



GREAT LAKE TAUPO
Taupō District Council

Contractor Health and Safety **Handbook** 2018-2019



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Introduction

Taupō District Council wants to work with contractors who support health and safety practices that keep their workers and others safe from risks. The Health and Safety at Work Act 2015 (HSWA) places a duty on a “person conducting a business or undertaking (PCBU)” to take all reasonably practicable steps to ensure that contractors, subcontractors and their workers are not harmed while undertaking any work.

The purpose of this guide is to help Taupō District Council contractors understand practices and to work together to consult, cooperate and coordinate on risk management. Our aim is to work together to prevent harm to our workers.

Appendix 1: 2017 - 2018 Health and Safety Policy

Who is a PCBU?

Your business/organisation is now a ‘person conducting a business or undertaking’ or ‘PCBU’, whether you work alone or with others, or whether or not your business is conducted for profit or gain.

Responsibilities of a PCBU

All PCBUs have a primary duty of care to ensure, as far as reasonably practicable, the health and safety of all who work or do activities for the PCBU.

A PCBU also needs to ensure the health and safety of other people is not put at risk from the work carried out.

PCBUs must as far as reasonably practicable:

- Protect the safety and health of all workers;
- Maintain a health and safety system relevant to the risks within their business; and
- Monitor health and safety performance.

Who is a worker?

All employees are considered ‘workers’ under the HSWA. This includes, but is not limited to: all employees, employees of contractors and subcontractors, and any labour hires or students. Even volunteers who work for you on a regular permanent basis will now be known as workers.

Responsibilities of a worker

- Take reasonable care of their own health and safety.
- Ensure that his or her acts or omissions do not adversely affect the health and safety of other people.
- Comply, as far as reasonably able, with any policies and procedures given by the PCBU relating to health and safety at the workplace that have been notified to workers.

Consult, cooperate and coordinate

Representatives, clients, contractors and subcontractors all have a primary duty of care to manage health and safety. When working with other businesses (PCBUs) there are overlapping responsibilities to manage health and safety. All PCBUs must so far as is reasonably practicable consult, cooperate with, and coordinate the management of risks involved with doing the work.

The following are some areas to think about and discuss.

- Plan ahead. Think about the stages of your work and who may/will be affected by it;
- Identify the risks to be managed and together agree how to control the risks and who is best placed to do so;
- Define roles, responsibilities and actions and explain these to workers and other businesses so they know what to expect; and

- Continue to consult, cooperate and coordinate, including carrying out reasonable and proportionate monitoring to ensure health and safety is managed.

Implementing or addressing the following points will help PCBUs meet their overlapping duties.

- Ensure that nominated contractors are provided with copies of all relevant health and safety documentation or rules of the place of work to inform them of the standards expected;
- PCBUs should periodically monitor contractor compliance with the health and safety documentation to ensure contractors are meeting their obligations, and working in a safe manner and in accordance with their respective safety management systems;
- Ensure your records are retained in the event there is a requirement to address any non-conformances with agreed safety systems and relevant health and safety documentation; and
- A review schedule is recommended for ongoing management of the above.

It's everyone's responsibility

Figure 1: WorkSafe New Zealand – Working with other businesses



Check out the WorkSafe New Zealand good practice guideline – writing health and safety documents for your workplace. <https://worksafe.govt.nz/the-toolshed/tools/writing-health-and-safety-documents-for-your-workplace/>



PROCUREMENT PROCESS

SiteWise contractor pre-qualification process

To existing and new contractors

The Taupō District Council has committed to using a pre-qualification system called SiteWise that will rate contractor's processes under the HSWA. This will enable Council to consider a contractor's health and safety commitment when we are awarding tenders, projects and contracts.

The aim of the process is to protect people and organisations. It will also assist companies that are aware of the new health and safety requirements but are unsure how the legislation aligns with their business.

Consultants and contractors with low risk profiles (not carrying out physical work) will be exempt from participating in the Council's Contractor Prequalification Scheme.

SiteWise may also be instrumental in opening up new avenues of work that are not currently available.

Contracting companies interested in working for Taupō District Council and who hold a pre-qualification certificate from another Contractor Pre-

qualification Scheme (e.g. Impac PREQUAL) should contact Michelle McGill (mmcgill@taupo.govt.nz) to ascertain if an exemption is verified.

Visit www.SiteWise.org.nz to register as a preferred Contractor for Taupō District Council.

What is SiteWise?

SiteWise is a software application developed by Site Safe NZ, with industry input from the Christchurch rebuild, which recognised that many small contractors needed real support to improve their safety systems. Since then it has been enhanced and is used as a contractor pre-qualification system across many different industries, including local government.

It enables contractors to submit their health and safety systems and have them reviewed and assessed independently.

The SiteWise database can be accessed by registered principal organisations to allow them to identify compliance and competence levels, prior to selecting a contractor.

It is designed to deliver a reasonable, consistent and achievable pre-qualification process that ensures the minimum level of health and safety knowledge and compliance is met. If required, it also provides a process for improvement.

What are the benefits to the contractor?

Contractors can access independent and cost effective advice on the following:

- Where your business stands in relation to health and safety standards; and
- How to improve your health and safety practices quickly and easily.

Contractors can also achieve assessment results which are recorded using a traffic light system which:

- Gives us confidence when awarding contracts;
- Makes it easy for other main contractors or principals to see your health and safety performance at a glance; and
- Increases your attractiveness to Taupō District Council and other main contractors or principal organisations, as the higher you score, the more you demonstrate your commitment to good health and safety practices.

The assessment results are valid for a year. This may mean you won't have to provide evidence of your health and safety systems, processes and competence on a project by project basis.

What are the benefits to Taupō District Council?

Like everyone else, Taupō District Council must demonstrate that we have met our due diligence obligations under the HSWA. With contract management, we are starting at the beginning by making sure we know that any contractor we use understands both our expectations and their own obligations.

Where a contractor does not meet that level of compliance, the contractor will not hold a "Preferred Contractors" status with Taupō District Council. The contractor will need to provide this assurance and SiteWise has processes in place to assist the contractor gain the level of compliance.

Taupō District Council will access SiteWise when selecting contractors.

IMPORTANT NOTE: If contractors are not registered with SiteWise and don't have a current assessment on file with SiteWise, this will limit the opportunity to be considered for work in the future.

Many large employers, main contractors and principal organisations have already registered on SiteWise and this will increasingly become the go-to site for the selection of contractors. Contractors holding a current Impac PREQUAL certificate can apply for an exemption for the assessment and be included on the Taupō District Council contractors register. This will be at the discretion of the Taupō District Council Health and Safety Business Partner and will not incur any costs to the Contractor.

What is it going to cost the contractor?

\$195 + GST a year, and this includes up to three assessments during the first 12 months. This will enable the contractor to improve their score with the feedback they get from SiteWise (if required). In addition, there is a FREE workshop hosted by Taupō District Council and SiteWise. This will be your chance to ask questions that will help you improve your rating.

When are the workshops?

We are planning on hosting free workshops regularly for contractors who require assistance in putting together information to be assessed on SiteWise.

We will send out more information about these workshops as dates are confirmed.

The first session was held on the 21 November 2017 and other sessions will be organised as required.



Health, safety and environmental agreement

Council requires its Contractors to enter into its Health, Safety and Environmental Agreement prior to works being undertaken. This Agreement records the Contractors obligation on health, safety and environmental matters.

Appendix 2 - Health, Safety and Environmental Agreement.



Execution of work

Site specific safety management plan

There are various types of site-specific safety plans required for physical works, e.g. full site specific safety plans, tailgates, a job safety assessment (JSA), safe work method statements (SWMS), and permit to work (PTW) etc.

The type of information required will be dependent on the scope of works and level of risk.

Factors required in these types of documents include but are not limited to:

- Policy statement;
- Roles and responsibilities;
- Identifying critical risks;

- Identification of hazards/risks and mitigation controls for the site;
- Incident management and reporting;
- Training/competency requirements relevant to the work being done; and
- Emergency response plan/procedures.

Monitoring of health and safety performance on site needs to take place regularly during the contract period. This shall be carried out by all PCBUs involved on site.

Documenting the above for each activity will provide all relevant PCBUs with an assurance that health and safety is being managed effectively.

Appendix 3 - Job Safety Analysis (JSA) template

Appendix 4 - Safe Work Method Statement (SWMS) template

Taupō District Council site specific contractor induction

It is the expectation of Taupō District Council that contractors receive an induction specific to the work they will be undertaking prior to commencing works. This will be completed by the Council's Contract Manager and during this process you will be asked questions and be informed of details about the work and the site. This induction will also establish the defined areas of work and where duties of multiple PCBUs overlap.

Appendix 5 - Taupō District Council Site Specific Contractor Induction

Appendix 6 - Contractor Pre-Start Site Safety Inspection

Working on our sites

As with all work sites, Taupō District Council has a number of house rules which you will be required to adhere to.

Drugs and alcohol

Impairment due to taking certain prescription or non-prescription drugs or alcohol may place yourself or others at risk of injury.

Taupō District Council has a Drug and Alcohol Policy in place and this is applicable to all workers on Council sites. This includes contractors, sub-contractors and their associated employees.

The contractor shall ensure that at any time during the performance of the work, his/her personnel are neither under the influence, nor partake of any alcoholic liquor, drug or intoxicating substance, other than for bona fide medical reasons.

The contractor will carry out a drug and alcohol test of a worker where there is reasonable cause or post incident where the incident has an actual or potential consequence of serious harm or significant damage to property, the environment or business undertaking.

Drug and alcohol testing to be conducted through TDDA and will be at the expense to the Contractor.

Appendix 7 - Taupō District Council Drug and Alcohol Policy

Horseplay

The dictionary definition of horseplay is rough or boisterous play.

It has no place in the workplace. When horseplay gets started at work it often ends badly, and none of us want a joke to end with someone getting hurt.

Practical jokes are considered horseplay and are not accepted in the workplace.





Children

Under no circumstances can children accompany contracting workers on Council sites.

Managing workplace risks

Identify, assess and manage work risks

Different businesses will have different health and safety risks, it all depends on the type of work you do. A healthy and safe workplace starts with identifying and understanding what your work-related health and safety risks are, particularly those that have the potential to cause people serious injury or illness. It then involves doing what is reasonable, what is practical and what you are able to do to eliminate or, where they can't be eliminated, minimise those risks.

Council's critical risks

Critical risks are the risks that have potential to cause serious harm to our workers or to the public. Critical risks identified in contracts must be managed with the appropriate control measures approved and signed off by the Council Contract Manager.

There are a number of critical risks identified across Council sites. Some of these include the following.

- Working alone/in isolation;
- Working in confined spaces;
- Working at heights;
- High voltage work;
- Exposure to hazardous substances;
- Working over or near water;
- Working on or near roads;
- Unguarded machinery;
- Excavations;
- Working under or near overhead services; and
- Working with bitumen.

For works where critical risks are involved, the contractor must have an adequate and appropriate level of documentation to ensure the risk is managed.

Appendix 8 – Risk Matrix

Appendix 9 – High Risk Work

Overview of Taupō District Council risk management process

1

Identify risks – Potential and Actual



It is important that both the Contractor and the Taupō District Council Contract Manager have identified in the scope of work all potential and actual risks and hazards. Consider all aspects of the work activities, identify what could harm the health or endanger the safety of your workers and others (e.g. visitors, bystanders, or someone else's workers). This harm can be acute (occur immediately) or chronic (occur slowly over a long period of time).

- Scope of work – are critical risks involved? Consider actual and potential consequences.
- Look at the work processes and the machinery /equipment used, the workplace site and the competencies of the workers.
- Engage with the contractors and workers when identifying hazards as they often know what could lead them to harm.

4

Monitor control measures

Health and safety systems should be 'living' and become part of business as usual. Both Contractors and Contract Managers should continually check control measures are being used by workers and are still minimising the work risks.



Examples of this include:

Contractor Inspection Checklists,
Audits, Site visits,
Corrective Actions.

2

Assess risks



Categorise the risks and hazards:

Critical risks – refer to Taupō District Council Critical Risk Register and matrix to review contractor mitigation controls.

General risks - use risk matrix to ensure controls are mitigated proportional to the risk.

Review for continuous improvement

Review and evaluation completed during and at the end of the contract.

Contractor Evaluation

3

Manage risks



Managing risks and hazards

First consider whether the hazard can be eliminated (e.g. can you remove the source of the harm. If the hazard can't be eliminated, then it remains a risk and must be minimised using control measures.

Ensure the right level of documentation supports the level of risk.

High risk work – recommend a Safe Work Method Statement (SWMS) and a Permit to Work if required.

Sign off is required for all high risk work by the Contract Manager.

Low level work – Standard Operating Procedure (SOP) or a Job Safety Analysis (JSA) viewed by Contract Manager.

Contractor Induction and Inspection Checklists to be completed.

Notifiable work and WorkSafe NZ

The HSWA requires employers, as well as the person who controls a place of work, to provide at least 24 hours' notice to WorkSafe NZ of particularly hazardous work.

The contractor must follow procedures for notifiable work as required by the regulations, including 24 hour notification to WorkSafe NZ.

A copy of the notifiable work form must also be provided to the Taupō District Council's Contract Manager as part of the site specific safety plan documentation.

Particularly hazardous work – notifiable to Worksafe NZ

| Nature of particularly hazardous work |
|--|
| <input type="checkbox"/> Logging or tree felling undertaken for commercial purposes. |
| <input type="checkbox"/> Construction work with a risk of falling 5m or more. |
| <input type="checkbox"/> Erecting or dismantling scaffolding with a risk of falling 5m or more. |
| <input type="checkbox"/> Use of a lifting appliance where the appliance has to lift a mass of 500kg or more over a vertical distance of 5m or more. |
| <input type="checkbox"/> Work in any pit, shaft, trench, or other excavation in which any person is required to work in a space more than 1.5m deep and having a depth greater than the horizontal width at the top. |
| <input type="checkbox"/> Work in any drive, excavation, or heading in which any person is required to work with ground cover overhead. |
| <input type="checkbox"/> Work involving the use of explosives, or storage of explosives for use. |
| <input type="checkbox"/> Work in which a person breathes compressed air, or a respiratory medium other than air (not diving). |
| <input type="checkbox"/> Work in which a person breathes compressed air, or a respiratory medium other than air (diving). |

Monitoring during works

PCBUs have a primary duty of care to protect workers from harm.

To gain an assurance the risks are being effectively controlled, regular monitoring shall be carried out by all PCBUs on site, against the site specific safety plan/ job safety assessment requirements.

How frequent or comprehensive that monitoring will be is dependent on the level of risks and the duration of the work being undertaken.

Each contractor will submit relevant information providing Taupō District Council sufficient data to measure safety performance for the duration of the contract.

Reporting indicators for safety performance

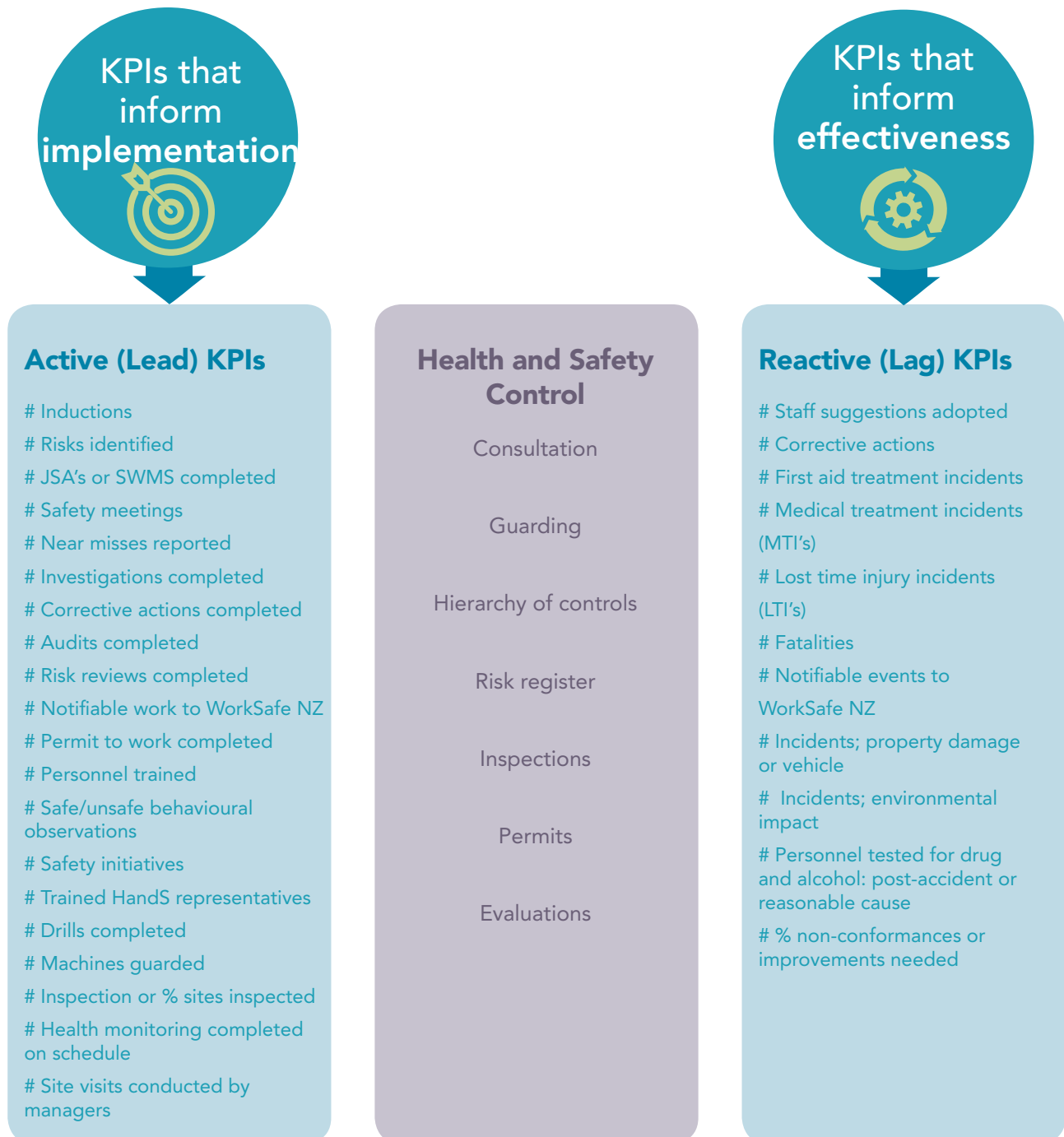
Indicators provide information that can be used to assist the officers of both PCBUs (Council and Contractor) in maintaining effective oversight of health and safety in accordance with their due diligence duties under the HSWA.



Active (Lead) and Reactive (Lag) indicators

Active (Lead) indicators are focused on future safety performance and continuous improvement. These measures are active in nature and report what contractors are doing on a regular basis to prevent injuries. Reactive (Lag) indicators are used to indicate progress towards compliance with measures recorded on the numbers of personnel hurt and the severity. Reactive measures indicate failure, active indicators measure performance.

When reaching excellence in safety and health, Key Performance Indicators (KPIs) should focus on using active indicators to drive continuous improvement.



KPIs that inform implementation



Active (Lead) KPIs

- # Inductions
- # Risks identified
- # JSA's or SWMS completed
- # Safety meetings
- # Near misses reported
- # Investigations completed
- # Corrective actions completed
- # Audits completed
- # Risk reviews completed
- # Notifiable work to WorkSafe NZ
- # Permit to work completed
- # Personnel trained
- # Safe/unsafe behavioural observations
- # Safety initiatives
- # Trained HandS representatives
- # Drills completed
- # Machines guarded
- # Inspection or % sites inspected
- # Health monitoring completed on schedule
- # Site visits conducted by managers

Health and Safety Control

- Consultation
- Guarding
- Hierarchy of controls
- Risk register
- Inspections
- Permits
- Evaluations

KPIs that inform effectiveness



Reactive (Lag) KPIs

- # Staff suggestions adopted
- # Corrective actions
- # First aid treatment incidents
- # Medical treatment incidents (MTI's)
- # Lost time injury incidents (LTI's)
- # Fatalities
- # Notifiable events to WorkSafe NZ
- # Incidents; property damage or vehicle
- # Incidents; environmental impact
- # Personnel tested for drug and alcohol: post-accident or reasonable cause
- # % non-conformances or improvements needed

Incident and emergency management

First aid

Access to first aid in the event of an incident is the key to reducing serious outcomes. All contractors must have assigned and trained first aiders present on worksites, and first aid kits must be readily assessable and stocked appropriately.

Incident management

Understanding the causes of injuries/illnesses that occur in our workplace is vital and can enable preventative steps to be taken to avoid a recurrence.

If an incident or near miss occurs, Council needs to understand what occurred and how it occurred. In reference to the Risk Assessment Matrix, for moderate, major or catastrophic incidents, e.g. Medical Treatment Injury (MTI) events, high potential near misses, and moderate property or environmental events, Taupō District Council will expect a detailed investigation report. Lessons learnt and safety alerts around critical events will support the corrective actions and be shared appropriately.

Notifiable Events to WorkSafe NZ

If there is a Notifiable Event then WorkSafe NZ must be notified. Definitions of a Notifiable Event can be found at: <http://www.worksafe.govt.nz/worksafe/notifications-forms/notifiable-events>

What is a notifiable event?

A notifiable event is any of the following events that arise from work:

- a death;
- a notifiable illness or injury; or
- a notifiable incident.

What is a notifiable illness or injury?

These are specified serious work-related illnesses or injuries, and all injuries or illnesses which require a person to be admitted to hospital for immediate treatment are notifiable.

What is a notifiable incident?

A notifiable incident is an unplanned or uncontrolled incident in relation to a workplace that exposes the health and safety of workers or others to a serious risk arising from immediate or imminent exposure to any of the following.

- a substance escaping, spilling, or leaking;
- an implosion, explosion or fire;
- gas or steam escaping;
- a pressurised substance escaping;
- electric shock (from anything that could cause a lethal shock, for example it would not include shocks due to static electricity, from extra low voltage equipment or from defibrillators used for medical reasons);
- the fall or release from height of any plant, substance, or thing;
- damage to or collapse, overturning, failing or malfunctioning of any plant that is required to be authorised for use under regulations;
- the collapse or partial collapse of a structure;
- the collapse or failure of an excavation or any shoring supporting an excavation;
- the inrush of water, mud, or gas in workings in an underground excavation or tunnel;
- the interruption of the main system of ventilation in an underground excavation or tunnel; or
- a collision between two vessels, a vessel capsize, or the inrush of water into a vessel.

A notifiable incident is where someone's health or safety is seriously endangered or threatened. People may be put at serious risk even if they were some distance from the incident (eg. from a gas leak).

A notifiable incident also covers the incidents specified above which may have only resulted in minor (non-notifiable) injuries but had the potential to cause serious injury, illness or death.

Where it is safe to do so, the incident site must be preserved for possible investigation by the authorities.

PCBUs must ensure they have agreed who will report Notifiable Events to Worksafe New Zealand.

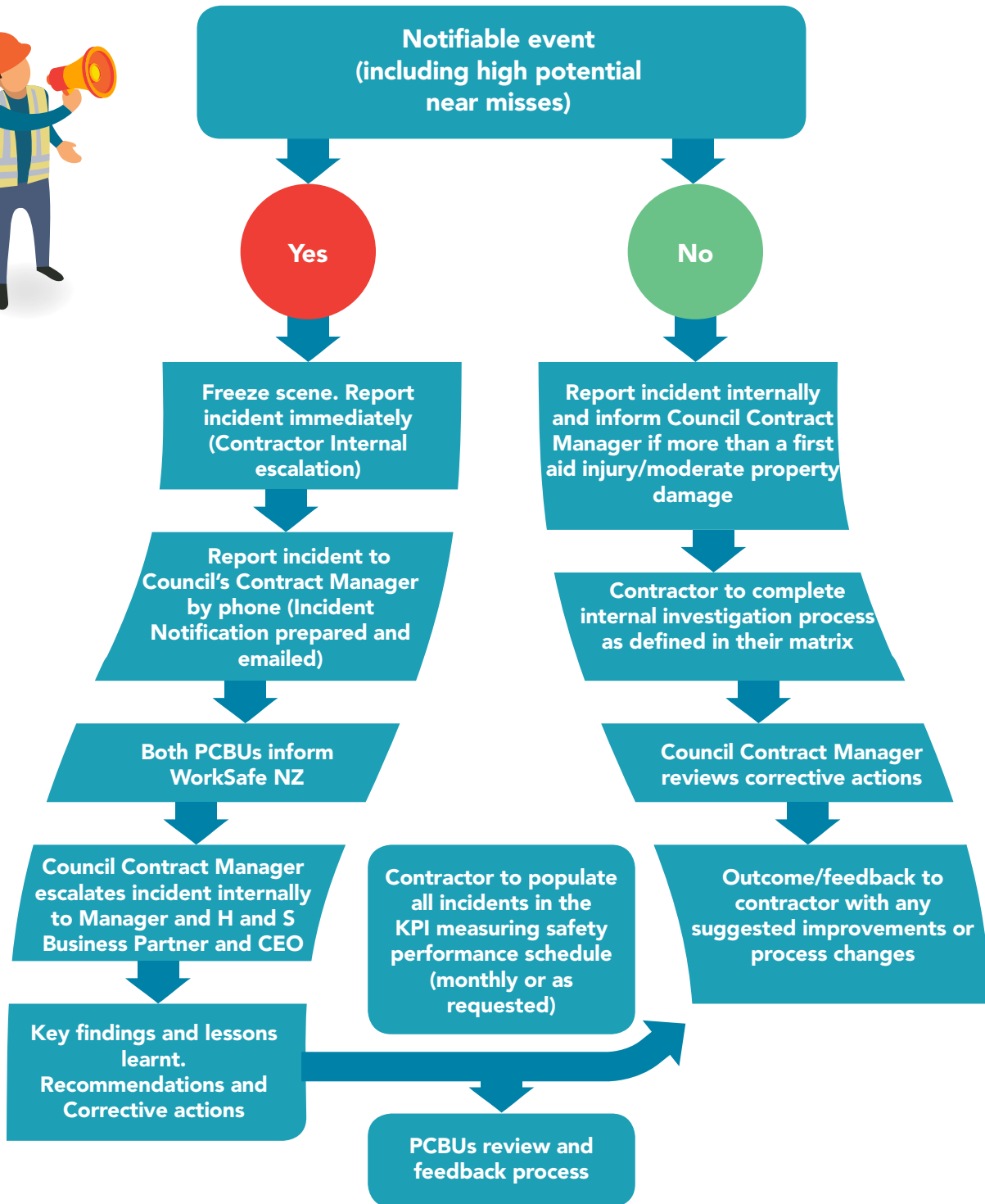
Requirements for reporting on other incidents will be agreed with Council's Contract Manager and/or key contact person.

Lessons learnt

In pursuing continual improvement in health and safety management, the sharing of lessons learnt from incidents and events is key to reducing the likelihood for re-occurrence of similar incidents in the workplace. In most instances, incidents occur when systems fail to protect the worker. By understanding these failures, organisations can address their health and safety processes with appropriate corrective actions.

The sharing of these lessons learnt and the issuing of safety alerts demonstrates an organisation's commitment to health and safety. Taupō District Council will promote and assist their contractors to be proactive in the promoting of lessons learnt.

Incident reporting: Process



If there is a notifiable event WorkSafe New Zealand must be notified. Check out more information here: www.business.govt.nz/worksafe/notifications-forms/notifiable-events

Emergency management

Fire prevention

Contractors are responsible for fire prevention and protection within their work environment.

Emergency evacuation

Contractors must have an emergency preparedness plan in place. The workers must be aware of the evacuation process, assembly points and the escalation process in the event of an emergency. When working on Council operated sites or where there are multiple PCBUs the site evacuation plan will be a coordinated emergency response plan.

Health, safety and environmental non-compliance

Where a breach of any health, safety and environment requirements occurs, or in Taupō District Council's opinion is likely to occur, Taupō District Council may immediately suspend work.

If the breach or potential breach is the result of the action or inaction of the contractor personnel, Taupō District Council may require such personnel to be removed (temporarily or permanently) from the site. The contractor will be liable for any consequential costs incurred as a result.

Contract closure

Post contract evaluation

On completion of the contract, a post contract evaluation will be undertaken. The purpose of this evaluation is to establish on completion of the work how well the contractor performed in relation to Health and Safety standards. This takes into consideration Health, Safety and Environmental issues that were raised during the contract and how the contractor responded.

Preferred contractor status

Contractors that have met their Health and Safety obligations and have demonstrated a high level of performance will maintain their "preferred contractor" status. Where there are significant non-compliances, the Contract Manager or Health and Safety Business Partner may determine that the contractor/subcontractor no longer works on Taupō District Council sites.

Appendix 11 - Post Contract Evaluation

