholder we will expect you to report on your own carbon emissions and other metrics in the future as part of our Scope 3 emissions profile.

Our Commitment to Broader Societal Outcomes

In October 2018, the New Zealand Government introduced Broader Outcomes as a government-wide initiative to achieve broader social, economic, cultural, and environmental benefits through services and works. As a trusted local and central government supplier, we’re committed to supporting this initiative.

Citycare Property is innovating ways of working that benefit the communities we work in.

- We use locally owned businesses and subcontractors, providing a financial benefit to the regions.
- We train and upskill people from the community, keeping significant construction and labour skills alive.
- We offer employment pathways for diverse people, including culture, gender, disability, and immigration status.
- We put the best interests of our people, customers, communities, and planet at the centre of everything we do, reducing emissions and waste.

This means communities where Citycare Property operates, are significantly enhanced by the work we do and how we do it. We expect our service providers to share this focus on contributing to the benefits we can offer to our wider communities.

**Greater outcomes
for everyone.**



3.0 Our Customers and Where we Work

Citycare Property has its origins in providing long term maintenance services for open spaces and facilities however as time has passed, we have grown in our delivery to national customers and expanded our offering into vertical construction and minor capital works.

This map highlights the areas we operate in and the customers that we are privileged to work with.

Kerikeri

- 14 Skippers Lane, Waipapa

Whangārei

- 50d Kioreroa Rd

Auckland

- 48 Stonedon Drive, East Tāmaki
- 8 Creek St, Drury

Ngāruawāhia

- 8 Brownlee Ave

Tokoroa

- 5 Braeside Ave

Greytown

- 6 Arbor Pl

Porirua

- 25/2 4 Northpoint St

Wellington

- 115 - 121 Hutt Park Rd, Lower Hutt

Christchurch

- 818 Wairakei Rd

Queenstown

- 103 Glenda Drive, Frankton

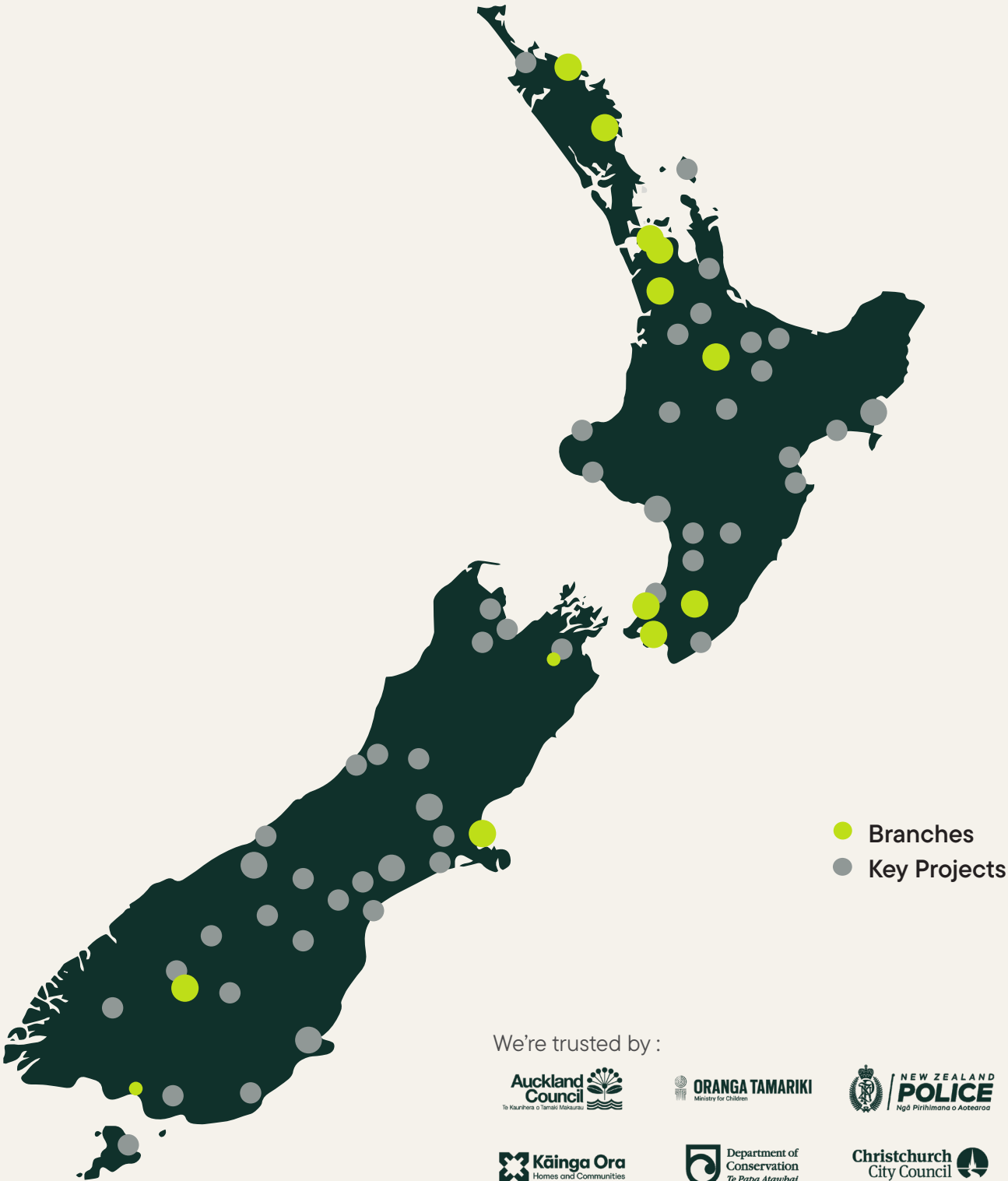
Customers & Tenants

In the course of your service delivery, you will interact with our customers, sometimes including tenants. All interactions with customers (and tenants) should be professional, engaging, courteous and respectful.

Any interactions with tenants must be in accordance with the Residential Tenancies Act and our expectations are that disruption to those tenants must be minimised.

If you are interacting with customers or tenants please ensure you familiarise yourself with the Code of Conduct on page 21.

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We're trusted by :





4.0 Onboarding with Citycare Property

To ensure that our relationship is safe and successful, we respectfully request copies of the following:

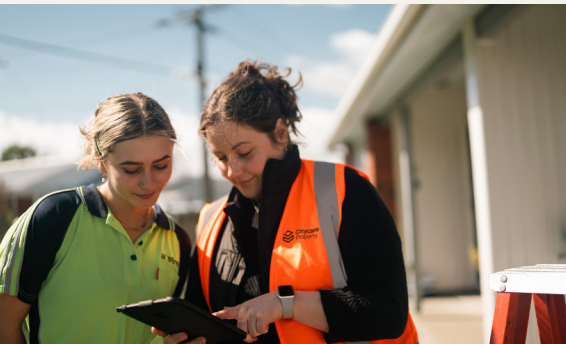
- Your Company Health and Safety Plan. (If you don't have one, we can help)
- Your current public liability insurance policy.
- Any Trade registrations and qualifications.
- Details of employees who will work at Citycare Property sites.
- A register of all hazardous substances used in your work.
- Written confirmation that your employees are paid a minimum of the Living Wage.
- Details of any iwi / hapu affiliations.

Your Employees

When you join Citycare Property you and your team will:

- Review and sign the Provision of Services Agreement
- Complete the Police Vetting Form and submit it with the requisite identification to Citycare Property.
- Provide evidence of eligibility to live and legally work in Aotearoa / New Zealand (This includes New Zealand or Australia birth certificate or passport, New Zealand citizenship certificate, or another country passport and appropriate visa.
- Undertake an induction presentation (this is delivered electronically).
- Complete an Induction Form which advises us of some personal demographic information and any potential conflicts of interest.
- Provide copies of trade registrations and qualifications
- Provide a photo (head and shoulders with no sunglasses, face mask or cap, hat or beanie), for electronic ID cards.
- Be expected to have a mobile device (a phone) to have access to an app which will feature an electronic ID Card.

Any future employees who join your business and who will work on Citycare Property sites will also be required to submit the same.



5.0 Communication

Our preferred method of communication with our subcontractor whānau is via email but if you ever have any questions or concerns, please reach out to the Contract Manager or your immediate contact within our business. They will make sure that your query or concern is escalated appropriately and resolved.

6.0 Health & Safety

HEALTH & SAFETY IS EVERYONE'S RESPONSIBILITY

What is Citycare Responsible For?

Citycare Property's Primary duty of care is to ensure, so far as is reasonably practicable, the health and safety of our workers and any other workers we influence or direct (which includes subcontractors and their workers).

We have a number of policies that outline our expected standards of operation related to health and safety. These include:

- Our Health, Safety and Wellbeing Policy
- Drug and Alcohol-Free Workplace Policy
- Smoke / Vape free Workplace Policy
- Personal Protective Equipment Policy

Your Health & Safety Induction will provide you with further detail on the application of these policies.



What are YOU responsible for?

As a subcontractor it is your responsibility to ensure your own individual health and safety at work and to avoid adversely affecting the health and safety of any other individual. We require that all subcontractors and their employees.

- Take reasonable care for their own health and safety.
- Take reasonable care that their acts or omissions do not adversely affect the health and safety of others.
- Comply, as far as you are reasonably able, with any reasonable instruction that is given by Citycare Property.
- Cooperate with any reasonable policy or procedure relating to health or safety at the workplace that has been notified to workers.
- If you feel a site or situation is too dangerous, you should refuse to continue work until your safety concerns have been addressed.

Hazard & Risk Management

We all play a critical role in managing hazards and risks. This means we are all responsible for identifying hazards, assessing the risk, and implementing practicable controls. All work requires a risk assessment process and a means of documented safe work planning.

At Citycare Property we have a number of ways in which we plan for health and safety on site. As a subcontractor, you are required to have an equivalent level of safe work planning process in place. Our common safe work planning methods include:

- Operation under standard operating/safe work procedures.
- Take 5 planning for repetitive work tasks.
- Job Safety, Environmental Analysis (JSEAs) for non-routine, complex and tasks involving higher risk work.
- Permit to Work Process: Used for high-risk work activities including asbestos removal, confined space entry, crane work, demolition, excavations/trenching, hot work, work at height, tree felling.
- Site Specific Safety Plans (SSSPs) for longer duration project based work.

Your Health & Safety Induction will provide you with further detail on when and how these safe work planning methods are to be applied.

Training and Competency - Important Things You Must Know

- You must have successfully completed the appropriate training for every task or piece of equipment you use on site; and
- You must be assessed and deemed competent to perform the task or use equipment; OR – You must be under the constant supervision of someone that has been deemed competent.

Licences

- You must hold current licences for the classes of vehicles you are authorised to use.
- You must also hold the appropriate licence endorsements.
- If you have a restricted licence, you must work within the restrictions of that licence.



Certification and Registration

- You must hold the required current certification / registration for any tasks you performed.
- Speak to your contract manager immediately if you think you may not have the required training, license or certification.

Personal Protective Equipment (PPE)

Citycare's PPE Policy outlines minimum PPE for any person on site:

- Safety footwear lace-up with ankle support.
- Hi-vis (NZTA compliant).
- Protective eyewear where:
 - there is a risk of injury or eye irritation; or
 - a contract or client specifies they must be worn, or
 - task specific hazard management practices require them to be worn.
- Gloves as required for the task.
- Hearing protection as required for the task.
- Hard hats when:
 - there is a digger (or similar mechanical lifting equipment, e.g., hiab, crane) actively part of the site; or
 - a contract specifies they must be worn, or task specific hazard management practices require them to be worn, for example, tree work.

Critical Risk Activities

We have 6 identified critical risk activities at Citycare Property that can expose our workers to harm. These include:

1. Live Electricity
2. Work at Height
3. Live traffic
4. Mobile Plant
5. On road driving
6. Confined Space Entry

Your Health & Safety Induction will provide you with further detail on when and how these safe work planning methods are to be applied.



Incident Management

All incidents and near misses, need be reported as soon as possible and within 24 hours. These are to be reported to your primary contact at Citycare Property.

What is an incident?

An unplanned or uncontrolled event which has caused an injury, illness, impact, contact or damage, *e.g., for example: a hammer is dropped by a person working from a ladder. The hammer bounces off the ground and strikes another person's steel capped boots, or another person's leg causing a laceration.*

What is a near miss?

An unplanned or uncontrolled event which did not cause injury, illness, or damage, but could have. The are 'close call' moments, *e.g., a hammer is dropped by a person working from a ladder. The hammer falls to the ground narrowly missing another person. No injury or damage resulted.*

Reported incidents will be investigated in line with our Citycare Property Incident Reporting and Investigation process.

Fair Play Culture

At Citycare Property we strive to operate what we call a no-blame "fair play" culture. That means that we acknowledge that mistakes do happen. Rather than blaming the person, we look for the root cause and ways that we can improve. We want our workers to feel comfortable reporting the things they see happening out there.

As a contractor to Citycare Property, while completing work for us, you are one of our workers. It is important that you report hazards, near misses and incidents to our site contact so that we can investigate and make improvements for the good of all.



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for everyone.



7.0 Bullying and Harassment

Bullying and harassment are considered serious misconduct. Allegations of bullying or harassment will be investigated.

Harassment or Bullying by a Customer

If you or one of your team members is verbally, sexually or racially harassed, or bullied by a customer, Citycare Property employee or other external contact, please complete an Incident Report and submit it to the Contract Manager.

Citycare Property will investigate the complaint.

If satisfied the complaint is legitimate, Citycare Property will take practicable steps to prevent harassment recurring.

Practicable steps could include:

- Communicating with the customer or Citycare Property employee, setting clear expectations, and explaining the consequences if the behaviour is repeated.

If the harassment or bullying continues the appropriate disciplinary procedures will be followed.

8.0 Complaints about Contractors

Where an allegation of misconduct is made by or, against one of our subcontractors, it is our duty to investigate it.



We will investigate allegations of:

- Actions or threats of abuse, harassment, bullying, violence, or any other situation where an individual is harmed or had the potential to be harmed.
- Breaches of our Service Level Agreement.
- Non-compliance issues.
- Fraudulent or dishonest behaviour
- Any other conduct warranting investigation.

9.0 Conflicts of Interest

It is important that we are aware of, and manage, any potential conflicts of interest and we are required to report these to our clients.

A conflict of interest can occur when a person has multiple interests (such as financial involvement, shareholding or personal relationships) and meeting an obligation or duty, or doing the right thing for one of those interests, could involve making a decision that could adversely affect, or work against, another.

Conflicts of interest commonly occur in business. By declaring these conflicts of interest to all concerned parties we can ensure people are not put into inappropriate or difficult situations.

We ask contractor companies and their principals to disclose conflicts of interest when they complete the Service Level Agreement, so that we can be clear about expectations. Failure to declare a conflict of interest could cause problems later and could possibly result in a termination of the Agreement.

When your team members are inducted, they will be asked to let us know about any people they have personal or business relationships with who work for those organisations and declare any conflicts of interest.



10.0 Media

Please do not make any statements to the media, or answer any questions asked by any media contact in relation to the work you do for Citycare Property or our customers.

Only people who have been explicitly authorised by our customers may make statements or give interviews to any news media regarding their properties, tenants or work carried out.



11.0 Privacy

Citycare Property will not disclose your private information to any third party except as required to carry out the company's business or to abide by New Zealand laws. We will always comply with the Privacy Act and as our contractor, you should do the same. You can learn about the New Zealand Privacy Act here: <https://elearning.privacy.org.nz/>

You must not share your employees' private information with us, without their consent.

12.0 Work Quality

Work quality is paramount. Our customers will not pay for sub-standard work. If you have to rework a job it can cost you time and money.

Our customers' expectations may be different to what you are used to or what you would normally do. You will need to be aware of the customers' work expectations and train your employees so that they understand them too.

Quality is everyone's responsibility.

First time fix – Every time

The Citycare Property Regional Facilities Managers carry out regular audits while work is in progress, and after work is completed. When work has to be rectified, they also audit re-work jobs.

13.0 Citycare Property Code of Conduct

The obligations in this Code of Conduct apply to all services and works performed on behalf of Citycare Property.

13.1 Treat the customer with courtesy and respect

Citycare Property expects site visitors and customers to be treated with courtesy and respect at all times. Full consideration must be given to the health, welfare, safety, and convenience of a customer's staff, site visitors, tenants, and members of the public that might be affected by the works.

13.2 Language, Dress & Personal Hygiene

Ensure that you and any individuals under your control or direction maintain a reasonable standard of dress, a neat and tidy appearance when visiting or working on a work site. In particular, footwear must be cleaned of mud, paint, or any other matter before entering a property. We ask that basic personal hygiene be observed.

No foul language is to be used on or near site.



13.3 Identification

An official and current identification identifying you as an approved Citycare Property maintenance partner must be available whenever you are working on site.

ID Cards must be presented upon entering a site or at any time on request. NO ID = NO Entry.

13.4 Animals

Animals must not be brought on site.

Customers are responsible for ensuring their animals are tied up and securely contained so that the animal does not endanger you or interfere with your work. All dogs must be secured regardless of the perceived threat.

If you feel threatened or unsafe due to an animal being onsite, particularly in a residential home (e.g., a police house), you may ask for that animal to be restrained or confined. Do not enter the property if you feel endangered by an animal on site and/or the animal is not secured. Instead, you should leave and advise a Citycare Property representative as soon as possible of the presence of the animal on the property.

13.5 Children and unauthorised persons

Children or any other unauthorised persons must not be brought onto site.

13.6 Noise limitations

Take care to minimise noise that might affect customers. You must not use a radio or speakers without the permission of the customer.

Any specific noise limitation request from a customer is to be taken into consideration when planning and carrying out work. If agreement cannot be reached, you must refer the matter to a Citycare Property representative for resolution. Noise limitation set by consents and the Resource Management Act 1991 shall also be captured during the planning phase.

13.7 No smoking or vaping

Smoking or vaping by contractors is prohibited inside and outside all occupied sites and inside unoccupied sites.

13.8 Security

You should leave the site and/or property in a secure state when unattended. When carrying out the services or works, take all reasonable security precautions against theft, breakage or damage of all goods, property, and equipment.

13.9 Parking

You must obtain permission from the customer before parking any vehicle on the grounds of their property. Where permission cannot be obtained, you must park in the street or nearest public parking area.



Vehicles should not be parked on any verge, or obstruct any driveway or roller door, crossing or roadway. Damaging grass by driving vehicles on soft ground should be avoided. You must adhere strictly to any requirement of a local authority regarding the use of roadways, verges and pathways, including any requirement or instruction to pay for footpath crossings or repair damage.

Be aware of the possible presence of pedestrians when maneuvering vehicles on or around the site.

13.10 Lifts

You must comply at all times with any notice or instruction displayed in any lift on the site. If you are using a lift that is not a good lift for anything other than carrying passengers, you must use appropriate lift protection equipment.

13.11 Subcontractor communications with customers

You must not comment on personal matters to any customer (such as their conduct, appearance, political affiliation, relationship status, dress, ethnic origin, or standard of housekeeping) with members of the public, media, or customers.

It is expected that you will only discuss matters relating to the contract, Citycare Property policy or operational procedures to explain process, management of risks or work methodology.

It is expected that you will introduce yourself and produce your identification / security pass on request and explain what services you are at the property to undertake.

13.12 Notification and emergencies

If there is an immediate danger to life or property, which you cannot deal with properly, you must summon the appropriate emergency service.

You must report any matters of concern or an emergency situation to Citycare Property.

13.13 Compliance with contract documents

In addition to the specific issues identified in this code of conduct, you must carry out all activities in accordance with the contract, any applicable licenses or consents, all applicable laws, regulations and bylaws, the requirement of any authority, and with due regard to the rights and expectations of customers and the public.

Where Citycare Property has not provided codes, handbooks, guidelines or policies in relation to undertaking activities or managing risks on site then current applicable codes, handbook-lines, standards and policies published by WorkSafe New Zealand, the Ministry of Health, the Ministry of Business, Innovation and Employment, the Environmental Protection Authority and New Zealand Standards or similar organisations will apply.

If in doubt as to the application of any particular code, handbook, guideline or policy to a specific activity or risk, you should clarify the applicability with the Citycare Property representative under the contract.



14.0 Occupied Residential Property

14.1 Application

In addition to the general obligations in the code of conduct, this section outlines your obligations when performing services or undertaking works on occupied property owned or leased by our customers.

Customers include those people who have signed tenancy agreements with our customers or who has been provided a house with as part of their employment package or any other person who is lawfully occupying a customer's property.



14.2 Hours of Work

Work may only be carried out on site between 8am and 5pm Monday to Friday. Work on weekend or public holidays or after hours is only permitted with the express prior approval of the customer and must comply with local authority requirements and restrictions relating to construction work (including but not limited to noise restrictions).

This time restriction does not apply for urgent health and safety, or urgent responsive maintenance work as instructed by the customer or if otherwise agreed by the customer, in writing.

14.3 Notice to customers

You must ensure that a Citycare Property representative provides the customer with a minimum of two days' notice of the intention to carry out services or work on any occupied property or adjacent common property which will be impacted by works except where:

- The work is urgent health and safety work urgent response maintenance.
- The work is not urgent responsive maintenance, but the customer has communicated their work request to Citycare Property which has then instructed you and time has been agreed between you and the customer for you to access the property within a two-day notice period.
- You should ensure that the appointment with the customer is kept on the day and time as notified. If physical work is not to start immediately, agree with the customer during the visit of the day and time when it will start.

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- Where you are informing the customer about when work will be undertaken and completed, ensure any commitment made to the customer is realistic. This communication shall be captured in Event Manager.

14.4 Use of customer services and facilities

You must obtain prior, documented agreement from the customer before using their power, gas, or water. If you know you will need the customers' power, gas, or water you must include the information in the notice to the Citycare Property representative. You are expected to have your own mobile phones and therefore the use of the customers' phone should not be required.

You must have permission of the customer to use facilities such as toilets, wash basins, stoves and hot water. You must not consume food in the home.

14.5 Access during customer absence

You must leave a calling card with your name, company name contact number, time and reason for calling if the customer is not at home when you arrive.

You must obtain prior written permission from a Citycare Property representative to work in the customer's home during their absence and arrange access during this time.

You must only enter the property where the customer is absent once you have required permission of a Citycare Property representative.

While at a property where the customer is absent, you must not invite or allow any individual to access the rental property other than those directly required to perform work under the contract.

14.6 Facilities available to customer

When essential services need to be interrupted to carry out work, you must consult with the customer and ensure satisfactory alternative arrangements are made with them before starting the work. If you cannot reach agreement on alternative arrangements, you must refer the matter to a Citycare Property representative for resolution.

Unless otherwise agreed, bathrooms, toilets, kitchens, laundries, bedrooms and essential services (power, water, gas, phone) are to be left in a useable state at the end of each working day.



14.7 Site Controls

Where possible dismantle your work area and otherwise leave the site in a safe and tidy state when you leave the site at the end of each working day.

Waste must be securely and safely contained while it remains on site and where practical removed from site at the end of each day.

When the work is complete (or earlier where it is feasible to do so) you must not leave any material containing hazardous substances (for example asbestos, paint or treated painted timber) on site even if requested to do so by the customer.

You must remove all rubbish and site waste from the site and leave the site in a clean and tidy condition.

14.8 Additional work

Before carrying out additional work, the subcontractor must establish that:

- The work meets the required Citycare Property standards.
- The work can be completed by the same trade type.
- The trade has the available/sufficient materials on site to undertake the work.
- The customers' availability is not impacted.
- The next customers' job is not going to be impacted.
- The work is minor in nature.

However if the additional work is required to protect the customer or the public from danger or health and safety impacts or is to comply with health and safety in the workplace legislation, an exception can be made.

Where works cannot be completed as part of the current work undertaken on site, Citycare Property expects the contractor or delegate to inform Citycare Property and manage follow on works expectations with the customer.

Should you - in the course of carrying out additional work - identify an issue that is out of the scope of your task, please contact Citycare Property for direction.



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