



NPDC Contractors' Health and Safety Information Booklet

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About This Handbook

Welcome to New Plymouth District Council. This document is for our Contractors and sets out how we will work together. We also hope to answer some frequently asked questions and set the ground rules for success.

Introduction

We believe that our people are at the centre of everything we do, which means anyone who works or is directed by or through us – this means our contractors too. As an organisation we live by the following values:



Mana Tangata

Respecting Each Other

We will...	We won't...
Communicate openly and actively listen	Be disrespectful to each other
Be bold and challenge the status quo	Hold back
Acknowledge mistakes happen	Miss an opportunity to learn from mistakes
Have courage to raise concerns	Tolerate bullying
Respect and follow policies, procedures and legislation	Deliberately ignore or take shortcuts

Our Behaviour



Oranga Tangata

Achieving Wellness

We will...	We won't...
Make sure workloads are managed and sustainable	Overload people
Take responsibility for our own wellness and balance	Neglect our own wellbeing
Connect and look out for each other	Exclude others or create cliques
Celebrate and take pride in our work	Put down each other or NPDC
Consider how our actions affect others' safety and the environment	Turn a blind eye to our responsibilities

Our Behaviour



Kotahitanga

Working Together

We will...	We won't...
Collaborate across teams	Work in isolation
Have fun	Take ourselves too seriously
Effectively plan and embed change	Rush
Be aware of our impact on others	Let our egos get in the way
Provide equal opportunities for people	Act with bias

Our Behaviour



Hāpaitanga

Making a Difference

We will...	We won't...
Focus on doing things better and be open to change	Be afraid to try new things
Take responsibility and deliver what we say we will	Shift blame or hide behind others
Work efficiently	Waste time or resources
All walk the talk	Have double standards
Consider the impact on our community, iwi and others	Forget about the bigger picture

Our Behaviour

We are committed to making sure that everyone works in a safe and healthy workplace. NPDC's aim is to maintain and develop an effective working relationship with Contractors to ensure the health and safety of those working on, and in the vicinity of Councils managed or owned sites.

If you have any queries, please contact your NPDC representative who has engaged you, or alternatively please contact the HSW team at HSWteam@npdc.govt.nz. We welcome any feedback that can help us work towards a safer and healthier workplace.

Conditions

NPDC typically awards contracts based on technical ability, price, and the capability a contractor has to get the work done in a safe and healthy manner. Essentially, we are interested in working with other organisations that have similar values.

We prefer contractors with a track record of open honest communication, good visible systems and processes, a willingness to learn from events and continuously improve.

Contractors must be pre-qualified before entering into a contract arrangement or commencing any work with the Council unless they meet the criteria for exemption. This is to assure Council that organisations they work with have a minimum level of capability to manage their health and safety risks and promote the wellbeing of their teams.

Pre-qualification Process

NPDC operates a pre-qualification process. Any contractor who wishes to work or continue to work for the council must complete this process if applicable.

Pre-qualification is a great way we can get to know how your business works. This means we are all on the same page and work can progress more smoothly.

NPDC 'approved contractor' status determines the general health and safety capability of a contractor, whereas their ability to manage a particular contract is determined in the tendering process.

Pre-qualification doesn't have to be difficult, and it's certainly not a waste of time. This is a prime opportunity to review your health and safety practises and behaviours and revise how you manage critical risks that could cause serious illness, injury, or death.

There are five accepted methods of Pre-Qualification for contractors:

- a) SiteWise pre-qualification certification – contractors are required to complete the pre-qualification process and sign up to the SiteWise system. Contractors must obtain a score of 75 (Green status) or above in SiteWise NZ's accreditation system <http://sitewise.co.nz>
- b) IMPAC pre-qualification certification SiteWise Pre-Qualification applications are assessed by qualified health and safety professionals. The assessment will result in a grade, with a detailed report provided to you, along with any suggested improvements (if needed) [Prequal - Contractor Health & Safety Prequalification Assessment | Impac](#).

c) SHE Prequal is evaluated by H&S professional evaluators and is based on best practice, SHE Prequal provides shared services for the BOP and Waikato LASS (Local authority Shared services) for more information [SHE Pre-Qual | SHE PreQual](#).

d) ISO45001 Occupational Health and Safety management systems accredited. If your organisation has been formally ISO accredited and can provide certificate evidence.

e) Totika prequal, is a common standard for pre-qualification. A fair and equitable scheme that is a single framework that brings all H&S pre-qualifications together under one umbrella to make the process cheaper and quicker for everyone. For more information [Tōtika Scheme - NZ Industry Supplier Pre-Qualification \(totika.org\)](#)

Pre-qualification Assessment Questions

Below is an example of the questions you will be assessed on for pre-qualification (this may include however is not limited to the following):

- What insurances does your company hold? Evidence of public liability and professional indemnity.
- A copy of your company's health and safety policy statement and procedures.
Specifically:
 - Worker engagement
 - Hazard identification and risk management
 - Training and competency
 - Emergency management
 - Incident reporting and investigation
 - Hazardous substances (if applicable)
 - Contractor management (if applicable)
- How often are health and safety meetings or briefings held and minimum of three consecutive records.
- Do you investigate all incidents and have a process to record incidents including near misses?
 - Evidence of your completed incident register.
 - An example of a completed investigation that shows an attempt to determine root cause and completion of identified corrective and preventative actions.
- How you manage the safety of sub-contractors you engage or manage?
 - Evidence includes your pre-qualification process.
 - Reviewed/signed off sub-contractor workplace safety plan.
- Are you and your workers trained and competent for all aspects of the work you are/will perform?
 - Evidence of your training and competency register that shows evidence of refresher training, a measure of competency/years of experience. Training certificates or ID cards.
- How do you record hazards in the workplace?
 - Copy of your master risk register that shows your identified hazards, risk assessment, controls and evidence of review within the last 24 months.

- Completed methodologies for different tasks (task analysis, SWMS or similar)
- What inspections do you carry out for the work you do?
 - To show that you are monitoring conditions at the workplace for the purpose of preventing injury or illness (can include vehicles and mobile plant) and the results are communicated back to your workers.
- How do you plan for high risk or critical risk activities?
 - To show that you have a process in place to manage the hazards and risk associated with any high-risk work that you undertake and that workers are involved in this process.
- How do you monitor the health of workers who are, or may be exposed to hazardous conditions, products, or substances due to the work they carry out?
- In relation to potentially hazardous products, materials and substances, do you maintain a hazardous substances/products register or inventory?
 - Copy of hazardous substances inventory that shows review within last 12 months.
 - Examples of current NZ Safety Data Sheets.
 - Evidence that you have relevant training and procedures in place for hazardous substances.
- Has your company been investigated by Worksafe NZ within the last five years?

Pre-qualification renewal

Prequalification revalidation is aligned with their third party accredited pre-qualification certificate. When this is due for renewal, Contractors will be required complete a contractor review meeting, assigned to them through their pinnacle profile which assesses the contract relationship, reviewing HSW performance, identify improvement actions and assign corrective actions.

The third-party prequalification provider requires the contractor to reapply and provide updated copies of their documentation to demonstrate ongoing review and improvement of their health and safety systems. Where Contractors pre-qualification certification lapses, they will be removed from Pinnacle and will be unable to continue working for Council.

Site Induction

For contractors working on a council asset (e.g., NPDC office, library, or water treatment plant) for the first time, a contractor induction is to show you around the workplace, introduce you to the key people, and cover off basic issues like emergency procedures, facilities, signing in and out and parking. The level of detail of the site induction will reflect the size and risk of the contract.

The NPDC Contract Manager or person responsible for the site will lead the induction for new contractors. Induction must happen before work starts, with refreshers for new workers or after any relevant or significant change. Contractors that are working for council but not at a council asset (e.g., a contractor installing a new water main) will still require to have induction procedures but will manage the site and therefore inductions. Contractors that are working

unsupervised or remotely, will require a documented risk assessment identifying the risks and mitigations in place.

Responsibilities

New Plymouth District Council (NPDC) as PCBU

- Ensure the safety of their workers, including contractors and sub-contractors.
- Consult, cooperate, and coordinate with other PCBUs when working in a shared workplace, or as part of a contracting chain.
- Ensure that a workplace and work arising from that workplace, is without risks to the health and safety of any person including workers, volunteers, and the public.
- Ensure the competence of the contractors we engage to carry out the works on our behalf.
- Actively monitor contractors to ensure they are managing the hazards and risks arising from the work they are completing on behalf of NPDC.

NPDC Representative (Contract Owner/NPDC Representative) are responsible for:

- Setting clear health and safety expectations and incorporate these into the project scopes and contracts.
- Consult, cooperate and coordinate with the individual or organisation (PCBU) to eliminate or minimise risks so far as reasonably practicable.
- Ensure the Contractor is H&S pre-qualified within the NPDC Health and Safety System – Pinnacle before commencement of ANY work.
- Ensure the Contractors scope of work and risk assessment for the work is documented using a JSA (Job safety Analysis), SSSP (site specific safety plan) or equivalent.
- Monitoring the health and safety performance of the contractor during the agreed work being undertaken.
- Reviewing the health and safety performance of the contractor on completion of work or regularly as part of their contract i.e. annually through the use of the Contractor review module in Pinnacle.

Contractors Responsibilities

- Complying with and understanding their obligations to themselves and others under the Health & Safety at Work Act 2015 and any other relevant legislation, guidelines, and approved codes of practice.
- Regular reporting through council's monthly Health and Safety reporting as specified in the appendices, or through another alternate approved reporting template.
- Keeping the work area safe, healthy, and secure and following the site safety plan.
- Ensuring that they and their workers are suitably qualified, competent, and trained to undertake the work required or are supervised by a competent person.
- Consult, cooperate with and coordinate activities with all other PCBUs where shared or overlapping duties exist.

- Being aware of the risks associated with known hazards related to the project, site or your work and having adequate control measures in place assess and to manage these risks and associated hazards.
- Reporting accidents/incidents and near misses within the prescribed timeframes.
- Understand what a notifiable event is and report notifiable events as soon as possible to WorkSafe.
- Using personal protective clothing or safety equipment in the correct manner.
- Being familiar with the emergency response plan.
- Not working while impaired by the effects of drugs, alcohol, or fatigue.
- Not threatening, harassing, or intimidating other people or their own people.
- If in doubt, STOP work and ask.

Onsite Health and Safety

Sharing Information

Effective communication, co-ordination, co-operation, and information sharing between the Contractor/s and NPDC Contract Manager and any other Council employee/s is critical to the safe and healthy operation on site. Where multiple PCBU's work together or are influenced by each other they must consult, cooperate, and coordinate their activities so that risks are managed effectively from the start. Meetings and or discussions should include:

- Nominated contact person for both the Council and the Contractor.
- Agreement on who will be in control of the work site (Council or Contractor).
- Formal arrangement to exchange information i.e. regular site meetings
- Discussion of minutes of any health and safety or toolbox meetings. This may be the form of diary notes or formal minutes.

Reporting for Work and Emergency Response

The Contractor must ensure that all workers are aware of any relevant emergency response plans that apply to the contract and have these noted in the site safety plan.

Contractors working in staffed Council facilities:

- All contractor workers must ensure that they follow the sign in and out process daily. Workers must also know who the relevant Contract Manager is that they are working for.
- The Contract Manager shall inform the worker of any emergency and evacuation procedures. Normally this is done as part of induction. If you have not been advised – ASK.
- Once contractor workers have been informed of these procedures, it is their responsibility to ensure that any other workers are inducted by the Contract Manager.
- The Contractor should advise the Contract Manager, prior to the commencement of work, if the work they are doing could create an emergency not covered by the normal procedures and ensure that Council staff who may be affected are informed about what to do if the situation arises.

Contractors working away from staffed Council facilities:

- If the work undertaken is at a site not controlled by NPDC, the nominated person in control of the site must be aware of all workers who are present and their scope of work.
- The Contractor must have procedures in place to deal with foreseeable emergency situations. Workers and the Contract Manager must know these procedures.
- The Contractor must have first aid facilities and supplies, and qualified first aiders.

Worker engagement and participation

Workers must be involved in identifying hazards and risks, and in deciding how to manage those hazards and risks. Without limiting the full requirements of worker engagement, worker engagement means to; provide all the relevant information with sufficient time for the workers to form a view, that workers contribute to decision making, and that workers' views are considered in the decision-making process. For full guidance on the requirements of worker engagement see, WorkSafe's website.

Reporting of Events

Contractors and their workers are to use their own procedures to record, report and investigate accidents/incidents and near miss incidents. Utilise monthly template below.

Notifiable Events Under the HSWA you are required to:

- Notify WorkSafe NZ as soon as possible when a notifiable event occurs Preserve the site until an inspector arrives or otherwise directed by WorkSafe NZ Keep records of all notifiable events.
- Contractors must notify the Contract Manager and/or the Council Health & Safety Advisor as soon as possible after WorkSafe NZ has been notified. All written reports must be supplied to Council within seven days.

All serious Accidents/Incidents or Near Miss Events

- To be reported in writing to the Contract Manager and the Council Health & Safety Advisor within 8 hours of the event occurring or the PCBU becoming aware of the event.

All other Accidents/Incidents or Near Miss Events

- To be reported in writing to Contract Manager in a monthly report, or as required in contract documentation or agreement with the Contract Manager. Monthly reports must be submitted no later than the 5th day of the next month. In the appendix is a template for contractor reporting, you can however use your reporting system provided the same information is provided.

Monitoring and On-going

Communication On-going communication and monitoring are a necessary part of good contractor management. The intent is to keep up a dialogue between all parties about what is needed for successful work, what is changing, what is working well and what needs improving. The nature and frequency of communication and monitoring activities depends on the risks involved, and what was agreed in the contract and/or the contract-specific health and safety plan.

Examples of monitoring activities include:

- Planned meetings
- Work observations
- Site inspections
- Attendance at site meetings

NPDC has a legal responsibility to monitor contractors' health and safety performance. Contractors may be periodically assessed for their health and safety performance both during and at the conclusion of the contract. Regular and random checking of contractors may be carried out.

The Council has the right to suspend work at the contractor's expense where the Council believes there is a serious risk to the health or safety of workers or others. Where repeated serious breaches of contract are identified, the Council shall have the discretion to terminate the contract.

Insurance

The Contractor must indemnify the Council against:

- Any loss suffered by the Council, which may arise out of or in consequence of this contract.
- Any liability incurred by the Council in respect of injuries of persons or damage to property, which may arise out of or in consequence of this contract.
- Any costs the Council may incur in respect of that loss or liability.

Note: Insurance cover must remain in place for the duration of the contract and copies of the policy will be retained. The Council reserves the right to check the status of cover during the contract. When working on a construction contract (e.g. NZS3910), insurances will be specified at the time of tendering and a requirement when signing the contract

MONTHLY H&S REPORT – MONTH

Insert Organisation Name, Contract number and contract nam

	JAN 2024	FEB 2024	MAR 2024	APR 2024	MAY 2024	JUN 2024	JUL 2024	AUG 2024	SEP 2024	OCT 2024	NOV 2024	DEC 2024			
Hours worked total															
Opportunities for Improvement (OFI)															
Leadership H&S actions (LSA) completed															
Site audits/inspections completed															
Incident reported															
Near misses reported															
Hazards reported															
Infringements/Environmental incidents															
Worksafe Notices received															
Current Months: Incidents / Near misses / Hazards					Current Months: OFIs / Site Audits / Leadership Safety Observations										
Provide Commentary					Provide Commentary										
Incident #	Description	Reported to NPDC	Immediate action						Open /Closed	Follow up required					
Audit #	Date undertaken	Audit by	Actions taken away					Report completed by:							
								Date Completed:							

