



HEG
Horizon Energy Group



***Contractor
HSEQ
Handbook
HS.29-001.GP***



2025
HORIZON ENERGY GROUP
52 Commerce Street, Whakatane, 3120



CONTENTS

Introduction	4
Roles and Responsibilities	5
Overlapping Duties	6
Prequalification	7
Site Specific Safety Plans (SSSP)	8
Safety on Site	9
Worksite Communication	11
Risk Management	12
Critical Risks	14
Critical Risk Controls	15
Planning, Audits, and Performance	20
Schedules and Reporting	22
Incident Management	23
Emergency Preparedness	24
Environmental Management	25
Quality Management	26
Contractor Checklist and Acknowledgement	27



INTRODUCTION



Welcome to contracting with the Horizon Energy Group (HEG). As a Contractor, you are playing an important role in the delivery of our work throughout New Zealand.

Under the Health and Safety at Work Act 2015 (HSWA), we (HEG) have a duty of care for the health and safety of workers, and others, influenced by its work, and we aim to work with contractors who support good health and safety work practices.

This Handbook has been developed to provide a minimum set of expectations for all contractors engaged in work on behalf of HEG or any of its business units. It outlines the responsibilities and requirements for meeting HEG's commitment to Health, Safety, and Environmental

Compliance with the requirements of this Handbook will support HEG and its Contractors in fulfilling their Health, Safety, and Environmental obligations, including duties as a 'Person Conducting a Business or Undertaking' (PCBU).

The intent of this Handbook is to ensure HEG's Health, Safety, and Environmental expectations are communicated to Contractors.

This Handbook forms part of your contract with HEG. It is a requirement of your contract with HEG that you and your personnel comply with this Handbook. By continuing to perform services for HEG, you are taken to have read, understood, and agreed to comply with this Handbook and any updates.





ROLES and RESPONSIBILITIES

Everyone working on behalf of HEG is required to comply with all applicable legislation. This includes compliance with the current HSWA and all associated Regulations. This will help ensure the health and safety of workers and members of the public is protected.

HEG expects you to:

- maintain a safe work environment and safe equipment.
- comply with our health and safety requirements.
- make sure your workers (including subcontractors) are familiar with our requirements – including our reporting procedures and relevant emergency response procedures.
- take appropriate action following incidents, risk reports, audits, and inspections.
- ensure that anyone working for you (including subcontractors) has the knowledge, skills, and experience) to carry out their work safely.
- ensure the health of your workers is considered in the planning processes.

OUR COMMITMENT TO YOU:

- HEG will provide you with copies of all relevant health and safety documentation and requirements, so you know what to expect when working with us.
- We will periodically carry out monitoring to ensure that Contractors are working safely and in accordance with HEG health and safety requirements.
- We will retain copies of monitoring records to assist HEG in meeting its duties under HSWA.

RESPONSIBILITIES OF WORKERS:

We expect all workers to:

- Take reasonable care and work in a manner that ensures your own health and safety.
- Ensure that your acts or inactions do not adversely affect the health and safety of others.
- Comply, as far as reasonably able, with health and safety policies and procedures.
- Report hazards, risks, incidents, accidents, near misses, and suggest improvements.
- Use and maintain personal protective equipment (PPE) provided.

WHO DO TO TALK TO AT HEG?

Each Contractor has a designated HEG Representative as appropriate. The HEG Representative will be the main point of contact. They are also responsible for ensuring that all health and safety requirements are met.





OVERLAPPING DUTIES

The Health and Safety at Work Act 2015 (HSWA) imposes a duty on all PCBUs in a contracting relationship to consult, cooperate with and coordinate activities so far as is reasonably practicable. Guidelines to the Act recommend reasonable agreements with other PCBUs to make sure that everyone's health and safety duties are met.

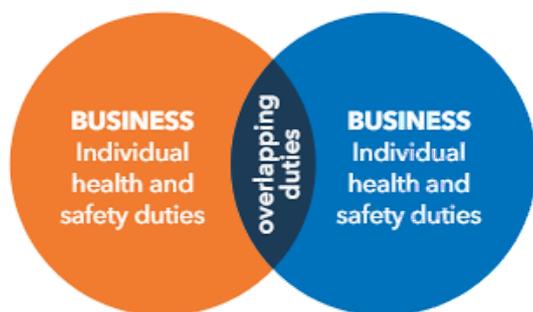


Figure 1

Overlapping duties in a shared workplace

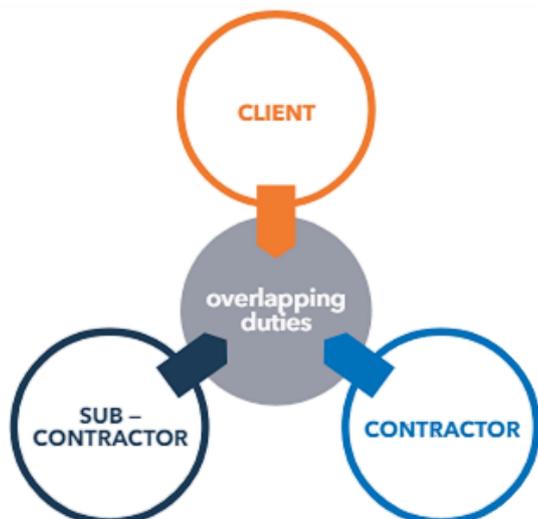


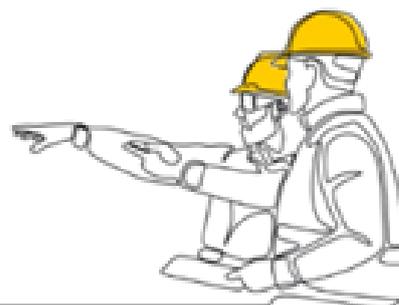
Figure 2

Overlapping duties where the workplace is not shared

Agreements between PCBUs in a contracting relationship should focus on:

- Clearly defining roles, responsibilities, and actions, so that everyone knows what to expect.
- Planning ahead by thinking through each stage of the work.
- Thinking about how the work could affect other PCBUs and the public. Identifying the risks that need to be managed and consulting with other PCBUs to agree on how those risks will be managed and who is best placed to manage each risk.
- Agreeing on monitoring, auditing, and assurance processes.
- Agreeing on what needs to happen when incidents and emergencies occur.
- How the Contractor is protecting, supporting, fostering, and reclaiming mental health in their workplace

This Handbook sets out how HEG and the Contractor will consult, cooperate with and coordinate activities, with the objective of both enabling a safe and healthy construction project, and to meet the requirements of the HSWA.





PREQUALIFICATION

Before a Contractor can work on HEG sites, sufficient information to assure HEG that suitable health and safety systems and practices in place is to be provided. This also helps HEG meet our due diligence obligations under the HSWA. This pre-qualification process has been implemented to help HEG meet those obligations.

All Contractors engaging in 'high risk' work with HEG **MUST** be pre-qualified prior to starting work.

High Risk

If a Contractor has a high-risk profile (this includes all physical works contractors), they must complete the HEG Approved Contractor process.

High Risk "activities work includes:

- Building Construction works (other than minor maintenance work)
- Work at heights
- Electrical work
- Work near mobile plant items
- Work near travelling vehicles (Roadside activities)
- Working near overhead or underground assets
- Confined Space activities
- Traffic Management
- Work with hazardous substances

Low Risk

If a Contractor is a "desk-based" consultant or a Contractor with a low-risk profile (not carrying out physical work), they are exempt from participating in the HEG's Contractor Health and Safety Pre-qualification requirements.

Contractor Database

Once a Contractor has successfully completed the pre-qualification process, it will be added to our Approved Contractor Database.

Insurance

Contractors are required to hold an appropriate level of insurance for the work being carried out. This insurance cover must remain in place for the duration of the contract and copies of the policy retained.

If you have any subcontractors, check that they have appropriate insurance or confirm they are working under your insurance.

HEG reserves the right to check the status of cover during the contract and complying with, health and safety requirements.

Refer to HEG document **HS.31-005.GP Prequalification: Managing Contractor Safety Procedure** for details of the procedure.





SITE SPECIFIC SAFETY PLANS

Site Specific Safety Plans (SSSP) set out how a project within a specific site will be undertaken without exposing workers and others to health and safety risks.

SSSP procedures and documents should align with the PCBU's overall health and safety management system.

Contractors may be required to provide a SSSP prior to commencing the work they have been contracted to undertake.

The SSSP should include the following:

- SSSP Checklist (including a description of Contractor's scope of work).
- Contractor Safety Pre-start Meeting (completed and signed-off).
- WorkSafe Particular Hazardous Work Notification, if applicable.
- Emergency Plans / Procedures for any hazardous work.
- Health, Safety, and Environmental Risk Register detailing the relevant risks and their controls.
- Training and Competency Register for all workers, (including any subcontractor or labour hire workers contracted to the Contractor).

This register should include as a minimum their name, role, and relevant qualifications (including expiry dates).

HEG may require the Contractor to provide copies of appropriate certifications for high risk works such as plant operation, electrical, and confined space, as well as

- Hazardous Substances Register, including current Safety Data Sheets (SDSs).
- Plant and Equipment Register and Certifications.
- Task Analysis (TAs), Job Safety and Environment Analysis (JSEAs) or Safe Work Method Statements (SWMS) for tasks where there is a high risk to personnel, property, or the environment.
- What site safety meetings for worksite personnel will be undertaken including their frequency.

These can be:

- Daily Pre-Start Meetings.
- Toolbox Meetings.
- Safety Inspections.
- Incident / Accident / Near Miss Register, Investigations, and other Records.

A Site Safe SSSP template can be downloaded for free from:

https://www.sitesafe.org.nz/contentassets/4309d49b3b594e25a8a88d3716e64dd7/sssp-yellow-pack_combined-pdf.pdf





SAFETY ON SITE

INDUCTION

The Contractor's workers need to be inducted before working on HEG sites. However, HEG inductions are not needed on a standalone site where the main contractor conducts their own site-specific inductions. Every worker entering the site is to be inducted, not just one member of the work team.

The aim of the induction is the:

- familiarisation with HEG processes, for example our health and safety reporting processes, and
- assurance that site-specific risks are communicated. If working on multiple sites, induction into each site separately is required. This is important as all HEG worksites are different and have different types of risks.

Although a Contractor could be called in to respond to an emergency, HEG inductions are to be arranged and completed before turning up on site to undertake planned work.

Refresher inductions may be required if the Contractor has not been at a particular site for some time or the site has changed significantly to ensure familiarity with our health and safety requirements is renewed accordingly.



SITE ENTRY REQUIREMENTS

HEG staffed facilities:

If you are working at a site where HEG staff are based, you will need to:

- Be aware of site emergency and evacuation procedures, including the locality of evacuation assembly points.
- Ensure the work area is clearly delineated, and/or appropriate signage is present.
- Ensure workers have sighted and signed the TA/JSEA or site risk assessment.

Non-staffed HEG worksites:

If a Contractor is working at a site where there are no HEG staff, they need to inform their HEG contact of arrival time, workscope and anticipated exit time and complete their own TA/JSEA or site risk assessment.

Be aware of all other workers who are present in the work area and ensure your activities do not adversely impact on them. You must have procedures in place to deal with emergency situations.

Other worksites:

If the work site is not controlled by HEG:

- Make sure the person in control of the worksite is aware of your presence and your workscope.
- Receive an on-site induction.
- Comply with the site's health and safety policies and procedures.

DRUGS AND ALCOHOL

If a Contractor's worker is under the influence of drugs or alcohol, they may be putting themselves or others at risk of injury. Drugs and Alcohol are **STRICTLY PROHIBITED** on all HEG sites and while carrying out work on behalf of HEG.

These LIFE SAVERS are HEG's key safety expectations for HEG Staff and Contractors. They are critical to individual safe work practices.



BEFORE WE START

ALWAYS prepare the worksite, conduct a risk assessment and pre-start briefing



DRUGS AND ALCOHOL

NEVER work or drive under the influence.
NEVER work when fatigued.



INDUCTED AND TRAINED

NEVER undertake tasks if not competent, authorised, or inducted to the worksite.



PPE AND TOOLS

ALWAYS wear the right PPE and use the correct tools and equipment.



HAZARDOUS ENERGY

ALWAYS verify that there is **NO** live energy hazard uncontrolled (mechanical, chemical, electrical, etc) before starting work



FALLS FROM HEIGHT

ALWAYS put in place measures to prevent falls and falling objects when working at height.



CONFINED SPACES

NEVER enter a confined space unless trained, authorised, and permitted.



PLANT, VEHICLES and TRAFFIC MANAGEMENT

ALWAYS operate vehicles, plant, and equipment correctly and stay out of the path of moving plant and equipment.



HEALTHY WORKPLACES

ALWAYS ensure the environment is healthy by managing hazardous substances, dust, ergonomics, etc.



STOP!

ALWAYS stop work or stop a colleague when feeling unsafe and ask for help.

These LIFE SAVERS are here to protect you





WORKSITE COMMUNICATION

COMMUNICATION IS FREE AND EFFECTIVE

“Planning for the day ahead, knowing who’s doing what, learning from past mistakes and coming up with ways to work better and do things safer are conversations we should be having all the time.

As a manager, it’s your responsibility to encourage your workers to speak up. With their help you can create a healthier and safer working environment to make sure everyone gets home at the end of the day.”

messagefromWorkSafe New Zealand

Good communication and the sharing of information is a critical component of how HEG manages risk and ensures the Health, Safety, and Wellbeing of people.

Before contract work begins, a pre-start meeting will be held and key management personal working on the project must attend.

The aim of this meeting is to discuss and agree on:

- What work activities are being carried out.
- Hazards, risks, and risk management strategies.
- Roles and responsibilities, including the names and contact details of the nominated contact person from each organisation.
- Communication methods and timeframes. For example: toolbox talks, health and safety meetings.
- Meeting minutes and attendance shall be documented and kept (e.g., diary notes, formal meeting minutes etc.).
- Arrangements for the exchange of documented information (for example, health and safety related reports).

If the work is ongoing, daily pre-start and regular toolbox meetings, tailgates (whatever they are known as) are a great chance to plan the day.

Use these meetings as an opportunity to:

- Discuss who is doing what.
- Confirm what subcontractors are due onsite and what they will be doing.
- Introduce new staff or subcontractors.
- Identify how your work will impact on others.
- What risks may be introduced e.g., by machinery due on site.
- Check that everyone has the right tools and resources to do the job.
- Where appropriate the JSEA/SWMS documents relevant for the work being undertaken.

If someone from your team cannot make it, make sure they are given any relevant information before they start work.





RISK MANAGEMENT

Different businesses have different health and safety risks. It all depends on the type of work being done. A healthy and safe workplace starts with identifying the health and safety risks - particularly those that have the potential to cause serious injury or illness.

Contractors are responsible for managing risks associated with their work activities.

Risk management means thinking about risks on the actual worksite taking all reasonably practicable steps to eliminate them. Before starting work, the designated HEG representative will ensure that they are made aware of any known hazards, risks, and risk control measures at the work site.

PARTICULARLY HAZARDOUS WORK (NOTIFIABLE WORKS)

If you are carrying out any particularly hazardous (notifiable) works, you are required to notify WorkSafe at least 24 hours prior to the work starting. A list of particularly hazardous work and the notification form are found at:

<https://www.worksafe.govt.nz/notifications/report-scheduled-or-completed-work/hazardous-work/>

A copy of the notification must be provided to the Contractors HEG's representative no later than 24 hours before work starts.

IDENTIFY, ASSESS, AND MANAGE WORKSITE RISKS

Risk Assessments, Job Safety and Environmental Analysis (JSEA), Safe Work Method Statement (SWMS) or other forms of risk assessment required at HEG worksites must be developed prior to commencing work, in conjunction with any required Permit to Work (PTW) procedure for the task being undertaken.



TRAINING AND COMPETENCY

We expect that all workers to be competent to carry out the required tasks safely. If a Contractor employs trainees, apprentices, new workers, or subcontractors, they must make sure they are adequately supervised by a competent person to ensure work is being carried out safely.

During the contracted works, we may request evidence of training records and qualifications.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Contractors are responsible for making sure that they and their workers (including subcontractors) have suitable and compliant personal protective equipment (PPE) for the work they are doing. Contractors must make sure their workers are trained in how to use, maintain, and store this equipment.

The minimum safety equipment required to be worn on HEG controlled worksites is:

- Approved protective footwear
- Hi-vis vests or clothing
- Long-longs (long sleeve shirts & trousers or overalls)
- Approved protective helmets – a chin strap must be fitted to the helmet (determined by the risk assessment)

Additional PPE shall be determined on a risk-based approach. All tasks to be risk assessed to determine what PPE is needed in relation to the risk identified.

If certification is required for the equipment, evidence of certification should be available (e.g., attached to the site-specific safety plan). HEG may request to see this information at any time either prior or during the contract.

MANAGEMENT OF SUBCONTRACTORS

If a Contractor intends to use subcontractors for any physical works, they need to comply and follow the main contractor's safety framework. Contractors need to ensure that any subcontractors have the appropriate level of insurance (unless the subcontractor is working under the Contractor's insurance), attends a site induction, is familiar with the risks and control measures, incident reporting requirements and the emergency procedures

PERMIT TO WORK (PTW)

Where existing HEG PTW systems are not already in place, Contractors are expected to provide their own PTW systems/process which is validated by a HEG representative for assurance purposes before works start.

Some examples of permit to works that may be required include:

- Confined spaces
- Hot works
- Working at Heights
- Excavations
- Electrical works

If the Contractor does not have a PTW system/process they must be able to show the relevant safe work methods to be carried out while conducting the work e.g., method of conducting and documenting atmospheric testing for working in a confined space, training credentials and rescue methods.





CRITICAL RISKS

HEG CRITICAL RISKS

Critical risks are the risks that have potential to cause serious harm to our workers or to the public. Critical risks identified in contracts must be managed with the appropriate control measures.

Electrical Work



We always make it safe when working with or near electricity

1

ALWAYS MAKE IT SAFE

Working at Height



We always use an approved fall protection system

2

USE OF FALL PROTECTION

Confined Spaces



We don't enter a confined space without controlling the risks

4

ASSESS THE RISKS

Working with and around Mobile Plant



We only operate plant when we are competent and authorised

3

COMPETENT AND AUTHORISED

Excavations and Trenching



We always plan before we dig, then dig our plan

5

PLAN BEFORE DIGGING

Working in and around traffic



We have a plan to manage traffic on our worksites

6

HAVE A CONTROL PLAN

Remote and Isolated Work



We always have a safe work plan when working alone or remotely

7

STAY ALERT – HAVE A PLAN

Safe Driving



We always obey the Road Code and are considerate drivers

8

MIND ON THE DRIVE

Fatigue and Stress



We recognise and manage our fatigue and stress levels

9

FIT FOR WORK

Hazardous Substances



We always check the safe handling procedures

10

IDENTIFY OUR SUBSTANCES



CRITICAL RISK CONTROLS

HEG has identified and developed controls for critical risks. HEG and the Contractor will identify the critical risks for each work site / activity. These are:

1. Electrical Work

For any electrical work to be performed by a Contractor on a HEG site, the following requirements apply:

- Ensuring all relevant HEG documentation is completed prior to commencing work.
- Perform all electrical installations and repairs:
 - a) under an approved Permit to Work for electrical work where appropriate
 - b) only use registered Electrical Workers and/or an Apprentice under the required supervision level
- Never use damaged, defective, or out-of-test equipment.
- Use earth leakage protection for all portable equipment.
- Ensure all appropriate paperwork and certifications are completed and registered as required.
- Wear appropriate personal protective equipment.

• Contractors **MUST NOT** to attempt '**Live Work**' under any circumstances without approval.

Only when '**Live Work**' is the **ONLY OPTION** to perform the task, approval can be given by a HEG representative.



2. Working at Height

All work at heights including the use of Mobile Elevated Work Platform (MEWP) type equipment should be completed under a Working at Heights Permit and be disclosed prior to completing the Permit to Work process.

Any Contractor who is engaged in working at height must have in place, as a minimum, a process which meets or exceeds the Best Practice Guidelines for Working at Height in New Zealand as issued by WorkSafe NZ. It is expected that the hierarchy of fall protection defined in this guide will be followed.

HEG requires that any work at height must:

- Be eliminated if possible otherwise kept to a minimum
- Be properly planned
- Be appropriately supervised
- Ensure adequate protection is provided including use of appropriate scaffolding, elevated work platforms, etc. Where this is not practical the use of harnesses, lanyards and fall arrest systems shall be used.
- Be carried out by workers who trained, competent and able to complete the task safely. HEG requires, as a minimum, these workers holding an approved NZQA Unit Standard or equivalent for working at height.
- Where elevated work is undertaken, the area below shall be suitably fenced/roped off.

4. Confined Spaces

The Contractor shall ensure work involving confined spaces is conducted by workers holding a current approved certification for confined space entry and follow the HEG procedure HS.31-112.GP (copy provided when required) for confined space entry.

Mandatory conditions for confined space work include:

- Minimum 2 certified workers for entry.
- Permit to Work – Confined Space to be completed before entry.
- Continuous gas detection for the duration of the entry (where applicable).
- Rescue and fall arrest equipment assembled at the entry point with up-to-date maintenance schedules.
- A rescue or evacuation plan in place at the work site including self-contained breathing apparatus if the risk assessment indicates there is a requirement for this equipment.

The Contractor shall provide the equipment required to enter the confined space under the HEG procedure. HEG may provide some of the confined space equipment, but only with prior arrangement and planning.

3. Mobile Plant

The following conditions apply to any plant, portable tools and equipment brought onto a HEG site by the Contractor:

- The plant and equipment shall be suitable for purpose and maintained in accordance with legislative requirements, the manufacturer's requirements and best practice.
- Maintenance records of any plant and equipment are to be available for review. If these records cannot be produced, HEG will not allow the plant and equipment on site.
- The Contractor shall furnish their own portable/hand tools and these tools shall be in good working order and fit for task.
- All portable electrical equipment shall only be used with a portable Residual Current Device (RCD).
- Contractors shall ensure portable electrical equipment brought on site is tested and tagged.
- The Contractor is responsible for the security of their equipment, tools etc. HEG will not be held responsible for the loss of or damage to any plant or equipment.
- The Contractor shall allow a HEG representative to inspect plant and equipment prior to use if requested.



5. Excavation and Trenching

If a Contractor is required to dig a trench on a HEG site, they shall only do so with as follows.

If workers are entering a trench more than **1.5 metres deep**, the Contractor shall ensure the following:

- Notification is made to WorkSafe. This shall be done by the Contractor, based on the HEG Permit to Work documentation. HEG must be informed that this notification has been made.
- All excavations over 1.5 meters are to be adequately benched, battered, or shored or have some other means to prevent collapse.
- All trenches and excavations that are to be accessed by any person must have a documented daily inspection and an associated Risk Assessment for the work being performed.
- All other requirements of the 17WKS-4 Excavation Safety (WorkSafe, July 2016) are met.



6. Working in & around Traffic

Depending on the circumstances, traffic may be managed at a worksite in one of the following ways:

- Adequate separation of workers from traffic so there is no interaction or requirement for traffic control.
- Movement of traffic through the work area.
- Movement of traffic around the work area – i.e. via a detour, side-track or another carriageway.
- Movement past the work area - on the same carriageway, to the side and not directly over the work area.

Work on or near public roads requires careful planning and management to avoid harm to workers, road users and general public.

A major part of this planning process involves submission of a corridor access request which will include the design of a Traffic Management Plan (TMP) which sets out timing, method, sign placement and must be approved by the Road Controlling Authority.



When working on the road, ensure that:

- All traffic is managed appropriately and consistently to the Code of Practise for Temporary Traffic Management (CoPTTM).
- All site personnel wear approved PPE.
- All spills of oil, diesel and other contaminant must be cleaned up with absorbent material.
- No work to proceed on or near any public road unless approved traffic control is in place.

7. Hazardous Substances

Any Contractor undertaking work for or on behalf of HEG is expected to have in place processes that meet or exceed legislative requirements for the management of hazardous substances.

Contractors must have spill kits readily available when handling hazardous substances that could have an environmental impact.

The Contractor shall ensure work involving the use of hazardous substances and dangerous goods is conducted by adequately trained and competent workers.

The Contractor must not bring any hazardous substance onto a HEG site without prior approval from the HEG representative for that site.

The Contractor shall maintain a hazardous substances register together with the current SDS of all substances brought onto or removed from a HEG site.

Contractors shall make themselves and their subcontractors aware of all hazardous materials to be used or encountered on a HEG site and maintain the register of hazardous substances.

The Contractor must seek permission from the HEG site representative to store any substance in any quantity on the worksite.

The Contractor has the obligation to ensure precautions are taken when handling and storing hazardous substances. HEG can provide assistance with this task. The Contractor shall ensure controls are put in place to prevent any spill or the unplanned discharge of any substances.

8. Remote & Isolated Working

Any Contractor working for or on behalf of HEG must have a process in place that identifies and controls the risks associated with lone workers.

As a minimum, the Contractor must have conducted risk assessments which:

- identify the lone worker hazards.
- decide who might be harmed and how.
- evaluate the risks and decide on precautions.

Contractors must comply with the HEG Remote and Isolated Work Safety procedure which details the safe management of lone work.

If carrying out remote or isolated work the below measures must be in place:

- Worker is trained and competent for the task.
- The task is not High Risk.
- A communication plan is in place and appropriate devices are available.
- Emergency plan in place and associated equipment immediately available.
- Safe methods of work are available and known. This includes requirements of risk assessments, permit to work, PPE and other site-specific requirements.



10. Fatigue & Stress Management

As well as leading to long term health problems, fatigue and stress can affect a person's capacity for working safely and making sound judgments. Where fatigue or stress has been identified as a hazard through the risk assessment process an appropriate management plan shall be implemented.

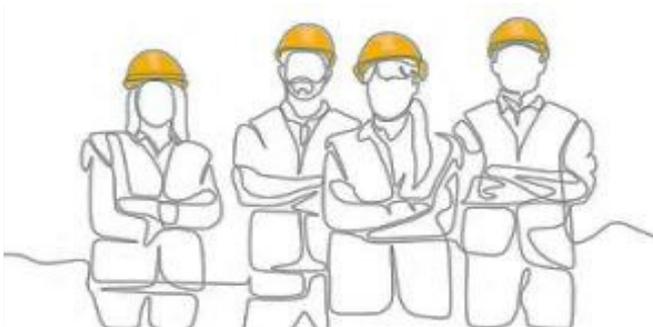
Any Contractor working for or on behalf of HEG must have a process in place that identifies and controls the risks associated with fatigue and stress.

As a minimum the Contractor must have conducted risk assessments which:

- identify any fatigue and stress hazards.
- consider who might be harmed and how; and
- evaluate the risks and decide on precautions.

Contractors must also:

- Review findings and implement appropriate controls; and
- Review the assessments and update if necessary.



9. Safe Driving

On and off-road driving is one of HEG's critical risks and a number of controls are in place to reduce this risk. These include providing vehicles with safety features that are suitable for the places they will be driven and ensuring they are well-maintained. HEG relies on drivers driving competently, safely and in accordance with all legal requirements.

Safe vehicles and safe driving should be explicitly discussed with Contractors as part of reviewing their risk management processes and safety plan.

Contractor's vehicles should:

- Be compliant registered and warranted.
- Roadworthy (well maintained).
- Suitable for the kind of travel they are planning to do as part of carrying out work for HEG.

Accidents and Incidents

At the scene:

- Ensure own safety first.
- Do not admit responsibility.
- Ensure that any injured persons receive medical attention.

Reporting:

- Ensure the Contractor is advised of the event, and
- HEG is informed as soon as practical.



PLANNING, AUDITS, and PERFORMANCE

WORK PLANNING

Processes for health and safety management and minimum standards for the control of critical risks are set out in the Site-Specific Safety Plan together with the procedures that have been agreed between HEG and the Contractor.

The application of these requirements occurs in site Construction Plans and Job Safety and Environmental Analysis.

The extent of participation / observation will be determined by factors such as whether this is a new construction activity and the extent to which it includes activities with critical risks.

To ensure that HEG can efficiently develop these plans, while also enabling the Contractor to validate these documents, HEG will invite the contractor to observe or participate in a sample of these, during their preparation. The extent of participation / observation will be determined by factors such as whether this is a new construction activity and the extent to which it includes activities with critical risks.

MONITORING, VISIBLE COMMITMENT, AND ASSURANCE

There will be three processes for monitoring health and safety performance, demonstrating the commitment of Contractors to health and safety, and assuring that health and safety performance is achieving agreed standards and expectations.

Monitoring day-to-day operational performance will occur through inspections based on specific checklists and carried out by persons that are qualified to assess the effectiveness of critical risk controls.

Visible management commitment is to be demonstrated by managers visiting worksites to observe and learn, and to engage with supervisors and workers.

Assurance is achieved through independent audits of health and safety management processes and through assessment of the adequacy of critical risk controls.

INSPECTIONS

The Contractor is responsible for monitoring health and safety performance, and particularly the application of critical risk controls, in accordance with its responsibility for operational health and safety. Monitoring will occur through inspections of work areas by HEG personnel to ensure that critical risk controls are being adequately implemented and that workplace behaviours are safe.

Inspections will record any risk controls and/or any worker actions that are not compliant with the Contractor's standards and include action items to ensure future compliance.

The Contractor needs assurance that HEG's monitoring programme is effective.

Accordingly, HEG will:

- Report all inspections and findings in our ecoPortal Safety Management System.
- Include summaries of the results of inspections in its monthly reports to the Contractor.
- Invite the Contractor to participate or observe during some of these inspections.



OBSERVATIONS

Both HEG and the Contractor are responsible for demonstrating senior management commitment to the health and safety of workers. Observations allow managers to:

- Meaningfully engage with workers where they are working.
- Get worker feedback on risk controls and the effectiveness of them.
- Actively follow up on improvements.
- Share knowledge of risk controls.
- Learn from workers.

Safety observations are not intended as inspections to check conformity to a specific risk control. (That is the purpose of the inspection process). Rather, their aim is to allow managers, supervisors, and workers to have conversations about how effectively risks are being controlled and how these could be improved.

Observations may identify risk controls and/or any worker actions that are not compliant with the Contractor's Standards. These should be discussed with the work-site supervisor. If further action is required, the action item should be notified to the HEG Representative.



AUDITS

Regular audits are to be carried out by the Contractor and HEG. Audits completed by HEG will be recorded in ecoPortal and can be provided to the Contractor on request. The Contractor should provide HEG with an audit schedule to demonstrate the required audits are being completed by them.

There will be two types of audits carried out:

1. Reviews that assess whether management processes (e.g. worker, engagement, construction planning, incident management) are carried out in accordance with the SSSP.
2. Reviews that assess whether the risk controls in the Contractor's procedures are being effectively implemented.

Auditors should use checklists based on requirements in the Site-Specific Safety Plan and the associated procedures. The auditor should:

- Be qualified to understand the requirements contained in the Site-SSSP and the associated procedures.
- Be independent of the worksite that is being audited.

Audits may identify management processes or risk controls that are not compliant with the Contractor's Health and Safety Management Plan. The audit report should recommend action items to address these.

Audit reports should be provided to the appropriate HEG Representative. In addition, HEG will report audit results to the Contractor in its monthly reports.

From time to time, HEG may engage an independent auditor directly, and initiate its own audit. This should occur in consultation with the Contractor.



SCHEDULES AND REPORTING

Inspections and observations schedule:

WORKSITE INSPECTIONS		WORKSITE OBSERVATIONS			
Contractor Management and Engineers	Min. 1 per week	Contractor Management	Min. 1 per week	Contractor independent auditor	Min. 1 per month
Contractor HSEQ Managers and Advisors	Min. 1 per week	Worksite Management / Supervisors	Min. 2 per week	HEG independent auditor	*As agreed.
		HEG Managers	*As agreed.		
		HEG HSEQ	*As agreed.		

*Dependant on the nature of the work being undertaken by the Contractor

Monthly HSEQ report is to be prepared based on this template:

Subject	Required information
Performance against HSEQ SSSP or another approved plan	Table of objectives and programs, with traffic lights indicating on schedule, some concern, or major concern with regard to achievement. Commentary as appropriate, particularly for items that are not proceeding according to the approved plan or SSSP
Assurance	Commentary on any independent audits carried out as part of the health and safety assurance program
Significant incidents	Commentary on significant incidents in last month (notifiable incidents, serious incidents and near misses) and any trends emerging in terms of all incidents. For each incident, in following month report results of investigation, and then close-out of action items.
Items for information	Report on significant internal and external events
HSEQ Statistics	<p>To be reported as raw numbers for:</p> <ul style="list-style-type: none"> • Month • Year to Date • Year to Date Target <p><u>Key Performance Indicators</u> to be reported:</p> <ul style="list-style-type: none"> • Injuries, categorised as First Aid, Medical Treatment, Lost-time, and Notifiable. • Any other notifiable events and serious near misses. • All incidents / near misses involving a critical risk. • Incidents reported within agreed time frame %. • Hazard / near miss v injury incidents ratio. • % Worksite Inspections completed vs planned. • % Worksite Observations completed vs planned.



INCIDENT MANAGEMENT

INCIDENT REPORTING

If an incident or near miss occurs, HEG needs to be able to understand what happened and how it occurred. Contractors are required to record, report, and investigate all incidents, accidents and near misses. Reporting timeframes are:

Type of event	Timeframe
Minor	Once a month Once a
First Aid	month Within 24hrs of the
Medical treatment	incident Immediately
Lost time	Immediately
Serious/Notifiable	

INCIDENT INVESTIGATION

All contractors are required to have a consistent and robust approach to incident investigation and resultant actions. A process should be in place to investigate, and identify appropriate actions, all incidents and near misses based on their potential severity, which uses formal documented analysis tools to establish root cause.

It is **important** that findings are analysed to determine whether improvements to practices, standards, procedures, or management systems are warranted.

Contractors are responsible for:

- conducting investigations in a thorough and professional manner.
- cooperating with any HEG employee assigned to support a Contractor investigation.
- participating in a joint investigation if HEG decides that process is necessary.
- ensuring that investigations are undertaken by competent persons.

Serious incidents will be investigated by HEG in collaboration with the Contractor involved, using the **ICAM method**.

NOTIFIABLE EVENTS

If a worker (including subcontractors) has a notifiable event it is the Contractors responsibility to:

- Notify WorkSafe as soon as possible when a notifiable event occurs.
- Preserve the site until as required by Worksafe.
- Notify the HEG GM HSEQ as soon as possible after WorkSafe have been notified and provide the WorkSafe reference number.
- Keep records of all notifiable event.
- Provide a copy of the investigation report to HEG in a timely manner.

Refer to WorkSafe's website for further information and definitions of Notifiable Events - link

<https://www.worksafe.govt.nz/notifications/what-events-need-to-be-notified/>

LESSONS LEARNT

HEG requires Contractors to have a procedure in place to ensure information regarding health, safety, and environmental incidents are communicated to all their workers (including subcontracted workers). The intent is to ensure all Contractor's workers receive Safety Alerts and Lessons Learned, relevant information, and take advantage of the learning opportunities when incidents occur.

FAILURE TO REPORT any incident or near miss is considered a breach of the HEG requirements and may result in termination of HEG contract of works.



EMERGENCY PREPAREDNESS

If in the course of the work being performed by a Contractor, or subcontractor, there is an incident, the Contractor shall:

- Provide aid and assistance to any injured party. First Aid is available at all HEG worksites.
- Contain any spills if safe to do so.
- Make safe any equipment in use.
- Report the occurrence immediately to a HEG representative and where required to WorkSafe NZ.
- Ensure the incident site is left undisturbed except for providing medical assistance to injured persons and making the site safe; and
- Participate in the HEG Incident Reporting and Investigation processes.

EMERGENCY RESPONSE PLANS

Contractors performing work for HEG must have in place an Emergency Response Plan that, as a minimum, considers all foreseeable emergencies that may arise.

Task/project specific Emergency Response Plans that may be required are dependent on the type of work and location. HEG will advise the Contractor if the provision of specific Emergency Response Plans is also required.

If Contractors are working in an area that is controlled by a HEG Emergency Response Plan, then all the Contractor's workers must comply with that plan's requirements. Emergency arrangements will be provided to you as part of the pre-engagement or induction process.

FIRST AID

Where a Contractor has a duty to provide first-aid resources there must be evidence of an assessment which has been used to determine the level of resource required for each work assignment, including trained first aiders and emergency response equipment and facilities.

Most HEG worksites (including vehicles) will have basic First Aid equipment. However, as a Contractor you are to provide adequate and appropriate First Aid Equipment for your workers. Please check with your HEG representative to ensure you know what is available.

SPILL RESPONSE PLAN

In the event of a spill or incident involving hazardous substances, the Contractor shall contain the spill if safe to do so and report the incident **immediately** to the HEG representative.

The Contractor shall follow all instructions given by the HEG representative to control and manage the spill or incident where appropriate.





ENVIRONMENTAL MANAGEMENT

HEG is committed to a sustainable future. This commitment is communicated through our Sustainability and Environment Policies, accessible via posters displayed at HEG facilities, supporting environmental standards, site inductions and practices.

Contractors have the potential to have a significant impact on the environment, HEG's environmental performance and reputation.

It is the responsibility of Contractors to demonstrate sound environmental practices, aligning with HEG's Purpose with consideration of the following legal and other obligations:

- Regulatory requirements set by environmental regulators in each jurisdiction, such as the Environment Protection Authority (EPA), local councils, planning or water authorities.
- HEG's client and/or contractual obligations.

Contractors shall comply with HEG's obligations, and specifically adhere to:

- Completing a JSEA with regard to the work the contractor is performing for HEG, with environmental risks assessed and controlled prior to work commencing.
- Operating in a manner that shall not adversely affect the environment.
- Minimising noise, dust, or odour generation.
- Avoiding any activity likely to cause a disturbance to the local community where possible.
- Not using excessively noisy equipment without prior approval from a HEG representative.
- Minimising harm to the local flora or fauna.

- Where contracted to do so, implementing hygiene strategies to avoid spreading weed, pest or vermin infestation that could cause damage to the environment.

Not discharging any product or material stored, used or manufactured as a result of the Contractor's actions to surface water, groundwater, stormwater, or sewer infrastructure, onto land or to air without prior approval from a HEG representative or under a suitable regulatory approval.

Immediately contacting a HEG representative should any uncontrolled discharge occur.

Notifying HEG if a source of possible environmental harm is identified during the course of any activity, or otherwise discovered while on a HEG facility project, or customer location, and/or while travelling to/from these locations.

- Ensuring cleanup of all spills and leaks, providing own spill kits (where relevant) and the segregation of waste if specific bins are provided on at a HEG facility.
- Leaving all work sites clean and tidy with appropriate housekeeping processes implemented.

It is the duty of any person under environmental legislation to not cause any environmental harm and to report incidents that causes such harm or had the potential to do so.





QUALITY MANAGEMENT

SITE MANAGEMENT PLAN

A HSEQ Site Management Plan is designed to ensure comprehensive health, safety, environment, and quality management at a construction site.

Key components include:

HSEQ Policy and Procedure:

- **Health and Safety** includes an HS Policy Statement, hazard identification and risk management procedures, and safe work procedure control to ensure workplace safety (SSSP)
- **Environmental Management** covers an Environmental Policy Statement, air quality management, waste management, and procedures for managing fuels, oils, and chemicals.
- **Quality Management** features a Quality Policy Statement, project deliverables and milestones, procurement, communication and reporting, and quality audits.

Site Management Details:

- **Project Details** : Includes a functional site organisation structure, site plans, and contractor responsibilities.
- **Contractor Management**: Procedures for managing contractors, including a contractor management system and pre-qualification checklists.

Emergency and Incident

Management: Comprehensive emergency plans, incident management procedures, and emergency response for contact with essential services.

1. HEG may, at any time, suspend work permits or stop work for safety reasons. The Contractor shall immediately comply with any reasonable directions given by HEG so as to enable HEG to comply with obligations under applicable Health, Safety, Environment and Quality (HSEQ) legal and other requirements, and/or any HSEQ Management plans required to be implemented by HEG.
2. The Contractor shall ensure that the contents of this Handbook is communicated to all of its workers, including contractors and subcontractors, who will be working or visiting a HEG worksite. Inductions to HEG's site will be conducted by a HEG Representative and recorded into EcoPortal. Review and maintenance of records should be completed by the Contractor.
3. If any complaints, or incident reports, are received regarding a Contractor's work, or other matters, a HEG Representative will investigate the complaint with a designated Contractor Representative.

All complaints and incidents are reported on EcoPortal and **can be supplied to the Contractor when requested.**





CONTRACTOR HSEQ CHECKLIST

You, the Contractor shall:

- Read the contents of this handbook; and
- Ensure your workers and subcontractors read and understand the contents of this Handbook.

Contractors, and subcontractors, working on a HEG worksite shall:

- Be inducted.
- Work in accordance with all of the requirements of HEG.
- Follow directions or instructions from HEG personnel.
- Be registered and approved in the HEG ecoPortal database.

Note: All Contractors and their subcontractors should allow enough time for an induction before commencing work on site. Typically the HEG induction takes 1 hour and a site induction between 30 minutes and 1 hour. In addition pre-work activities will be required to be undertaken prior to commencing work (could include risk assessments, work permitting and other activities).

Documentation Required Before You Start Work with HEG

This is a list of documents you need to make sure you have with you or have completed before you start your work with us:

- Complete and sign the acknowledgement of HEG safety requirements.
- Complete and return the Insurance Information including Public Liability Insurance details and certificate of currency.
- Job Safety and Environmental Analysis (JSEA)/Safe Work Method Statement (SWMS) for the work.
- Provide evidence of any licenses or competencies required to do the work.
- Additional documents as required by the contract including uploads to HEG ecoPortal Health and Safety management system.

NOTES

Please confirm completion of this induction before starting work.

Complete Horizons Induction Acknowledgement