



Integrated Management System

Contractor Management Guidance Document

Shop Strip-Out & Fit-Out

Document Reference: **IMS-08.01.5-CMG-24**

Revision Number: **1**

Date Issued: **January 2026**

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1. INTRODUCTION

Contractor Guidance Documents (CGD) are designed ensure that Contractors, Subcontractors and Service Providers working at the Company's Petrol Filling Stations are aware of the hazards associated to working at these locations and the Company's basic requirements for specific types of work that have been identified as involving significant risk (**Major Work**).

The Company requires Contractors, Subcontractors and Service Providers to ensure that the Safe Methods of Working and Risk Assessment and Method Statements (RAMS) produced for an assigned scope of work include relevant aspects from the guidance provided to ensure that:

- Work site and task specific risks are identified risks
- Suitable and sufficient risk reduction measures (i.e., controls) are identified and detailed in the work control documents; and
- Assigned work activities are:
 - Effectively described; and
 - Performed safely

Note 1.1: For the purpose of this Contractor Guidance Document, Contractors, Subcontractors and Service Providers will be referred to collectively as **Contractors**.

Contractor Guidance Documents are considered a useful guide to Contractors regarding Company expectations for the safe performance of work, as they take account of the potential hazards present at a Petrol Filling Station and set minimum standards for the performance of work tasks that the Company is not sufficiently knowledgeable of, or experienced in, to allow the development of suitable and sufficient Risk Assessment and Method Statements (RAMS).

The responsibility for ensuring work tasks are performed safely remains with the Contractor who must ensure that working practices are critically assessed, with due consideration given to the information provided in the Contractor Guidance Documents.

Note 1.2: Contractor Guidance Documents **DO NOT** override or relieve Contractors of their statutory obligations under applicable legislation.

2. PURPOSE

This Contractor Guidance Document details MFG's minimum expectations regarding **Shop Strip-Out and Fit-Out** at Company Petrol Filling Stations to ensure that Contractors are aware of the expectation place on them both by the Client (i.e., MFG) and applicable legal obligations and are able to safely perform assigned work tasks.

Note 2.1: If clarification or further understanding of the content of this Contractor Guidance Document is required, Contractors must contact the HSE Manager (MFG) via HSE_Team@Motorfuelgroup.com.

3. GENERAL GUIDANCE

3.1 INTENT

The document is designed to provide guidance to Contractors who are awarded contracts for a specific work scope at a Company Service Station, that includes a requirement to perform work activities related to shop strip-out and fit-out of retail facilities which have been identified as potentially involving significant risk (**Major Works**). This guidance document details expectations for **Shop Strip-Out & Fit-Out**.

3.2 WORK CONTROL

Work tasks assigned to Contractors will be assessed to identify potential hazards and the associated risk. Work identified as involving significant risk will be categorised as **Major Works**, requiring a **Work Control Permit (WCP)** to be prepared, authorised and issued.

Contractors will conduct a work site inspection to identify the risks associated to the proposed work tasks and determine the risk reduction measures (i.e., controls) required to reduce risk to an acceptable level.

4. PREPARATION FOR SHOP STRIP-OUT & FIT-OUT

The Contractor (i.e., Job Supervisor) will:

- Conduct an inspection of the designated work site(s):
 - Identify:
 - Task specific hazards (i.e., related to the work and or equipment being used)
 - Work location environment (i.e., related to site activities, infrastructure and/or operations); and
 - Risk reduction measures
 - Review the content of the Risk Assessment and Method Statement (RAMS) and based on the findings the site inspection:
 - Determine if amendments or additions are required to the RAMS; and
 - Make any required amendments in consultation with the designated MFG Representative
- Note 4.1:** If significant changes are required due to unforeseen risks or errors in the design information advise the designated MFG Project Manage, who will:
- Contact the Principal Designer and request guidance and instruction regarding the action required; and
 - Ensure that the Principal Designer provides this information in a written format; and
 - Authorise the relevant amendments or changes to the RAMS
- Review the content of the RAMS with the MFG Representative and confirm mutual understanding
 - Complete a MFG Clearance Certificate detailing:
 - Scope of Work
 - Hazards related to the:
 - Task (e.g., manual handling, slip, trips and falls, sharp edges, etc.)
 - Work site(s) (e.g., traffic flow, hazardous atmospheres, infrastructure, etc.); and
 - Risk reduction measures to reduce risks to an acceptable level
 - Reference to the relevant Risk Assessment and Method Statement (RAMS)
 - Obtain any required Work Control Permits (WCP) from the designated MFG Representative
- Note 4.2:** Provide assistance to the designated regarding the correct preparation, review, and approval of the Work Control; Permit (WCP) and completion of the authorisation and declaration section of the permit
- Confirm mutual understanding of work to be performed and the required risk reduction measures; as detailed in the:
 - Risk Assessment Method Statement (RAMS)
 - Clearance Certificate; and
 - Work Control Permit (WCP) where required
 - Hold a Pre-Job Safety Brief with the Job Crew and other affected personnel to:
 - Review content of the relevant work control documents to ensure mutual understanding, for example:
 - Risk Assessment Method Statement (RAMS)
 - Clearance Certificate; and
 - Work Control Permit (WCP) where required

- Assign work task duties to the Job Crew and confirm mutual understanding of requirements
- Confirm:
 - Availability at the work site of:
 - Equipment
 - Materials; and
 - Identified risk reduction measures equipment (e.g., barriers)
 - Job Crew have the Personal Protective Equipment (PPE) as specified in the RAMS
 - Risk reduction measures for shop strip-out and fit-out are:
 - Explained to the Job Crew; and
 - Effectively implemented

The Contractor (i.e., Job Supervisor and Job Crew) will:

- Ensure:
 - Work sites are effectively secured against unauthorised access
 - Safe access and egress to and from the work sites
- Meet Delivery Drivers on arrival at site and provide relevant instructions regarding:
 - Vehicle parking location
 - Vehicle safety and security while on site
 - Site safety rules and regulations; and
 - Safe lifting and handling expectations
- Review the Driver's delivery documentation and confirm the:
 - Quantity of goods and/or materials delivered; and
 - Goods and/or material specifications
- Confirm that the goods and materials can be lifted safely from the delivery vehicle

Note 4.3: The Contractor will ensure that manual handling activities are assessed, and suitable and sufficient precautions identified and implemented to reduce the risk of harm. Where necessary the assessment will identify when lifting aids (e.g., sack trolley, forklift truck, HIAB, etc.) are required. The safe and proper use of this equipment will be specified in the Risk Assessment and Method Statement (RAMS).
- Clearly identify the:
 - Specific sites for offloading the goods and/or materials; and
 - Quantity of goods or materials to be offloaded at each work site

5. STRIPPING-OUT

5.1 ACCESS & EGRESS CONTROL

The Contractor (i.e., Job Supervisor) will ensure:

- Door barriers are erected, as appropriate to the work environment, to prevent unauthorised access to identified work areas within the retail building
- Identified work areas within the shop (i.e., retail building) are protected against unauthorised access by the installation of warning tape and/or appropriate security barriers; and
- Access to shop exterior work areas is protected against unauthorised access by the installation of appropriate barriers (e.g., Chapter 8 Barriers)

Note 5.1.1: The Contractor will make provision for the induction of Subcontractors, including review of their Risk Assessments and Method Statements (RAMS) or Safe Method of Working, to ensure the flow of appropriate safety related information to all involved in the work and the need to safeguard (i.e., protect their assigned work areas against unauthorised entry).

Note 5.1.2: All Contractors (i.e., all members of the Job Crew) working on a MGF Petrol Filling Station are required to complete the MFG Contractor Site Register on a daily basis, recording the name, company and any other siter specific requirements.

Note 5.1.3: If a Contractor is assigned Principal Contractor responsibilities (CDM Regulations) they will be responsible for ensuring that all work activities within the designated Project Site are effectively managed, controlled and coordinated to avoid the creation of a potentially hazardous work site.

5.2 STRIPPING OUT: REMODELING PROJECT

The Contractor (i.e., Job Supervisor) will ensure:

- All marking of stripping out activities are carried out:
 - Safely and in accordance with the construction drawings and plans; by
 - Trained and Competent Personnel using proper tools for the task, including appropriate respiratory protection if there is a potential for exposure to dust (e.g., cement, plaster, etc.)
 - Any required equipment, materials and accessories have been:
 - Inspected
 - Confirmed as meeting design specifications; and
 - Safely stored at the work site
 - Work site is physically inspected to identify:
 - Site specific hazards
 - Task specific hazards; and
 - The required risk reduction measures
 - Method statements for stripping out are reviewed to confirm appropriate for the planned work, or amended if required
 - Potential sources of hazardous energy are identified, for example:
 - Electrical
 - Gas; and
 - Water
 - A Clearance Certificate for stripping out activities is prepared, reviewed and authorised
- Note 5.2.1:** Where advised by the designated MFG Representative that shop strip-out activities require the issue of a Work Control Permit (WCP) assist the designated MFG Representative to prepare the WCP, review and mutually agree the content of the WCP prior to completing the authorisation and declaration section of the permit.
- The Job Crew is:
 - Trained and competent to perform their assigned duties
 - Provided with the:
 - Personal Protective Equipment (PPE) required to perform the work; and
 - Tools and equipment required to safely perform the work
 - Advised of the:
 - Their duties; and
 - Safety precautions to be implemented and maintained throughout the work
 - The correct:
 - PPE for the required work activities is available to and worn by, the Job Crew
 - Tools for the job are used in a safe and proper manner; and
 - Manual handling techniques are used, including:

- Pre-lift risk assessment
- Identification of path of travel and put down points
- Safe lifting techniques (including tandem lifts); and
- Use of lift aid (i.e., trolley, lift frame, etc.) as applicable
- All safety measures are established and maintained, for example:
 - Work patterns
 - Identified risk reduction measures (i.e., controls)
 - Equipment and materials storage; and
 - Control of visitors and protection of those in the work site from harm

The Contractor (i.e., Job Crew) will:

- Work safely in accordance with the :
 - Risk Assessment and Methods Statement (RAMS)
 - Safe Method of Working
 - Clearance Certificate; and
 - Work Control Permit (WCP) where required
- Stop work and advise the Job Supervisor if unsafe acts and/or unsafe conditions are identified
- **Note 5.2.2:** Work will not restart until appropriate corrective actions have been implemented and approval to proceed is provided by the Job Supervisor.
- Secure the work site to prevent unauthorised access (i.e., barriers, warning tape, etc.)
- Ensure:
 - Safety signage and/or warning notices are displayed
 - Fire response equipment (i.e., fire extinguishers) are position within the work site
 - Dust sheets or protective covering have been positioned before any works commences
 - The work site, facilities and infrastructure to be dismantled, and exit points:
 - Are clear of obstruction; and
 - Safe access and egress routes maintained throughout the work
 - Equipment and tools to be used are inspected to identify:
 - Suitability for purpose (i.e., correct tool for the job)
 - Defects
 - Damage; and/or
 - Faults

Note 5.2.3: Defective, damaged or faulty equipment or tools will be removed from service immediately and only the correct tool for the job must be used.

- Potential sources of hazardous energy (e.g., electricity, gas, etc.) and the location of the incoming supply points are identified
- Appropriate test equipment (e.g., Radar Scanner) is used to perform a scan survey of the interior walls to locate hidden services and mark any services identified
- All sources of hazardous energy are effectively isolated, for example:
 - **Electrical Supply** (i.e., to the building)
Made safe to work on by a NICEIC Qualified Electrician
 - **Gas Supply** (i.e., to the building)
Made safe to work on by a registered GasSafe Engineer
 - **Water Supply** (i.e., to the building)
Made safe to work on by a Competent Person

- Access to work at height locations are performed safely, in accordance with Contractor Guidance Documents:
 - **IMS-08.01-CMG-09: Work at Height (General)**
 - **IMS-08.01-CMG-10: Work at Height (Fixed Scaffold)**
 - **IMS-08.01-CMG-11: Work at Height (Mobile Scaffold)**
 - **IMS-08.01-CMG-12: Work at Height (Mobile Elevated Work Platform)**
 - **IMS-08.01-CMG-13: Work at Height (Portable Ladders)**
- Remove appliances and ancillary equipment:
 - Confirm hazardous energy isolations are effective by bump testing (i.e., try to start):
 - Electric
 - Gas; and
 - Water
 - Physically disconnect (i.e., separate) from sources of hazardous energy
 - Carefully dismantle using the correct tools for the job; and
 - Remove to the designated waste storage area or reclaim storage area
- Remove retail units and displays:
 - Confirm hazardous energy isolations are effective by bump testing (i.e., try to start):
 - Electric
 - Gas; and
 - Water
 - Physically disconnect (separate):
 - Displays from the electrical incoming feed supply; and
 - Plumbing fixtures from the water incoming feed supply
- Using the correct tools for the job, carefully dismantle:
 - Displays, taking precautions against:
 - Sharp edges; and
 - Pinch points
 - Plumbing fixtures (e.g., sinks, toilets, etc.) taking precautions against:
 - Sharp edges
 - Pinch points; and
 - Biological hazards (i.e., bacteria)
 - Work surfaces (i.e., counter tops) taking precautions against:
 - Sharp edges; and
 - Pinch points
 - Wall cabinets, taking precautions against
 - Sharp edges; and
 - Pinch points

Note 5.2.4: If there are upper and lower cabinets dismantle lower cabinets first to improve access to the upper cabinets
- Remove waste to the designated waste storage or reclaim storage area

Note 5.2.5: Manual handling activities will be risk assessed and appropriate risk reduction measures (e.g., tandem lift, mechanical lift aid, etc.) implemented to ensure personal safety.
- Remove existing wall finishes using the correct tools for the job (e.g., steam stripper)

Note 5.2.6: Ensure that and appropriate risk reduction measures, including the correct use of PPE, as appropriate to the hazards created by the tools being used are implemented.

- Use the construction drawings and plans to:
 - Mark out positions of new services; and
 - Chase out walls (where necessary) using the correct tool for the job
- Carry out all core drilling/chasing activities using a dust extraction attachment, to reduce the level of dust particles in the work area
Note 5.2.7: Ensure that eye and respiratory protection is worn during these activities.
- Remove existing floor covering using the correct tools for the job, including appropriate PPE and respiratory protection where required (i.e., tasks likely to create dust hazards):
 - Carpets and carpet tiles to be uplifted, taking care to avoid sharp edges (e.g., securing pins/plates); and
 - Tiled floors to be broken up and removed via hammer chisel**Note 5.2.8:** During removal of floor coverings take precautions to avoid personal injury from exposure to:
 - Sharp edges (i.e., wear suitable gloves and eye protection)
 - Securing pins or plates
 - Tacks and nails; and
 - Ceramic tile debris
 - Exposure to hazardous atmospheres (i.e., wear respiratory protection)
 - Dust; and
 - Mould
- **NOT** leave tools and equipment unattended at any time; and
- Ensure:
 - Work site is left safe and properly secured at end of each working day; and
 - All debris and waste has been removed to the waste storage or reclaim storage area

5.3 MAKING GOOD: REMODELING PROJECT

The Contractor (i.e., Job Supervisor) will ensure:

- All making good activities are carried out:
 - Safely and in accordance with the construction drawings and plans; by
 - Trained and Competent Personnel using proper tools for the task, including appropriate respiratory protection if there is a potential for exposure to dust (e.g., cement, plaster, etc.)
- Any required equipment, materials and accessories have been:
 - Delivered to site
 - Inspected
 - Confirmed as meeting design specifications; and
 - Safely stored at the work site
- Work site is physically inspected to identify:
 - Site specific hazards
 - Task specific hazards; and
 - The required risk reduction measures
- Method Statements for making good the building interior are reviewed to confirm appropriate for the planned work, or amended if required
- Any hazardous energy isolations remain effective, for example:
 - Electrical
 - Gas supply; and

- Water supply

Note 5.3.1: Hazardous energy isolations should be tested using an electrical test meter, or by trying initiate flow, to ensure that they remain effective.

- A Clearance Certificate for stripping out activities is prepared, reviewed and authorised

Note 5.3.2: Where advised by the designated MFG Representative that shop strip-out activities require the issue of a Work Control Permit (WCP) assist the designated MFG Representative to prepare the WCP, review and mutually agree the content of the WCP prior to completing the authorisation and declaration section of the permit.

- The Job Crew is:
 - Trained and competent to perform their assigned duties
 - Provided with the:
 - Personal Protective Equipment (PPE) required to perform the work; and
 - Tools and equipment required to safely perform the work
 - Advised of the:
 - Their duties; and
 - Safety precautions to be implemented and maintained throughout the work
- The correct:
 - PPE for the required work activities is available to, and worn by, the Job Crew
 - Tools for the job are used in a safe and proper manner; and
 - Manual handling techniques are used, including
 - Pre-lift risk assessment
 - Identification of path of travel and put down points
 - Safe lifting techniques (including tandem lifts); and
 - Use of lift aid (i.e., trolley, lift frame, etc.) as applicable
- All safety measures are established and maintained, for example:
 - Work patterns
 - Identified risk reduction measures (i.e., controls)
 - Equipment and materials storage; and
 - Control of visitors and protection of those in the work site from harm

The Contractor (i.e., Job Crew) will:

- As appropriate to the scope of the project, ensure the following tasks are carried out:
 - Brick work repaired and or renewed, considerations to be given to:
 - Walls identified on the design drawings as requiring temporary supports
 - Aspects of the wall that may affect its stability (e.g., control joints, lintels, damp proof course, or openings, etc)
 - Walls connected to another facility or a general public area
 - Height, width, and layout of walls
 - Existing or planned excavation (including trench)
 - Identifying overhead and underground services; and
 - Selection of method to access work at height (e.g., scaffold, mobile scaffold, Mobile Elevated Work Platform or portable ladder)

Note 5.3.3: If required cement mixing will be carried out in a well-ventilated area.

- Damaged plaster repaired and/or renewed consideration will be given to:
 - For repairs:
 - Remove any damaged or loose plaster with a scraper

- Use a wire brush to clean the area
 - Dampen the surface surrounding the repair with a mix of PVA glue and water
 - Mix the quick-drying patch plaster, in accordance with manufacturer's instructions
 - Using a plastering trowel (including hawk board):
 - Apply plaster to the repair with vertical and horizontal movements; and
 - Press firmly to work the plaster into the damaged area
 - Leave the plaster to dry before using a brush to dampen the surface of the repair with water; and
 - Using the edge of a clean trowel, work across the plaster repair to smooth the finish.
 - For renewal:
 - Dilute PVA glue (1-part PVA to 4-parts water) and apply to the wall
 - Apply PVA glue, which is essential for holding the plaster to the wall, but do not allow to dry completely before proceeding (i.e., until it become sticky or tacky)
 - Thoroughly mix the plaster, in accordance with manufacturer's instructions
 - Pour plaster onto a spot board, the plaster should spread but not run across the board
 - Using a bucket trowel, cut away a section of the plaster and transfer to hawk board
 - To apply the plaster to the wall, spread the plaster firmly using an upwards stroke with the trowel angled slightly away from the wall
 - Flatten the trowel at the end of each stroke to smooth the plaster down
 - Work from the bottom corner of the wall upwards and outwards, using a small amount of plaster each time
 - Continue to apply plaster along the wall until the plaster has been evenly spread along the whole surface
 - Allow the first coat of plaster to dry (e.g., 20 minutes) before going over the plaster with a trowel to smooth out any bumps. If necessary, dampen the surface of the plaster with waters; and
 - Apply a second coat of plaster and allow to dry sufficiently before going over the surface lightly with a clean trowel blade, dampening the surface with a water as necessary
- Note 5.3.4:** If required plaster mixing will be carried out in a well-ventilated area.
- Wooden framing for partition walls and doors is constructed and installed:
 - Using the construction drawings as reference:
 - Carefully cut framing timber to required lengths
 - Layout the exterior framing timbers, as per construction drawing
 - Mark the location of vertical timbers and any required horizontal timbers
 - Assemble the exterior framing timbers and secure, ensuring that the exterior frame and square
 - Assemble the internal timbers and secure, starting with the components of any door openings
 - When fully assembled carefully tilt the timber framing until located into correct position; and

- Confirm proper alignment of the timber framing wall and secure into position using appropriate fixtures and fittings
 - Partition walls are installed (e.g., timber board, dry wall or plasterboard):
 - For timber walls that are to be covered (e.g., facia boarding)
 - Measure boards
 - Cut to size
 - Carefully cut-out door, window or other access points; and
 - Secure using an appropriate fixtures
 - For walls that are to be plastered
 - Measure boards (i.e., 12mm less than floor to ceiling height)
 - Mark the cutting line on the ivory side of the board
 - Cut along the line using a craft knife and straight edge
 - Turn the board over, then cut to snap the board
 - Attach the boards to the frame, with the ivory side outwards:
 - Wedge a bolster chisel at the foot of the board
 - Slide a wood off-cut underneath; and
 - Press down on the wood off-cut to force the board hard up against the ceiling
 - Secure the board in place with 32mm plasterboard screws:
 - At roughly 150mm intervals
 - 15mm away from the edges
 - Cut the boards to fit above doorway and around and windows of access points
 - Place plasterboard tape over all joints to provide a smooth finish
 - Apply plaster to the walls as detailed above for plaster renewal

Note 4.5.4: If required partition walls will be plastered.

- Floor is prepared for new finish, for example:
 - Damaged floors may require concrete skim to make good
 - Floor levelling compound may be required to make good; and/or
 - Lay hardboard to provide level surface for vinyl flooring
- Note 4.5.5: If floor levelling compound is required the work area must be well-ventilated.**
- The route for services (e.g., electric, gas, water and communications) are identified from the construction drawings and plans, and clearly marked for the fitting out stage
 - Making good tasks are completed in accordance with construction drawings and plans and the work site is correctly prepared for the fitting out tasks.
 - The work site is:
 - Clear of equipment, tools and materials (used for the making good tasks)
 - Free of construction debris and waste; and
 - Visually inspected to:
 - Confirm that the work has been completed to an acceptable standard; and
 - Identify:
 - New hazards that may impact the fitting out phase; and
 - Any required risk reduction measures