

Health and Safety Subcontractor Handbook



People and their safety are at the heart of everything we do

At Citycare Property, we understand that as a contractor you have different customers, that will have varying health and safety expectations. Our handbook is aimed at providing clarity and placing an emphasis on the most important health and safety actions that we require you to have in place all the time.

It is our expectation that our safe work requirements are known and understood by all staff under your control.

SAFE WORK PLANNING

You are always required to have completed safe work planning for the task you are doing. This is in the form of established procedures, safe work method statements, Take 5s, Job Safety Analysis (JSAs) or other similar risk assessment documents.

CRITICAL RISKS

Our six critical risks are:

- Mobile Plant
- Live Electricity (including underground and overhead services)
- Confined Space Entry
- Work at Height
- Work near Live Traffic
- On Road Driving

We have minimum level controls that you need to meet in these areas. These are outlined in your induction. Our safe work planning documents also contain our minimum level controls for critical risk work. If you are still not familiar with these, they are included in the appendix.

PERMIT TO WORK

We have defined high risk work activities that require a permit to work. You need to be familiar with our permit requirements. It is not acceptable for any contractor to complete any of the following work without an approved permit in place.

A permit can only be issued by a certified permit issuer. You will need to speak with your Citycare Property contact to confirm the process.



ASBESTOS

- Any friable asbestos removal or any non-friable asbestos removal over 10m².



CONFINED SPACES

- Any entry into a space that is not intended for people and contains a risk of engulfment, harmful airborne contaminants or low oxygen (may include roof spaces or crawl spaces if services are present).



CRANES

- All lift work that involves personnel lifts, tandem lifts or any load suspended above occupied areas.



DEMOLITION

- Demolition of any load bearing structure.



EXCAVATION/TRENCH

- Greater than 1.5 metres deep and where entry into trench will be required.
- Where 11kw or above electricity cables are present.



HOT WORK

- Any work that has naked flames, produces sparks, or high heat and is completed within 15 metres of a hazardous area or within 3 metres of combustible materials.
- Where a fire detection system will be impaired.



LIVE ELECTRICAL WORK - NO LIVE ELECTRICAL WORK OUTSIDE ENERGISING FOR TESTING IS TO TAKE PLACE

- Permit required for work on low voltage installations, where it is unreasonable for the circuit to be dead.
- A permit is not required for thermal imaging or non-contact testing.



WORK AT HEIGHT - ANY WORK ABOVE 1.8 METRES WHERE

- It involves roof work, and work within 2 metres of any unprotected edge.
- Access where there is no scaffold, edge protection or permanently engineered fall protection.
- Use of MEWP at heights above 5 metres.

Note: In addition to standard permit to work requirements, you must always notify Citycare Property and seek approval in writing before any power shutdowns, floor or wall penetrations or fire alarm and/or sprinkler systems shut down.

Where a contractor does not have a Permit to Work System that has been evaluated and accepted by Citycare Property, the contractor must adhere to the Citycare Property Permit to Work System.

SOME CUSTOMERS HAVE SPECIFIC PERMIT TO WORK OR WORK AUTHORITY REQUIREMENTS

When completing work for any of the following customers, their permit to work system must be applied.

- Christchurch City Council (CCC) - [refer to the appendix](#)
- Christchurch International Airport Limited (CIAL)

The following customers also have an authority to work process for certain work types:

- Christchurch International Airport Limited (CIAL)
- Queenstown Lakes District Council (QLDC)

The specific permits and authority to work requirements are outlined in the appendix of this handbook. If you are in doubt, speak with your Citycare Property contact to confirm these requirements.

MINIMUM PPE REQUIREMENTS

Wear the following at all times:



Hi Vis



Safety Boots

Other task specific PPE expected to be worn - hearing protection, safety eyewear, hard hat, gloves, and respiratory protection.

MINIMUM TRAINING AND QUALIFICATIONS

We expect that you hold the minimum trade qualifications and specific unit standards for any high risk work you complete. The minimum training levels are outlined here.

You are to ensure that all staff in your organisation meet minimum qualification standards. Any staff member without minimum qualifications is required to be under direct supervision at all times.

A Citycare Property or Customer representative may require you to provide evidence of training or qualifications at any time.

TRADES

Trade	Qualification (Industry Standard)	Regulator / Licensing	Scope of Work / Notes
Builder	NZ Certificate in Carpentry (Level 4)	Licensed Building Practitioner (LBP - Carpentry)	Restricted Building Work requires LBP. Non-RBW can be done unlicensed.
Handyman	No formal qualification required	No regulator/licence	May only do minor repairs/maintenance. Cannot do RBW, plumbing, electrical, or gas work.
Plumber	NZ Certificate in Plumbing, Gasfitting, and Drainlaying (Level 4)	Plumbers, Gasfitters and Drainlayers Board (PGDB)	Must be registered/licensed to legally carry out sanitary plumbing.
Electrician	NZ Certificate in Electrical Engineering Theory and Practice (Level 4)	Electrical Workers Registration Board (EWRB)	Must be registered/licensed to legally perform electrical work.
Roofer	NZ Certificate in Roofing (Installer) (Level 4)	Licensed Building Practitioner (Roofing) for RBW	LBP required for weathertightness-related RBW. Non-RBW roofing may be unlicensed.

Trade	Qualification (Industry Standard)	Regulator / Licensing	Scope of Work / Notes
HVAC Technician	NZ Certificate in Refrigeration and Air Conditioning (Level 4)	Approved Filler (EPA), EWRB licence for electrical work.	Must hold Approved Filler Certificate for refrigerants. EWRB licence needed for electrical connections.
Gasfitter	NZ Certificate in Plumbing, Gasfitting and Drainlaying (Level 4)	Plumbers, Gasfitters and Drainlayers Board (PGDB)	Must be registered/licensed to install or maintain gas systems/appliances.
Drainlayer	NZ Certificate in Plumbing, Gasfitting and Drainlaying (Level 4)	Plumbers, Gasfitters and Drainlayers Board (PGDB)	Must be registered/licensed to install or maintain wastewater/stormwater systems.
Painter/Decorator	NZ Certificate in Painting and Decorating (Level 4)	No regulator/licence	No statutory licensing. Qualification demonstrates professionalism.
Scaffolder	NZ Certificate in Scaffolding (Level 3–5)	WorkSafe NZ / SARNZ Certificate of Competence (COC)	COC required for scaffold erection >5m. National certs demonstrate competence.
Welding	NZ Certificate in Fabrication (Level 4 Welding) or NZ Certificate in Mechanical Engineering Fabrication (Level 4 – Welding)	NZQA and Industry Training Organisations	For structural / mechanical welding NZ Cert in Mechanical Engineering Fabrication is required

SPECIFIC HIGH RISK WORK

Activity	Relevant NZQA Unit Standards	Notes / Application
Permit Issuing	US 17590 – Issue worksite-specific work permits	For supervisors/authorised persons issuing permits (hot work, confined space, etc.).
Permit Receiving	US 17588 – Apply for, accept, and carry out work according to a worksite-specific work permit OR have received training by a competent Citycare Property Issuer.	For workers who must receive and work under a permit-to-work system.
Working at Height	<p>US 23229 – Use a safety harness system when working at height</p> <p>US 15757 – Follow safe practices for working at heights</p> <p>US 17600 – Explain safe work practices for construction site height work – supporting</p>	Covers fall arrest, harness use, and safe practice at height.
Confined Space Entry (incl. Atmospheric Testing)	<p>US 18426 – Demonstrate knowledge of hazards and controls for confined spaces</p> <p>US 18404 – Demonstrate knowledge of confined space entry and safe working practices</p> <p>US 17599 – Plan a confined space entry</p> <p>US 25510 – Operate an atmospheric testing device to determine a safe atmosphere in a confined space</p>	For entrants, standby, and supervisors involved in confined space work.

Activity	Relevant NZQA Unit Standards	Notes / Application
Working in the Road Corridor (TTM)	<p>US 31958 – Demonstrate knowledge of temporary traffic management (TTM)</p> <p>US 31960 – Implement and maintain TTM at a worksite</p> <p>US 31961 – Manage the worksite under TTM</p> <p>US 31959 – Operate as an STMS</p>	Covers TMP implementation and site traffic management roles. (Older US 5627, 16718 are being phased out).
Operating Mobile Plant	<p>Wheels , Tracks , Rollers Licence and may have the additional unit standards below:</p> <ul style="list-style-type: none"> • US 16701 – Operate an excavator safely • US 16702 – Operate a wheeled loader safely • US 16703 – Operate a roller on construction sites • US 16705 – Operate a rigid dump truck safely 	Machine-specific unit standards; usually delivered in operator competency programs.
Operating Mobile Elevated Work Platforms (MEWPs)	<ul style="list-style-type: none"> • US 23966 - Describe types of MEWP and legislative requirements • US 23960 - Carry out pre-operational checks of a MEWP • US 23961 - Operate a scissor lift MEWP • US 23962 - Operate a boom lift MEWP • US 23963 - Operate a truck-mounted MEWP 	Requires knowledge unit + relevant practical unit(s) for MEWP type being operated.

OTHER

Activity	Relevant Certification	Notes / Application
General construction health and safety training and induction	Sitesafe Passport	Required whenever a customer stipulates they require it

INCIDENT REPORTING

We operate a fair play culture meaning we seek to learn from events, rather than blame individuals. We see incident, hazard and near miss reporting as a positive action from a contractor regardless of what has occurred.

Report incidents, near miss & hazards as soon as possible & within 24 hours to your Citycare Property contact. Incidents can be reported verbally or in writing to your Citycare Property contact.

DRUGS AND ALCOHOL

Citycare Property is committed to maintaining a safe, drug and alcohol-free workplace. As such, we expect that all subcontractors and their employees have a drug and alcohol policy and testing programme or in the absence of their own, comply with our Drug and Alcohol Free Workplace Policy.

We may require your staff to be tested as part of:

- Our random testing program
- Following any incident that involves vehicles or plant or is deemed as a high potential event
- Where we have reasonable cause to believe a person has a risk of impairment.

Appendix



NEED TO KNOW:

CRITICAL RISK CONTROLS

CONFINED SPACES

Any enclosed or partially enclosed space that is not intended or primarily designed for people to be in, and may present a risk of any of the following: unsafe levels of oxygen, an unsafe concentration of airborne contaminants, a concentration of flammable substances, a risk of engulfment.

Examples:

- Sub floor crawl spaces & roof spaces where gas services are present.
- Underground and above ground tanks & vessels.
- Tank vaults.
- Dry wells & wet wells.
- Manhole risers.



Must have permit to work.



Gas monitoring is in place.



Ventilate the Confined Space.



Must have a Standby Person and an escape plan that has been practised.



All staff must be trained and competent in Confined Spaces (Persons entering US 18426, Safety Observer US 17596, Gas Detection US 25510 & 3058)

LIVE ELECTRICITY

Any work on or near electricity in any work situation.



A risk assessment must always be completed (Take 5 or JSEA) when working on or near electricity.



When underground services or overhead lines have been identified at a work location, every worker and visitor must be inducted into the required controls.



Whenever breaking ground (other than removal of concrete or similar surface OR scraping back of a grass surface only), a pre dig checklist must always be completed.



When underground services have been identified on service plans, any work within 1.5 metres of the marked service always requires positive identification by a service locator and potholing.



When digging by hand within the immediate vicinity (within 0.5 metres) of underground services, a non-conductive tool to a minimum of 1000v must always be used.



Excavators are not to be used within 0.5 metres of positively identified underground services. A spotter must be in place when an excavator is being used within 2 metres of positively identified services.



Unless close approach consent has been obtained, people or equipment are not to come within 4 metres of overhead power lines or 6 metres of transmission lines.

- Physical barriers must be used to mark the exclusion zone when there is a risk of line strike and the work period will be greater than one day.
- If working under a close approach consent, a spotter must be in place.



No work takes place on a live electrical system. Isolation, lock out and tag out is **always** applied when working on any system or appliance containing electricity.



All hand tools for work on electrical equipment must be insulated to 1000v.

LIVE TRAFFIC

Any work where there is potential for impact from moving vehicles in any location.



An approved traffic management plan (TMP) must be in place before commencing any work that interrupts usual traffic flow (including pedestrians and cyclists), within the road corridor.



Only a Qualified and competent TMO/STMS can establish, maintain and remove a TMP. All the outlined equipment in the TMP must be used.

**TMO - Traffic Management Operative
STMS - Site Traffic Management Supervisor*



All workers or visitors entering the TMP worksite must be inducted prior to entering.



All staff on-site have compliant NZTA High Vis PPE.
Workers: Orange High vis with shirttail back & reflective X or H pattern. STMS: Yellow with reflective H pattern & orange STMS label on back & front left.



All traffic management plans are to be monitored for their effectiveness through the duration of the work period.
On-site records must be maintained.



A risk assessment (Take 5 or JSEA) must be completed for each work site. If high risk remains despite controls (including an approved TMP) being in place, work should be stopped and advice sought.

MOBILE PLANT

Any plant that is powered or self propelled & is designed specifically for a particular operation. Includes ride on mowers and tractors.



You must hold the required wheels, tracks, rollers, forklift licence endorsement for the plant being operated. A competency assessment must have been completed on all loader, excavator, ride on mower and tractor operators.



A pre-start check is completed daily on all mobile plant.



A spotter is always in place:

- Where there is a risk of striking services
- Where people are working within the 3m area and a physical exclusion zone cannot be maintained
- Where there are workers in an excavation in the immediate vicinity of the mobile plant.



Exclusion zones are in place:

- A marked exclusion zone is maintained at minimum 3 metres for all mobile plant. Entry is prohibited within this zone until the machine is completely isolated.
- Mowers maintain a 15 metre exclusion zone from members of the public.

**The exclusion zones apply to anyone not within the immediate work group.*



Load capacity information is displayed on the plant, known by the operator and not exceeded.



Where fitted, rollover protection is always in place and never tampered with.



Know your high risk slope angles. Additional controls must be applied when working on the following slope angles

- 15 degrees for standup mowers and tractors
- 20 degrees for ride on mowers
- 30 degrees for ventrac mower and excavator



Seatbelts are always worn... all the time.

WORK AT HEIGHT

Any work where there is a risk of fall from one level to another.



A work at height permit is needed for work above 1.8 metres:

- where it involves roof work, and work within 2 metres of any unprotected edge,
- or other height access where there is no scaffold, edge protection or permanently engineered fall protection.
- or use of a mobile elevated work platform at heights above 5 metres.



Staff completing height work under permit must be trained and competent holding the relevant unit standard work at heights qualifications. (17600, 25045 & 23229)



Staff using mobile elevated work platforms must hold the specific unit standard training for the type of platform being used.



Work at height must always have a rescue plan in place as part of the required JSEA planning and permit process.



No work is to take place from a step ladder or extension ladder. 3 and 4 step ladders are not to be used. Platform ladders or standing platforms are the accepted equipment for low level height work.

**Exceptional cases may require use of a step ladder. This will be in very limited situations following risk assessment.*

CUSTOMER SPECIFIC PERMIT TO WORK & AUTHORITY TO WORK REQUIREMENTS

CHRISTCHURCH CITY COUNCIL (CCC)

A specific CCC Permit must be raised for:

Confined Space	<p>An enclosed or partially enclosed space that is not intended or designed primarily for human occupancy and has restricted means of entry or exit and is liable at any time to have:</p> <ul style="list-style-type: none">• An atmosphere that contains potentially harmful levels of contaminants; or• An unsafe level of oxygen (deficiency or excess); or• Cause engulfment (where workers can be trapped or buried by bulk materials such as grain, sand, flour, fertiliser, sawdust or liquid)
Craneage	<p>Any appliance equipped with a mechanical, hydraulic, pneumatic, or electrical means for raising and lowering a load by ropes or chains and transporting a load while suspended.</p>
Excavations	<p>Any job involving trenching, excavation, shafts, drivers, demolition, or the risk of penetrations requires excavation certification.</p>
Hot Work	<p>Any work involving:</p> <ul style="list-style-type: none">• The application of heat, a naked flame or an open heat source, or work that produces sparks.• The use of gas, welding, arc welding, oxyacetylene welding, equipment, including cutting with such equipment.• Cutting involving the use of rotary disc or grinding equipment, soldering, brazing or the use of heat guns.

Isolation Point	Point of energy supply to equipment that can be isolated to prevent injury i.e. valves, circuit breakers, etc.
Lockout / Tagout	This means isolating, locking and tagging any equipment at the source of energy supply to prevent its operation or an accident associated with its energy sources.
Working at Height	Any works with the potential for a fall of three metres or more, using any mobile elevated work platforms, scaffold or rope access works.
Transfer of Control	When the responsibility for managing the safety controls for a work zone (or project) are transferred to a third party. This special certificate is only issued when an entire asset is handed over for the purposes of control and management during the project. E.g. an entire site undergoing full refurbishment.
Critical Safety Systems	Safety Systems includes, but is not limited to any work relating to Critical systems e.g. Fire Alarms, Supression systems, and communication systems.

CHRISTCHURCH INTERNATIONAL AIRPORT (CIAL)

CIAL apply the same permit conditions as Citycare Property, except in the following types of work where CIAL permit conditions must apply.

Hot Work	Any work that involves a source or potential source of ignition. This includes gas cutting and welding and any operation that uses naked flames or produces sparks.
Excavation/Trench	Any excavation that is greater than or equal to 1.5 metres deep.

In addition to Permitted work, CIAL have other activities that whilst they do not require a permit, do require approval prior to commencement. These include:

Authority to Work on Existing Services	Where any service (water, electricity) needs to be isolated, where a piece of plant or machinery needs to be shut down, or where work could generate a BMS alarm.
Authority to Work on Fire Systems	For any work that involves isolation or modification on any fire protection system.
Crane Height Authority	Where there is going to be a crane, hiab, concrete pump or similar that will be elevated above the height of adjacent buildings.
Services Information request	Completed before any excavation or demolition work to obtain information on the position of all underground services.
Traffic Management	When any access is required to perform work that will impact the flow of vehicles or pedestrians from their normal routes.
Authority to Work in the Terminal Building	Required for any additions and alterations.
Noise Disruption	Any task likely to generate significant noise.

QUEENSTOWN LAKES DISTRICT COUNCIL (QLDC)

QLDC apply the same permit conditions as Citycare Property, however, QLDC also have other activities that require approval prior to commencement. These include:

Authority to Work on Existing Services	Where any service (water, electricity) needs to be isolated, where a piece of plant or machinery needs to be shut down, or where work could generate a BMS alarm.
Authority to Work on Fire Systems	For any work that involves isolation or modification on any fire protection system.
Crane Height Authority	Where there is going to be a crane, hiab, concrete pump or similar that will be elevated above the height of adjacent buildings.
Services Information Request	Completed before any excavation or demolition work to obtain information on the position of all underground services.
Traffic Management	When any access is required to perform work that will impact the flow of vehicles or pedestrians from their normal routes.
Asbestos Management	When a contractor becomes aware of asbestos or asbestos containing material that could potentially be disturbed.

0508 CITYCARE (248 922)
citycareproperty.co.nz

