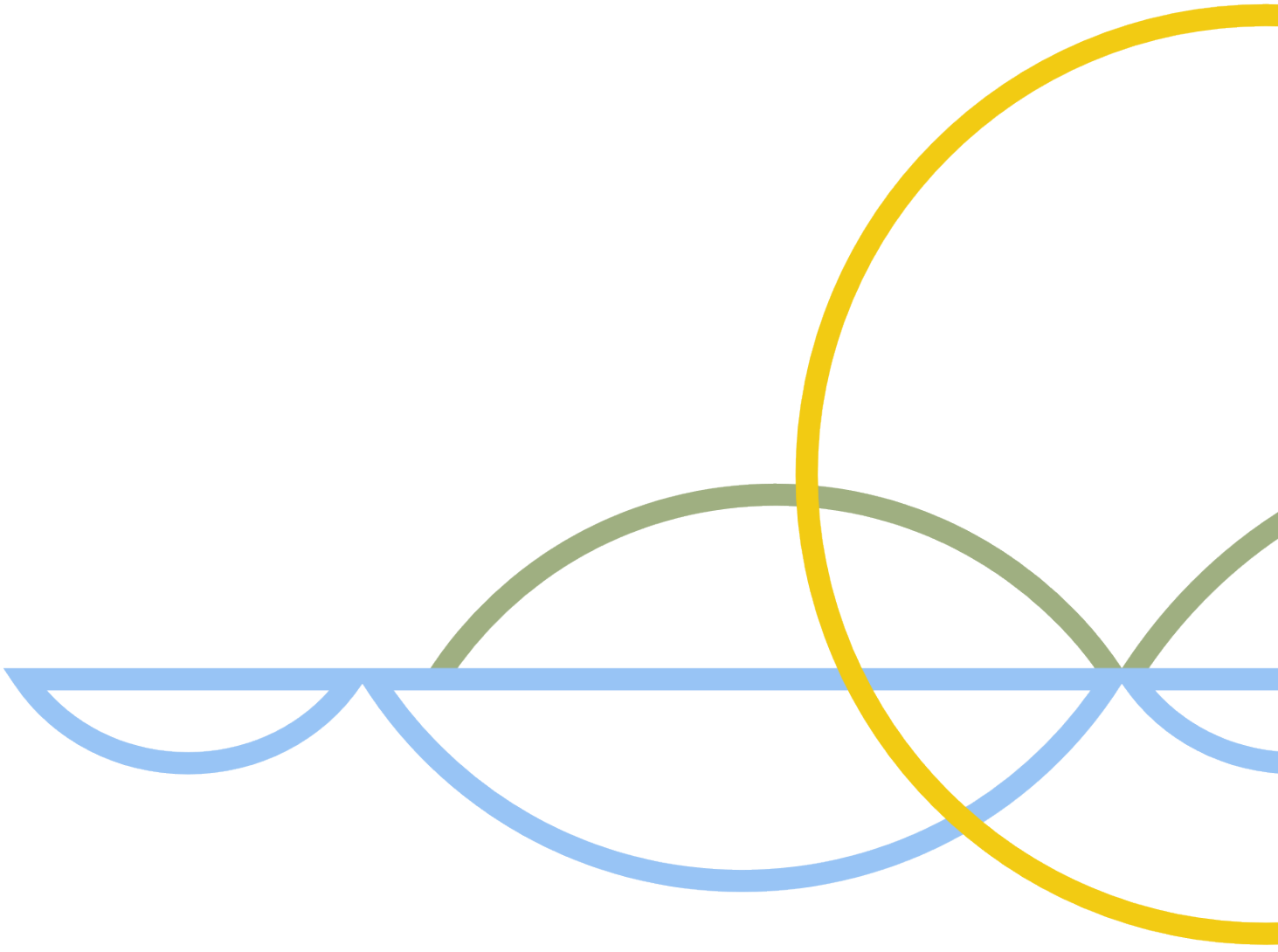
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TIAKI WAI

Care in every drop | He wai whakauka

Health, Safety, and Wellbeing Expectations for Contractors



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Contents

Tiaki Wai disclaimer 1
Tiaki Wai Copyright 1
1 Purpose 4
2 Introduction 4
2.1 Working With Tiaki Wai 4
2.2 Health, Safety, and Wellbeing at Tiaki Wai 5
3 Legislative and Regulatory Compliance 6
4 General Health and Safety Expectations 6
5 Health and Safety Overlapping Duties 6
5.1 Prequalification 7
5.2 Subcontractor Management 7
6 Health and Safety Incidents 7
7 Performance Monitoring and Assurance 8
8 Tiaki Wai General Health and Safety Expectations 8
8.1 Asbestos 9
8.2 Biological Hazards 9
8.3 Drug and Alcohol Impairment 9
8.4 Emergency Management 10
8.5 Risk Management 10
8.6 Site Security 11
8.7 Safety in Design 11
8.8 Training and Competency 12
8.9 Worker Communication, Engagement, and Participation 12
8.10 Permit to Work 12
9 Tiaki Wai Critical Risk Management Requirements 14
9.1 Mobile Plant and Equipment 14
9.2 Hazardous Energy 14
9.3 Psychosocial Hazards 15
9.4 Excavations, Trenching, and Tunnelling 15
9.5 Aggression and Violence 16
9.6 Lifting Operations 16
9.7 Working Around and Above Water 17
9.8 Fixed Plant and Equipment 17

9.9 Hazardous Substances....17
9.10 Confined Spaces....18
9.11 Driving....18
9.12 Traffic Management....18
9.13 Fatigue....19
9.14 Working at Height....19
10 Tiaki Wai Definitions. 21
Document control....24
Review information....25

1 Purpose

The primary purpose of this document is to establish Tiaki Wai's Health, Safety, and Wellbeing (HSW) expectations for all Persons Conducting a Business or Undertakings (PCBUs) who perform physical work on our behalf.

Specifically, the document is designed to:

- Create a consistent approach to managing health and safety across Tiaki Wai activities
- Define minimum expectations for managing HSW based on industry best practice, without forcing contractors into a single way of working
- Outline specific management requirements for critical risks (such as mobile plant, hazardous energy, and excavations)
- Apply these expectations to all teams, workers, and work types, including Capital Delivery, Network Operations, Treatment and Control Systems, Strategy and Planning.

2 Introduction

Tiaki Wai's purpose is to put customers and communities at the centre of what we do, delivering safe and dependable water services, making good investment choices, and working together to build a trusted and environmentally sustainable water utility.

Tiaki Wai is a council-owned water organisation with a focus on maintaining and improving services for communities across Hutt Valley, Porirua and Wellington.

We employ staff and engage contractors and consultants to deliver these water services to our 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

2.1 Working With Tiaki Wai

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, PCBUs 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.

When engaging contractors or other PCBUs Tiaki Wai has duties under HSWA and is expected to:

- Engage competent, safe contractors taking into consideration the type of work to be carried out and the equipment needed to ensure healthy and safe work
- Share with contractors any relevant information we hold to help them keep them and their workers healthy and safe
- Monitor the contractors' health and safety performance
- Take the lead in encouraging good health and safety practices throughout the contracting chain.

At Tiaki Wai 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.

2.2 Health, Safety, and Wellbeing at Tiaki Wai

Tiaki Wai is 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 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.



3 Legislative and Regulatory Compliance

Tiaki Wai requires our contractors to have processes and methods to monitor changes to health and safety legislation and any associated regulations. This includes making any required changes to their systems of work and other risk management tools to ensure they remain current with industry good practice, our health, safety, and wellbeing expectations and any compliance requirements.

4 General Health and Safety Expectations

Tiaki Wai 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 and have also developed minimum standards in relation to these which we expect everyone working within, or on behalf of Tiaki Wai, 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 Tiaki Wai's critical risks.

At Tiaki Wai 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. Ensure they have the appropriate level of health and safety resource for the size, and nature of the work being carried out.
5. Have systems and processes in place to enable reporting of H&S matters ensuring they are managed in a timely, appropriate, and consistent manner.
6. Ensure that adequate resources are allocated to oversee and resolve H&S matters.
7. 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 on our behalf, and/ or on our assets.

The requirements in this document set out the minimum expectations for all contractors, consultants across Tiaki Wai, including capital, maintenance, and operational works.

5 Health and Safety Overlapping Duties

Tiaki Wai expects all PCBUs which have shared health and safety duties to consult, cooperate and coordinate on these duties. This may include formal written agreements setting out how shared duties will be met, or simple on-site agreements with a clear shared understanding.

5.1 Prequalification

To ensure Tiaki Wai is selecting competent and safe contractors we require a contractor prequalification.

Tiaki Wai requires all Contractors that are undertaking physical work for Tiaki Wai to hold **Performing** status under the **Tōtika** prequalification scheme standard.

Tōtika is overseen by the Construction Health and Safety Association of New Zealand (**CHASNZ**). Tōtika recognises ISO 45001, Qualify365, Impac Totika, SHE PRE-Qual, Avetta pre-qualification assessments, with more likely to be added in future. CHASNZ has more information.

In exceptional circumstances (i.e., urgent/ one-off/ emergency/ irregular work) a Tiaki Wai worker can request an exemption for the contractor to meet this requirement. This will be decided by a Group Manager or Chief Officer. There must be a sufficiently detailed process in place to ensure that the health and safety risks are being adequately controlled.

5.2 Subcontractor Management

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 includes:

- Prequalification and selection processes to make sure they engage capable and competent subcontractor. This could include their own internal prequalification or requiring an external prequalification (e.g., Tōtika, SiteWise, Impac, ISO45001)
- Ensure all sub-contractors are competent, which includes appropriate training, qualifications, instruction and supervision
- Sharing of relevant health and safety information, including relevant information from Tiaki Wai
- Tiaki Wai must be notified and receive reports and investigations of all subcontractor health and safety events
- Contractors are required to monitor, inspect, audit, and review subcontractors. Any relevant findings, or breaches of agree health and safety processes must be reported to Tiaki Wai.
- Managing non-compliance.

WorkSafe has additional guidance on PCBUs Working Together.

6 Health and Safety Incidents

Tiaki Wai requires all serious incidents (based on the actual or potential outcome) to be reported rapidly in accordance with our Incident Notification Matrix. This includes:

- Fatalities
- Events resulting in permanent injury, disability or multiple serious injuries.
- Notifiable events to a regulator

- High potential events
- Events that had the reasonable potential to result in an outcome listed above.

Should an event be notifiable to a regulator Tiaki Wai must be notified as soon as possible after the incident occurred, but no later than one hour after the initial notification is made to the regulator.

Immediate/ rapid notification of non-serious incidents is not required and will be captured in the monthly health and safety report (Section 7).

Findings from incidents and investigations must be shared with Tiaki Wai. Tiaki Wai may share these findings with the wider supply chain to ensure health and safety lessons are shared.

7 Performance Monitoring and Assurance

Contractors must ensure that they are monitoring and gaining assurance of their health and safety performance and make efforts towards continual improvement.

All contractors undertaking work for Tiaki Wai must complete a H&S Report for all work carried out in the previous month. This includes work on Tiaki Wai sites or for Tiaki Wai related work:

- Number of First Aid Injuries (FAI)
- Number of Medically Treatment Injuries (MTI)
- Number of Restricted Work Injuries (RWI)
- Number of Lost Time Injuries (LTI)
- Number of Proactive Safety Conversations
- Number of H&S reports (including contractors own audits)
- Number of Hours worked for Tiaki Wai
- Summary of any incidents that occurred on Tiaki Wai sites or projects
- Summary of Hazard and Risk Identifications on Tiaki Wai Sites or Projects
- Summary of proactive safety interactions that occurred on Tiaki Wai sites or projects
- Details of any interactions with a health and safety regulator.

Tiaki Wai may undertake assurance monitoring activities, these could include audits, site inspections, and safety conversations. This monitoring activity may be undertaken by Tiaki Wai workers, or our nominated third parties. Tiaki Wai expects contractors to:

Participate, collaborate, and cooperate in any assurance activities

Provide Tiaki Wai (and its representatives) with safe access to sites

Implement any actions and recommendations required by Tiaki Wai required to comply with these Contractor expectations.

8 Tiaki Wai General Health and Safety Expectations

8.1 Asbestos

Asbestos is an identified risk within Tiaki Wai 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 Tiaki Wai has undertaken an Asbestos survey and/or knows of the presence of any ACM, we will share our Asbestos Management plan and any specific arrangements[1]. Where a contractor finds or suspects asbestos, they must notify Tiaki Wai via their Tiaki Wai representative or the Health and Safety team.

Contractors are also advised to review the following Tiaki Wai Regional Specification for Water Services document, particularly Section 4.4 and the Tiaki Wai Water Ways Asbestos Cement Pipe guide.

8.2 Biological Hazards

The nature of working with water and wastewater is such that it could expose 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 Tiaki Wai Hygiene Code of Practice.

8.3 Drug and Alcohol Impairment

All contractors' workers, including their subcontractors' workers, consultants, and suppliers are required to be free from impairment due to drugs and/or alcohol while working for, or on behalf of Tiaki Wai.

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 Tiaki Wai 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 Tiaki Wai 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 Tiaki Wai and could result in exclusion from site, up to and including permanent exclusion or termination of contract

[1] The Tiaki Wai Open Data Portal details the construction materials of specific Tiaki Wai assets (e.g. ACM pipes) and is able to be accessed publicly. Asbestos Surveys and Management Plans are available for Treatment Plants and Pumpstations where ACMs are presumed to be present.

8.4 Emergency Management

Note: This section does not relate to emergency responses associated with the network (i.e., leaks and bursts). Instead, it focuses on actions taken during events like natural disasters, fires, or medical emergencies, and the steps taken to keep workers and others safe.

All contractors performing work for, or on behalf of, Tiaki Wai must have 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. This includes:

- Identifying emergency-specific roles and responsibilities
- Internal and external communication requirements
- Coordination with other relevant stakeholders and organisations to ensure cohesive emergency responses
- The provision of suitable emergency response equipment and supplies
- The provision of training (including emergency event response rehearsal) to workers on emergency procedures and the use of emergency equipment
- Consideration of the proximity and response time of emergency services support
- Continual improvements of emergency management plans to reflect changes in the work and post-event learnings.

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

8.5 Risk Management

Contractors must make sure the risks to their workers, Tiaki Wai workers and others are appropriately eliminated or minimised. They must prioritise higher-level controls (elimination, substitution, isolation, and engineering), over lower-level administrative and personal protective equipment (PPE) controls.

Contractors must have systems and processes to make sure:

- Hazards are identified
- Risks are assessed
- Appropriate control measures are identified and carried out in line with the hierarchy of controls
- Controls are monitored for effectiveness
- Particular Hazardous Work is notified to the Regulator (generally WorkSafe)
- Details of identified hazards, risks and controls are included in contract-specific health and safety management plans

- An up-to-date contract-specific hazard and risk register is maintained and used to inform the development of methodologies, safe systems of work, and safe work practices
- Their H&S management plans include detailed supervision and systems for managing critical risks, along with the critical controls implemented to eliminate, or if not reasonably practicable, minimise these.

Tiaki Wai 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 Section 8.

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 Tiaki Wai and work collaboratively to ensure appropriate controls are put in place.

WorkSafe has guidance available on How to Manage Work Risks.

8.6 Site Security

Tiaki Wai expects all sites to be secured from entry by members of the public, or others, that should not generally have access. The need for access prevention, including fencing, must be considered as part of the safety in design process, and the contractor's risk assessment. This must include how often a review and inspection of the site security arrangements must be carried out.

Safety fences are a device to physically prevent people from gaining access into a hazardous area. As part of a risk assessment of site security, consideration for site fencing should be made. For unattended sites with open excavations where pedestrians are likely to be present, consideration should be made for 1.8 m fencing. Consideration must also be made for extended periods of unattended sites including weekends and holiday periods. In some situations backfilling excavations may be appropriate.

Any equipment used in the road corridor must be used in compliance with NZGTTM, and meet the standards described in NZTA M23 Appendix F: Temporary Road Safety Hardware and Devices.

8.7 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 Tiaki Wai managed assets and services. All contractors, suppliers, and consultants must factor safety in design to the work they do for on behalf of Tiaki Wai to reduce the risk of harm during the lifetime of the asset including ongoing maintenance, this include being active participants in any Tiaki Wai led safety in design process.

Further information can be found in the Tiaki Wai Safety in Design Process or from WorkSafe.

8.8 Training and Competency

All contractors undertaking work for Tiaki Wai 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)

Tiaki Wai 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 required by Tiaki Wai.

Tiaki Wai requires its internal workers to pass the ConstructSafe Foundation test, or to be directly supervised by someone that as. Tiaki Wai is a ConstructSafe training provider and can offer this assessment to contractors as required.

Tiaki Wai may verify training and competency alongside other assurance activities.

8.9 Worker Communication, Engagement, and Participation

The importance and benefits of seeking insight and input from workers on H&S matters cannot be underestimated. Tiaki Wai 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, Tiaki Wai-led site inductions and handover meetings, attendance at forums or the use of elected Health and Safety Representatives.

PCBUs working for Tiaki Wai 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.

8.10 Permit to Work

High risk, non-routine work must be appropriately managed to ensure risks are controlled.

All high-risk work being undertaken on Tiaki Wai controlled sites uses the Tiaki Wai Control of Work Process. This applies to Tiaki Wai workers, contractors, subcontractors, suppliers, labour hire and consultants. Section 5 of HSEP_0015 Control of Work Procedure details the high-risk work that requires a permit to work.

Where Tiaki Wai has handed over control of a site or work area to another contractor, the contractor's permit to work process is to be used.

Only Tiaki Wai workers or Tiaki Wai approved individuals can issue a Tiaki Wai Control of Work Permit

9 Tiaki Wai Critical Risk Management Requirements

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 disability, (e.g., paralysis/loss of limb/asbestosis) or death.

Tiaki Wai has identified 14 critical risks across our work sites. Expectations for these are detailed below.

9.1 Mobile Plant and Equipment

Tiaki Wai 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 (i.e., exclusion zones)
- 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.

References:

- Tiaki Wai Reversing and use of spotters
- WorkSafe – Vehicles and Mobile Plants

9.2 Hazardous Energy

Hazardous energy sources including electrical, mechanical, hydraulic, pneumatic, chemical, thermal, or other sources in machines and equipment can be hazardous to workers. During the servicing and maintenance of machines and equipment, the unexpected startup or release of stored energy can result in serious injury or death to workers.

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

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

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.

Tiaki Wai References:

- Tiaki Wai - Guidance for Utility Management
- Tiaki Wai - Service Distances Guidance Wheel
- WorkSafe - Working near Low Voltage Overhead Electric Lines
- WorkSafe – Excavation Safety
- Wellington Electricity – Overhead Lines
- Before U Dig

9.3 Psychosocial Hazards

Contractors should have systems and processes to support the mental health and wellbeing of workers while at work. This includes:

- Having adequate welfare facilities
- Developing a positive and inclusive workplace culture
- Prioritising cultural safety, particularly when operating in areas of wāhi tapu (sacred places/sites), wāhi tupuna (places of ancestral significance), and/or any other areas of cultural significance
- Focussing on the prevention of harm to mental wellbeing
- Having appropriate mechanisms and sensitive reporting processes for workers to speak up about mental health issues and processes to remediate them promptly
- Providing access to an employee assistance service provider.

9.4 Excavations, Trenching, and Tunnelling

All contractors and sub-contractors must have processes in place to minimise risk when undertaking trenching and excavation, these may include checklists and permits. This should include observing the following:

- 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
- Avoid underground services and make sure not to undermine nearby structures – use safe digging practice and dig away from them
- Check the excavation each day before starting work and after any event that may affect its stability
- Provide safe access to get in and out
- Prevent people and materials falling in – with barriers strong enough not to collapse if someone falls against them.

Where an excavation needs to be temporarily covered (e.g., road plate, street place, steel plate, composite plate), the following should be considered:

Generally, plates should be avoided due to the risk they pose to road users (e.g., reduced grip, uneven surface)

- Where plates are required:
  - They should be used outside of trafficable areas (e.g., through the use of diversions, safety fencing, or road closures).
  - Tiaki Wai expects all plates used to be secured, and uneven surfaces reduced.
  - Consideration should be made for the grip level of the plates, and the likely road user, including vulnerable road users (i.e., cyclists, people with reduced mobility)
  - Where plates are used, they must be used in compliance with National Code of Practice for Utility Operators' Access to Transport Corridors Section 5.6.3 Temporary Surface Reinstatement, NZTA's NZGTTM, and meet the standards prescribed in the latest version of NZTA's *M23 Appendix F: Temporary road safety hardware & devices*, Section 8 Temporary hazard covers, 8.1 Road plates.
  - A competent person should ensure the proper use of plates. This includes ensuring the plate is suitable for the proposed usage, installed safely and correctly, and routinely inspected to ensure the plate remains safe throughout its usage.

References

- WorkSafe NZ - Excavation Safety Good Practice Guidelines
- Small Diameter Tunnels and Pipejacks A Reference Guide for New Zealand
- Health and Safety at Work (Mining Operations and Quarrying Operations) Regulations 2016

9.5 Aggression and Violence

Tiaki Wai treats aggression and violence extremely seriously. Contractors should have systems and processes to manage the risk of harmful or negative interactions with the public. They should cover verbal and written abuse, physical assault, threats, and intimidation. This includes:

- Identifying areas where the public is a risk
- Eliminating the need for people to be exposed to the public, so far as reasonably practicable
- Reasonable design of a site that is secure and safe
- Emergency response requirements where elimination cannot be achieved
- Acknowledging and supporting workers exposed to harmful interactions and helping them to report these
- Communicating with Tiaki Wai where there are issues of aggression and violence.

References:

- ShopCare Violent and Aggressive Behaviour

9.6 Lifting Operations

Contractors undertaking lifting operations must have systems and processes to manage the associated risks. This includes suitable methods to:

- Develop and communicate lift plans
- Keep people clear of suspended loads and moving plant
- Make sure the safe use, inspection, maintenance and certification, where required, of lifting equipment
- Manage communication between operators, workers and other people.

Reference:

- WorkSafe – Load Lifting and Rigging

9.7 Working Around and Above Water

Working near large or swift flowing bodies of water risks drowning or being swept away. If a person falls in or becomes submerged, the time to respond can be very limited. Tiaki Wai expects contractors to:

- Install appropriate engineering controls (i.e., fixed barricades or exclusion zones) to prevent workers being exposed to the risk
- Use fall protection systems
- Ensure emergency response plans are considered including escape ropes, ladders, or steps to assist with a self-rescue.

9.8 Fixed Plant and Equipment

Contractors who are engaged to work on any Tiaki Wai fixed plant and equipment are required to follow the Tiaki Wai 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.

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

9.9 Hazardous Substances

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 Tiaki Wai.
- 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 Tiaki Wai 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

9.10 Confined Spaces

All contractors (and sub-contractors) working on or behalf of Tiaki Wai and undertaking confined space work shall have a confined space process that complies with AS 2865:2009 Confined Spaces. 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 timeframes agreed to by the Tiaki Wai employee responsible for the asset/work. A Tiaki Wai Permit Issuer must issue the confined space permit.
  - Approval for entry is not provided through the awarding of work or contracts.

References:

- Tiaki Wai - Confined Space Process
- Tiaki Wai - Confined Space Permit
- Tiaki Wai - Confined Space - Emergency Rescue Plan Template
- WorkSafe – Confined Spaces
- AS 2865:2009 Confined Spaces

9.11 Driving

Contractors must have systems and processes to manage the risk of driving for work. This includes suitable methods to:

- Supply appropriate vehicles for the environment where driving for work is being undertaken
- Manage vehicle maintenance, licensing and registration requirements
- Make sure drivers have an appropriate current driver license
- Monitor driver behaviour and test for impairment as required
- Record and monitor work time to support the management of fatigue while driving.

9.12 Traffic Management

Contractors must follow the *New Zealand Guide to Temporary Traffic Management (NZGTTM)* which is a risk-based approach for identifying and implementing suitable control measures for working around live traffic. These measures will be referred to as temporary traffic management (TTM).

> **NOTE:** Where NZGTTM is not supported by the local Road Controlling Authority contractors must make sure that the risks of working around live traffic are controlled appropriately and duties under the HSWA are being met.

Contractors must have TTM systems and processes which:

- Identify traffic management personnel roles and responsibilities
- Apply TTM solutions that are proportionate to the specific risk to workers and road users
- Consider vulnerable road users within the risk assessment process, including cyclists, pedestrians, and disabled accessibility
- Make sure unintended consequences are considered, and the controls selected present the lowest total risk to workers and road users
- Make sure affected parties are consulted and their needs considered, where practicable
- Make sure traffic risk management plans (TRMP) which are risk assessments, are completed and used to determine the need for and development of traffic management plans
- Make sure TRMPs and TMPs are developed by a suitably competent person
- Include monitoring, recording and ongoing improvement of TTM controls
- Encourage innovation and continual improvement.

Resources:

- New Zealand Guide to Temporary Traffic Management (NZGTTM)
- Temporary Traffic Management Hierarchy of Controls (HOC)
- WorkSafe: Keeping healthy and safe while working on the road or roadside
- CCNZ: Protecting Vulnerable Road Users in Temporary Traffic Management Environments
- NZTA M23 Appendix F: Temporary Road Safety Hardware and Devices

9.13 Fatigue

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

WorkSafe has information available WorkSafe - Fatigue

9.14 Working at Height

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 minimise work at height when possible
- Do not work alone 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

References:

- WorkSafe – Working at Height
- WorkSafe – Mobile Elevating Work Platforms
- WorkSafe – Load Lifting and Rigging

10 Tiaki Wai Definitions.

Phrase	Definition
First Aid Injury (FAI)	A first aid injury is a minor work injury that requires one-time treatment, and a possible follow-up visit for review or clearance. Generally, it does not require medical care beyond what can be provided by a first aider. The classification is based on the type of treatment, not who administers it. Examples of first aid treatment often include: • Applying bandages, antiseptic, or a non-prescription ointment • Administering a single dose of over the counter, non-prescription medication (e.g., paracetamol, ibuprofen) • Cleaning, flushing, or soaking surface wounds • Applying cold compresses • Using any totally non-rigid means of support (e.g., elastic bandages, wraps, non-rigid back belts) • Using temporary immobilisation devices while transporting an accident victim (e.g., splints, slings, neck collars, or back boards) • Drilling a fingernail or toenail to relieve pressure or draining fluids from blisters • Using eye patches • Using simple irrigation or a cotton swab to remove foreign bodies not embedded in or adhered to the eye • Using irrigation, tweezers, cotton swab or other simple means to remove splinters or foreign material from areas other than the eye • Using finger guards • Administering tetanus immunisations • Drinking fluids to relieve heat stress.
Medically Treatment Injury (MTI)	A medically treated injury requires treatment from a physician or other licensed medical professional. It goes beyond the scope of basic first aid. The person may or may not be able to return to work immediately. • Examples of treatment that would classify an injury as an MTI: • Prescription medication • Stitches or sutures

Phrase	Definition
	• Surgical debridement • Removal of foreign objects from the eye (using an instrument) • Treatment of infection • A visit to a hospital emergency room for treatment (even if not admitted) • X-rays to confirm a fracture.
Restricted Work Injury (RWI)	A restricted work injury is a work-related injury or illness that prevents an employee from performing all of their routine job functions, or from working a full workday. The worker may be assigned to a different job, given modified duties, or work fewer hours while they recover. A restricted work injury occurs when: • The employer (with or without supporting medical advice) assigns the injured person to alternative duties on a temporary basis • The injured person works at a permanent job but cannot perform all of the tasks normally associated with it • The injured person works a reduced number of hours.
Lost Time Injury (LTI)	An injury or illness where the injured person was away from work as a result of the (work related) injury or illness. Do not count the day on which the injury or illness occurred in this number (i.e. Only if they could not return to work on the next or any subsequent calendar day, due to that injury). An injury is an LTI if it results in: • A fatality (recorded as a 180-day LTI) • A permanent disability (maximum 180-day LTI) • Time lost from work of one day/shift or more after the day the injury happened.
Proactive Safety Conversations/ Interaction	Any deliberate interaction with a worker to identify, address, and prevent potential hazards before an incident or injury occurs.
H&S reports	H&S reports recorded in the contractor's health and safety system
Hours worked	All hours for all workers carrying out work for or on behalf of Tiaki Wai
Incidents	Includes:

Phrase	Definition
	• Injury/Illness: An incident causing physical or psychological harm to a person • Near Miss: An event that had the potential to cause harm or damage but didn't • Property Damage: An incident that results in damage to equipment or property, but no personal injury • Environmental Incident: An incident resulting in an uncontrolled release of a substance into the environment.
Interactions with a health and safety regulator	Details of any site visits, inspections, enforcement actions from a health and safety regulator (i.e., WorkSafe, Maritime NZ). Enforcement actions include: • Infringement notices • Prohibition notices • Urgent instructions • Warnings • Advisories • Prosecutions.
Contractor	A PCBU or individual undertaking physical work at Tiaki Wai Sites, or on behalf of Tiaki Wai. The following exclusions apply: • Activities being undertaken either on Contractor/Third-Parties own site/location • Individuals working in a similar capacity to a Tiaki Wai employee but are on contract. E.g. temporary office support. ○ These workers are covered by the Tiaki Wai health and safety management system
Worker	Any individual who carries out work in any capacity for the business or undertaking (PCBU). This definition includes, but is not limited to, a person carrying out work as: • An employee. • A contractor or a subcontractor. • An employee of a contractor or subcontractor. • An employee of a labour hire company who has been assigned to work in the business or undertaking. • An outworker (including a homeworker).

Phrase	Definition
	• An apprentice or a trainee. • A person gaining work experience or undertaking a work trial. • A volunteer worker.
HSWA	Health and Safety at Work Act 2015
H&S	Health and Safety
HSW	Health, Safety, and Wellbeing
PCBU	A PCBU means a Person Conducting a Business or Undertaking. It is a broad concept used throughout HSWA to describe all types of modern working arrangements which we commonly refer to as businesses. Most New Zealand businesses, whether large corporates, sole traders, or self-employed, are classed as PCBUs.
3Cs	Refer to the duty to Consult, Cooperate, and Coordinate activities, particularly when a business or undertaking (PCBU) shares health and safety duties with one or more other PCBUs. This duty is set out in Section 34 of the HSWA (New Zealand)

Table text	Table text	Table text	Table text

Document control

Version	Version date	Changes SME	Approver
1	31/10/2022	New Process	

Version	Version date	Changes SME	Approver

2	31/10/2025	General review and update:
		• Overall intent
		  ○ The document is less directive, instead linking to guidance and ensuring risks are managed by those best placed to do.
		• Reporting
		  ○ Contractors are no longer expected to report into Q-Pulse
		  ○ A new form has been developed that specifies a detailed list of metrics for monthly H&S reporting, including First Aid Injuries (FAI), Medically Treatment Injuries (MTI), Restricted Work Injuries (RWI), Lost Time Injuries (LTI), and proactive safety measures.
		  ○ This will ensure consistency in reporting across the supply chain and ensure our health and safety data is more accurate.
		• Critical Risks
		  ○ We have expanded this section to cover the Tiaki Wai critical risks with links to TIAKI WAI, industry, or WorkSafe guidance.
		• Contractor Pre-Qualification
		  ○ Specifies Tiaki Wai's health and safety contractor prequalification requirements, including sub-contractor requirements, and the exemption process.	

3	31/07/2026	Updated to Tiaki Wai branding	

Review information

Latest review date	31/07/2026
Next review date	31/07/2027
Review cycle	Annually
Owner	Head of Health and Safety