

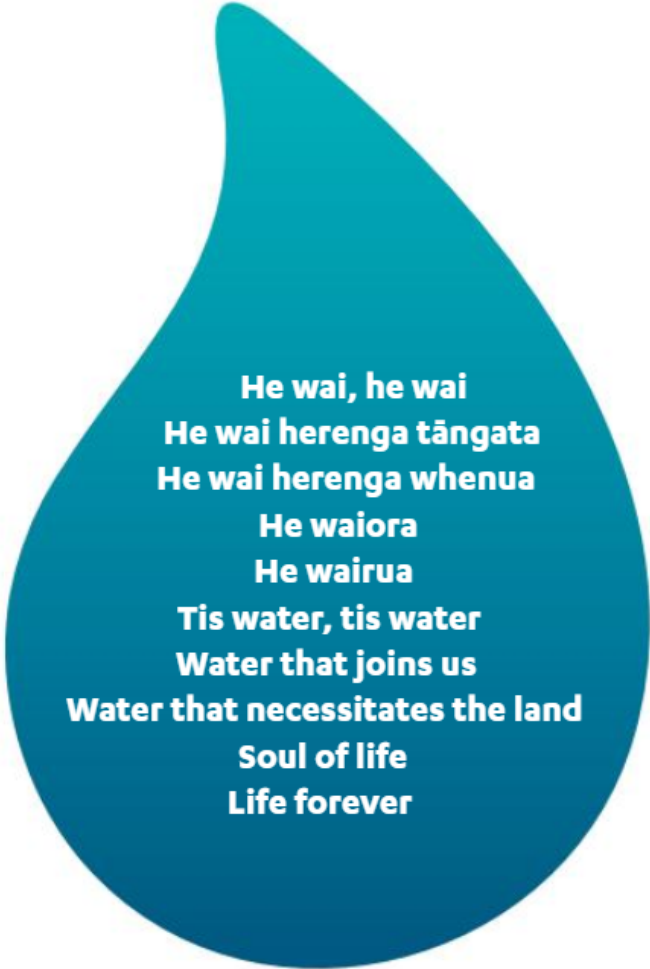
# Health, Safety and Wellbeing Expectations

Guidance for supply chain partners



## Contents

Introduction .....	4
Our Values .....	4
Working with Wellington Water .....	4
Health and Safety at Wellington Water .....	5
General Health and Safety Expectations of Contractors, Consultants, and Supply Chain Partners .....	6
➤ Asbestos .....	6
➤ Audits, Reviews and Performance Monitoring.....	7
➤ Biological Hazards.....	7
➤ Contractor Pre-qualification .....	7
➤ Customer Operations Group .....	8
➤ Drug and Alcohol .....	8
➤ Emergency Management .....	8
➤ Incident Notification, Investigation and Reporting .....	8
➤ Inductions.....	9
➤ Notifiable Works.....	9
➤ Performance and Assurance Reporting.....	9
➤ Risk Management.....	10
➤ Safety in Design .....	10
➤ Subcontractors .....	10
➤ Training & Competency.....	11
➤ Worker Communication, Engagement and Participation.....	11
Appendix A - Critical Risk Management.....	12



**He wai, he wai  
He wai herenga tāngata  
He wai herenga whenua  
He waiora  
He wairua  
Tis water, tis water  
Water that joins us  
Water that necessitates the land  
Soul of life  
Life forever**

# Introduction

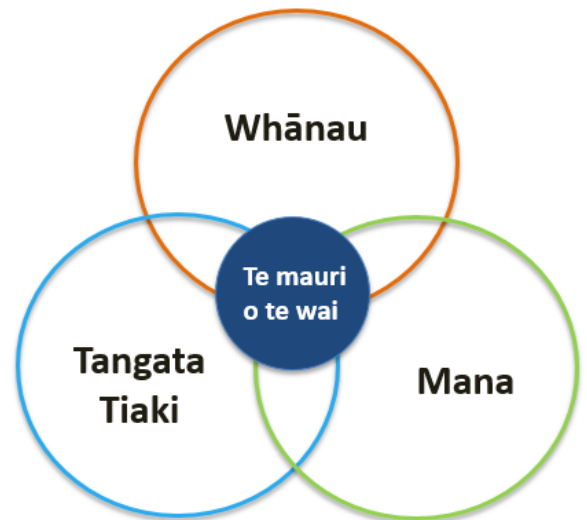
Wellington Water (**WWL**) exists to provide water services so that communities prosper. We are a values-based company, and we weave these values throughout everything we do.

We are owned by the Hutt City, Porirua City, Upper Hutt City and Wellington City, South Wairarapa District and Greater Wellington Regional Councils. We manage their drinking water, wastewater, and stormwater services.

We employ staff and engage contractors and consultants to deliver these water services to Wellington’s communities, and in doing so we could expose these people to risks which may cause harm or otherwise impact their health, safety, and wellbeing (**HSW**).

We are absolutely committed to ensuring everyone who works to deliver water services in the Wellington Region is looked after from a HSW perspective and look forward to working with our contractors and suppliers who also share this commitment.

# Our Values



# Working with Wellington Water

The Health and Safety at Work Act 2015 (**HSWA**) is the primary piece of health and safety (**H&S**) legislation in New Zealand.

It prescribes the primary duty of care for Persons Conducting a Business or Undertaking (**PCBU**) and how they can ensure the H&S of workers that they influence or whose activities they have direct control over.

In addition, PCBU's have overlapping duties when working together on the same worksite or contract. HSWA requires them to consult, cooperate, and coordinate (referred to as 3Cs) their activities and to ensure the management of H&S risks is consistently applied.

At WWL we expect our contractors to have active H&S management in place that addresses their individual and overlapping PCBU duties, and as part of engaging contractors we will seek assurance that those systems are of a suitable standard. We use our pre-qualification process for this.

By improvements in how we actively manage our 3Cs we will be able to work more effectively with our contractors, continually improve on good H&S practice and create a culture that puts our worker H&S at the forefront of everything we do.

# Health and Safety at Wellington Water

## People first, every time.

WWL are committed to ensuring all workers (including our contractors and consultants), can be their best at work, and operate in an environment that is safe, healthy and supports their individual wellbeing.

Our philosophy is to continuously promote organisational culture where H&S is instinctive, integral, and inspiring, where HSW is a joint goal with all stakeholders, and where everyone is empowered to actively participate in HSW through collaborating, participating and sharing knowledge.

Building strong and lasting relationships is really important to us. We operate a combination of in-source and out-source delivery models, meaning we have a few key partners, as well as our own people. These relationships help embed our HSW philosophy and expectations.

Our approach is to not shoehorn our contractors into one way of working, but to provide the vision, and to set minimum expectations for managing HSW that are based on industry best practice. This way we will be on track to ensuring everyone is kept safe and healthy while delivering critical services to our communities.



## General Health and Safety Expectations of Contractors, Consultants, and Supply Chain Partners

WWL recognises that our duties under HSWA are not to tell other PCBUs how to do their work, but to collectively ensure that work is being done safely.

We have identified a variety of HSW aspects which we believe require clear unambiguous expectations as to how these should be managed, many of which are prescribed by H&S Regulations, Approved Codes of Practice (**ACOP**) or Industry Standards.

We have identified what we believe are our key critical risks at WWL and have also developed minimum standards in relation to these which we expect everyone working within, or on behalf of WWL, to use as guidance when developing their safe systems of work. Below we have set out our minimum expectations for specific HSW risks as well as a specific section relating to WWL's critical risks.

At WWL our general H&S expectations are that our contractors, consultants, and suppliers will:

1. Understand their obligations under the HSWA 2015, associated regulations, ACOPs and Industry Standards.
2. Have processes in place to regularly monitor performance against their H&S management systems (**HSMS**), including Site-Specific Safety Plans (**SSSPs**), Safe Work Method Statements (**SWMS**), or Job Safety Analysis (**JSA**), Task Analysis (**TA**) etc. and legislation.
3. Engage and train competent workers who will share responsibilities for implementing their HSMS.
4. Have systems and processes in place to enable reporting of H&S matters ensuring they are managed in a timely, appropriate, and consistent manner.
5. Ensure that adequate resources are allocated to oversee and resolve H&S matters.
6. Drive and improve health and safety culture across the supply chain network.

We have also set out below our broad expectations in relation to key H&S aspects which may arise during the course of work being undertaken by contractors whilst carrying out work on our behalf, and/ or on our assets.

The requirements in this document set out the minimum expectations for all contractors, consultants, and supply chain partners, across Wellington Water, including capital, maintenance, and operational works.

### ➤ **Asbestos**

Asbestos is an identified risk within WWL property and infrastructure assets. Contractors are advised to assume asbestos containing materials (**ACMs**) are present on all pre-2000 structures and services and are to manage their work in accordance with [The Health and Safety \(Asbestos\) Regulations 2016](#) and [WorkSafe's Asbestos Guidance](#).

Where WWL have undertaken an Asbestos survey and/or know of the presence of any ACM, we will share our Asbestos Management plan and any specific arrangements<sup>1</sup>. Where a contractor finds or suspects asbestos, they must notify WWL.

---

<sup>1</sup> [The Wellington Water Open Data Portal](#) details the construction materials of specific Wellington Water assets (e.g. ACM pipes) is able to be accessed publicly.



Contractors are also advised to review the following [WWL revised Regional Specification for Water Services](#), December 2021 document, particularly Section 4.4 and the [WWL Water Ways Asbestos Cement Pipe](#) guide.

### ➤ **Audits, Reviews and Performance Monitoring**

Measuring and monitoring that H&S arrangements continue to be effective is part of good H&S management practices. As such, contractors H&S processes should specifically set out how they will measure and review their performance against their HSMS, including review of lead and lag indicators.

Assurance verification processes may include but are not limited to, critical risk management controls, incident/accident investigations (including review of any corrective actions), workplace inspections, stakeholder H&S meetings, setting and completion of annual H&S objectives and include managers and workers key performance indicators (**KPI's**) in H&S.

WWL may also undertake specific assurance of contractor and service provider activities. We will let you know when this is planned and will encourage you to take part in these reviews.

### ➤ **Biological Hazards**

The nature of working with water and wastewater is such that it could expose your workers to biological hazards such as Leptospirosis, Legionella and Weil's Disease.

It is expected that contractors (and their subcontractors) familiarise themselves with the hygiene and immunisation requirements of the [Ministry of Health Guidelines](#) and the WWL document '[Regional Specification for Water Services](#)' (December 2021 V3.0), Section 4.1.1: Water Supply Specification Hygiene practices and immunisation. Further information is available here:

Where testing of workers and their health status is required, including that of receiving any vaccinations, we expect this to be undertaken and may request confirmation that this is in place.

### ➤ **Contractor Pre-qualification**

WWL requires all Contractors and Consultants to meet the Tōtika prequalification scheme standard<sup>2</sup>.

- Tōtika is overseen by the Construction Health and Safety Association of New Zealand (**CHASNZ**). Tōtika recognises [Safe365](#), [Impac](#), and [SHE PRE-Qual](#) pre-qualification assessments, with more likely to be added in future. [CHASNZ](#) has more information.

Contractors engaging sub-contractors must have systems in place to ensure they are adequately controlling the risk that sub-contractors may bring to work. This could include their own internal prequalification or requiring an external prequalification (e.g., Tōtika, SiteWise, Impac, ISO45001). Sub-contractors that are prequalified directly with Wellington Water (through Tōtika or through Fulton Hogan) can be considered prequalified for use by other contractors.

---

<sup>2</sup> Contractors working for the Customer Operations Group (COG) are approved through the Fulton Hogan contractor assurance system (CAS)

Contact the Wellington Water Health and Safety Team to determine if a sub-contractor is already prequalified. All contractors must ensure processes are in place to ensure sub-contractors are meeting the Wellington Water Standards while working for them.

#### ➤ Customer Operations Group

Contractors working for the Customer Operations Group (COG) must be additionally approved by Fulton Hogan, and meet Fulton Hogan's subcontractor requirements. These requirements are set on in Section 8 of the [WWL Living Safely Manual \(pg 54\)](#). In addition, all plant and equipment must adhere to the [Fulton Hogan's Plant Safety Matrix](#). The [Subcontracted and Hired In Plant Minimum Requirements](#) has additional guidance.

#### ➤ Drug and Alcohol

All contractors' workers, including their subcontractors' workers, consultants, and suppliers are required to be drug and alcohol free while working for, or on behalf of WWL.

It is our expectation that contractors will have processes in place to ensure workers are safe from the risks to safety, productivity and business reputation arising from individuals who are impaired by drugs and alcohol, and to have in place processes for testing workers including at pre-employment, random testing, reasonable cause testing and post incident testing.

While WWL does not expect, nor desire, to receive individual drug and alcohol test results, it must be assured that a robust drug and alcohol management plan is in place and any impaired workers are removed from WWL works (i.e. projects, maintenance). Where any worker returns a positive or failed test result for the presence of impairing drugs or alcohol, then they are deemed to be unfit for work and in breach of this requirement. Any such breach will be considered an extremely serious matter by WWL and could result in exclusion from site, up to and including permanent exclusion or termination of contract.

#### ➤ Emergency Management

All contractors performing work for, or on behalf of, WWL must have robust procedures that explain how they will manage any generally foreseeable emergencies or unplanned occurrences that may arise on their sites, and be relevant to the site-specific high risks they create as part of their work, such as working at height or working in confined spaces.

Emergency procedures should be outlined in your site inductions for your workers and any subcontractor workers.

Where contractors are working on a site that is controlled by a WWL site specific emergency response plan (e.g., WWL treatment plant), then these will be advised to that worker as part of the site induction and expected to be complied with. Hard copies of the site-specific emergency plans are available on entry to site.

#### ➤ Incident Notification, Investigation and Reporting

WWL must be made aware of **ALL** work-related health, safety, and wellbeing incidents occurring on their sites or when undertaking work on their behalf as soon as possible (Within one hour for serious or potentially serious harm incidents, and within one business day for all other incidents).



As part of Induction, all contractors will be advised of the WWL incident reporting protocols and who in WWL they need to report this to. All incidents must be recorded in the WWL health and safety system (Q-Pulse or CAMS<sup>3</sup>) following the [WWL Incident Reporting Process](#).

Where practicable, we will look to jointly investigate incidents so we can learn from each other and look to prevent reoccurrences. In all instances incidents must be closed out as per the [WWL Guidelines](#) (based on the priority level of the incident):

- Low Priority - One week.
- Moderate Priority - Two weeks.
- High/ Extreme Priority - One month.
  - In the case of high or extreme, WWL may ask for an interim draft report within one week.

Should an event be notifiable to WorkSafe NZ under HSWA, WWL must be notified as soon as possible after the incident occurred, but no later than one hour after the initial WorkSafe NZ notification.

### ➤ Inductions

Contractors working for or on behalf of WWL are required to have in place an induction process for their workers and any approved subcontractors that they engage. This includes sites where the contractor has assumed control over the work site.

Where a contractor is engaged for reactive maintenance or provide services on a WWL site, or are engaged for works on WWL treatment plants, they will receive a WWL induction prior to the work commencing. This induction will include the contractors' workers as required.

Contractor's inductions should be communicated effectively and, in a manner, where they are easily understood. Contents of induction should include as a minimum, but not limited to, clear guidance and expectations around:

- WWL Critical Risks (Appendix A)

Minimum mandatory personal protective equipment (**PPE**) requirements, including any mandatory [WWL PPE requirements](#).

- High risk and hazardous work activities, their location on site(s) and expected risk controls.
- Procedures for reporting incidents and near misses.
- Emergency response procedures and first aid provisions.
- Acceptable safety behaviours on site.

### ➤ Notifiable Works

Where an activity being undertaken on behalf of WWL is [WorkSafe Notifiable Work](#), the contractor or service provider is expected to provide a copy of that notification to their contract manager and also to retain a copy on site for any assurance and verification purposes.

### ➤ Performance and Assurance Reporting

Performance and assurance reporting expectations to WWL will be predominantly outlined in awarded contract documents.

---

<sup>3</sup> Incidents occurring on COG sites are reported through the CAMS system. Contact your WWL representative to report any incidents.

Expected performance reporting may be a mix of lead and lag indicators. This could include, for example, a lead indicator such as workplace site inspections, audits including your subcontractors, incident reporting including near hit events and root cause investigations.

Lag indicators could include, numbers and types of injury outcomes (medical treatment injuries (MTIs), lost time injuries (LTIs) restricted work injuries (RWIs)), number of high potential near hits and incident investigations that are not closed out or are overdue.

WWL representatives (e.g., contract managers, PMO) will discuss in more detail what specific frequencies and timelines are required for specific reporting to be provided and may use these as part of ongoing contract performance discussions.

### ➤ Risk Management

WWL expects all risks to be eliminated as far as is reasonably practicable. If a risk can't be eliminated, it must be minimised as far as is reasonably practicable.

WorkSafe has guidance available on [How to Manage Work Risks](#).

WWL will provide contractors with information of any known hazards and risks relating to our processes, assets, materials, plant, or workplace and this will include any control arrangements we have identified in relation to critical risk management. Further information on our critical risks and relevant management protocols can be found in Appendix A.

Contractors will be expected to use whichever method is most appropriate for recording and communicating hazards and their controls to their workers, e.g. SSSPs, SWMS, or JSAs etc. In addition, contractors are expected to share any new or unforeseen risks with WWL and work collaboratively to ensure appropriate controls are put in place.

### ➤ Safety in Design

Safety in Design is a process that integrates hazard identification and risk assessment methods early in the design and is a key aspect of good workplace health and safety to minimise risk. The safety in design process applies where significant changes to plant, substance or structure are planned in maintaining, reinstating, upgrading, decommissioning and other activities involving WWL managed assets and services. All contractors, suppliers, and consultants must factor safety in design to the work they do for on behalf of WWL to reduce the risk of harm during the lifetime of the asset including ongoing maintenance.

Further information can be found in the [WWL Safety in Design Process](#) or from [WorkSafe](#).

### ➤ Subcontractors

WWL expects all contractors to have robust subcontractor management systems in place to ensure only suitable subcontractors are used who will meet WWL safety requirements and that they will be managed appropriately by the contractor.

WorkSafe has additional guidance on [PCBUs Working Together](#).

### ➤ Training & Competency

All personnel, including temporary workers, working for or on WWL sites or projects must have a basic level of their industries health and safety awareness, or be constantly/directly supervised by a competent person. Basic health and safety training can be delivered through internal training/induction, external courses (e.g. SiteWise), or experience. Competency can be demonstrated via:

- ConstructSafe Tier 1

All contractors undertaking work for WWL are required, as a minimum, to have skills training and competency verification processes in place. The level of workers competency required will be verified during your prequalification process and will be related to aspects such as:

- Inductions
- Regulatory licences
- NZQA trade qualifications
- Health and safety competencies
- Unit Standards (e.g., Permit to Work, Work at Height)

WWL may undertake to provide training for contractors' workers in internal health and safety procedures e.g., permit to work (PTW). Contractors will ensure that their workers are available to undertake any training provided by WWL.

WWL may verify training and competency alongside other assurance activities.

### ➤ Worker Communication, Engagement and Participation

The importance and benefits of seeking insight and input from workers on H&S matters cannot be underestimated. WWL expects its contractors to have in place processes that allow input from all workgroups on H&S matters, including their workers and any subcontractors' workers.

Methods may include regular formal and informal HSW meetings, attendance at forums or the use of elected Health and Safety Representatives.

PCBUs working for WWL in the same workplace are expected to have communication procedures that ensure they consult and cooperate with each other on H&S matters and coordinate their work activities to ensure the HSW of all workers and others who may be affected by their work.

# Appendix A - Critical Risk Management

By definition, a critical risk is a risk where if a critical control is lost, the outcome or consequence of that risk could easily result in a life changing or permanent debility, (e.g., paralysis/loss of limb/Asbestosis) or death.

WWL has determined the following to be critical risks and/or activities involving critical risks within our business.

- Mobile Plant and Equipment
- Services – Underground and Overhead
- Traffic Management
- Trenching and Excavations
- Hazardous Substances
- Fixed Plant and Equipment
- Work at Height
- Lifting and Slings
- Confined Spaces
- Fatigue

WWL regularly review the risk control plans for each of these, refer to [HSEG-0026 Critical Health and Safety Risks](#).

These will be shared with our contractors so that they may ensure they have these controls in place and arrangements to manage these critical risks to the same level (or better) than that determined by WWL.

Listed below are some of the key requirements, H&S Regulations, industry standards or WWL Procedures for these critical risks. This is not an exhaustive list and contractors should not be limited by these guidance documents when developing your safe systems of work.

## ➤ Mobile Plant and Equipment

WWL expects all contractors (and sub-contractors) to manage the risk posed by mobile plant and equipment. As a minimum, plans to manage the risk should focus on:

- Separating people from mobile plant and equipment
- Using a spotter when operating mobile plant and equipment
- Ensuring constant communication between operators and spotters
- Ensuring all workers are trained and competent to operate machinery safely

### WWL References:

- [WWL Reversing and use of spotters](#)

### External References:

- [WorkSafe – Vehicles and Mobile Plants](#)

## ➤ Services – Underground and Overhead

All contractors and sub-contractors must have processes (e.g., checklists, permits) in place to minimise risk when working near underground services. Special attention must be made when doing

any work that involves digging, placing fence posts, or driving in stakes, to make sure that area is clear of any utility services.

#### All work around underground services must:

- Physically verify and mark underground structures/utilities
- Isolate and/or protect underground utilities when required

Refer to the following industry and regulatory guidance documents, and external links, for working around or near services.

#### WWL References:

- [WWL - Guidance for Utility Management](#)
- [WWL - Service Distances Guidance Wheel](#)

#### External References:

- [WorkSafe - Working near Low Voltage Overhead Electric Lines](#)
- [WorkSafe – Excavation Safety](#)
- [Wellington Electricity – Overhead Lines](#)
- [Before U Dig](#)

#### ➤ Temporary Traffic Management

WWL expects all temporary traffic management shall be carried out in accordance with the [Waka Kotahi \(NZTA\) Code of Practice for Temporary Traffic Management \(CoPTTM\)](#) and the WWL Standard when using Steel Road Plates and safety fencing. Preference should be given for traffic control measures which remove Traffic Management personnel from the line of fire.

In addition, CoPTTM recognises that in certain circumstances, it may be necessary to implement a variation from the accepted normal traffic control methods, not reflected in CoPTTM. These variations may be approved by the appropriate Road Controlling Authority using the CoPTTM 'Engineering Exception Decision' process.

#### WWL Minimum Standards<sup>4</sup>:

- [WWL - Steel Road Plates Standard](#)
- [WWL - Safety Fencing of Worksites](#)

#### WWL References:

- [Temporary Traffic Management Hierarchy of Controls \(HOC\)](#)

#### ➤ Trenching and Excavations

All contractors and sub-contractors must have processes in place to minimise risk when undertaking trenching and excavation, these may include checklists and permits. All trenches and excavations that are to be entered by a person and where a hazard exists, such as the potential for collapse, or those excavations greater than 1.5 m deep must be benched, battered or shored.

Refer to the WorkSafe NZ [Excavation Safety Good Practice Guidelines](#)

#### ➤ Hazardous Substances

---

<sup>4</sup> [WWL - Steel Road Plates Standard](#) and [WWL - Safety Fencing of Worksites](#) exceed and are additional to CoPTTM requirements and must be adhered to.

Contractors and their sub-contractors must have systems and processes in place to minimise the risk posed by hazardous substances to their workers, other contractors and workers, members of the public and the environment.

All workers must be trained and competent (or directly supervised by a competent person) in the handling and use of any hazardous substances used by or near them while working for WWL.

All hazardous substances must be used, stored and handled securely ensuring that no accidental leak can occur. All work sites must have a register of hazardous substances compliant with the Hazardous Substance Regulations.

Safety Data Sheets (**SDS**) for substances used on a WWL site must be dated 5 years or less, be readily available for workers and emergency services in the event of an incident. Please refer to the [WorkSafe Hazardous Substances Toolbox](#) and the [WorkSafe Hazardous Substances Guidance](#)

#### ➤ Fixed Plant and Equipment

Contractors who are engaged to work on any WWL fixed plant and equipment are required to follow the [WWL Lockout Tagout Procedure \(LOTO\)](#), including whenever plant or equipment is being upgraded, serviced, maintained, identified as faulty, repaired or when any guard needs to be removed.

WWL operates an Isolation Permit system in conjunction with the LOTO procedure. When working on WWL assets contractors are required to refer to the WWL LOTO Procedure when developing their SSSPs, SWMS or JSAs. At other times contracts must have their own LOTO procedures in place.

#### ➤ Lifting Loads and Working at Height

Contractors (and sub-contractors) engaged to carry out any work at height or involving any lifting with a mechanical device must have processes in place to minimise the risks posed by these activities.

As a minimum:

- Avoid or minimize work at heights when possible
- Do not work alone when working at height
- Maintain fall protection 100% of the time when working at height
- Establish exclusion zones to protect against dropped objects
- Develop a rescue-at-height plan prior to working at height
- ladders should only be used for low risk and short duration work, egress, and ingress.
- Scaffolds must be erected, altered, and dismantled by persons who have been trained and have suitable experience/competency with the type of scaffolding being used
- Lift crew personnel must be competent
- Cranes must not be operated beyond capacity
- Lifting and rigging equipment is inspected prior to use

#### External References:

- [WorkSafe – Working at Height](#)
- [WorkSafe – Mobile Elevating Work Platforms](#)
- [WorkSafe – Load Lifting and Rigging](#)

#### ➤ Confined Space Work



All contractors (and sub-contractors) working on or behalf of WWL sites shall have a confined space process that complies with AS 2865:2009 Confined Spaces. If no process is in place the WWL Confined Space Process must be followed. As a minimum:

- All workers must hold the relevant NZQA Unit Standards (US 17599, 18427, 19207, 25510)
- A permit to work system must be in place and followed
- Emergency response plans must be included in all confined space permits and include self-rescue, assisted rescue, and emergency response rescue (e.g. FENZ).
- Gas testing is performed as required
- Approval for access must be given and time frames agreed to by the Wellington Water employee responsible for the asset/work
  - Approval for entry is not provided through the awarding of work or contracts.

#### WWL References (Contractor process to be equivalent):

- [WWL - Confined Space Process](#)
- [WWL - Confined Space Permit](#)
- [WWL - Confined Space - Emergency Rescue Plan Template](#)

#### External References:

- [WorkSafe – Confined Spaces](#)
- [AS 2865:2009 Confined Spaces](#)

#### ➤ **Fatigue**

All contractors (and sub-contractors) working on or behalf of WWL sites shall have a system in place to manage fatigue and prevent excessive work hours. Where a WWL operational requirement exists that could lead to fatigue this must be carefully managed by the appropriate people (including WWL personnel) and work plans developed to minimise this as much as is reasonably practicable.

#### WWL References:

- Example Fatigue Management Plan (To be added)

#### External References:

- [WorkSafe - Fatigue](#)