

Health, Safety and Wellbeing Committee AGENDA

Notice of Meeting:

An ordinary meeting of the Health, Safety and Wellbeing Committee will be held on:

Date: Friday 7 June 2024
Time: 9.30 am
Venue: Committee Room 1, Level 2, Civic Offices,
53 Hereford Street, Christchurch

Membership

Chairperson	Councillor Tim Scandrett
Deputy Chairperson	Councillor Kelly Barber
Members	Councillor Melanie Coker
	Councillor Mark Peters
	Mr Chris Jones
	Ms Helen Sadgrove

31 May 2024

Principal Advisor

Bede Carran
General Manager Finance, Risk &
Performance / CFO
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Note: The reports contained within this agenda are for consideration and should not be construed as Council policy unless and until adopted. If you require further information relating to any reports, please contact the person named on the report.

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What is important to us?

Our Strategic Framework is a big picture view of what the Council is aiming to achieve for our community

Our focus this Council term 2022–2025

Strategic Priorities



Be an inclusive and equitable city which puts people at the centre of developing our city and district, prioritising wellbeing, accessibility and connection.



Champion Ōtautahi-Christchurch and collaborate to build our role as a leading New Zealand city.



Build trust and confidence in the Council through meaningful partnerships and communication, listening to and working with residents.

Adopted by the Council on 5 April 2023



Reduce emissions as a Council and as a city, and invest in adaptation and resilience, leading a city-wide response to climate change while protecting our indigenous biodiversity, water bodies and tree canopy.



Manage ratepayers' money wisely, delivering quality core services to the whole community and addressing the issues that are important to our residents.



Actively balance the needs of today's residents with the needs of future generations, with the aim of leaving no one behind.

Our goals for this Long Term Plan 2024–2034

Draft Community Outcomes



Collaborative and confident
Our residents have the opportunity to actively participate in community and city life, have a strong sense of belonging and identity, and feel safe.



Green and liveable
Our neighbourhoods and communities are accessible and well connected, supporting our goals to reduce emissions, build climate resilience and protect and regenerate the environment, especially our biodiversity, water bodies and tree canopy.

To be adopted by the Council as part of the Long Term Plan 2024–2034



A cultural powerhouse
Our diverse communities are supported to understand and protect their heritage, pursue their arts, cultural and sporting interests, and contribute to making our city a creative, cultural and events 'powerhouse'.



Thriving and prosperous
Our city is a great place for people, business and investment where we can all grow our potential, where enterprises are innovative and smart, and where together we raise productivity and reduce emissions.

Our intergenerational vision

A place of opportunity for all.

Open to new ideas, new people,
new investment and new ways
of doing things – a place where
anything is possible.



Ngāi Tahu has rangatiratanga over its takiwā – the Council is committed to partnering with Ngāi Tahu to achieve meaningful outcomes that benefit the whole community

Health, Safety and Wellbeing Committee - Terms of Reference Ngā Ārahina Mahinga

Chair	Councillor Scandrett
Deputy Chair	Councillor Barber
Membership	Councillor Coker Councillor Peters Mr Chris Jones Ms Helen Sadgrove
Quorum	Half of the members if the number of members (including vacancies) is even, or a majority of members if the number of members (including vacancies) is odd.
Meeting Cycle	Quarterly
Reports To	Council

Purpose:

Maintain and continually improve Health, Safety & Wellbeing by promoting consultation, co-operation and coordination between Management and Council. Ensuring active engagement in the ongoing development of a health, safety and wellbeing programmes.

Objective:

The role of the Health, Safety and Wellbeing Committee of Council (Committee) is to assist Council to provide leadership in discharging its health and safety management responsibilities within the organisation.

Secretarial and Meetings:

- The committee may have in attendance such members of management, including the Chief Executive and such other persons as it considers necessary to provide appropriate information and explanations.
- Meetings shall be held at least quarterly. Further meetings will be arranged on an as-needed basis.
- The Chair of the Committee will report all recommendations, key issues and findings to the Council.

Responsibilities:

- To assist the Council in discharging its due diligence responsibilities as a Person Conducting a Business or Undertaking (PCBU), by taking reasonably practicable steps to understand the health and safety risks, and ensure that they are managed so that the organisation meets its legal obligations. Review and monitor the robustness of the organisation's health, safety and wellbeing risk management framework.
- Review and monitor the robustness of the organisation's health, safety and wellbeing risk management framework.
- Seek assurance that the organisation is effectively structured to manage health and safety risks.

- Review progress with completion of organisational Health and Safety Plan objectives.
- Monitor compliance with policies and relevant legislation.
- Seek assurance that systems used to identify and manage health and safety hazards and risk are fit for purpose, effectively implemented, regularly reviewed and continuously improved.
- Ensure that the Council is properly and regularly informed and updated on matters relating to health and safety risks.
- Enquire as to the steps management have taken to embed a proactive culture through engagement with workers and provide reasonable opportunities for workers to participate in health, safety & wellbeing.
- Seek assurance that Council are working in partnership so far as reasonably practical with other PCBU's as a primary duty of care to ensure the health and safety of workers.
- Seek advice periodically from internal and external auditors regarding the effectiveness and completeness of the health and safety systems.
- Ensure management are keeping the Committee fully appraised of all independent sources of assurance, via the health and safety framework including any internal or external audits undertaken.
- Consider whether appropriate actions are being taken by management to mitigate Council's significant health and safety risks.
- Ensure that management is kept appraised of the Council's governance body's views on health and safety issues.
- Any other duties and responsibilities that have been assigned to it from time to time by the Council.

Appointment Process for External Members:

Principles:

The following principles guide the appointment process for External Members of the Committee:

- The Head of Human Resources will provide candidates to the Chief Executive and GM Strategy & Transformation Office for consideration.
- The Chair of the Committee and Chief Executive will endorse the nominations, if appropriate.

Candidates will be contacted at the appropriate time to confirm their willingness to serve for the term for which External Members are appointed as set out below. If they are willing to serve, independence and confidentiality requirements and a background check will be conducted. They will also be informed of Council policies.

The Chair of the Committee and the Health and Safety Manager or Head of Human Resources will review the candidates to develop a shortlist by assessing the following:

- Professional credentials and relevant experience
- Their understanding of current Health and Safety legislative requirements
- Experience with prevention, and response to compliance risks; education, auditing and monitoring concepts
- Experience overseeing or assessing the performance of organisations with respect to their health and safety compliance or risk function
- Understanding implications for compliance and culture in a changing regulatory environment
- Potential conflicts for the candidate

- Affiliations or connections with the Council and its related entities
- Reference and background check reports

The results of the review of the candidates will be reported to the Committee's External Members Appointments Panel, who will select from the shortlist which External Members are appointed to the Committee.

Term:

- External Members of the Committee will be appointed for a term of three years (subject to the terms their contract and the Council failing to resolve anything that would by implication necessarily shorten that term). The term for External Members shall, unless the Chief Executive specifies otherwise, begin on 1 April following the Triennial elections and end on 31 March three years later to provide continuity for the Committee over the initial months of a new Council.
- External Members are eligible for re-appointment by the Committee's External Members Appointments Panel for one further term. However, the Council may approve the re-appointment of External Members for any number of subsequent terms to ensure continuity of knowledge.

Delegations

External Members Appointments Panel:

- The Committee delegates to its External Members Appointments Panel (Panel) the authority to consider shortlisted candidates for appointment as the External Members of the Committee and to appoint 2 External Members.
- The Chair of the Panel shall be the Chair of the Committee, and the further members of the Panel shall be the elected members of the Committee.
- The quorum of the Panel shall be half of the members if the number of members (including vacancies) is even, or a majority of members if the number of members (including vacancies) is odd.

Part A	Matters Requiring a Council Decision
Part B	Reports for Information
Part C	Decisions Under Delegation

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1. Apologies Ngā Whakapāha

At the close of the agenda no apologies had been received.

2. Declarations of Interest Ngā Whakapuaki Aronga

Members are reminded of the need to be vigilant and to stand aside from decision making when a conflict arises between their role as an elected representative and any private or other external interest they might have.

3. Confirmation of Previous Minutes Te Whakaāe o te hui o mua

That the minutes of the Health, Safety and Wellbeing Committee meeting held on [Thursday, 7 March 2024](#) be confirmed (refer page 8).

4. Public Forum Te Huinga Whānui

A period of up to 30 minutes may be available for people to speak for up to five minutes on any issue that is not the subject of a separate hearings process.

There were no public forum requests received at the time the agenda was prepared

5. Deputations by Appointment Ngā Huinga Whakaritenga

There were no deputations by appointment at the time the agenda was prepared.

6. Petitions Ngā Pākikitanga

There were no petitions received at the time the agenda was prepared.



Health, Safety and Wellbeing Committee
OPEN MINUTES

Date:	Thursday 7 March 2024
Time:	9.30 am
Venue:	Committee Room 1, Level 2, Civic Offices, 53 Hereford Street, Christchurch
Present	
Chairperson	Councillor Tim Scandrett
Deputy Chairperson	Councillor Kelly Barber
Members	Councillor Melanie Coker Councillor Mark Peters – via audio/visual link Mr Chris Jones – via audio/visual link Ms Helen Sadgrove – via audio/visual link

Acting Principal Advisor
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-
- Part A** **Matters Requiring a Council Decision**
Part B **Reports for Information**
Part C **Decisions Under Delegation**
-

The agenda was dealt with in the following order.

1. Apologies Ngā Whakapāha

Part C
Committee Decision

There were no apologies received.

2. Declarations of Interest Ngā Whakapuaki Aronga

Part B
There were no declarations of interest recorded.

3. Confirmation of Previous Minutes Te Whakaāe o te hui o mua

Part C
Committee Resolved HSCM/2024/00001

That the minutes of the Health, Safety and Wellbeing Committee meeting held on Friday, 8 December 2023 be confirmed.

AND

That the Health, Safety and Wellbeing Committee minutes of the Public Excluded Health, Safety and Wellbeing Committee meeting held on 8 December 2023 be confirmed.

Councillor Barber/Mr Jones

Carried

4. Public Forum Te Huinga Whānui

Part B
There were no public forum presentations.

5. Deputations by Appointment Ngā Huinga Whakaritenga

Part B
There were no deputations by appointment.

6. Presentation of Petitions Ngā Pākikitanga

Part B
There was no presentation of petitions.

8. Tree Hazard Management at Hagley Park

The Chairperson gave notice of a matter relating to the general business of the Health, Safety and Wellbeing Committee. The item was discussed, but no resolution, decision or recommendation was made in respect of the item.

At the Christchurch City Council meeting of 6 March 2024, a public forum presentation requested for the Council to undertake an immediate and comprehensive audit of all trees in Hagley Park. This was initiated following the presenter having a near-miss with a falling tree branch at Hagley Park. The Chair requested that the Committee be sent a copy of the material given to Council by the submitter.

The Chair invited the Council's Manager Urban Forest, Toby Chapman, to speak with the Committee to address the matters raised in the public forum.

Mr Chapman advised the committee that tree inspections are routinely undertaken within Hagley Park and the Botanic Gardens. Visual inspections are conducted by an arborist at least 2-3 times per year. As far as he is aware, the highest standard for best practice is every 2 years. However, 5 years is a more generally observed best practice. The tree in question had previously been inspected in February 2024 and no issues were identified with the branch. An assessment of the branch after it had fallen also did not show any signs that it was prone to failure. It's highly unlikely that it would have been noticed if more frequent assessments were undertaken. When a tree branch is identified that needs attention, it is dealt with immediately by our tree contractor. Mr Chapman has said they are reviewing their processes following the branch fall to see what further measures may be taken. Mr Chapman also noted that many of the trees in Hagley Park are around 100 years old and he will be reviewing the existing tree renewal programme in place for managing the mature tree population.

Council staff are confident that the Council is meeting its duty of care when it comes to tree maintenance and safety.

At the request of Council, staff are preparing a detailed report on the issues raised. This report will go on the public Council agenda for discussion.

7. Health, Safety and Wellbeing Update

Committee Resolved HSCM/2024/00003

Officer Recommendation accepted without change

Part C

That the Health, Safety and Wellbeing Committee:

1. Receive the information in the Health, Safety and Wellbeing Report.

Councillor Scandrett/Councillor Barber

Carried

Secretarial note

The meeting requested:

1. The findings of an investigative report into an event in the previous quarter where a contractor struck a 11kVa cable with a reciprocating saw.
2. A focus on how Council staff are trained and determined to be competent for undertaking hazardous work.
3. A consistent approach to the time allowed for Council's Health and Safety Representatives to step away from their regular work to focus on relevant health and safety matters.

Meeting concluded at 10.31am.

CONFIRMED THIS 7TH DAY OF JUNE 2024.

COUNCILLOR TIM SCANDRETT
CHAIRPERSON

7. Health, Safety and Wellbeing - Committee Update

Reference Te Tohutoro: 24/472578

Responsible Officer(s) Te Pou Matua: Kurt Scoringe, Senior Health and Safety Advisor

Accountable ELT Bede Carran, General Manager Finance, Risk & Performance / Chief
Member Pouwhakarae: Financial Officer

1. Purpose and Origin of the Report Te Pūtake Pūrongo

- 1.1 Provide an operational update to the Health, Safety and Wellbeing Committee for the February - April 2024 period.
- 1.2 Provide an update of outstanding actions that require a report back to the Committee.

2. Officer Recommendations Ngā Tūtohu

That the Health, Safety and Wellbeing Committee:

1. Receives the information in the Health, Safety and Wellbeing - Committee Update Report.

3. Outstanding Actions from Previous Meetings

- 3.1 The below provides an update on outstanding actions from the previous two Health, Safety and Wellbeing Committee meetings:
- 3.2 **Draft Health, Safety and Wellbeing Plan 2023 - 2025**
 - 3.2.1 At the 8 December 2023 Committee meeting, members requested that the Health, Safety and Wellbeing draft plan 2023 – 2025 included a column of “*what does success look like*” as an indicator.
 - 3.2.2 The updated Health, Safety and Wellbeing draft plan 2023 – 2025 is attached. (**Attachment A**).
- 3.3 **Training for hazardous work:**
 - 3.3.1 At the 7 March 2024 Committee meeting, members requested for a focus on how Council staff are trained and determined to be competent for undertaking hazardous work.
 - 3.3.2 The Health, Safety and Wellbeing team, along with the Organisational Development team have undertaken a review of how staff are trained and determined competent with the following outcomes:
 - Hazardous works are determined through risk assessments.
 - Staff hired into positions that require hazardous works to be undertaken have specific training requirements incorporated into position descriptions.
 - Training for hazardous works is conducted by a third-party training provider and meets the requirements of the New Zealand Qualification Authority Unit Standards.
 - Previously, records of completion have been held locally by each team.
 - The Council is now working through a transition of holding these records centrally in the Councils learning management system (SuccessFactors).

- SuccessFactors will notify staff members and team leaders when refreshers are due in line with good practice set out by industry or WorkSafe New Zealand.
- Once a team member has completed formal training for hazardous works, they are then paired with another worker as part of a buddy system.

3.4 Health, Safety and Wellbeing – Contractor Management and Engagement

- 3.4.1 At the 24 October 2023 Committee meeting, members requested an update around the contractor space including the risk register.
- 3.4.2 The Council does not hold a specific risk register for contractors, however, receives a Site-Specific Safety Plan (SSSP), Job Safety Analysis (JSA) or similar for each project.
- 3.4.3 The Council has processes and procedures in place to ensure that contractors engaged by the Council have a demonstrable history of Health, Safety and Wellbeing practices. This includes but is not limited to:
- Rules within our Procurement Framework specific to Health, Safety and Wellbeing.
 - A centralised database of contractor who hold a health and safety pre-qualification through SiteWise or Totika per the requirements of the Procurement Rule 12.
 - A document for those engaging contractors that lays out the responsibilities of those throughout the lifecycle of the project.
 - A guidance document for the management of contractors.
 - Ongoing verification through site inspections/audits throughout the lifecycle of the project to ensure risk controls remain effective.
 - Completion of post-contract reviews.
- 3.4.4 A copy of the Process Map, Project Manager Responsibilities and Guidance document for the management of contractors is available (**Attachment B**).

3.5 Health, Safety and Wellbeing Representatives

- 3.5.1 At the 7 March 2024 Committee meeting, members requested *“a consistent approach to the time allowed for Council’s Health and Safety Representative to step away from their regular work to focus on relevant health and safety matters.”*
- 3.5.2 To provide for this approach, key activities such as Committee Meetings, Forums and training days have been scheduled until 30 June 2025 to allow for Representatives and People Leaders to ensure time can be provided for representatives to attend.

4. Accredited Employer Programme

- 4.1 The Accredited Employer Scheme (AEP) provides the Council with several benefits including:
- 4.1.1 The ability to directly support any injured employees, and greater opportunity to create robust Return-to-Work outcomes.
 - 4.1.2 Savings of up to 90% off levy costs, used to manage Council claims.
 - 4.1.3 Ability to limit financial liability.
 - 4.1.4 Potential savings for the FY23/24 period could total approximately \$235k
Note: this considers the Levy savings as well as all claim and administration costs.
- 4.2 ACC have finalised the changes to the AEP, which come into effect in April 2025 with the key change involving a new audit requirement aligned to ISO45001 - Occupational Health & Safety Management Systems.

- 4.3 The revised ACC approach will ensure employers focus on Injury Prevention and Claim Management, with a focus on positive outcomes for any injured employee.

5. Accredited Employer Programme Provider

- 5.1 Council utilises WellNZ as our third-party administrator to ensure compliance with the Accident Compensation Corporation (ACC) Act.
- 5.2 WellNZ was recently audited by ACC to ensure that it is meeting the requirements of the Act and can continue to provide services to the Council. The results of this audit, with recommendations for WellNZ, are attached (**Attachment C**).
- 5.3 The Council's contract with WellNZ expired on 01 April 2024. WellNZ has agreed to continue providing services to the Council while negotiations are underway to renew the contract.
- 5.4 A renewed contract with WellNZ is anticipated to be in place by the end of May 2024.
- 5.5 The Council will have a full audit in November 2024, with the next full audit completed in 2026 using the new audit standard.

6. Health, Safety & Wellbeing Dashboard

- 6.1 The Health, Safety and Wellbeing dashboard up to April 2024 is attached (**Attachment D**).
- 6.2 For February - April 2024, there were no confirmed high-severity events relating to staff or contractors.
- 6.3 Abuse and harassment events in the dashboard have all now been reclassified as Unacceptable Behaviours to reflect changes in the reporting system.

7. Unacceptable Customer Behaviours

- 7.1 Over the past four years, there have been increasing accounts of unacceptable behaviours being experienced by Council front-line staff. These behaviours are a combination of threats, abuse, assaults, harassment, and non-compliance.
- 7.2 A high-level review has been completed for reported events relating to unacceptable customer behaviours for the period of 1 April 2023 - 31 March 2024.
- 7.2.1 During this period, 2,197 events have been reported relating to Health, Safety and Wellbeing (HSW), 603 of these events have been attributed to unacceptable behaviours making up 27.44% of all events reported.
- 7.3 It is anticipated that there are events not reported as staff tolerance to unacceptable behaviours has risen, or staff have not felt comfortable reporting the event.
- 7.4 Further reviews of the events have been carried out to put into context the extent of the issue, with consideration of customer interactions as set in the table below.

Level of service	Customer Contacts	Reported Events	Percentage
Animal Management	11,267	7	0.062%
Libraries	3,686,360	206	0.006%
Citizen & Customer Service	662,334	105	0.016%
Rec, Sports & Events	3,470,901	208	0.006%
Parking Compliance	74,894	39	0.052%






Miscellaneous*	0	38	Invalid
Total	7,905,756	603	0.008%

- 7.5 There are 38 events listed under miscellaneous, these include events reported from Parks, Building Consents, Technical Services and Design and Office of the Mayor and Chief Executive where it has not been possible to quantify the number of customer interactions. This has led to an invalid percentage of occurrences that resulted in unacceptable behaviour.
- 7.6 To mitigate this risk further, a working group is being established to develop stronger controls. This group is sponsored by the Acting General Manager – Citizens and Community and Chaired by Head of Service of Citizen and Customer Services with a term of reference being developed.

8. Psychosocial Risks

- 8.1 As part of the HSW management system, the Council committed to achieving ISO45001 and ISO45003 accreditations. The Psychosocial risk review is part of ISO45003—Managing psychosocial risk in the workplace.
- 8.2 An internal audit finalised in September 2023 on the progress towards meeting the requirements of ISO45003 identified that a suitably qualified external provider completes a council-wide assessment of psychosocial risks.
- 8.2.1 The previous Chief Executive and General Manager—Resources Group received a briefing on the internal audit's agreed actions, and a report was sent to the Audit and Risk Committee and the Health, Safety, and Wellbeing Committee.
- 8.3 The Health, Safety and Wellbeing Committee resolved (HSCM/2023/00016) that staff provide the Committee with a summary of the ISO45003 Management of Psychosocial Risks Internal Audit management actions tracking and work programme.
- 8.4 A summary of the ISO45003 Management of Psychosocial Risk - Action Tracker is attached (**Attachment E**).

Attachments Ngā Tāpirihanga

No.	Title	Reference	Page
A 	Health, Safety and Wellbeing - work programme 2023 - 2025 - Update	24/864482	18
B 	HSW Contractor Management	24/860925	19
C 	Health, Safety and Wellbeing Dashboard April 2024	24/858954	40
D 	ACC Audit Report - WellNZ	24/860926	53
E 	Psychosocial Risk - Action tracker and work programme	24/861041	55

In addition to the attached documents, the following background information is available:

Document Name – Location / File Link
Not applicable

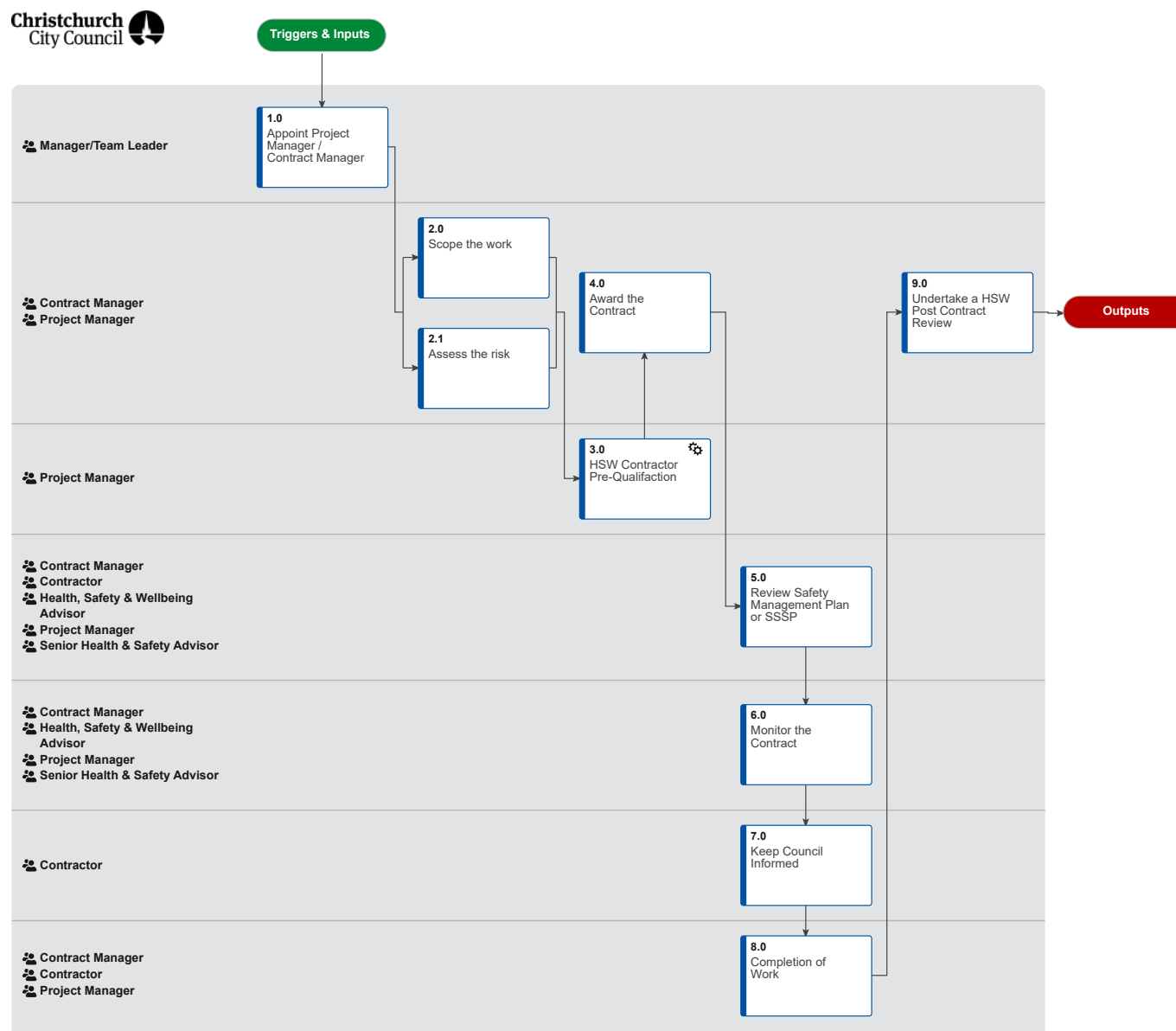
Signatories Ngā Kaiwaitohu

Authors	Kurt Scoringe - Senior Health & Safety Advisor Mike Marr - Manager Internal Audit
Approved By	Nicholas Hill - Head of Risk & Assurance Bede Carran - General Manager Finance, Risk & Performance / Chief Financial Officer

CHRISTCHURCH CITY COUNCIL Health, Safety and Wellbeing
Work Programme 2022 - 2025

HS&W Maturity & Capability						
Projects	Project Lead	Priority	Status	# of Tasks	Measurement	Progress
HS&W Vision Roll-out					Completion and release of Vision document to the Organisation	
HSW Maturity Survey					Develop and release HSW Maturity Survey	
Risk/Hazard Mapping					Review all risk registers by 30 June 2025 and update onto the new templates for Risk Registers	
Improvement Plans					All units have improvement plan completed	
Incident Management					Implement KPI for HSW Events to be reviewed by the one up manager within 14 days of the event	
Policies and Procedures						
Projects	Project Lead	Priority	Status	# of Tasks	Measurement	Progress
Protocol & Guideline Development	Rob Gibbs				Review all existing Protocol and Guideline documents in FY25 for 100% completion in Ninetex Develop outstanding guidelines and protocols required under ISO45001 / ISO45003	
PPE Manual	Rob Gibbs				Develop and publish a PPE Manual of approved items for use at Council	
Education/Training						
Projects	Project Lead	Priority	Status	# of Tasks	Measurement	Progress
HS&W Training Catalogue	Kurt Scoringe				Develop and release a catalog of HSW Training for high-risk works and HSW Compliance through a preferred provider	
HSW Leaders training - Management Responsibilities	Kurt Scoringe				95% of all people leaders complete Health, Safety and Wellbeing for People Leaders	
Safe Systems of Work	Kurt Scoringe				Develop SOP's for all high risk activities	
HSW Training - Worker Responsibilities	Kurt Scoringe				95% of all staff, (including contractors and temporary workers complete module - Introduction to Health, Safety and Wellbeing	
Health and Safety Representatives	Kurt Scoringe				Increase HSW Reps by 10% for FY25	
Information & Data Management						
Projects	Project Lead	Priority	Status	# of Tasks	Measurement	Progress
HS&W training - Data collection	Ney Prai-ngam				Create a single source reporting form to ensure data simplicity	
Information and Data Management (HSIM)	Ney Prai-ngam				Finalise data automation to PowerBI and publish reports on Council Intranet	
Lone / Remote Worker Tracking	Kurt Scoringe				Implementation of Lone Worker check-in system	
Improvements and Corrective Actions Database	Ney Prai-ngam				Develop a simplified Improvements and Corrective Actions Database that is accessible to staff	
Contractor Management Assurance Systems	Kurt Scoringe				Updated procurement rules in place along with a centralised database of pre-qualified contractors	
PPE Database	Ney Prai-ngam				Implementation of centralised PPE database with records of all staff PPE issued	
Visible Leadership						
Projects	Project Lead	Priority	Status	# of Tasks	Measurement	Progress
Visible Safety Leadership					100% of Visible safety leadership visits completed for FY25	
Worksite Monitoring					85% of active projects under contract received at least one site visit per month where a HSW Site Inspection is completed	
Occupational Health Monitoring and Services					Target that 100% of all new staff requiring pre-employment medical checks	
Sharing HSW info					Develop and release a lessons learnt database on the Hub	
Wellbeing						
Projects	Project Lead	Priority	Status	# of Tasks	Measurement	Progress
Wellbeing activities over the calendar year	Marlana Ridley				Roll out of Wellbeing Activities calendar for FY25	
Yearly wellbeing survey	Marlana Ridley				Completion of Wellbeing survey for FY25 with the aim to increase engagement by 10%	
Audit ISO45003	Marlana Ridley				Achieve accreditation with ISO45003	
Develop a Wellbeing strategy	Marlana Ridley				Implement a Wellbeing Strategy across Council	

Manage Contractors Health & Safety v1.5.0



Manage Contractors Health & Safety v15.0

Summary

Objective

To effectively manage the health & safety aspects of contractor management

Owner Kurt Scoringe

Expert Rob Gibbs

Procedure

Documentation

NON DISPLAY

- Contractor Management Guideline
- Procurement Manual
<http://intranet.ccc.govt.nz/organisation/finance/procurement/>
- RFX Templates
<http://intranet.ccc.govt.nz/finance/Pages/RFX.aspx>

1.0 Appoint Project Manager / Contract Manager Manager/Team Leader

2.0 Scope the work

Contract Manager, Project Manager

- a** Identify the specific operational requirements to be fulfilled by the contractor
- b** Identify the HSW conditions and requirements that the contractor will be required to comply with

2.1 Assess the risk

Contract Manager, Project Manager

- a** Use the Procurement Risk Assessment Tool to calculate the associated HSW risk

NOTE The risk level is calculated by assessing:

- Specific operational and task requirements / risks (including external influences)
- Signed HSW Declaration and supplied HSW evidence
- Tender information

- Procurement Risk Assessment Tool
trim://19/392519?view

3.0 HSW Contractor Pre-Qualification Project Manager

NOTE Review the Contractor Pre-Qualified Database in PowerBI

<http://dbbiselfservice/reports/powerbi/Procurement%20And%20Purchasing/Health%20and%20Safety%20Qualifications>

4.0 Award the Contract

Contract Manager, Project Manager

- Contract Templates
<http://intranet.ccc.govt.nz/Teams/CorporateServices/L>

- a** Ensure the contractor is provided with all known risk information that may impact or affect their work or have known consequences for the contractor or their sub-contractors

- b** Request the Safety Management Plan or SSSP from the Contractor

NOTE A Safety Management Plan can contain any of the following, or equivalent:

- Job Safety Analysis (JSA) / Safe Work Method Statement (SWMS)
- Task Analysis

- c** Agree and establish means of communication, including Council induction and processes (eg reporting requirements etc)
- d** Ensure that the Contractor has sufficient process in place to provide and share site specific induction information (includes Council facilities)

5.0 Review Safety Management Plan or SSSP

Contract Manager, Contractor, Health, Safety & Wellbeing Advisor, Project Manager, Senior Health & Safety Advisor

- a** Ensure the plan or SSSP is reviewed and signed off before any work commences

6.0 Monitor the Contract

Contract Manager, Health, Safety & Wellbeing Advisor, Project Manager, Senior Health & Safety Advisor

- a** Review and monitor the Safety Management Plan or SSSP until work is completed
- b** Undertake site assessments (planned and unplanned) of the Contractors compliance with Health & Safety requirements
 - Able (HSW System)
<http://ccc.nogginoca.com/>
 - Survey123
<https://survey123.arcgis.com/share/b1f0eca49f6f466c>

NOTE If the scope or nature of work changes, or there is reason to believe that the risk control measures are not adequate, you will need to review and re-assess, then confirm the risk calculation with Procurement and the Health & Safety Team

- c** Liaise with contractor to discuss improvement opportunities or completion of corrective actions
- d** Communicate with other Council Business areas should the project affect them at any point

7.0 Keep Council Informed Contractor

- a** Undertake self assessments and provide copies to the Council's Project Manager / Contract Manager
- b** Notify the Council's Project Manager / Contract Manager of any events related to critical risks and/or notifiable events
- c** Maintain a site Health & Safety folder containing records of all Health & Safety activities completed over the duration of the project
- d** Submit monthly KPI reports to the Council

8.0 Completion of Work

Contract Manager, Contractor, Project Manager

- a Arrange for a formal handover of the work site to take place, ensuring that all work has been completed satisfactorily and the site is safe and free of hazards


NOTE Any matters must be attended to before the work area is signed off as accepted

- b Ensure that all records in regards to Health, Safety & Wellbeing activities are provided to Council

9.0 Undertake a HSW Post Contract Review

Contract Manager, Project Manager

- a Ensure that a Health & Safety evaluation is completed to assess the contractors performance for future selection purposes

 Contractor Management - Post Contract Review Form

- b Provide feedback to the contractor in regards to their performance/evaluation

Triggers & Inputs

TRIGGERS

None Noted

INPUTS

None Noted

Outputs & Targets

OUTPUTS

None Noted

PERFORMANCE TARGETS

None Noted

Process Dependencies

PROCESS LINKS FROM THIS PROCESS

None Noted

PROCESS LINKS FROM OTHER PROCESSES

None Noted

RACI

RESPONSIBLE

Roles that perform process activities

Contract Manager, Contractor, Health, Safety & Wellbeing Advisor, Manager/Team Leader, Project Manager, Senior Health & Safety Advisor

Systems that perform process activities

None Noted

ACCOUNTABLE

For ensuring that process is effective and improving

Process Owner Kurt Scoringe

Process Expert Rob Gibbs

CONSULTED

Those whose opinions are sought

STAKEHOLDERS

None Noted

STAKEHOLDERS FROM LINKED PROCESSES

None Noted

INFORMED

Those notified of changes

All of the above, as well as; Promapp Promaster[System Stakeholder]. These parties are informed via dashboard notifications.

Systems

PowerBI

Lean

None Noted

Project Manager – HSW Responsibilities

Purpose:

The Health and Safety at Work Act 2015 creates duties for businesses (PCBUs) to ensure the health and safety of workers and others affected by the work. As a construction client, the Christchurch City Council (CCC) works with the parties involved to ensure the work is undertaken safely and that any risks are well managed. Project managers must familiarise themselves with health and safety legal requirements and the Council's policies and procedures.

Phase	Operationalising it
Design	<p>Check that safety and design criteria have been applied in the design development and any specific risk areas and solutions identified.</p> <p>Reference: Health and Safety by Design – Good Practice Guidelines (WorkSafe NZ)</p> <p>Reference: CCC – Construction Specification Standards</p> <p>Reference: CCC – Infrastructure Design Standards</p>
Procure	<p>Check that any health and safety risks known to the Council about the site, design, or project are specified in the appropriate section of the procurement and contract documents.</p> <p>Check that any potential contractors have the correct Health & Safety accreditation (Procurement Rules 12 – 14)</p>
Project start up	<p>Consult with all PCBUs involved in the project (Christchurch City Council Project Manager, Engineer to Contractor, Contractor Rep, main contractor, sub-contractors, suppliers, and site engineer) to establish arrangements between the parties for communications, cooperation, and coordination of health and safety activities during the project.</p> <ul style="list-style-type: none"> • Review Site Specific Safety Plan (SSSP) or similar • Confirm Traffic Management Plan (TMP) is in place where required. <p>Reference: Health and Safety at Work Act –consulting with other PCBUs</p>
Construct	<p>4.1 Ensure Incident reports are logged through the CCC Contractor Portal - Incident Reports within 24 hours of occurrence.</p> <p>4.2 Ensure receipt of contractors' Health, Safety and Wellbeing Report by the 10th of the month following through the CCC Contractor Portal – Monthly Reports</p> <p>4.3 Undertake monthly site inspections during the work. Inspections may be conducted more frequently, relative to the level of risks and/or health and safety performance. A site visit checklist is available on Survey123 – HSW – Site Inspection.</p> <p>4.4 Ensure health and safety matters including but not limited to, incidents, audits, and inspections are included in the Project Control Group (PCG) and/or Project Steering Group (PSG) or other project meeting agendas.</p> <p>4.5 Ensure the Contractor reports any Notifiable Works or Notifiable Events to WorkSafe NZ and Council. The Council must receive a copy of any notifications and investigations.</p>

Handover / Close out	<p>Ensure that all phases of the handover process include health and safety information and arrangements such as:</p> <ul style="list-style-type: none"> • Attend site walk/handover meetings to ensure risk management is covered in the defects report. • Sites are clear of hazards and safe for reoccupation upon completion of works. • Review health and safety outcomes, incidents and issues during the project. • User information relating to safety in design and ongoing use of the structure is provided to the Council.
End of defect period	Prior to the end of the defect period, conduct a site visit to confirm the defect list is completed before final sign-off approval is given.
Support	If support is required during any phase of the project, please contact your Health, Safety & Wellbeing advisor or contact handsadmin@ccc.govt.nz
Revisions	<p>Release date: 01 March 2024 Review date: 01 September 2024</p> <p>Suggestions, feedback and revisions should be sent to handsadmin@ccc.govt.nz</p> <p>For further information on Contractor Management, check out our Guideline – Contractor Management</p>

Health, Safety and Wellbeing

Contractor Management

Published: November 2020

Reviewed & Updated: May 2024



Item 7

Attachment B

Contractor Management Guideline

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1.0 Introduction

- 1.1 This Guideline outlines Christchurch City Council's (Council) Contractor Health and Safety Management System (Contractor Management). It is designed to effectively manage all types of contractors, suppliers and partners engaged by the Council and ensure compliance with the Council's health and safety responsibilities.

For this document, the term Christchurch City Council Contract Manager is the person nominated to the Contractor as the representative of the Council for the contract work or the supervisor of the works where no contract is involved. Positions the representative may hold in the contract are; Project Manager, Engineers Representative, Service Manager, and Council Representative.

The objective of the guideline is to provide direction and information and ensure a systematic approach to the management of contractors, suppliers and partners so that health and safety risks are controlled so far as is reasonably practicable.

The document is designed to be scalable and applies to all contractor engagements by Christchurch City Council (Council).

2.0 Overview

- 2.1 Christchurch City Council is committed to working in partnership with our contractors (including suppliers) and others who share our work environment to enhance safety synergies and promote mutually beneficial safety outcomes across the diverse range of business activities, that Contractors will be engaged in. These activities are listed within the [Procurement Category Tree document](#) (Rule 10).

Infrastructure (a. Vertical Physical Works, b. Horizontal Physical Works, c. Horizontal Maintenance and d. Professional Services)

Operations (a. Operations, b. Ground Maintenance and c. Facilities)

Corporate Services (a. IT, b. Corporate, c. Brand & Communication, d. Staff & Development, e. Library & Information)

- 2.2 Rules 12-14 of the [procurement manual](#) explain the 3 HSW classifications which determine the prequalification requirements for procurement.
- 2.3 Companies contracted to the Council, their employees and sub-contractors or service providers must always comply with Christchurch City Council's health, safety and environment requirements. High standards of communication and consultation must always be maintained, and work must be adequately planned and prepared before commencement. It is essential that adequate information, instruction, training and supervision are provided to reduce the risk of personal injury and other losses.
- 2.4 Contractors are also required, to meet or exceed the Health and Safety at Work Act 2015 requirements, and any other relevant Regulations, Codes of Practice and Standards.

3.0 Scope

- 3.1 This guideline applies to all council staff or nominated persons (Contract Managers) with overall responsibility for engaging, managing, monitoring and evaluating the work or services provided by the contractor, suppliers and partners to provide goods, services or perform work for or on behalf of Christchurch City Council on Council facilities, land owned by Council and Council offices and to all our contractors.

Contractor Management Guideline

- 3.2 **Out of Scope - Note:** Personnel contracted through the [HR process](#) are treated as a casual or short-term contract employee and are outside the scope of these guidelines as they are managed as employees.

4.0 Roles and Responsibilities

4.1 Christchurch City Council

Christchurch City Council strives to provide a safe and healthy work environment for all persons carrying out tasks or activities. This will be achieved by ensuring that health and safety management is a key priority in all areas of planning, implementation, measurement and review within our places of work.

4.2 Contract Manager

The Contract Manager is responsible for managing and coordinating the contract for the duration of the contract life. Other specific responsibilities include (but are not limited to):

- Assessing the competence of contractors to meet any identified health and safety requirements or specifications. This includes licences, qualifications through pre-qualification, site assessments, periodic reviews and relevant approvals.
- Ensuring contractors are inducted so that they are aware of the organisation's health and safety expectations and also any site-specific hazards and risks.
- Ensuring all critical risks and notifiable events are reported to the Council.
- Monitoring the performance of the contracted work and initiating corrective actions to remedy any deficiencies.
- Maintaining copies (electronic or otherwise) of all checklists, forms and reports that document the duty of care performed by the Contract Manager.

4.3 Contractors, suppliers and partners

Contractors have the responsibility to manage the health and safety aspects of their work, ensure the health and safety of their workers and that their work activities do not affect the health and safety of the organisation's personnel, other contractors or visitors.

- Contractors are also required to observe the organisation's health and safety requirements as well as any other requirements which may be identified in the site induction process.

4.4 Remote sites

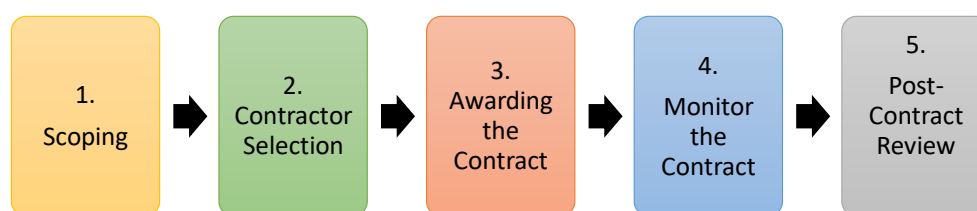
For remote sites where the Council's Contract Manager is not on-site and the contractor is conducting works on multi-site premises, the Christchurch Council Person in control of the site is responsible for:

- Understand health and safety risks associated with the contract.
- The Christchurch City Council Contract Manager in control of the site, must supervise and monitor the contractor's safety performance.
- The Christchurch City Council Contract Manager in control of the site must liaise/communicate with the Contract Manager as to the contractor's safety performance.

5.0 Five Stages of contractor health and safety management

- 5.1 Christchurch City Council has developed a Contractor Health and Safety Management process based on WorkSafe New Zealand guidelines. The Contractor management process involves 5 stages:

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5.2 **Stage One: Scoping the Work**

Before the engagement of any contractors, the scoping process must be completed. Scoping requires the identification of the following:

- The specific operational requirements to be fulfilled by contractors.
- The health and safety conditions and requirements that the contractor will be required to comply with.
- Christchurch City Council risk assessment assessing specific tasks or projects to be carried out by contractors including the requirement of specialist services in areas where expertise is limited, contractor control of work environment, impact on operations, high volume interface with Council Staff, duration etc.
- Completion of Prequalification status for contracting

5.3 **Contract Health and Safety Risk Classification**

Before the Contract Manager engages a contractor or submits a request for tender, the health and safety risk level of the services or works must be established. The Contractor Classification of Risk table provides instruction on determining whether a contract is high or low risk and at what intervals the contractor should be audited on health and safety performance (see **Table 1: Classification of Risk & Table 2 Prequalification – Key Element Group Types – pg. 16**);

The [Procurement Risk Assessment Tool](#) is used to identify the risk that the goods, service or works, help, mitigate identified risks as far as possible during the planning and sourcing phases of the procurement lifecycle. (Rule 22)

5.5 **Contractor Health and Safety Expectations**

Christchurch City Council have provided a set of health and safety standards that are expected from contractors and subcontractors. These can be found in the Council Procurement Manual. This information will be provided to the contractor with the request for tender or quote to assist with their contract tender preparation.

5.6 **Safety in Design**

The Council is committed to improving the safety performance of the organisation as a whole, including its full supply chain and the assets it manages. The Council Health and Safety in Design process allows alignment of the organisation's practices to meet all legislated requirements under the Health and Safety at Work Act 2015. The Council will, so far as is reasonably practicable, ensure that any plant, substance or structure is designed to be without risks to the health and safety of persons who use or interact with the plant, substance or structure. (Refer to [relevant Infrastructure Safety in Design requirements](#) if needed)

5.7 **Pre-Qualification**

Prequalification is an assurance of the contracted party's health and safety performance.

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Contractor prequalification will form part of the contractor selection process for the Council. The tenderer will declare achievement of this in the HSW Declaration found under Appendix 6 tender documentation.

Note: The signed declaration and confirmation of a third-party pre-qualification or standard is not an automatic step towards shortlisting. The tenderer, if shortlisted or preferred, must provide organisational evidence of effective implementation of the standard to the Council.

All contractors must be assessed and validated before they are permitted to commence any work. All contractors who are included on contract panels are exempt from the prequalification and tender evaluation stages of the contractor management process. This is because their health and safety management systems will have been assessed and deemed satisfactory previously by the organisation. However, if the contractor's prequalification is due to or has expired, then the contractor must complete prequalification.

If there is uncertainty around contractor Health and Safety, please contact the Council Health and Safety Advisor

- 5.8 Note: Health and safety information gathered during this stage is a critical component in deciding whether a contractor is acceptable or not, for the type of work to be undertaken. It will also guide what is to be included in the exchange of information that occurs at later stages.

There are two tools that the Christchurch City Council can use to check the pre-qualification of either a principal, main or general contractor by either using the Tōtika model or SiteWise.

Tōtika is a single framework that brings all health and safety pre-qualifications together under one umbrella to make the process cheaper and quicker for everyone. For further information please visit <https://www.totika.org/>

SiteWise is an online prequalification system (via SiteSafe www.sitesafe.org.nz) that grades your contractor's health and safety capability and publishes that grade in a database which you can view. You will be able to use SiteWise to make better-informed contractor selections, making the tendering process more simple and efficient.

View contractor health and safety performance across different worksites via:

- [Principles and main contractors - Contractor Prequalification System - Sitewise NZ](#)
- [Contractors - Contractor Health & Safety - SiteWise NZ](#)

It is important to remember, that while pre-qualification will give Council some assurance that our contractors have Health and Safety Management Systems that are in line with current good practice, this is still only a snapshot in time. Pre-qualification is part of our due diligence on our potential contractors and suppliers and does not remove our duty to provide oversight and continuous monitoring of contractor and supplier performance against health & safety practices.

5.9 Stage Two: Contractor Selection

Before awarding a contract the Contract Manager or Tender Committee shall determine whether the contractor conforms to the organisation's health and safety standards.

- 5.10 If required, assistance may be sought from the Council Health & Safety Team to help assess a contractor's health and safety management system and provide guidance to the Contract Manager or Tender Committee.

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5.12 Due diligence checks by the Contract Manager

5.13 The Contract Manager should review the Contractor's prequalification report to identify whether the following assessments have been undertaken considering the information provided by contractors. This includes:

Health & Safety Capability	Verified by
Health and safety system in place	<ul style="list-style-type: none"> Recognised safety management system, pre-qualification, or equivalent international standard Health & Safety policy and procedures in place
Site-specific safety management	<ul style="list-style-type: none"> Examples of Site-Specific Safety Plans (SSSPs) used for previous projects; and/or Health & safety policy and procedure examples that will be relevant to the project involved.
Hazardous work and risk assessment management	<ul style="list-style-type: none"> Examples of Task Analysis (T/As) used for previous projects – or JSAs, SWMs Hazard identification and risk assessment process examples Hazard reporting process in place and used
Event management (HSW Incident, injury, illness, near-miss, fatality)	<ul style="list-style-type: none"> HSW Event register in place Procedures for reporting and investigating events Procedures for reviewing investigation findings and applying remedial measures
Monitoring Site Performance	<ul style="list-style-type: none"> Evidence of site assessments undertaken with processes and checklist Evidence of site monitoring on previous projects
Hazardous materials management	<ul style="list-style-type: none"> Evidence of hazardous substances registered in use Policies and procedures for storage, handling and disposal
Competency and training	<ul style="list-style-type: none"> Competency and training register in place and used Competencies and supporting training, certifications, and licenses, identified for specific risks (T/As) Examples and topics of toolbox talks or other site H&S briefings or meetings
Occupational health management	<ul style="list-style-type: none"> Health hazards identified and risks assessed Health monitoring used where required (e.g. noise level measurement) Health & Wellbeing including Mental Health initiatives
Sub-contractor management (if required)	<ul style="list-style-type: none"> System used to induct subcontractors to the site SSSPs or T/As provided by subcontractors and aligned to site SSSP Consultation between PCBUs – site meetings, joint toolbox talks, sharing information on hazards/risks

In addition to the listed information, the following information should also be provided:

- Details of the contractor's capability and resources to perform the work.
- Details of the contractor's safety performance record including compliance history of the contractor; and
- Assessment of whether the contractor's Health and Safety policy meets Christchurch City Council's safety requirements.

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- Contractor's past safety performance.
- Contractors' Site-Specific Safety Plan (SSSP) is adequate and meets the Council's safety requirements. Risk assessments relevant to the contract are to be included in the contractor evaluation as verification of the contractor's health and safety system.

5.14 Christchurch City Council must then review the information mentioned above provided by the Contractor and determine the risk level and whether the contractor meets the Council's requirements. The outcome of this review must be clearly documented.

5.18 Scope of Work Changes

In the instances where the scope or nature of work changes and the contractor is required to undertake any work which deviates from the original contractual arrangement, and the deviation is such that there is a potential to cause personal harm, injury, or structural weakness to the construction at any stage. The Contract Manager must be informed before undertaking the deviation. The Contract Manager must review the Contractor's updated Safety Management Plan to ensure mitigation of risks.

5.19 Storage of Information

Details of the Contractor Evaluation (including Prequalification findings) must be stored on Christchurch City Council's information management system (TRIM), to assist the Council in maintaining a database of contractors for future projects.

5.21 Stage Three: Awarding the Contract

Following tender evaluation and, where appropriate, negotiation, the Contract Manager will satisfy itself that an offer has been made which meets the health, safety and environment (HSE) contractual requirements set out in Stage 1 - Scoping the work (**Section 5. 2**)

Note: Health and safety expectations and responsibilities must be written into contractual and other relevant documentation.

5.22 Stage Four: Monitoring the Contract

Monitoring assures contractor performance and must be maintained for the duration of the contract. The level of monitoring required will vary according to the work scope, level of risk and performance history. Contract Managers are responsible for monitoring Contractors throughout the contract. Assistance may be sought from the Council Health & Safety team to help monitor a contractor's health and safety performance. Once, a contractor is engaged a level of supervision and oversight is required from the Contract Manager during the life of the contract or engagement. This involves four stages:

- Pre-Start Risk and Planning
- Induction
- Assessments
- Performance reporting

Note: All contractor performance reporting during the life of the contract or engagement is to be completed and uploaded via the [Contractor portal](#).

5.23 Pre-start risk and planning meeting

Following the contract award and before the commencement of the Works a Risk and Planning Workshop must be held involving the Contract Manager and the contractor. The scope and duration of this meeting will be dictated by the type of contract and level of risk involved. Topics to be discussed must include:

- Health and safety expectations and the contractor's understanding.

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- Health and Safety Management Plan (where relevant).
 - The organisation's permit to work systems.
 - Risk management.
 - Event Management.
 - Inspection and audit activities, to include frequency of inspection/audit.
 - Health and safety events and performance reporting requirements (**appendix 3**)
 - Non-conformance and corrective action process
- 5.24 The Contract Manager must ensure the contractor has developed a Site-Specific Safety Plan (SSSP). For non-construction contracts, a Site-Specific Safety Plan (SSSP) or work instructions must be provided.
- 5.25 Documents shall be reviewed by the Contract Manager to ensure that they reflect the nature of the work and are adequate for the risk level involved. This review should also be undertaken periodically throughout the life of the contract. Assistance may be sought from the Council Health, Safety & Wellbeing team to help assess a contractor's SSSP or work instructions.
- 5.26 Health and safety documents used by contractors must be site-specific and the Contract Manager shall review the documents to ensure consistency with the work being undertaken.
- 5.27 **Site Specific Safety Plan or equivalent**
A Site-Specific Safety Plan is written documentation from the contractor, which outlines how health and safety will be managed and how work is to be carried out for the contract. The SSSP must include the following information:
- A statement of responsibilities listing the names, positions and responsibilities of all persons who will have specific responsibilities on the site for health and safety.
 - Details of the arrangements for ensuring compliance with the requirements for health and safety induction training.
 - Details of the arrangements for managing health and safety events, including the identity of and contact details for the person(s) who will be available to prevent, prepare for, respond to and recover from health and safety events.
 - Any site safety rules and details of the arrangements for ensuring all persons at the place of work (whether employees or visitors) are aware of the rules, and
 - Site-specific safety Plans (SSSP) for all activities identified as having health and safety risks.
 - Identifies the work activities assessed as having safety risks.
 - Describes the control measures that will be applied to the work activities; includes
 - A description of the equipment used in the work, the standards or codes of practice to be complied with and the qualification and training of the personnel doing the work.
 - Describes how the control measures are to be implemented, monitored and reviewed.
- 5.28 The Site-Specific Safety Plan must be reviewed pre-commencement of work, and regularly as agreed and revised by the agreement with the contractor and Christchurch City Council. A Health and Safety Management Plan must be accessible, and workers informed of the plan before starting work. The plan must be kept until the work is completed or for five years after a notifiable incident.
- 5.29 **Council Induction** - All contractors working with the Council must undertake a site/task-specific induction before the commencement of any work for Christchurch City Council. This induction is to occur even if the contractor has previously undergone induction with Christchurch City Council for previous tasks/projects. It is the responsibility of the contractor to instruct their employees and any

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subcontractors on the information provided in the Council Contractor Induction. The induction process must include the following elements:

- Ensure that the contractor has adequate information and instruction about matters affecting health and safety risks, including event reporting and notification requirements. In some cases, basic induction training will be sufficient, whereas other training will need to be more rigorous (particularly in instances where a Specialist contractor is undertaking work onsite).
- Include a discussion of Christchurch City Council's conditions for contractors, wherein defined tasks shall be agreed upon and specified as part of a risk assessment or job safety analysis by the Council's Safety Risk Management Standard/Guideline.
- Include a discussion of the proposed consultation framework for the project.
- Include site-specific contractor induction information.

5.30 Inductions

The Contract Manager shall ensure that a health and safety induction is completed in line with the organisation's requirements and established processes. Inductions shall be provided to ensure that relevant information about site-specific hazards and other activities is communicated appropriately. Records of inductions shall be retained.

5.31 Site Specific Induction - In addition to completing the Contractor Site Induction, the site-specific contractor induction information must include, but are not limited to, the following:

- Site assessment and familiarisation – a tour of contract work site and facilities
- Site safety and environmental rules and requirements.
- Site information on hazards and risks associated with the worksite.
- Emergency plan, evacuation and first aid, including nearby medical facilities.
- Event reporting and notification requirements.
- Housekeeping – waste materials, job completion clean-up, inspections.
- Workplace facilities and amenities.
- Traffic management.
- Waste management and controls for any products generated (e.g. safe and certified disposals).
- Restricted areas.
- Security arrangements
- Occupational Health requirements/monitoring
- Engagement and participation – rewards/recognitions, positive observations;

5.32 Monitoring of Site Performance

During the performance of the service by the contractor, the Contract Manager shall conduct reviews and oversight checks of the contractor conforming to the frequency established at the risk planning meeting. Site assessments should be recorded in Survey123 on the [HSW – Site Inspection](#) form

5.33 Contractor non-compliance

If, during any stage of the contractual work it is brought to the attention of the Contract Manager that standards, organisational requirements, or legislative requirements are not being met, the Contract Manager should refer to the [Construction Standard Specifications \(CSS\)](#), discuss concerns with the Head of Unit and Legal Services Unit if required.

5.34 Any observed Health Safety & Wellbeing non-conformances should be documented by the Contract Manager and a copy provided to the contractor and Council Health and Safety team with details of the required corrective actions.

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5.35 Performance Reporting

The contractor shall provide the Contract Manager with a report on their health and safety performance in the form of a Contractor Monthly Health and Safety Report. This can be submitted via the HSW [Contractor Portal](#)

5.36 Where a critical risk event has occurred to a contractor's employee or subcontractor, notification must be communicated to the Contract Manager within 48 hours (unless it is a notifiable event under the Health and Safety at Work Act 2015, in which case it must be reported to both the Council and WorkSafe immediately). Critical risk events should also be entered into the [HSW Event Reporting Contractor Portal](#).

5.37 Notifiable Events

In the instance of a notifiable event, it is the contractor's responsibility to notify WorkSafe NZ of any serious incident involving their employees or subcontractors, within the required timeframes. They must also notify the Contract Manager as detailed above. In the event of a serious Event involving the contractor's staff, the contractor must complete an investigation into the event and forward this to the Contract Manager supervising the contract. Where an event occurs that involves injury or potential for injury to a Council staff member, tenant or other affiliate then a joint investigation should be undertaken by both the Council and the contractor.

5.39 WorkSafe NZ inspection or correspondence

Any WorkSafe NZ inspection or correspondence relating to the contract should be reported to the Contract Manager immediately. Corrective actions resulting from any WorkSafe NZ inspection shall be reported by the contractor to the Contract Manager in writing.

5.40 Stage Five: Post-contract review

The post-contract review is a formal evaluation of the health and safety performance of contract works when completed. The review should include both positive observations and opportunities for improvement for all parties – Council, lead contractor, and sub-contractors.

5.41 Once the contact activities have been completed the Contract Manager shall provide feedback to the contractor about their health and safety performance. The feedback shall be summarised and made available for the Contract Manager to reference before future work or engagement of the contractor.

5.42 Contractors

- A formal handover shall be conducted after work to ensure that the work has been completed and the site is safe and free of any hazards.
- During this formal handover the contractor shall provide any necessary briefings to Christchurch City Council on matters such as safe maintenance or use of equipment.
- Contractors must also provide information regarding hazards and risks at the site that exist as a result of the contractor's activities at the site.
- At this stage, Christchurch City Council must assess the site to identify and assess any safety hazards and risks present at the time of handover and ensure that the site is safe and if there are any matters the contractor must attend to before Christchurch City Council is prepared to accept the handover.
- Christchurch City Council contract manager must complete a post-project evaluation to assess the contractor's performance for future selection purposes.

5.43 Additional consideration must be given:

- Compliance with health and safety obligations.
- Compliance with safety issues specifically identified in the contract and/or the contractor's Safety Management Plan.

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- Evidence of a positive safety culture.
- Results of audits and ongoing supervision.
- Any directions issued to the contractor concerning safety; and
- Details of any health and safety events which occurred.

5.44 Contractor Management Documentation

All documentation under this guideline shall be retained and stored on Trim for access and reference by relevant internal parties including for audit purposes, event management, health monitoring and consideration of past safety performance in the selection of contractors for new/ongoing contracts. This must include the following information:

- Christchurch City Council Risk Assessment of contract.
- Christchurch City Council Contractor H&S Assessment.
- Permit to Work.
- Evidence of Notifications to WorkSafe NZ for Notifiable Works.
- Site Induction Checklists.
- Site Safety Evaluations/Observations.
- Safety management plans including any Job Safety Analysis documentation.
- Christchurch City Council Contractor Evaluations – during and post contract; and
- Documented site handover.

5.45 Management of Particular Risks to health and Safety

The following risks must be managed by Health and Safety Regulations: (this is not an exhaustive list)

- | | |
|--|---------------------------------------|
| • Raised and falling objects | • Silica dust |
| • Trenching and excavations | • Confined Spaces |
| • Plant, Machinery and Equipment | • Demolition |
| • Hazardous Substances and Dangerous Goods | • Violence at Work |
| • Overhead and Underground Services | • Explosives |
| • Vehicle Safety | • Arboriculture |
| • Temporary Traffic Management | • Hazardous Waste |
| • Temporary Works | • Noise Management |
| • Working at Height | • Electricity |
| • Remote, Lone, Isolated Workers | • Isolation of Supply |
| • Asbestos Management | |

6.0 Relevant Legislation

- [Health and Safety at Work Act 2015](#)
- [Health and Safety at Work \(Hazardous Substances\) Regulations 2017](#)
- [Health and Safety at Work \(Worker Engagement, Participation, and Representation\) Regulations 2016](#)
- [Health and Safety at Work \(General Risk and Workplace Management\) Regulations 2016](#)
- [Health and Safety at Work \(Major Hazard Facilities\) Regulations 2016](#)
- [Health and Safety at Work \(Asbestos\) Regulations 2016](#)

Contractor Management Guideline

7.0 Definitions

Contract	The contract under which particular works are to be performed by the Contractor.
Contractor	A Person Conducting a Business or Undertaking (PCBU) or entity that is engaged by Christchurch City Council to perform work on behalf of Christchurch City Council. Reference to contractors includes a reference to sub-contractors unless otherwise specified in this Guideline.
Contract Manager	A person nominated to the Contractor as the representative of the Council for the contract work or the supervisor of the works where no contract is involved. E.g. Project Manager, Engineers Representative, Service Manager
Safety Management Plan	Written documentation detailing how health and safety will be managed for the contract.
Site Safety Specific Plan	A written statement of the way the works will be carried out including a risk assessment of any significant hazards which may be encountered during the works and how they will be controlled.
Worksite	The place(s) as defined in the Contract where the Contractor, Sub-Contractor and their employees are required to perform the task(s) specified in the Contract.
Works	The whole of the work is to be executed by the Contract, including variations arising out of the Contract, which by way of the Contract is to be handed over to the Council.
Health & Safety Legislation	All applicable laws relating to health and safety include (without limitation) the Health and Safety at Work Act 2015 and the Health and Safety at Work Regulations and any Codes of Practice or New Zealand Standards that apply to Christchurch City Council operations.
Notifiable Work	Notification of hazardous work is defined by Regulation 26 of the Health and Safety in Employment Regulations 1995, which requires that every employer who intends to commence any notifiable work, lodge notice of that intention at least 24 hours with WorkSafe NZ

Appendix 1 - Table 1: Classification of Risk

	Classification 1	Classification 2	Classification 3
Existing Classification	Classification 1 - High	Classification 2 - Medium	Classification 3 - Low
Health and Safety Risk	High Worker and/or public safety is at risk or harm without adequate controls	Medium Minimal risk of harm occurring to anyone	Low Minimal level of risk or harm occurring to anyone
Description	Companies or individuals engaged to undertake work where the work is either hazardous and/or conducted in a hazardous location	Companies or individuals engaged to undertake work where the work is not hazardous nor conducted in a hazardous location	Companies or individuals engaged to provide services or products where the work is not hazardous nor conducted in a hazardous location
Common examples	<ul style="list-style-type: none">Construction/demolitionRoad worksRefuse/recyclingDrainage/sewerageExcavationNotifiable works Works involving critical risks, such as: a. working at height b. electrical c. confined spaces d. exposure to hazardous substances/materials e. mobile plant/equipment f. workplace violence	<ul style="list-style-type: none">General facilities maintenance worksGeneral office cleaningPlanting/gardeningMinor works not covered under classification 1Office equipment repairsCateringSecurity	<ul style="list-style-type: none">Any services provided by a consultant/supplier from a 'desktop'Office based training or auditingVolunteers
Prequalification	CCC Prequalification or All of Government prequalification	CCC Prequalification	Declaration
Risk Assessment	Contractors Safety Management Plan and/or Site-Specific Safety Plan (SSSP)	Hazard/Risk Register	No
Induction	Council/Site Induction	Council/Site Induction	Council/Site Induction
Site Inspections	Yes	Yes	No
Monthly KPI reporting	Yes	Yes	No
Accident reporting and investigation	CCC H&S System. Upload of detailed data with monthly report	CCC H&S System. Upload of detailed data with monthly report	CCC Contract Manager or CCC H&S System (if access provided)
Hazard Management and reporting	Own processes and systems	Own processes and systems	CCC Contract Manager or CCC H&S System (if access provided)
Post contract H&S evaluation	Yes	Yes	Limited – sign off by CCC Contract Manager

Contractor Management Guideline

Appendix 2 - Table 2: Key Element Group Types

Prequalification – Key Element Group Types	
1.	Key Performance Indicators – Events: Incidents, Injury/Illness/Near Miss/Notifiable
2.	Verification of historical or current Regulator citations/prosecutions
3.	Verification of suitable Health, Safety & Wellbeing Management System; <ul style="list-style-type: none"> • Policy – HSW/Environment/D&A etc • Visible Leadership/Observation processes • Planning • Self-Assessments/Audits • Hazards and Risk Management/Tracking actions and review of control methods • Training and Supervision – Competency/Certifications/Licenses • Event Management Process – Incidents/Injury/Illness/Near Miss/Notifiable – Tracking actions and review of control methods • Event Investigation Process – Tracking actions, monitoring implementation of recommendations and review of control methods • Engagement and Participation of worker programme • Reward and Recognition of Workers • Emergency Management • Sub-Contractor Management • Worksite Monitoring • Injury Management and return to work programmes
4.	Assessment of SSSP/JSA/SWMS/ draft to ascertain understanding of managing risk and the effectiveness of process



Health, Safety and Wellbeing Governance Dashboard

April 2024

Our core Health, Safety and Wellbeing Values

Visible Leadership

- We seek to drive best practice Health, Safety and Wellbeing management through strong leadership and by championing a positive Health, Safety and Wellbeing culture.
- We support increased Health, Safety and Wellbeing engagement through partnering with business units to improve performance.
- We integrate health, safety and wellbeing through all aspects of operations, from policy to project management.

People-Centric

- Our people come first and are given opportunities to actively participate.
- We support the right people, processes, tools and standards for each and every job.
- Every person at Council is empowered and trusted to be a leader in health, safety and wellbeing.

Risk Aware

- We seek to understand key health and safety risks and ensure they are actively communicated and addressed.
- We implement safe systems of work that match the level of risk involved.
- We conduct regular inspections and prioritise high risk work.

Learning Culture

- We promote a positive learning culture.
- We seek to implement good practice and learn from our mistakes.
- We ensure staff are provided with appropriate training.

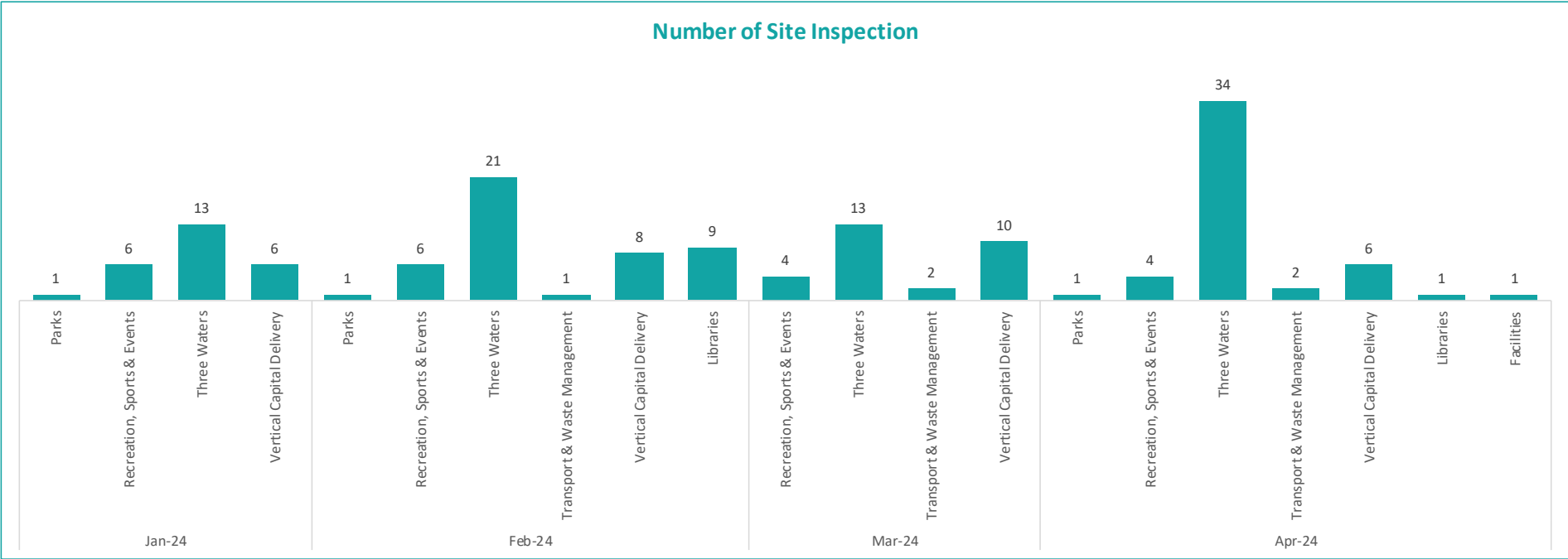
This dashboard report is in a process of continuous improvement, each iteration aims to provide clearer context and improved representation of the data available. Over time the intent is to provide greater trend analysis, tracking improvement initiatives and providing more value-added analysis.

Site Inspection



Site inspections are conducted across Council facilities and projects. These are recorded by managers, engineers, site teams and the HSW team as a proactive way of identifying both positive and negative safety outcomes.

These inspections provide an opportunity to demonstrate visible safety leadership, engage with our contractors and validate c ontrols for identified risks are in place and remain effective.



Training - Induction and Manager Responsibilities

Staff induction training levels remain slightly below the target of 90%. Manager HSW Responsibilities training numbers have remained consistent. Training sessions continue to be facilitated by the Health, Safety and Wellbeing team.

*Statistic reporting on Inductions Completed has now paused while the change over to the online system is implemented.

Manager HSW Responsibilities Completed

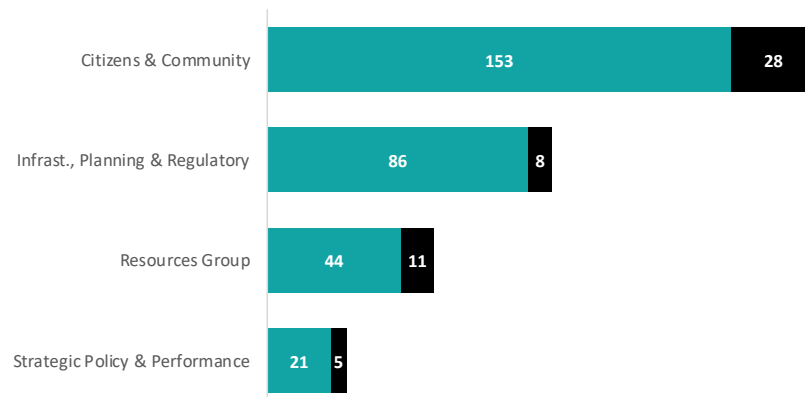
87%

Induction Completed

84%

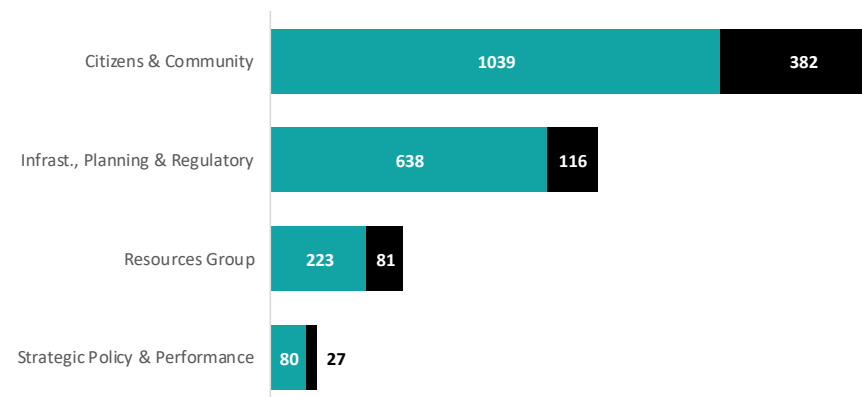
H&S Manager Training by Group

■ Attended ■ To Complete



H&S Induction Training by Group

■ Completed ■ To Complete



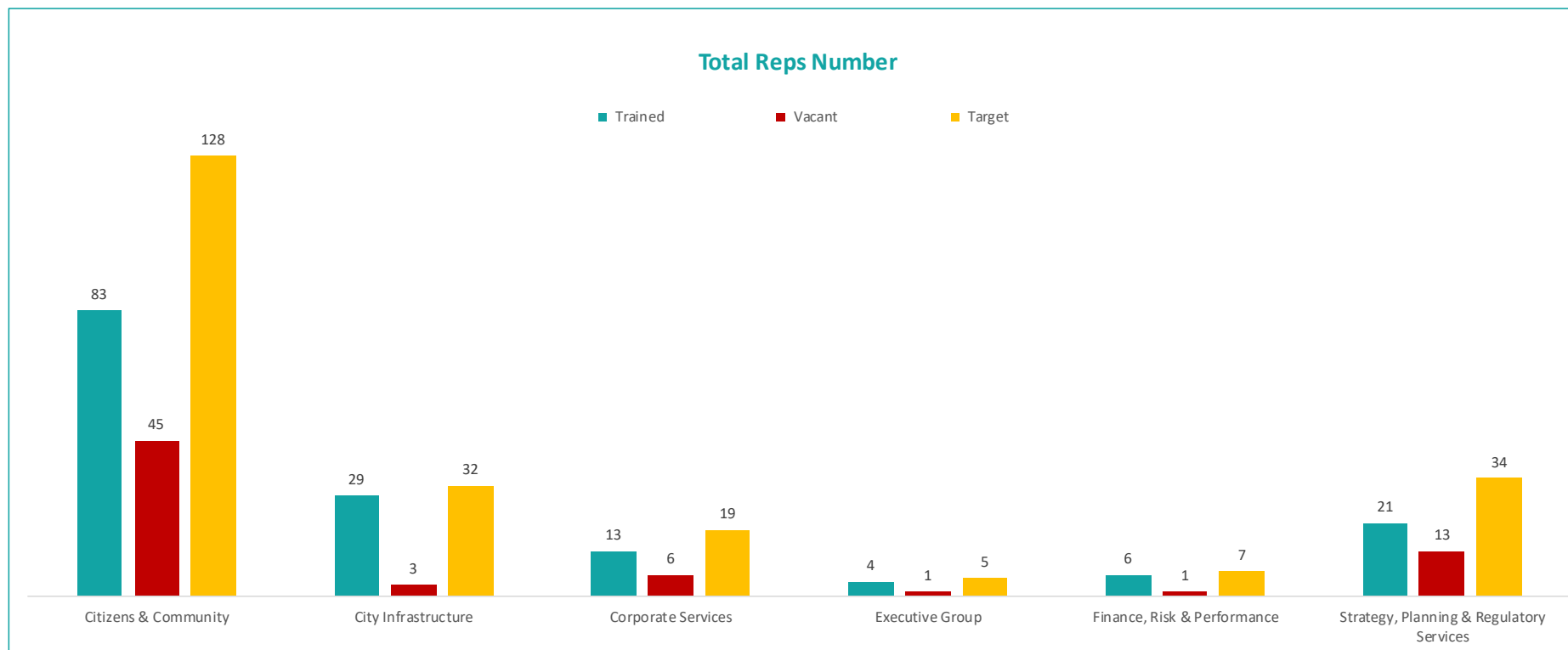
Health, Safety and Wellbeing Governance Dashboard

Training – Health & Safety Representatives

Health, Safety & Wellbeing Representative training was held in March 2024.

The Training plan for 2024 has been defined and will be monitored to ensure it remains aligned to training requirements as the year progresses.

The updated graphs below show the ideal targets based on the 1:19 ratio



Health, Safety and Wellbeing Governance Dashboard

Event - Overview

Event reporting continues to increase as does the event close-out rate.
The 'Confirmed Actual Severity' graph demonstrates a positive reporting culture with 109 events considered as Low risk.
Reductions in event reporting is expected around this time of year with the closure of Summer Pools

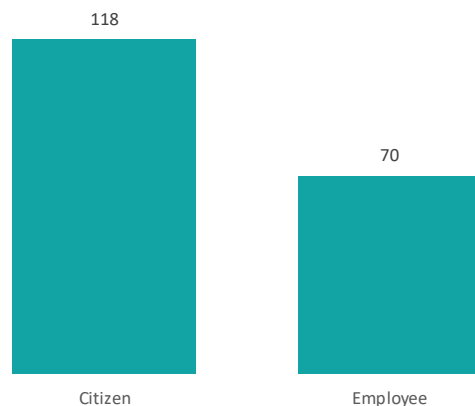
Total Events – April 2024

192 ↓ 14% from last month

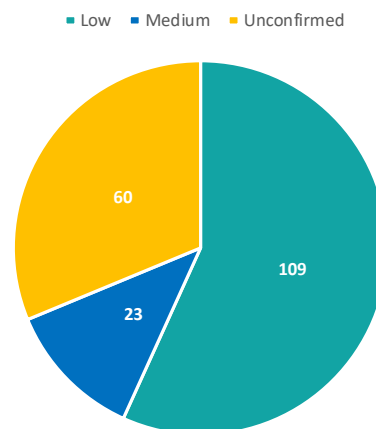
Total Events Closed – April 2024

95 ↑ 10% from last month

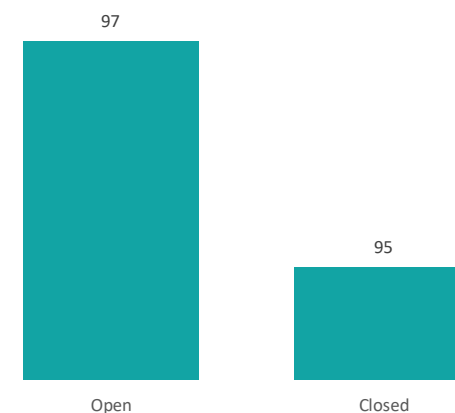
Event by Person



Confirmed Actual Severity



Total Event Status

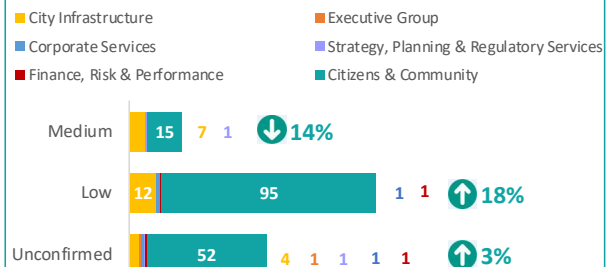


Health, Safety and Wellbeing Governance Dashboard

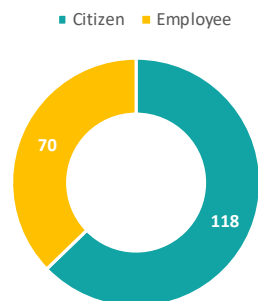
Event - Summary

Event summary of lag indications shows citizen events remain the highest quantity of reports.
Front line staff continue to report high levels of unacceptable behaviours

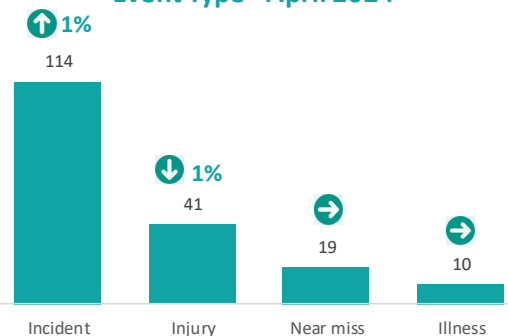
Event Severity April 2024



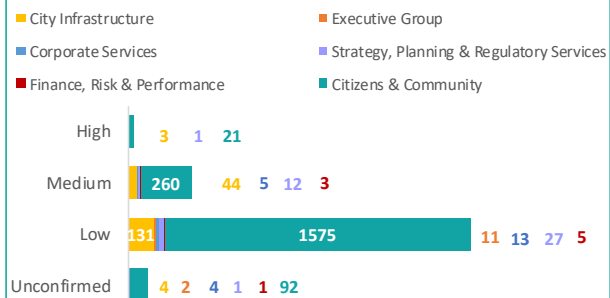
Person Type - April 2024



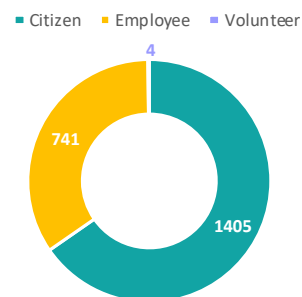
Event Type - April 2024



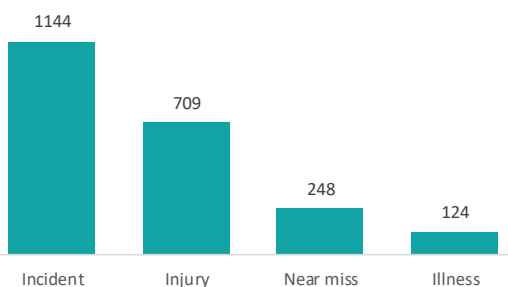
Event Severity Previous 12 Months



Person Type - Previous 12 Months



Event by Type - Past 12 Months

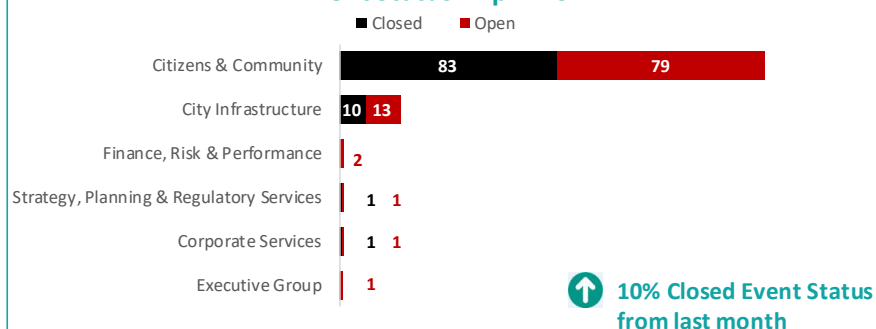


Health, Safety and Wellbeing Governance Dashboard

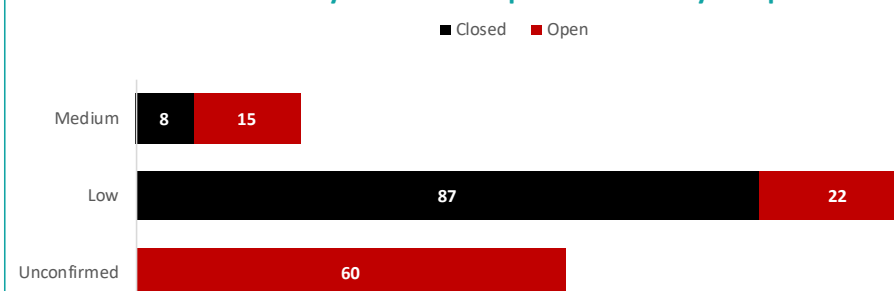
Event – Closeout Status

The target to reduce the event close-out to 14 days, will be integrated into the replacement ABLE system. The HSW Team send monthly reminders to all Team Leaders/Managers with outstanding events. 'Open Unconfirmed' events will be an additional focus – unconfirmed events will eventually become either High, Medium or Low events once assessed.

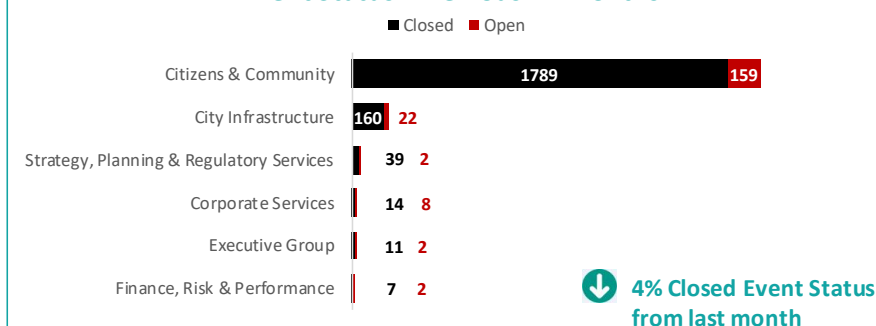
Event Status - April 2024



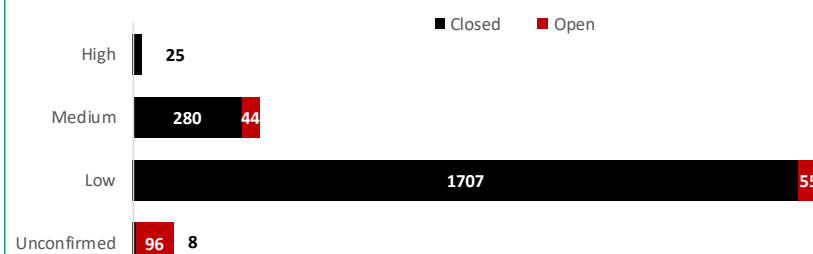
Event Status by Risk Level - Open for 0-30 Days - April 2024



Event Status - Previous 12 Months



Event Status by Risk Level - Open for 30+ Days Previous 12 Months

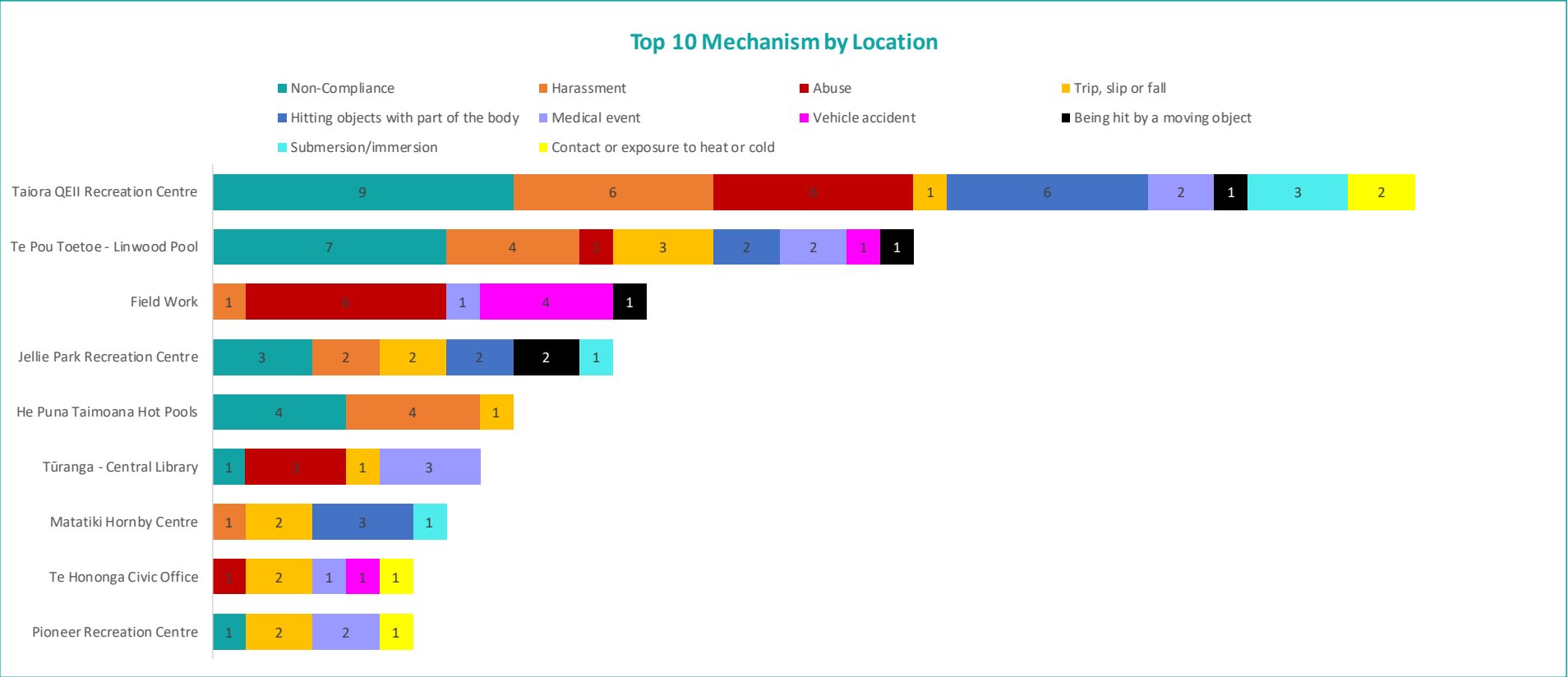


Health, Safety and Wellbeing Governance Dashboard

Event – Mechanisms



The event mechanism graph remains constant. As part of the ABLE replacement project these mechanisms will be reviewed to assist in simplifying any output reporting.



Health, Safety and Wellbeing Governance Dashboard

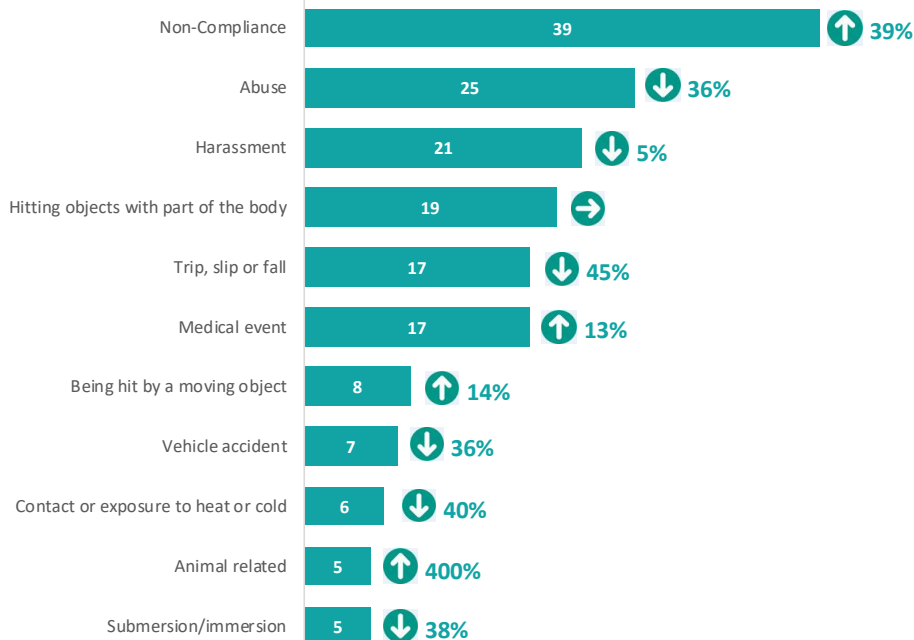
Event – Agency

The top 10 mechanisms for events remain relatively unchanged.

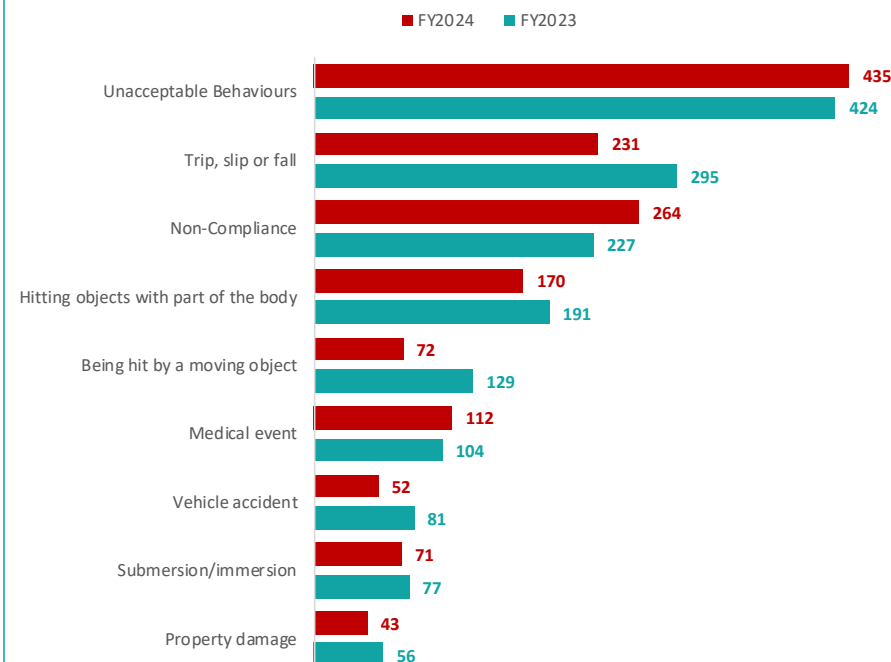
Abuse and Harassment mechanisms have now been combined into Unacceptable behaviours to reflect changes made to the HSW Reporting System

Non-Compliance relates to situations where staff have asked a Citizen to comply with a request and they have refused.

Top 10 Mechanism by Agency



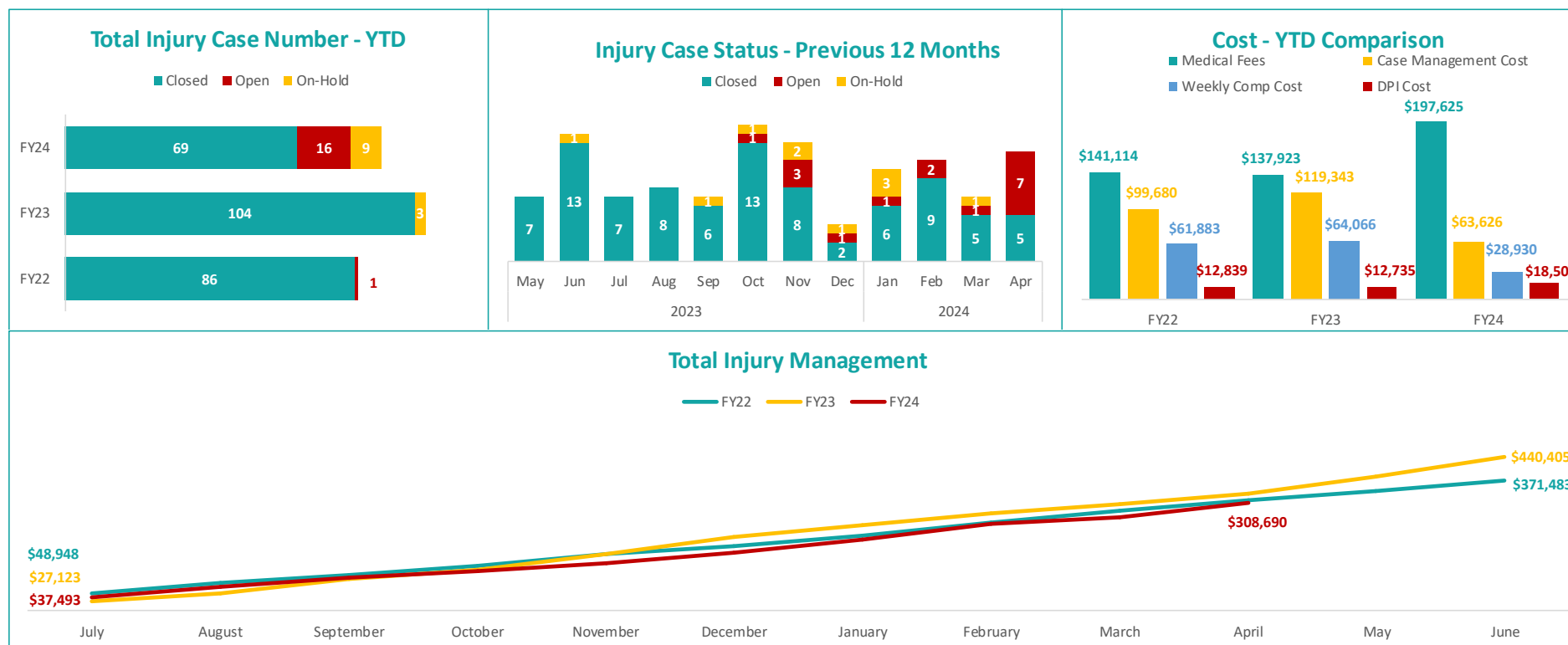
Total Mechanism - YTD



Health, Safety and Wellbeing Governance Dashboard

Injury Management - Summary

The 'Total Injury Claim Numbers' have been modified to display the same YTD period for each financial year to provide a direct comparison.
For FY24 the Total injury management line graph will include all injury costs including Weekly compensation, Medical fees, WellNZ administration fees and Early Intervention.

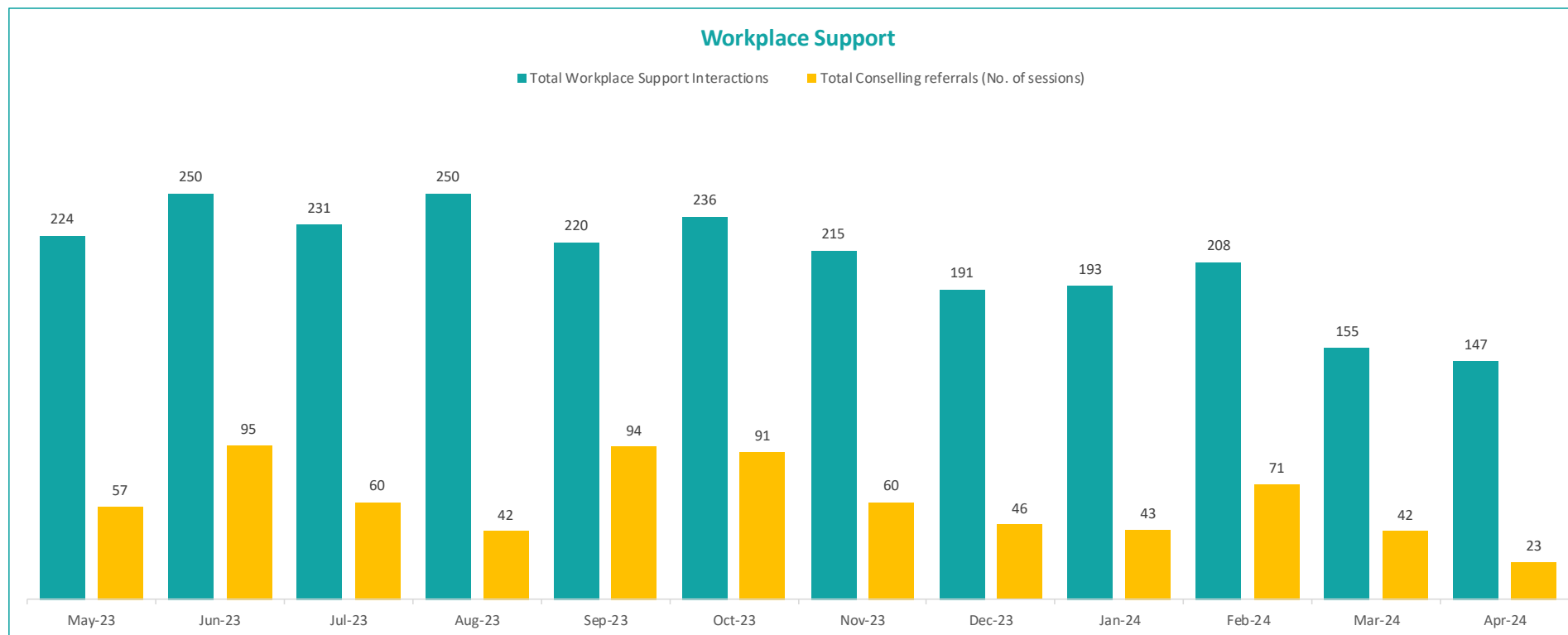


Health, Safety and Wellbeing Governance Dashboard

Wellbeing – Employee Support

Workplace Support continues to show a good uptake of services.

HSW team have proposed to the Canterbury Region H&S Forum that statistics are shared to provide an industry comparison during FY24



Health, Safety and Wellbeing Governance Dashboard

Contractors Report

Monthly reporting from contractors continues to increase with reminders now being sent to contractors not providing the required information. Work continues with the Programme Management Office, Project Manager and Contract Engineers to ensure the information being received is accurate.

Lost Time Injuries –
July 2023 to April 2024

14 Cases

↑ 8% from last month

Total Hours Worked –
July 2023 to April 2024

1,440,861 Hours

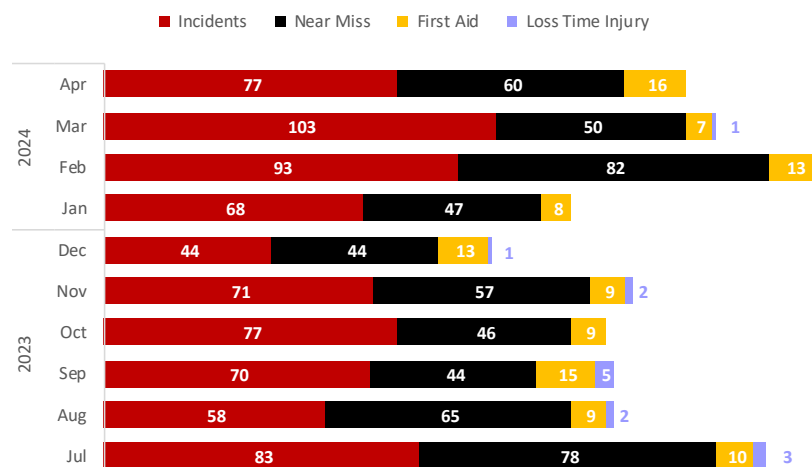
↑ 17% from last month

Total Hours Worked – April 2024

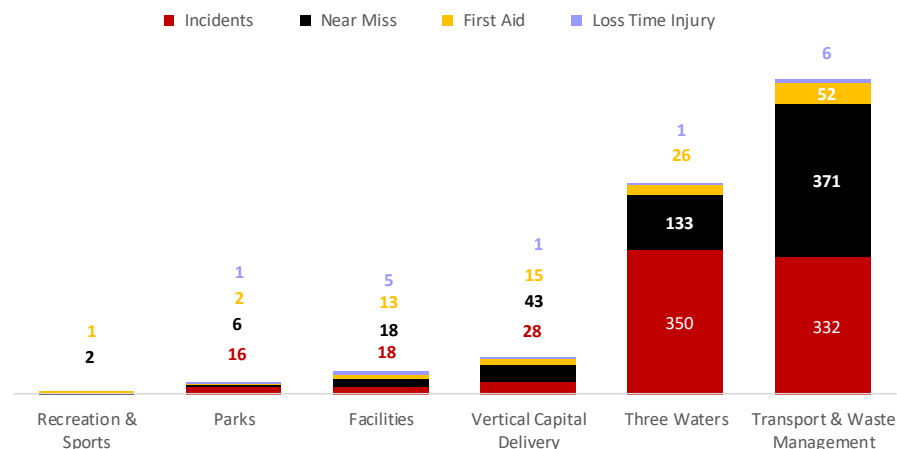
203,176 Hours

↑ 14% from last month

Total Events



Total Events by Unit - July 2023 - April 2024



Health, Safety and Wellbeing Governance Dashboard

6th April 2024

Nicholas Hill
Christchurch City Council
PO Box 73016
Christchurch

Dear Nicholas,

Re: ACC Accredited Employer Programme – TPA Audit

ACC would like to confirm Wellnz ability to meet the requirements of the selected TPA and TPA/Employer sections of the ACC Accredited Employer Programme audit standards.

The auditor confirmed Wellnz has the appropriate systems in place to meet the requirements of the audit standards.

The following recommendations were made:

10.4.3: Consider adding a standing item to the Wellnz TRC agenda that reviews changes and ACC directives to formalise the process outlined in section 8.6 in the AIM.

11.4.6: Consider adding a column in the Wellnz claim file audit template that checks that entitlements provided are necessary and appropriate, to assist in determining the *accuracy* of entitlements.

13.1.2: Update section 8.4 in the AIM processes for data reporting to reflect the new data specification timeframes for data reporting communicated by ACC (data to be processed successfully by the end of the following month).

The following suggestion was made:

11.5.1: (Suggestion only) To assist accredited employers in including earnings lost from secondary employment in first week weekly compensation payments, consider adding a step to the weekly compensation process in SharePoint where Wellnz notify the employer of secondary earnings details that have been identified, and remind the employer to reassess first week weekly compensation in line with secondary employment earnings.

Each Accredited Employer will continue to have an annual onsite audit by an ACC Approved Auditor. The accredited employer's final level of achievement (primary, secondary or tertiary) will be determined by their performance against the Accredited Employer Programme audit standards (including file reviews, case studies and focus groups).

If you have any questions please feel free to contact me.

Yours sincerely.



Employer Accreditation Audit Manager
ACC, Business Customer Operations





Wellbeing - Management Action Plan

No	Finding Title	Finding Details	Priority	Ref	Recommendation	Management Comments	Action Plans	Responsible / Action Owner	Implementation Date	Status	Additional Comments
1	Health, Safety and Wellbeing Policy	The Health, Safety and Wellbeing policy statement had not been recently reviewed to ensure that it was relevant and fit for purpose. During a walkabout of Civic offices, one noted that older versions of the Health, Safety and Wellbeing policy dated 2nd October 2017, were currently displayed within the building.	Medium	3.1.1	The Health, Safety and Wellbeing policy is the mechanism by top management to formally articulate its commitment to the health, safety, and wellbeing probity. The policy should be reviewed periodically to ensure that it remains relevant and appropriate to the organisations strategic goals.	Management agrees with the findings noted. The Health Safety and Wellbeing Policy has been under development during this review. As part of the wider Health, Safety and Wellbeing Management system project, the policy has now been aligned to a single page policy which has been approved by the Executive Leadership Team.	Issue the revised version of the Policy and make available through all current formats within the Council. The review period be set at two years as with all other Health, Safety and Wellbeing Management system documents and aligned to the Accredited Employer Programme (ACC) requirements. All previous versions of the policy to be removed from circulation.	Manager - Health, Safety and Wellbeing	31/12/2023	Open	
2	Roles and Responsibilities	Roles and responsibilities for managing psychosocial risks had not been formally documented for all areas throughout the Health, Safety and Wellbeing Management system. Where roles and responsibilities had been documented, one could not always establish how they were monitored for effectiveness or whether employees were aware of these responsibilities.	Medium	3.1.2	Roles and responsibilities need to be established and documented for all areas that form part of the Health, Safety and Wellbeing Management system.	Management agrees with the findings noted. The identification of psychosocial risks across the council are yet to be fully defined. It would be beneficial for an independent party to complete, in conjunction with Council staff, a review of these risks to ensure the identification process is completed by a suitably qualified team.	Identify a suitably qualified external provider and complete a Council wide assessment of psychosocial risks.	Manager - Health, Safety and Wellbeing	31/03/2024	Open	
					Employees at all levels of the organisation must be informed and made aware of their responsibilities based on their role at Council.	Subsequently, the Health, Safety and Wellbeing Management system will define full roles & responsibilities within each documented process and communicated as each process is implemented.	Roles & responsibilities to be integrated into the full Health, Safety and Wellbeing Management system.	Manager - Health, Safety and Wellbeing	31/12/2024	Open	
3	Objectives to Address Psychosocial Risks	A comprehensive, long-term strategy that considers the organisation's policies, structure, resources, and existing systems pertaining to wellbeing, had not been implemented. Objectives to address psychosocial risk and an action plan to achieve such objectives, had not been formally established.	High	3.1.3	Council must create a long-term wellbeing strategy that considers the financial, physical, and psychological wellbeing of its workforce.	Management agrees with the findings noted. The Executive team have requested a review of the strategy which is currently being reviewed.	Long-term wellbeing strategy to be completed once a full assessment has been completed.	Manager - Health, Safety and Wellbeing	30/06/2024	Open	
					Objectives and targets must be established to provide focus and direction pertaining to the health, safety and wellbeing function and its performance. Objectives must be set at both strategic and operational level, which are consistent with the health, safety, and wellbeing policy that address psychosocial risk. Workers must be consulted and provided the opportunity to contribute to the decision-making process when establishing these objectives.		Objectives and targets to be completed once a full assessment has been completed.	Manager - Health, Safety and Wellbeing	30/06/2024	Open	
					A health and safety plan must be developed and implemented to ensure that objectives and targets are achieved within a specified time frame.		A plan will be established once the objectives and targets have been identified.	Manager - Health, Safety and Wellbeing	30/06/2024	Open	
4	Actions to Address Risks and Opportunities	The following irregularities were noted with regards to the identification and assessment of psychosocial risks throughout Council. A review of the various risk registers revealed the following: - The process of hazard identification and risk assessments were not always consistently applied throughout Council. - Instances were noted whereby risk registers were not in place or at times incomplete. - Not all psychosocial hazards had been identified as the risk assessments did not always consider the various job functions performed in the area assessed. - Risk registers were often not reviewed and, in those cases where a review had taken place, one could not establish how the effectiveness of the controls in place were evaluated. - There was no evidence that a cross section of employees, trained in hazard identification, were involved in the process.	High	3.1.4	A job analysis of all roles at Council needs to be conducted to establish the psychosocial hazards that may be present that can have an impact on its employees.	It is the belief of Health Safety and Wellbeing Management that the entire Hazard & Risk Management process across Council needs to be reviewed, and not simply focused on psychosocial risk.	A full review of the psychosocial risk profile to be completed by a third party, whereby the information from the assessment will be integrated into the wider organisations processes.	Manager - Health, Safety and Wellbeing	30/06/2024	Open	
					A comprehensive hazard identification and risk assessment must be completed for all areas across Council considering all its activities, services, products, equipment, structures and working environments. The effectiveness of controls implemented to mitigate psychosocial risks must be monitored and reviewed using recent statistical data, to ensure that the controls in place are adequately designed to mitigate the level of risk identified. Key performance indicators must be established as part of the process when evaluating the effectiveness of the control in place.		The ongoing risk control monitoring process will be reviewed to ensure psychosocial risk controls are included where appropriate.	Manager - Health, Safety and Wellbeing	30/06/2024	Open	
								Manager - Health, Safety and Wellbeing	30/06/2024	Open	
5	Documented Information	The principle standards that detail the processes and procedures that need to be adhered to, as part of the Health, Safety and Wellbeing Management system, had not all been documented to ensure the effective management of psychosocial risk. Although several processes (guidelines) were in place, some of these had not been reviewed to ensure they were up to date and fit for purpose.	High	3.1.5	Council must establish and document information as necessary for the effective management of psychosocial risks within the organisation. The following standard must be documented as part of the Health, Safety and Wellbeing Management system: - Setting and achieving objectives and targets - Establishing competence, training, and awareness requirements - Communication - Documentation and the control of documents - Monitoring and measurement requirements - Legal and other requirements - How confidential information is maintained and controlled.	Management agrees with the findings noted. It has been identified that these documents do not currently exist within the current Health, Safety and Wellbeing Management system. However, additional documented processes will be required to ensure psychosocial risks are well managed.	The Health, Safety and Wellbeing Management system project will ensure that all documents are aligned to both ISO45001 & ISO45003. Additional documents to those noted above will incorporate wellbeing and psychosocial issues across the organisation. All outdated processes and guidelines currently in place will be reviewed and updated to ensure that they are fit for purpose.	Manager - Health, Safety and Wellbeing	31/12/2024	Open	
6	Awareness	Actions taken to increase employee's awareness of psychosocial risks could not always be established. Specifically, actions to encourage reporting of psychosocial hazards and actions to promote trust in the Health, Safety and Wellbeing Management system. Training needs pertaining to wellbeing had not been established and it was observed that training provided to management through the course "Health and Safety Management Responsibilities", lacked sufficient detail pertaining to wellbeing and the awareness of psychosocial hazards in the work environment.	Medium	3.1.6	When developing awareness of psychosocial risks within the organisation, Council must take into account the following: - Embed and integrate awareness of psychosocial risks in processes and policies. - Risks, opportunities, and impacts arising from changes in the workplace. - The importance of top management support for reporting psychosocial hazards and protection from reprisals for such reporting. - The need to identify and take actions to eliminate stigma and/or discrimination. - The potential benefits of sharing experiences and best practice by workers and other interested parties.	A review of the current training offerings will be completed and will include the Council Organisational Development team to ensure alignment and integration with wider organisational wide training programmes.	The planned identification and assessment of the psychosocial risks in March 2024 will provide the basis for greater awareness of these risks and will be integrated into subsequent training packages. An additional project to replace the current ABLE reporting system (currently in progress), will consider the inclusion of a mechanism for the reporting of psychosocial incidents and risks.	Manager - Health, Safety and Wellbeing	30/06/2024	Open	
					A training needs analysis must be documented taking into consideration the training and professional development needed for all levels of employees with regards to wellbeing training. Compulsory training should be provided to all leaders with management responsibilities.		A review of current training programmes to be completed within the Health Safety and Wellbeing team. The creation of a full training pathway for all leaders within the organisation will be developed to ensure a focus on the psychosocial risks.	Manager - Health, Safety and Wellbeing	30/06/2024	Open	

7	Communication	<p>The standards required to ensure effective communication processes are in place and adhered to as part of the Health, Safety and Wellbeing Management system, had not been formally documented, therefore one could not establish the following:</p> <ul style="list-style-type: none">- How workers provide feedback to top management on actions, programmes and policies that form part of the Health, Safety and Wellbeing Management system.- How minutes of committee meetings were communicated to all employees and the storage location within TRIM of these minutes.- The availability of monthly performance reports on wellbeing, as these were not always stored on the intranet. The last report recorded was for the month of April 2023.- How top management were kept up to date with discussion points raised during the Wellbeing Committee meetings.	Medium	3.1.7	<p>A communication standard must be formally documented which details the processes to be followed when communicating information as part of the Health, Safety and Wellbeing Management system.</p>	<p>The ELT report was updated during this review and includes a Health & Wellbeing section which is used to report through to Senior Management any key aspects/concerns/risks, and the recommendations for the control of these matters. However, the Health, Safety and Wellbeing Management system currently does not include the documented processes pertaining to the communication of these risks to the wider organisation.</p>	<p>As noted in Item 3.1.5 a fully documented Health, Safety and Wellbeing Management system will be developed, with the inclusion of psychosocial risks and the communication of these risks.</p> <p>Additionally, further development of the current reporting processes through to ELT will be reviewed to ensure effective reporting remains in place, considering the planned March 2024 risk identification and assessment process.</p>	Manager - Health, Safety and Wellbeing	31/12/2024	Open	
8	Competence of Workers	<p>The competence requirements for top management, including workers with line management responsibilities to effectively manage psychosocial risks, had not been established.</p>	Medium	3.1.8	<p>To ensure workers are competent to identify psychosocial hazards and effectively manage psychosocial risks within the workplace, Council must establish the competence requirements for top management and workers with line management responsibility, workers performing risk assessments, workers implementing control measures and other interventions and workers performing evaluation and reviews of the process and its outcomes.</p>	<p>Management agrees with the findings noted.</p>	<p>A review of all current position descriptions to be completed with the People & Culture team to ensure any new and current roles have a focus on psychosocial risks.</p> <p>As noted within item 3.1.6, supporting training will be developed to ensure all leadership training incorporates psychosocial risks and their impact on workers and the organisation.</p>	Manager - Health, Safety and Wellbeing	31/12/2024	Open	
9	Monitoring and Measurement	<p>A systematic approach for monitoring and measuring key activities that have a significant impact on employee wellbeing, had not been formally documented. As a result, not all monitoring activities had been identified, nor could one confirm whether key performance indicators had been established to ensure that these risks were effectively managed.</p>	Medium	3.1.9	<p>The organisation should develop a systematic approach for monitoring and measuring activities related to the management of psychosocial risk and the performance of wellbeing. As part of the monitoring process, Council must:</p> <ul style="list-style-type: none">- Develop procedures detailing what needs to be monitored, the frequency of monitoring based on the proportionate to risk, and how it should be measured.- Identify all activities that could have an impact on the wellbeing of its employees, considering both reactive (Lag) and proactive (Lead) measures of performance, mainly focusing on proactive measures.- Establish key performance indicators to ensure a consistent approach to measuring the effectiveness of actions implemented to manage psychosocial risks.- Appropriate documented information as evidence of the results of monitoring and measurement needs to be maintained and kept.	<p>Management agrees with the findings noted. Several actions mentioned within this report will address this specific finding.</p>	<p>As noted in Item 3.1.3, 3.1.4 and 3.1.5 of this report, a full identification and assessment will be completed to ensure Council has a clear understanding of its psychosocial risks.</p> <p>Through this assessment, the necessary monitoring activities can be identified and the Health, Safety and Wellbeing Management system project, will ensure that all documentation are aligned to both ISO45001 & ISO45003.</p>	Manager - Health, Safety and Wellbeing	31/12/2024	Open	
10	Management Review	<p>No review of the Health, Safety and Wellbeing Management system had taken place, to evaluate the overall adequacy, suitability and effectiveness of the activities implemented to manage psychosocial risk. It was further noted that there had not been any recent internal audits or self-audits conducted on the wellbeing function at Council.</p>	Medium	3.1.10	<p>A review of Wellbeing at Council will assist management in identifying the problem areas and implement procedures to minimize psychosocial risks associated therewith.</p> <p>In line with ISO 45003, top management must perform a management review of wellbeing, that considers the following:</p> <ul style="list-style-type: none">- Review the organization's management of psychosocial risk at planned intervals.- Evaluate the overall adequacy, suitability, and effectiveness of its activities to manage psychosocial risk.- Assess opportunities for improvement and the need for changes and use the results of the management review as the basis for continual improvement activities.<ul style="list-style-type: none">- Retain documented information of the management reviews.- Communicate relevant results of the management review in relation to psychosocial risk to workers and other interested parties, as appropriate.	<p>At present the organisations Health, Safety and Wellbeing Management system is in review and further development is in progress. Currently the Health, Safety and Wellbeing Management system does not include monitoring or management reviews which specifically focus on psychosocial risks.</p>	<p>A full review of the Health, Safety and Wellbeing Management system will be conducted annually.</p>	Manager - Health, Safety and Wellbeing	31/12/2024	Open	
					<p>Regular self-audits should be conducted by the Health, Safety and Wellbeing team at planned intervals, to identify gaps in performance and to use the findings to assess the effectiveness of the processes in place to manage psychosocial risks.</p>		<p>Regular self-audits will be conducted by the Health, Safety and Wellbeing team at planned intervals.</p>	Manager - Health, Safety and Wellbeing	31/12/2024	Open	
11	Continuous Improvement	<p>Opportunities to ensure continuous improvement when managing psychosocial risks were not always identified or implemented. Although data from sources such as employee surveys, incident reports, and exit surveys had been obtained, one could not always establish how this data was used to address the root cause of wellbeing related problems or to improve the wellbeing processes currently in place.</p>	Medium	3.1.11	<p>To ensure continuous improvement when managing psychosocial risks, Council must develop processes that gather information on the opportunities for improvement in the management of psychosocial risks, fulfilment of its legal requirements and other requirements, and achievement of its wellbeing objectives as part of its continual improvement process. Evaluate opportunities to implement changes and give priority to those that have the greatest potential for improving psychological health, safety, and wellbeing in the workplace.</p>	<p>The proposed external identification and assessment of psychosocial risks will provide the baseline for the organisation.</p> <p>The continuation of the annual Wellbeing Survey will provide an opportunity to obtain feedback directly from frontline workers who engage with the survey process and provide a gauge of progress.</p> <p>Additionally, further development of the current incident reporting system (ABLE) will provide a greater level of reporting and trend analysis.</p>	<p>We will evaluate opportunities based on data received from employee surveys, management reviews etc and develop a program which will be reported to the committee. This will be reviewed quarterly to address priority matters and an evaluation of the effectiveness of the program will be done annually.</p>	Manager - Health, Safety and Wellbeing	31/12/2024	Open	

8. Resolution to Exclude the Public

Section 48, Local Government Official Information and Meetings Act 1987.

I move that the public be excluded from the following parts of the proceedings of this meeting, namely items listed overleaf.

Reason for passing this resolution: good reason to withhold exists under section 7.

Specific grounds under section 48(1) for the passing of this resolution: Section 48(1)(a)

Note

Section 48(4) of the Local Government Official Information and Meetings Act 1987 provides as follows:

“(4) Every resolution to exclude the public shall be put at a time when the meeting is open to the public, and the text of that resolution (or copies thereof):

- (a) Shall be available to any member of the public who is present; and
- (b) Shall form part of the minutes of the local authority.”

This resolution is made in reliance on Section 48(1)(a) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by Section 6 or Section 7 of that Act which would be prejudiced by the holding of the whole or relevant part of the proceedings of the meeting in public are as follows:

ITEM NO.	GENERAL SUBJECT OF EACH MATTER TO BE CONSIDERED	SECTION	SUBCLAUSE AND REASON UNDER THE ACT	PLAIN ENGLISH REASON	WHEN REPORTS CAN BE REVIEWED FOR POTENTIAL RELEASE
9.	HEALTH AND SAFETY REGULATOR UPDATE	S7(2)(A), S7(2)(D), S7(2)(G)	PROTECTION OF PRIVACY OF NATURAL PERSONS, PROTECTION OF HEALTH OR SAFETY OF INDIVIDUALS, MAINTAIN LEGAL PROFESSIONAL PRIVILEGE	THIS REPORT CONTAINS SENSITIVE INFORMATION RELATING TO EVENTS NOTIFIED TO WORKSAFE NEW ZEALAND AND CONTAINS INFORMATION OF A SENSITIVE OR PERSONAL NATURE RELATING ON INVESTIGATIONS OR ON-GOING MATTERS	30 JUNE 2025