

# JurongHealth House Rules and Conditions of Work

## CONTENTS

1. Access and Security
2. Working Hours
3. Access Route
4. Use of Lift cars and Landings
5. Safety, Health and Environment Rules
6. Signage
7. Fire Protection Installations
8. Mechanical and Electrical Installations
9. Disposal of Debris
10. Housekeeping
11. Decorum
12. Car Park Access
13. Use of Communication equipment and tools
14. Indemnity
15. Charges
16. Acknowledgement



## 1 ACCESS AND SECURITY

- 1.1 The Contractor is required to submit the list of workers using Contractor's Registration Form stating their Name, IC/passport or FIN, Nationality, contact number, address, gender, age, race and Vehicle plate number to JurongHealth at least one (1) week prior to commencement of work.
- 1.2 The Contractor shall ensure that the workers report to the Security Office located at Basement 1 of Tower B (Wards) to obtain their security passes. When exchanging for security passes, original IC, passport or work permit shall be produced to the Security Office for checking and verification purposes. The workers applying for security passes shall tally with the submitted list of workers. The security pass must be worn prominently by the workers at all times. Security passes shall be returned to the Security Office daily at the end of each workday.
- 1.3 Any worker without a security pass will be asked to leave the hospital premises immediately.
- 1.4 An administrative charge of \$20 will be imposed for loss of the security pass.
- 1.5 The Contractor shall ensure that no illegal foreign workers are present. If any illegal worker is found, JurongHealth will take the necessary steps to report to the relevant authorities. JurongHealth will also bar the Contractor for participating future contracts.
- 1.6 The Contractor shall be solely liable for any penalties, fines or any other orders imposed by the relevant authorities or any court having jurisdiction pursuant to the commission of any offences relating to the employment of illegal foreign workers.
- 1.7 The Contractor shall indemnify the Hospital from any losses, penalties, fines or other orders of court which may be imposed or incurred by the Hospital relating to the employment by the Contractor of any illegal foreign worker.

## 2 WORKING HOURS

- 2.1 Working hours in the hospital are as follows unless otherwise specified in part of contract documents or approved by the Hospital, from 8:30am – 6:00pm.  
The Contractor shall ensure that no work is undertaken outside the above-mentioned working hours unless so directed and/or approved by JurongHealth in writing.
- 2.2 All noisy works which include any hacking, knocking, drilling, sawing etc. can only be carried out after special arrangement with JurongHealth.  
Clinic Tower: 7am – 730am and 6.30pm – 8pm  
Wards Tower: 9.30am -11am and 2pm - 5pm.
- 2.3 The hospital reserves the right to impose a stop work order on the Contractor if the works disturb patients or affects its operations. The Contractor shall note that no claims on any costs incurred will be entertained by JurongHealth for such stop work orders.

## 3 ACCESS ROUTE

- 3.1 Access to the construction or renovation areas is only via designated routes that have been discussed and approved by JurongHealth.
- 3.2 There shall be no obstruction or inconvenience caused to hospital operations and human traffic along the access area / route.
- 3.3 All loading and unloading of materials shall be at designated access points directed by JurongHealth.
- 3.4 Temporary closure or diversion of access and traffic in the hospital, if necessary to facilitate the works, shall be subjected to JurongHealth's approval.
- 3.5 The Contractor shall conform strictly to the transport/movement route for workers and materials designated in the plan provided by the Officer In-Charge. Transportation of long (more than 1.5 metre) or bulky objects (e.g. poles, ladders, etc.) horizontally must be done by at least two (2) persons (one in front and one at the back).
- 3.6 For transportation of bulky and long objects, the Contractor shall ensure that there are adequate resources (e.g., manpower, safety marshals, barricade and signage) to reduce risk of other personnel being hit by these objects.



- 3.7 Transportation of materials should only be done during periods when human traffic is relatively low. Efforts must be made to avoid lunch hours and patient visiting hours. Tenants and Contractors are advised to book service lift for the purpose of delivery of bulky materials.
- 3.8 Temporary lighting and protection, if necessary, shall be provided for the duration of the works, as directed by JurongHealth.
- 3.9 All facilities along the access routes, including M&E installations and other used areas must be well protected from any damage.
- 3.10 The Contractor shall be responsible for taking every care and precaution by installing suitable protection to the floors, walls, ceilings and other property deemed necessary along the access/delivery routes.
- 3.11 All access routes are to be protected with 2m wide plain uniform coloured carpet over plywood taped to the floor with proper adhesive tape, or approved floor protection sheets.
- 3.12 All finishes, fittings, fixtures, signage or installations provided in the Hospital shall not be tampered or removed without the prior notification and approval of JurongHealth.
- 3.13 Protection works & cleanliness along the access routes must be regularly maintained to JurongHealth's satisfaction.
- 3.14 All temporary protection on floor and wall must be removed after practical completion and protected areas must be thoroughly made good and cleaned before handing over to JurongHealth. Any damages are to be made good at the Contractor's expense and to JurongHealth's satisfaction.

#### **4 USE OF LIFT CARS AND LANDINGS**

- 4.1 Application to use the service lifts can be requested by submitting *Form 008 – Use of Service Lift*. Application form is to be completed and handed / faxed to the JurongHealth one day in advance. The period of use and location of lift/ lift landings shall be indicated.
- 4.2 Only designated Service lift(s) approved by JurongHealth shall be used for the transportation of both workers and materials. The Contractor is strictly prohibited to use any other lift for transportation of building or other materials.
- 4.3 No obstruction in the lift and lift lobbies at all times.
- 4.4 JurongHealth shall impose a penalty fee on each occasion if workers are found using lifts other than those approved.
- 4.5 All affected lift cars' walls and floors, landings, architrave, shall be protected by carpet on plywood for floors with proper adhesive tape, or approved floor protection sheets, and padded canvas sheet for vertical surfaces, to JurongHealth's satisfaction.
- 4.6 All temporary protective linings must be removed on completion of works, and protected areas must be made good and cleaned thoroughly before handing over to JurongHealth.
- 4.7 The Contractor shall clean the lifts in accordance with standards specified by JurongHealth, should any of the workers are found using lifts other than the designated lifts for transportation of construction materials.
- 4.8 Any damages to the lift cars, doors, frames and lobbies shall be made good at the Contractor's expense and to JurongHealth's satisfaction.

#### **5 HEALTH, SAFETY AND ENVIRONMENTAL RULES GENERAL**

- 5.1 Full height and enclosed hoarding as specified by JurongHealth must be erected at the site before commencement of works. Access door at the hoarding shall swing inside the site for safety purpose. Hoarding shall be full height from floor to ceiling, or at least 2.4m height for outdoor barricades, and constructed so as to prevent the escape of dust from the worksite, and trespassing of unauthorised personnel into site. For areas where full height cannot be achieved, enclose the top of the hoarding with plywood or alternative cover w/ thick clear/transparent plastic if plywood are not able to be erected due to site constraints).
- 5.2 All hoarding materials used must be new and clean. Retail areas to put up full height sticker graphic representing their shop image on the hoarding, Design intent will be subjected for JurongHealth's



approval. Maximum protrusion of hoarding to lease lines will be 600mm. All hoarding must have Polykem white surface. All surface joints shall be seamless and free from any sharp edges or wood splinters. They should be maintained in good condition and kept clean and free from graffiti at all times.

- 5.3 Notwithstanding item (5.2), the Contractor shall provide sufficient safety barricades to cordon off the site and ensure there is proper and clear demarcation for safe passage of the public.
- 5.4 The Contractor shall comply with all infection control measures advised by the Officer In-Charge. Sticky mat shall be placed inside the doorstep to prevent dust/dirt from spreading outside the hoarded area.
- 5.5 Contractor shall maintain at all times sufficient and adequate signs, directions, warning notices, fire extinguishers etc. required for the safe and efficient execution of the works.
- 5.6 Adequate signs shall be displayed and to be prominently displayed to indicate the presence of building operations and to warn of potential danger from building operations. Where PPE is required within the work site, such signs must also indicate the requirement of appropriate safety equipment to be used.
- 5.7 Contractors are obliged to provide workers with necessary personal protective equipment (PPE) to carry out works. Such PPE must be provided on site and workers must use such equipment in compliance to safety standards.
- 5.8 Where vapours or fumes are generated from use of solvents in building operations, care must be taken to ensure that the concentration of such fumes/ vapours does not exceed the permissible limits for safety. Temporary mechanical ventilation system for treatment shall be used.
- 5.9 The storage of hazardous material within the site is prohibited. Where necessary and with approval from JurongHealth, such materials must be properly stored in safety containers appropriate with provision of secondary containment and spill control kit. Copy of their Safety Data Sheet (SDS) must be submitted to JurongHealth and to be displayed on the approved site/ storage location.
- 5.10 The Contractor shall ensure that personnel handling hazardous materials or chemicals must undergo proper training on the handling of the chemicals and appropriate PPE to be donned. The contractor shall also ensure that the SDS and procedures of handling, storing and disposal of the chemicals are briefed to all their personnel before the project commencement or whenever there is a change of chemicals used on site.
- 5.11 Any spillage or leakage of oil, chemicals, or materials shall be controlled and cleaned up immediately.

#### **PERMIT TO WORK (PTW)**

- 5.12 It is the responsibility of the Contractor to apply for a PTW for the following, at least three (3) working days in advance before work commencement:
  - a) Hot work
  - b) Demolition work;
  - c) Excavation and trenching work in a tunnel or hole in the ground exceeding 1.5 metres depth;
  - d) Lifting operations involving tower, mobile or crawler crane;
  - e) Piling work;
  - f) Tunneling work;
  - g) Working on height: more than 2 metres; and
  - h) Work involving entry into a confined space.
- 5.13 The Contractor shall appoint a qualified PM and a qualified full-time safety supervisor for work permits and site works; this is to be in accordance with the Authorities' regulations. The Contractor is held fully responsible for all aspects of safety in the works and in compliance to MOM regulations, ISO 14001 and OHSAS 18001 standards of JurongHealth.
- 5.14 The Contractor must ensure that electrical and mechanical systems are properly isolated as necessary prior the commencement of building operations. Permit for Lockout and Tag out are to be submitted to Facilities Management Office.
- 5.15 Where hot works need to be carried out, application must be made to the hospital's Fire Safety Manager (FSM) at least three (3) working days in advance for approval before commencement of such works.



During the execution of hot works, the Contractors shall ensure that a first aid kit and fire extinguishers are provided on site.

- 5.16 Prior to working on heights, application form must be submitted three (3) working days before commencement of work. Any scaffolding used shall be approved types that have been certified by the relevant authorities. Scaffolding works shall comply to CP: 14 on Code of Practice for Scaffolds, Singapore Standards SS 280 and SS 311, and be certified safe for use by a qualified safety officer. When cranes and any lifting devices are used, the operations shall be carried out by qualified and competent personnel.
- 5.17 Hacking or demolition of any building structure, including the coring of concrete walls and floor slabs shall only be carried out after obtaining a Professional Engineer's certification and JurongHealth's clearance.
- 5.18 Fibre-wrapped ceiling finish. No drilling, coring, bracketing nor any scrapping of the fibre wrapped treatment to affected areas will be allowed. Fibre-wrapped treatment to structural ceilings are strictly contained to existing condition to protect structures. Tenanted premise to take note of affected areas and obtain approval from JurongHealth that fibre-wrapped areas have been carefully avoided and strictly adhered to. (Refer to Appendix 1 for areas affected.)
- 5.19 Installations and new construction works which impose dead load onto floor slabs shall require certification by a Professional Engineer (PE). The Contractor shall ensure that imposed loads, including temporary loads, on the floors shall not exceed the permissible live load of the building structure.

#### **RISK ASSESSMENT AND METHOD OF STATEMENT**

- 5.20 Risk Assessment is mandatory to be conducted before work commencement and the Contractor shall submit a copy of the risk assessment, including risk control measures and safe work procedures or work method statement to the Project Executive / Officer in-charge before work commencement.
- 5.21 The risk assessment shall be duly signed and approved by the Risk Management leader from the Contractor's company. A copy of the certificate of attendance of RM leader shall be attached.
- 5.22 The risk assessment documentation (including communication records on the risk assessment) for submission to the Project Executive / Officer in-charge shall be duly signed by all relevant parties involved in the work prior to commencement of work.
- 5.23 For works classified as High Risk, Contractor shall come up with mitigating actions to lower the risk level, failing which, Contractor would not be allowed to execute the said works.

#### **ENVIRONMENTAL REGULATIONS**

- 5.24 The disposal of hazardous materials shall only be carried out by licensed waste Contractors registered with NEA. When it is not possible to dispose such materials within the workday, arrangement must be made with the Hospital's Housekeeping department and/or Safety Officer to store such materials at designated storage facility for disposal at an appropriate time.
- 5.25 The disposal of solvents and/or chemicals into floor traps, sewers or open drains is strictly prohibited.



- 5.26 Noise generated during building operations shall not exceed the limits as specified in the first schedule 'Maximum Permissible Noise Levels for Construction Work'. Vibration levels shall also be kept within allowable statutory limits.

**Maximum Permissible Noise Levels For Construction Works**

Affected Buildings	Max Noise Dba (12hrs)			Max Noise Dba (1hr)			Max Noise Dba (5mins)		
	7am – 7pm	7pm – 10pm	10pm – 7am	7am – 7pm	7pm – 10pm	10pm – 7am	7am – 7pm	7pm – 10pm	10pm – 7am
Monday to Saturday									
Hospital	60	50	50	---	---	---	75	55	55
Residential Buildings	75	---	---	---	55	55	90	75	55
Sundays & Public Holidays									
Hospital	60	50	50	---	---	---	75	55	55
Residential Buildings	75	---	---	---	65	55	75	55	55

\*Note: Please refer/ follow the Site noise limits in NEA's website. <http://app2.nea.gov.sg/data/cmsresource/20090316829262532365.pdf>

- 5.27 Extra care must be taken to prevent the infiltration of dust, smell and fumes into the existing air conditioning system. Where the temporary shutdown of such systems is necessary, the Contractor shall arrange with the relevant Hospital department at least three (3) days in advance.

**6 SIGNAGE**

6.1 Signage shall be placed at strategic locations to provide essential information such as:

- The nature of work
- Contractor's company name
- Construction / installation periods, including start and end dates
- Contractor's Project Manager/ Coordinator's name and contact
- JurongHealth Officer in Charge's name and contact details

6.2 PTW shall be pasted on the door of the hoarding facing outside.

**7 FIRE PROTECTION INSTALLATIONS**

7.1 Application for isolation or drainage of fire sprinkler systems for Addition and Alteration (A&A) works shall be made to JurongHealth at least three (3) working days in advance for approval. A fee of \$500 shall be made together with application for any drainage required. The system shall be re-charged on the same day after the completion of the A&A works.

7.2 The low height partition/ shelving must maintain a clearance of 600mm below false ceiling. No over stacking of items on top the shelving to provide sufficient ceiling clearance for fire protection system, clear space of 300mm radius, to depth of 600mm measured from the detector shall be maintained. No goods or materials shall be places within the area (follow the reference of Current Code of practice for installation & servicing of electrical fire alarm system)

**8 MECHANICAL AND ELECTRICAL INSTALLATIONS**

8.1 The Contractor shall protect, upkeep and maintain all existing M&E and building services within and adjacent to the site. He shall be responsible for any damage or disruption to such services resulting from his building works or operations.

8.2 The Contractor shall make good or pay for all damage or disruptions to existing M&E and building services, and any losses arising out of such damage or disruptions.





Type of Disruption	Reimbursement
False fire alarm activation	\$500 for the first occasion. \$1000 for each subsequent occasion.
Tripping or shutting without prior approval from JurongHealth or causing breakdown of any M&E services in the building. (Electrical, Plumbing, Sanitary, Gas, etc.)	\$500 for the first occasion. \$1000 for each subsequent occasion.
Lift Breakdown (Due to mishandling during the course of work).	\$500 for the first occasion. \$1000 for each subsequent occasion.

- 8.3 JurongHealth shall reserve the right to impose manpower charges for attending to disruption of services caused by the Contractor or his workmen.
- 8.4 All conduits and its necessary fittings and accessories used in the Mechanical, Electrical and Communication Systems, shall be as per Regulatory standards.
- 8.5 The Contractor shall seek JurongHealth's approval using Request for Shutdown / Turn On at least five (5) working days in advance where temporary shutdown of M&E and/or building services is required. This shall include before-and-after site inspections, services/power.
- 8.6 The Contractor is to strictly conform to the following colour scheme for services and all the new services to be painted accordingly.

S/N	Services	Colour
1	Cold / Hot Water Service Pipe	Existing color
2	Cold / Hot Water Rising Main	Existing color
3	Gas Pipe	Existing color
4	Soil, Waste & Vent Pipe	Existing color
6	Chilled Water Pipe	Existing color
	a. Supply	Existing color
	b. Return	Existing color
7	Condenser Water Pipe	Existing color
8	Piped Medical Gases	Existing color
	Town Gas	Existing color
9	Piping/ Ducting	
	a. Supply/Fresh Air Duct	Light Green (Linden)
	b. Return Air Duct	
	c. Exhaust Air Duct	Yellow (Canary Yellow)
10	Drain, Vent and Waste	Black
	<b>Electrical Conduit/ Trunking/ Cable Tray</b>	
11	Electrical	Orange (Tango)
12	Automatic Control/ BAS Installation	Yellow (Canary Yellow)
13	Fire Protection System	Dark Red(Matador)
14	Air-Conditioning and Mechanical Ventilation System	Grey
15	Smoke Control System	Dark Red with wide band
16	Telecommunication System	White
17	Computer, Point of Sales	Light Green (Linden)
18	MATV, PA	Light Blue (Lobelia)
19	Security, CCTV	Light Blue with red band



## 9 DISPOSAL OF DEBRIS

- 9.1 Debris and rubbish are to be removed off site daily in an orderly manner using proper equipment (such as trolley) onto a dumpster from the Contractor.
- 9.2 There shall be no illegal dumping in JurongHealth. All contents of dumpster shall be removed within a maximum of three (3) days and disposed of in approved dumping sites outside JurongHealth.
- 9.3 JurongHealth shall impose a penalty fee of \$500 for each occasion when illegal dumping by the Contractor is found.
- 9.4 No dumpster/ skid tank/ container shall be allowed to be placed within JurongHealth premises unless authorized.

## 10 HOUSEKEEPING

- 10.1 The Contractor shall maintain a high standard of housekeeping and cleanliness on site for the whole duration of the works. This is also essential that unnecessary clutter is removed for fire safety and hygiene purposes.
- 10.2 The windows and drains, etc. along the construction / renovation boundaries are to be cleaned daily.
- 10.3 The carpeted (floor protection) areas surrounding the construction / renovation boundaries are to be vacuumed frequently to keep the dust around area to its minimum.
- 10.4 Any staircase, corridor and wall at the access routes are to be kept clean at all times.
- 10.5 Any damage, stains, scratches or markings shall be made good to JurongHealth's satisfaction.
- 10.6 Proper safety signage is to be displayed when cleaning is in progress, such as wet mopping of the floor.
- 10.7 The Contractor shall be penalized for creating an environment which could endanger life and safety. The Hospital may impose stop work orders until all safety infringements are removed. The Hospital shall not be responsible for cost incurred or delays of the works resulting from such stoppages, and shall be fully borne by the Contractor.
- 10.8 Sites found to be breeding mosquitoes shall be reported to the NEA.
- 10.9 The Contractor is to submit a schedule for pest control for the duration of the works for contract exceeding 1 month.
- 10.10 Preventive measures must be taken to prevent vapour, dust debris or smell transgressing from the site to adjacent areas.

## 11 DECORUM

- 11.1 Smoking, gambling, littering, spitting, shouting, rudeness, and misbehaving in any form by any Contractors, sub-Contractors or their workers is not allowed within the Hospital at all times and strictly prohibited.
- 11.2 Distractions, unruly behavior and forms of public nuisance are strictly prohibited. Any workers found flouting these house rules shall be ordered to leave the site immediately and the Security Pass shall be withdrawn with immediate effect.
- 11.3 All workers are not allowed to bathe or wash equipment in the Hospital. They are only allowed to use designated toilet(s). Regular cleaning by the Contractor shall be provided for.
- 11.4 All workers are to be properly attired at all times within JurongHealth grounds.
- 11.5 Consumption of food on site and remaining within the premises/ compound overnight by any Contractors, sub-Contractors or their workers is not allowed within the Hospital at all times and strictly prohibited.
- 11.6 Contractors, sub-Contractors or their workers shall stay within designated rest areas during their breaks.





**12 CAR PARK ACCESS**

- 12.1 Contractors may apply and to be issued carpark labels at the sole discretion of JurongHealth. Their vehicles are to park at designated areas or lots that do not obstruct visitors and staff.
- 12.2 Tenants are to do loading /unloading at the loading bay. Parking of lorry/truck at loading bay should not exceed one (1) hour/per truck.
- 12.3 Summons will be issued to Contractor's vehicles found parking illegally or indiscriminately within the Hospital's premises. Wheel clamps may be used at the discretion of JurongHealth.

**13 USE OF COMMUNICATION EQUIPMENT AND TOOLS**

- 13.1 Mobile phones and walkie-talkies are allowed within the hospital. However, they are to be kept away from patients.
- 13.2 Mobile phones and walkie talkies are to be used more than two (2) metres away from critical Bio-Medical equipment.
- 13.3 All tools, equipment and materials are to be kept away from patients and shall also not be left lying around unsupervised.

**14 INDEMNITY**

- 14.1 The Contractor shall guarantee the Hospital against any expense, liability, claim or loss in respect of injury or damage whatsoever to any property or personal arising out of or cause by the carrying out of the works or brought against, incurred or suffered by the Hospital as a result of a breach by the Contractor, his sub-Contractors, employees, suppliers or agents of any of the conditions stated herein.

**15 CHARGES**

- 15.1 The following charges are applicable, subject to changes:

S/N	Description	Penalty, excluding GST (S\$)	Remarks
1	Loss of Security Pass	20.00	Each No.
2	Non disposal of debris / rubbish	500.00	Per occasion
3	False alarm / electrical trip / lift breakdown	500.00 1,000.00 Suspended/ banned from site	1st occasion subsequent seriousness of cause
4	Drainage /refill of sprinkler system	500.00	Per occasion
5	Failure to comply with any of the clauses	100.00 200.00 Suspended/ banned from site	1 <sup>st</sup> occasion subsequent seriousness of cause

- 15.2 The Hospital shall not be responsible for cost incurred or delays of the works resulting from stoppages due to infringement of the house rules.

**16 ACKNOWLEDGEMENT**

The Contractor shall acknowledge receipt of a copy of House Rules. The Contractor is deemed to have understood the requirements and conditions stated therein and undertake to abide by the rules when working in the Hospital.

Company : \_\_\_\_\_

Name : \_\_\_\_\_

Signature & date : \_\_\_\_\_