Assets Change & Project Framework | Safety Wellness & Risk

# Z Contractor Construction & Maintenance Manual



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# Document Control

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**Do not edit this document in Word Online – use Desktop version only**

# 0 About This Manual

## 0.1 Objective

This Manual is an entry point to Z's sites, systems and performance expectations to support Contractor suppliers as they prepare to work on Z's site assets. It is provided as part of onboarding and planning and should be read alongside the contract requirements and Z's Permit to Work (PTW) system. This supports the key area requirements of Engagement and Assurance under Z's PCBU Policy Implementation Procedure.

Under the Health and Safety at Work Act 2015, all PCBUs (persons conducting a business or undertaking) have a primary duty of care to take all reasonably practicable steps to eliminate or minimize health and safety risks. As PCBU's we also have a duty to consult, cooperate and coordinate with each other so far as reasonably practicable in relation to the management of health and safety risks. These duties cannot be delegated and apply alongside Z's requirements for coordination and risk management.

| | | |
|---|---|---|
| PCBU Policy Implementation - Z Energy | CD21415 | - |
| Supplier and Contractor Management Procedure – Z Energy | CD21367 | - |

## 0.2 Scope

This Manual applies to Z Energy "We Are Connected" classified business partners undertaking physical work on Z Energy assets at Z Energy workplaces. This includes subcontractors who are "indirectly connected" - engaged by "directly connected" parties to perform work on their behalf. Refer to 1.10 for guidance regarding Landlord Contractors.

Z Energy workplaces include, but are not limited to, Z branded and U-GO customer retail sites, Z managed Caltex sites, commercial truck stops, and Z Energy management offices. Where work is undertaken at other Z owned or operated locations, or at third-party sites under Z Energy control, the applicability of this Manual will be confirmed by the Z Energy Representative.

In the case of works to be completed at Z Energy Bulk Storage Terminals, this will be managed through the Terminal Induction process, and all works will be carried out using the Z Permit to Work System, under the supervision of Z Terminal Staff.

This Manual provides context and clarifications for planning and working safely on Z Energy sites. Its purpose includes supporting consistency across parties working under different forms of engagement. It does not replace, amend, or override any contract. Where a contracted obligation differs from the content of this Manual, the applicable Contract or Works Order prevails. Contractors shall meet the HSSE requirements set out in their Contract and may use this Manual to understand how those obligations are typically applied in practice.

This Manual is not legal, technical, or professional advice. Contractors remain responsible for determining how their work is planned and performed, for complying with all applicable obligations, and for engaging appropriately qualified and competent persons where required. Z Energy assumes no liability arising from the use of this Manual by third parties.

This document may be reviewed and updated from time to time based on operational experience and feedback.

## 0.3 Format

This document is presented sequentially to support the typical stages of works delivery.

| Section | Purpose |
|---|---|
| **Part 1 – Getting Started with Z** | Entry requirements before a contractor can begin work with Z |
| **Part 2 – Existing Conditions** | Situational awareness of existing Z-specific site conditions and risks |
| **Part 3 – Works Planning** | Outlines how contractors plan and prepare work before starting |
| **Part 4 – On Site** | Z's standards for management of worksite and workers |
| **Appendices** | Templates and reference material, including summary checklist of actions within this Manual |

Where a clause within this document references another Z document with the below convention, refer out to that document for detailed requirements. Documents are mentioned more than once, as applicable. In the event of any contradiction, raise with Z Representative for clarification. All persons responsible for planning or supervising works must be familiar with the requirements contained therein.

| Reference document – policy, procedure, guide or template | Internal Link | External link |
|---|---|---|

Throughout the document, quick reference checklist actions are represented as follows. These are typical items for guidance only, and may not represent all the requirements of works delivery. These are collated in the Appendix | Action Items Summary.

☐ Quick reference checklist action, collated in the Action Items Appendix

# Part 1 | Getting Started with Z

*This section has an associated ACPF Onboarding Presentation that may be used by Z Supplier Managers to support discussion of the below.*

# 1 Getting Started with Z

This section outlines the core requirements contractors must complete before beginning any work with Z Energy. It covers Z's expectations for prequalification, onboarding, system setup, and induction, and provides the minimum information needed to establish a safe and compliant working relationship with Z. The activities in this section should be reviewed periodically and kept current for the duration of the relationship with Z.

## 1.1 Operating Structures

Z Energy oversees nationwide property, construction, engineering, and safety standards across its network and is responsible for fuel distribution to sites. Sites include Customer (Retail automated, retail non-automated, Commercial truckstops), Bulk Fuels terminals and office sites. Individual non-automated retail stations are operated day-to-day by contracted local Retailers (separate PBCU) and their staff.

The Z Assets team comprises Engineering (construction delivery), Maintenance, Property and Environmental, and works across both the Customer and Bulk Fuels parts of the business. For construction and maintenance, Z provides project scope, approvals, standards, and funding, while Retailers support onsite logistics such as access, trading hours, and managing customer impacts.

## 1.2 Prequalification & Accreditation

PCBUs conducting physical works or services on Z sites must demonstrate that they have suitable systems, protocols, qualifications, and practices to manage the risks associated with the work.

Z requires an industry-recognised prequalification assessment to provide assurance that suppliers meet Z's health, safety, security, and environmental (HSSE) requirements before being considered for work. It also supports Z's duties under the Health and Safety at Work Act 2015. Z may carry out additional risk-based due diligence where appropriate. Refer to 1.10 for guidance regarding Landlord Contractors.

Prequalification requirement applies to:

- *Z's directly engaged We Are Connected suppliers*
- *Suppliers engaged by agents acting on behalf of Z (including maintenance service providers)*

Prequalification ensures Z partners with suppliers who:

- *Have proven health and safety capability and performance*
- *have qualifications, experience, references, and competence for the required services*
- *have governance, capacity, and systems to eliminate and minimise health and safety risks*
- *demonstrate HSSE awareness and readiness to operate under Z's Operational Risk Management (ZORM) framework*

| | | |
|---|---|---|
| Supplier Accreditation Procedure | CD21339 | On request |

### 1.2.1 Getting Prequalified

Z currently accepts two common industry platforms for external pre-qualification: ISN and Tōtika. The flowchart on the prequalification guide is used to determine the applicable scheme and required minimum grade for the relevant risk profile. Prequalification must be maintained for the duration of the working relationship with Z. Contractors are responsible for:

- *selecting their preferred scheme*
- *understanding scheme fees and digital tools*
- *completing all required modules*
- *maintaining ongoing membership and updates*

Prequalification does not guarantee contract award. Z does not cover scheme or membership costs.

Where a contractor manages subcontractors, they must include relevant prequalification sub-modules relating to the risks they supervise on Z's behalf.

| | | |
|---|---|---|
| Supplier and Contractor Prequalification Guide | CD21356 | Working Safely at Z Stations |

☐ Confirm the level of Prequalification in place

### 1.2.2 Accreditation

After external prequalification, contractors will be set up in ZormD to begin Z Accreditation steps. These are additional risk-based due diligence checks from Z. Once this is approved, Onboarding completed and Contract executed, the contractor becomes an Accredited contractor. Maintaining this status is subject to ongoing monitoring and performance reviews.

### 1.2.3 Derogations and Deviations

Temporary deviations from Z's performance standards may be granted with containment and improvement plans. Any derogation from using an approved prequalification scheme must be approved prior to contractual commitment.

## 1.3 Z Systems Registration

Contractors must be set up in Z's digital systems prior to commencing work. Key platforms include:

### 1.3.1 ZormD

ZormD (Donesafe) is Z's digital platform for risk management, including supplier safety management. Information contained within this system must remain accurate and current. For contractors, key activities include:

- *Recording prequalification*
- *Completing accreditation and onboarding*
- *Maintaining insurance records*
- *Recording contract monitoring conversations with Z representative*
- *Managing worker and subcontractor details*
- *Completing inductions*
- *Signing in and out of site (via QR code)*
- *Accessing Z's SWAT (Safety Walk and Talk) records*

| | | |
|---|---|---|
| QRG Completing Prequalification Tab in ZormD | HS-DOC-FOR-004 | Working Safely at Z Stations |

☐ ZormD registration complete
☐ Insurance certificates current and insurance notifiable works identified

### 1.3.2 Financial Systems

Contractors will be required to provide validated accounting details for Z to complete new supplier setup within JDE and the associated purchasing system Approval Plus. Any changes to the accounting details over the course of the relationship will need to be revalidated. All invoices and credits must be run through this system with clearly identified purchase orders, and an auditable trail of site location and scope.

☐ Accounting details provided

### 1.3.3 Maintenance Systems

Unicloud is the system Z Maintenance uses to log request, receive requests, instruct and monitor Customer facilities and fuels RM (Reactive Maintenance) and PPM (Planned Preventive Maintenance) on Z assets. Mex is the system used for Bulk Fuels. Depending on the scope of the contract, suppliers may need to be set up in one or both systems.

☐ Maintenance system registration complete (if required)

## 1.4 Onboarding

These sections support the ZormD Onboarding conversation between the contractor and Z's Supplier Manager.

### 1.4.1 About Z

Z is a modern energy company with a nationwide footprint across our retail, fuel and supply infrastructure network, as well as a growing network of EV chargers. Brands in the network are Z, U-GO and Caltex. We have a long, proud Kiwi history. In 2011, Z Energy was born with the simple promise of 'Z is for New Zealand'. Today, we are proud to be the Kiwi contingent in the Ampol Group, an independent Trans-Tasman energy company united behind the shared commitment of 'powering better journeys, today and tomorrow', with the scale, influence and capability to deliver for our customers, communities and our people.

The interconnection between people and te taiao, the natural environment, is a driver of our strategy and our commitment to the people and communities we serve. Z is committed to building our capability in Te Ao Māori (understanding of the Māori world) – a journey we call Te Terenga. Standing for big things is how we begin to solve them; Environmental Sustainability, Community, Diversity & Inclusion, Safety & Wellbeing. More information about Z is available on our website.

Whakatika – Move as one | Whakaora – Make it happen | Whakamana – Make it count

### 1.4.2 Z's Supplier Code of Conduct

Z Energy is committed to acting in ways that benefit our communities, the environment, and the long-term future of our business. We work with suppliers who share these commitments. Our Supplier Code of Conduct (SCOC) sets expectations for ethical, social, and environmental practices. It provides a framework for strong partnerships that improve communities, increase efficiency, and reduce environmental impact.

| | | |
|---|---|---|
| Supplier Code of Conduct | - | Supplier Code of Conduct |

☐ Review Supplier Code of Conduct

### 1.4.3 Z's Life Savers

Too many people are injured or killed in New Zealand workplaces, and Z is committed to being part of the solution. Everyone working for Z or at a Z site deserves to go home healthy and safety everyday. Life Savers are simple, critical actions designed to protect people and save lives. Z expects all suppliers and their workers to follow these Life Savers when working for Z or on a Z location.

| | | |
|---|---|---|
| Our Life Savers | - | Working Safely at Z Stations |

☐ Review Life Savers

### 1.4.4 Control of Works – Z Permit to Work System

Z uses a Permit to Work System (PTWS) to manage physical works on our sites. This helps identify and manage significant HSSE risks and ensures clear communication between all parties involved in planning and completing work. Z's PTW is a set of policies, processes, and tools that guide safe work practices, with a focus on high-risk activities that could cause serious harm. All work is covered by this system, with high risk work (and medium risk on Terminals sites) requiring a Z Work Permit. All suppliers must understand the PTWS and the controls relevant to the risks they manage.

All contractor resources regarding the PTWS are available on Z's Working Safely at Z Sites public page. This includes the PTWS Manual, flowchart, activity table, and guidance on hazardous zones, lifting, work at heights, electrical work, excavation, asbestos, confined spaces, and risk assessment templates. Refer also to Contractor Control of Works Systems.

| | | |
|---|---|---|
| Permit to Work System Manual | CD21317 | Working Safely at Z Stations |

☐ Review the PTWS manual

### 1.4.5 Stop Work Authority

Z's Stop Work Authority (SWA) is an important part of how we manage risk at Z. SWA should be initiated for any unsafe conditions, acts or behaviours that could potentially threaten the safety and wellbeing of people, the environment or assets. Everyone (staff, contractors, visitors) has the authority to call a stop to work immediately if they see something unsafe. Work must not restart until the issue is understood and made safe. Use of SWA is encouraged and Z commits that there will be no repercussions when following that course of action.

| | | |
|---|---|---|
| Permit to Work System Manual – Stop Work Authority | CD21317 | Working Safely at Z Stations |

☐ Review the SWA

### 1.4.6 Safe and Confidential Reporting

Z supports a work culture where workers and subcontractors feel safe to raise health, safety or integrity concerns without fear of retaliation. Z has a no-blame, learning-focused approach to safety. At initial project meetings, onboarding and site induction, contractors must clearly explain how concerns can be raised through their own organisation, and directly with Z. A confidential reporting pathway for receiving concerns is also available via the NZ Whistleblower hotline.

| | |
|---|---|
| In New Zealand | |
| Telephone | 0800 403 478 |
| Email | dwsnz@deloittedigital.com |
| By post | The Whistleblower Service PO Box 912028 Victoria Street West Auckland 1142 |

☐ Share safe & confidential reporting expectations with workers on this contract

# 1.5 Contract

## 1.5.1 Contract Types

Z uses a small number of standard contract types depending on the nature of the work. These are managed by Z's Procurement team. Payment authorisations under any type of contract require Purchase Orders.

- *Goods & Services Contracts are typically used for maintenance and ongoing service work.*
- *For construction or higher-risk engineering work, Z typically uses Framework Contract with an NZS3915-based construction contract and optional Design Agreement based on ACENZ Short Form. Each project is authorised through a Works Order that defines the site-specific matters.*
- *Supply-only orders may be covered through a Purchase Order or customised Purchase Order Works Package (POWP).*

☐ Agree form of Contract

## 1.5.2 Performance Monitoring

The following are performance expectations that will be discussed as part of periodic reviews, in addition to the commercial aspects of the contract:

- ***HSSE Management System*** *– Supplier has an active, evolving risk management system that includes subcontractors and aligns with Z's risk standards.*
- ***Reporting*** *– Regular, meaningful reporting occurs with clear insights into supplier and subcontractor performance and actions taken.*
- ***Incident Management*** *– Incidents are managed with a clear, timely and transparent approach that includes learning, reporting and corrective actions (including for subcontractors). Contract and Supplier Managers ensure incidents are notified to Z promptly in accordance with Z's notification process.*
- ***Engagement*** *– Workers are actively engaged in managing risk and safety conversations are occurring regularly and subcontractors are included in all relevant communication and engagement processes.*
- ***Assurance*** *– The supplier can provide evidence of active assurance processes, follow up on findings and oversight of performance.*
- ***Training*** *– Supplier can demonstrate that all workers (including subcontractors) are trained and competent to perform work safely and in accordance with Z's expectations.*
- ***Contractual HSSE Arrangements*** *– the contract is understood, current and includes health and safety expectations that are actively managed (including with subcontractors).*

☐ Agree formal Contract monitoring cadence and KPIs

# 1.6 Subcontractors

Subcontractors must have completed a recognised H&S prequalification assessment or cross-recognised assessment or certification. Any subcontractor that has not achieved prequalification will be required to work under and comply with the Contractor's HSSE policies. They are required to meet the expectations of onsite safety performance of a Z contractor, however their HSSE risks will be managed through reviewing a lead contractor's systems and processes for managing their own contractors.

## 1.6.1 Selection

Contractors are PCBUs in their own right and must apply high health and safety standards when engaging subcontractors. Z Energy expects contractors to:

- *Choose subcontractors based on competence and health and safety performance, not just cost*
- *Use prequalification and capability assessment processes to assess suitability*
- *Ensure risks introduced by subcontractors are managed to a level that is as low as reasonably practicable*
- *Clear communication processes including how subcontractors are managed i.e. under the Contractors health and safety management system requirements or their own*

- *Monitor subcontractor's work practices*

Key considerations when selecting subcontractors are expected to include:

- *Subcontractors' previous health and safety performance including any WorkSafe notices, prosecutions, enforcements etc.*
- *Experience and Industry accreditation*
- *Hazard identification and risk management systems*
- *Training and competency programmes.*
- *Procedures for event recording, reporting, and investigation*
- *Financial stability to complete the contract and provide warranty support*
- *Quality of communication on health & safety with workers and other PCBUs*
- *Professional conduct appropriate to working on a public-facing branded site*

### 1.6.2 Subcontractor Management

Contractors are expected to include clear health and safety clauses in subcontractor agreements. They must ensure Subcontractors and any further extensions to the contracting chain :

- *are approved by Z Energy*
- *are bound by the same safety obligations as contained in the contract*
- *are inducted, trained, and approved per Z Energy's HSSE systems*
- *are included in Permit to Work (PTW), risk management, and site supervision processes*
- *are subject to safety audits and performance reviews*
- *co-ordinate with all PCBUs on-site as required by HSWA*

Records shall be kept of approvals, inductions, audits, performance reviews and corrective actions.

☐ Identify contracting chain ; seek approval from Z for any intended subcontractors and their roles on site
☐ Subcontractor continuity requirements identified for contract and/or maintenance

## 1.7 Z Nominated Subcontractors and Separate Contractors

Z works with a range of prequalified partners engaged under construction, supply and maintenance agreements, who support delivery through industry capability, Z-specific knowledge, and reactive and preventative SLAs. These partners may be engaged directly by Z as separate contractors, or nominated by Z to be used as subcontractors, to support safe and efficient delivery.

Where directed by Z to involve these parties, the main contractor is responsible for planning, scheduling, and coordination. Where separate contractors operate on a site under the main contractor's control, they must comply with the site management plan, health and safety requirements, and site rules, while continuing to meet their own PCBU obligations under the Health and Safety at Work Act 2015.

☐ Separate contractors appointed by Z Energy confirmed
☐ Nominated subcontractors by Z Energy confirmed

## 1.8 Z Contractor Health & Safety Induction

All Contractor leaders, representatives, safety personnel, workers and subcontractors associated with a Z contract must complete a Z-specific induction prior to undertaking physical works or services on a Z site. This must be completed online in ZormD and requires renewal annually. This is in addition to (not instead of) a site-specific worksite induction.

| | | |
|---|---|---|
| Z Contractor Health & Safety Induction (reference transcript only) | - | Working Safely at Z Stations |

☐ All contractor personnel working on the Z contract inducted – Offsite, onsite and subcontractors

## 1.9 HSSE Engagement Plan

For longer-term or higher-risk contracts, the contractor may be required to jointly develop with Z an HSSE Engagement Plan that sets out how, where and when safety-related checks, interactions and conversations will occur. The contractor is expected to participate in these activities and contribute to the ongoing monitoring and improvement of HSSE performance for the duration of the contract.

☐ HSSE Engagement Plan requirement confirmed

## 1.10 Landlord Contractors

The landlord is responsible for having procedures in place to comply with their health and safety obligations. The landlord and their contractors are required to comply with Z's Health & Safety requirements as outlined in the conditions of the lease agreement.

To manage interface risks arising from landlord works undertaken in proximity to Z-controlled assets, hazardous substances, and site operations, Z uses the Close Approach Clearance Form (CACF) process. This requires landlords or their contractors to submit the scope of work and supporting Health & Safety documentation in advance of works to enable PCBU coordination and obtain Colliers and Retailer acknowledgment sign-off. Through the CACF review, Z may require the application of the Permit to Work (PTW) system where works involve higher-risk activities or increased risk to Z people, assets, or operations.

Landlord contractors:

- *Are not required to be accredited under Z's Contractor Management System*
- *Are not subject to Z Contractor Health & Safety Induction requirements*
- *Are not required to complete a Work Clearance Form (WCF)*
- *Must complete the CACF process, administered by Colliers, prior to the day of works and agree the timing of works with the Retailer*
- *Must sign in and sign out of site*

| | | |
|---|---|---|
| Close Approach Clearance Form | CD21296 | On request |
| CACF workflow | Colliers process | On request |

# Part 2 | Existing Conditions

# 2 Part 2 | Existing Conditions

This section provides background to site-specific hazards, risks and existing conditions that may be encountered while working on a Z site, and the controls and requirements Z has in place to manage them. This information is provided to support contractor planning at a high level. What this may mean for planning is indicated by ▶. Detailed planning is covered in Part 3 | Works Planning.

As a PCBU, Z is responsible for providing contractors with information about site-specific hazards and risks, relevant controls, and any additional health and safety requirements that apply on Z sites. This information is provided using our PTW system, available site records, and project documentation. The accuracy of historical information cannot be guaranteed.

## 2.1 Stakeholders

Z parties that support construction and maintenance work typically include:

- *Assets Maintenance, Property, and Engineering and Environmental*
- *Retail Regional Managers, Project Managers, Category Managers, Safety & Security and Operations*
- *Terminal Managers*
- *Safety Wellness & Risk partners*
- *Kaiārahi Tūhonohono - Iwi Engagement Lead*
- *Fuels Operations leads*
- *Procurement and Financial*
- *The independent Retailer, their Operations and Site Leaders*

▶ The impact of works on site operations shall be considered in conjunction with Z stakeholders, including the Retailer. Works may be of such scale that full site closure is required. Where a site remains operational during construction, any associated hazards must be identified and appropriate risk mitigation measures implemented. Health and safety shall take precedence over operations if sufficient controls cannot be assured. Clear lines of communication and instruction are critical, particularly on operating sites.

## 2.2 Emergency Response Plans

Operating sites have documentation describing existing emergency response arrangements. These plans identify key emergency controls including assembly points, emergency stop/shutdown devices, spill equipment, interceptor controls, LPG safe areas, fire-fighting equipment, AEDs, communication paths, and escalation call-trees. They also prescribe response actions for foreseeable events such as fire, fuel spills, LPG leaks, vapour clouds, EV/charger incidents, medical events, natural disasters, external threats, and customer-impact events.

- ***Bulk Fuels / MHF sites*** *- Emergency Response Plan (ERP). Available from Z Supply Operations*
- ***Retail non-automated sites*** *- Emergency Flipchart. Available on site from Site Staff*
- ***Automated sites*** *– Emergency Services Information Summary*
- ***Commercial sites*** *- TBA*

▶ Contractors must develop and maintain their own site-specific emergency readiness and response plans for works on Z sites. These must incorporate Z's emergency requirements and align with the site arrangements. Work on active sites must be planned so as not to impair established emergency response capability, including maintaining clear access to evacuation routes, emergency stops, spill kits and interceptor controls. Contractor emergency arrangements must be coordinated with the Z Representative and where applicable, the Retailer. Emergency notifications must align with Z's Call Tree. Any protection, relocation or temporary impairment of emergency equipment must be approved by the Z Representative before work starts.

| | | |
|---|---|---|
| Z Safety and Wellbeing Emergency Flipchart (sample) | ZEOHS013 03-24 | On request |

## 2.3 Hazardous Substances

### 2.3.1 Hydrocarbons

Z Energy sites store and handle petrol, diesel, LPG, and natural gas. These fuels create flammable/explosive atmospheres that can be ignited by common sources. Parts of a fuel site are designated hazardous areas, within which only approved equipment and methods may be used. Each fuel site has a site-specific certified HSNO plan which is available digitally and on-site. This identifies hazardous zones and catchment areas. These plans and the Certifier programme are managed by Z Maintenance. These substances also present health risks from uncontrolled exposure.

- Site works planning must consider any impact on Z's existing risk controls for these substances. This includes (but is not limited to) staff training, emergency response procedures, emergency shut down systems, fire equipment and warning systems, spill kits, secondary containment, hazardous zone designation, control of ignition sources, design and installation to code, industry standards, certification, inspection and maintenance. Hazardous atmosphere risks during works must be managed to ensure safe oxygen level, oxygen level does not increase fire risk, LEL<5%, no combustible dust nor ignition source risk. Construction and maintenance work on storage assets may trigger Confined Space conditions. Work restrictions are controlled by the PTWS.

| | | |
|---|---|---|
| Generic Retail Site Hazardous Areas Map | - | Working Safely at Z Stations |
| Fuel Safety Data Sheets | - | Fuel Safety Data Sheets |
| Safe Work Practice Hot Work - Z Energy | CD21376 | Working Safely at Z Stations |
| Safe Work Practice - Confined space entry | CD21447 | Working Safely at Z Stations |
| Stormwater Management Procedures Manual | CD21423 | Keeping Safe at our Sites |

### 2.3.2 Retail Chemical Products

Cleaning products and retail products present on Retail sites (including carwash) and their Safety Data Sheets are available on Z.co.nz.

- All new chemicals permanently introduced to operating sites require Z Energy approval – eg assets needing specific treatment/cleaning chemicals.

| | | |
|---|---|---|
| Store Products Safety Data Sheets | - | Store product data sheets |

### 2.3.3 Asbestos

Asbestos-containing materials (ACM) may be present on some Z sites, particularly in buildings or structures constructed or modified prior to 2000. Disturbance of ACM can release airborne fibres, creating serious long-term health risks. Z's Environmental team manage risk and activity through a formal Asbestos Management Procedure aligned with the Health and Safety at Work (Asbestos) Regulations 2016. This is supported by a centrally maintained register, management plans and site-specific surveys where required. ACM may exist in known, assumed, concealed, or inaccessible locations, and asbestos registers or surveys do not represent a fully intrusive investigation. Surveys and sampling must be undertaken by authorised Z consultants.

- Work with a Z Representative to scope any actual or potential asbestos disturbance during the planning process. Work must avoid disturbance of asbestos wherever practicable and allow for surveys, approvals, and controls where asbestos is known or suspected. If asbestos is discovered or suspected during works, activities must stop immediately and the area isolated until assessed and approved by Z. Work relating to Asbestos disturbance must be approved by Z and undertaken in accordance with the Asbestos Management Procedure. All records relating to asbestos identification, testing and removal must be provided to the Z Environmental team.

| | | |
|---|---|---|
| Asbestos Management Procedure - Z Energy | CD21262 | Working Safely at Z Stations |

## 2.4 Traffic Management

### 2.4.1 Vehicles

Construction activities on Z sites may interface with active vehicle areas. Public and delivery vehicles may travel at inappropriate speeds, fail to follow temporary traffic layouts, or interact unpredictably with workers and plant. These conditions create risks including vehicle–pedestrian or plant interaction, collision, and damage to property or infrastructure.

- Plan vehicle movements in advance, including traffic and pedestrian separation, parking arrangements, speed management, and clear temporary layouts. Temporary site or roadway Traffic Management Plans (STMP/TMP) may be required, including local authority approvals. Coordinate deliveries and high-risk vehicle movements to minimise interaction with workers and the public.

| | | |
|---|---|---|
| Traffic Management Plan - Z Energy (template) | CD21390 | On request |

### 2.4.2 Refuelling

Road tanker deployment (grade, tanker specification and schedule) is managed by Z Supply Operations and a contracted haulier partner. Onsite tanker refuelling by is supported by a Journey Management Plan (JMP) which describes the route, refuelling infrastructure and access requirements.

- On active sites the fill points, automatic tank gauges (ATGs), and dip points and API separator must remain accessible outside the construction area. If these fall within a work zone, notify Z prior. There may be a requirement to support managed deliveries and staff checks, including access for night-time tanker visits. During road tanker deliveries or vehicle refuelling, contractors must keep clear of refuelling zones and tank vents and ensure work does not interfere with fuel movements. All hot work must stop while a road tanker is on site.

## 2.5 Cultural Considerations, Public & Property

### 2.5.1 Mana Whenua & Heritage New Zealand Pouhere Taonga

Some Z sites may be located within or adjacent to areas of significance to Mana Whenua, and/or interest to Heritage New Zealand Pouhere Taonga. Certain activities may require iwi engagement and/or archaeological conditions to be met - particularly earthworks, ground disturbance, drainage works, or changes to land or access where resource consents apply. Works may also occur near waterways, ancestral land, or culturally or environmentally significant areas. Iwi engagement is led by Ngā Kaiwhakatere – Z's Te Terenga Team. Heritage NZ Pouhere Taonga engagement is led by Z's Environmental team.

- Be aware of potential mana whenua or other cultural interfaces during planning and work through the Z representative to confirm whether specific requirements, approvals, or engagement processes apply. Do not initiate iwi engagement directly unless with the express permission of Z.

Contractors are encouraged to progressively build their cultural capability and understanding - particularly that of Te Ao Māori – in a way that reflects their own organisational context and maturity. Z acknowledges that each organisation's cultural journey – especially with respect to Te Ao Māori – will be different and does not seek uniform adoption of its practices for the sake of compliance. Rather, the objective is to develop greater awareness and understanding that supports constructive engagement with Iwi and Mana Whenua, recognises Mana Whenua stakeholdership, and contributes to outcomes consistent with the intent of Z's Commitment to Te Ao Māori (Te Terenga).

| | | |
|---|---|---|
| Environmental Management Plan for Site Works at Petroleum Handling Facilities - Z Energy | CD21395 | |

### 2.5.2 General Public

By the nature of Z's commercial activity, contractors may be working in or adjacent to areas accessible to the public. Members of the public may access work areas without recognising or complying with temporary controls, or display anti-social behaviour. This creates risks including unauthorised access, confrontation, falls and exposure to hazardous activities.

- Plan for public interfaces, including suitable barriers, controlled access points, and clear signage. Work sequencing must minimise public interaction with construction activities and include controls for managing confrontational situations.

### 2.5.3 Properties

Various conditions exist around Z's operating sites, including leased arrangements, joint-venture retail operations, commercial development neighbours, residential properties, and shared accessways or rights-of-way. Landlords or third-party approvals may be required for some construction activities. Z's Property team can provide support to help identify and manage these interfaces.

- Consider the impact of works on surrounding activities, and work with the Z representative to provide advance notice of works where required. Construction methods and sequencing must minimise nuisance, manage access safely, and comply with site requirements, consent conditions, and agreed working hours.

| | | |
|---|---|---|
| Environmental Management Plan for Site Works at Petroleum Handling Facilities - Z Energy | CD21395 | |

### 2.5.4 Public Communications

Construction activities in public or branded locations may attract attention from the media or members of the public, particularly during high-visibility works or following incidents. Unauthorised statements, recordings, or social media posts can create reputational, legal, or contractual risks for Z and its contractors.

- Ensure workers do not engage with the media or share Z related information, images, or commentary on social media. All media and public enquiries must be referred to Z's nominated representative, and expectations regarding media and social media conduct must be clearly communicated through site induction and supervision.

# 2.6 Ground Conditions

## 2.6.1 Geotechnical

Ground conditions on Z Energy sites may vary due to natural soils, previous construction, backfilled excavations, and existing underground services. Existing trenches, tanks, and services may weaken surrounding ground and increase the risk of collapse. Groundwater conditions can affect excavation stability, shoring requirements, and construction sequencing, even where contamination is not present.

- Before planning any excavation or ground disturbing works, consider ground stability and groundwater conditions. Do not assume conditions are uniform across the site. Understanding of geotechnical conditions may be informed by existing site records (available from Z Environmental), geotechnical consultant assessments and preapproved test pits (potholing) or boring. Confined Space conditions must be considered.

| | | |
|---|---|---|
| Safe Work Practice Excavation - Z Energy | CD14104 | Working Safely at Z Stations |
| Dewatering Management Procedure- Z Energy | CD14244 | |

## 2.6.2 Contamination

Sites may be affected by soil or groundwater contamination due to historical fuel storage, handling, or previous site activities. Groundwater conditions can significantly influence contamination risk. When working below ground surface, prior assessment is required to determine if contamination is likely to be encountered. Z's Environmental team lead this process, and assessments and testing must be completed by an appropriately qualified environmental consultant. Land Use and Discharge consents may be required.

- Identify location, area and depth of proposed ground disturbance. Several months lead time may be required to complete assessment and regulatory processes. All soil must be treated as contaminated unless sampling shows otherwise. If contamination is identified or suspected, work must be planned to avoid uncontrolled disturbance or spread of contamination. A Z-approved contaminated material management plan is required for the handling, storage, transport, treatment, or disposal of affected soil or water.

| | | |
|---|---|---|
| Environmental Management Plan for Site Works at Petroleum Handling Facilities | CD21395 | On request |

# 2.7 Services

## 2.7.1 Service Locations

Underground and concealed and overhead services (active and abandoned) may be present in unexpected or undocumented locations. Existing plans, drawings, and surveys cannot be relied on as accurate. Services may include electricity, telecommunications, water, stormwater, sewer, petroleum pipework, LPG, natural gas, and air pipelines. These create risks such as service strikes, rupture, ignition, flooding, electrocution, and ground instability during excavation or intrusive work.

- Plan for service identification before work starts, including NULCA accredited scanning, and engagement with relevant utility owners. Work sequencing must accommodate asset owner consents, minimum approach distances and allow for lower risk excavation methods near suspected services, service isolations or de-energisation where locations cannot be confirmed, and temporary protection or exclusion controls where required. Contractors must have clear procedures for unexpected service discoveries and for stopping work and responding to service strikes.

| | | |
|---|---|---|
| Stormwater Management Procedures Manual | CD21423 | Keeping Safe at our sites |
| Safe Work Practice Excavation | CD14104 | Working Safely at Z Stations |
| Safe Work Practice Electrical Work | CD21429 | Working Safely at Z Stations |
| Lock out tag out (LOTO) procedure | CD21421 | Working Safely at Z Stations |

## 2.7.2 Critical Safety Devices (CSD)

Z sites contain a range of Critical Safety Devices (CSDs) that form part of the site's safety, security, fire protection, and environmental risk controls. These are classified within Z's systems as either: C1 Safety Critical Elements (SCEs) under Major Hazard Facility Regulations; C2 Statutory Requirements and/or Major or Extreme consequence from failure; C3 Non-statutory operational risk management. Z's Maintenance teams maintain the register of these items.

- Work planning must allow for maintaining CSD availability wherever practicable, and for appropriate controls, approvals, and permits where devices need to be isolated, impaired, or taken out of service. Contractors must not interfere with, disable, bypass, or return critical safety devices to service without approval from Z and confirmation that testing, certification, and sign-off requirements have been met.

| | | |
|---|---|---|
| Managing Asset Integrity Procedure | CD21306 | - |

## 2.8 Assets at Height

Z sites contain a range of fixed assets at height, including canopies, roofs, signage, lighting, CCTV, communications equipment, pipe bridges, and associated structures. Underground assets may also create Working at Height conditions when exposed. These assets may not be designed for routine access or loading. Asset condition, load capacity, edge protection, and access arrangements can vary between sites.

- Identify relevant assets at height during pre-planning and consider how their location and condition may affect work methods. Work planning must take into account access constraints, fall protection, lifting procedures, interaction with live site operations, and whether alternative approaches can be used to avoid working at height where reasonably practicable.

| | | |
|---|---|---|
| Safe Work Practice Working at Height | CD21471 | Working Safely at Z Stations |
| Safe Work Practice - Lifting | CD21453 | Working Safely at Z Stations |

## 2.9 Assets in Proximity of Water

Z's operations include assets located near or over water bodies such as harbours, wharves, or stormwater channels. These areas may have unprotected edges, variable water depth, tidal or weather influences, or restricted access, and may create risks from slips, falls, unstable structures, or environmental contamination if works are not planned appropriately.

- Identify assets located near water during pre-planning and consider how proximity to water affects access, sequencing, and required controls. Where planned works may involve working near, on, or over water, consult Z to confirm requirements under the Safe Work Practice for Working Near/In/Over Water.

| | | |
|---|---|---|
| Safe Work Practice Working Near-In-Over-Water- Z Energy | CD21724 | Working Safely at Z Stations |

## 2.10 Generic Site Risk and Hazard Information

### 2.10.1 Typical Site Hazard Locations

Refer to Appendix | Hazard Locations on Z Customer Network Sites for typical hazard groups and locations on operating Retail / Commercial sites.

### 2.10.2 Generic Site Risk Register

Refer to Appendix | Generic Customer Network Risk Register for operating Retail/Commercial sites. On Bulk Fuels sites this will be shared on arrival at site as part of site-specific inductions.

# Part 3 | Works Planning

# 3 Part 3 | Works Planning

This section sets out expectations for planning, coordination, and health and safety documentation required before work starts on a Z site. It covers how work is instructed, defined, sequenced, risk-assessed, authorised, and evidenced.

## 3.1 Instruction

All construction, maintenance, or associated works or services on Z Energy sites shall be undertaken only under formal written instruction from an authorised Z Energy Representative. Do not commence any work, including off-site prefabrication that affects Z Energy assets, until written instruction has been issued.

Where Z Energy appoints an agent (including a maintenance provider, consultant project manager, architect, or engineer), that agent shall hold current written authorisation to issue instructions on Z Energy's behalf. Take reasonable steps to verify the authority of any person issuing instructions. Written instructions may be issued via:

- *Z maintenance portal (scheduled or reactive orders)*
- *Executed contract documents*
- *Purchase orders*
- *Written scopes, work instructions, or email confirmation from an authorised Z Energy Representative*
- *An approved Z Energy Permit to Work, where the permit explicitly authorises the activity*

Verbal instructions may be used for clarification only and do not constitute authority to proceed until confirmed in writing through one of the mechanisms above.

Prior to commencement, confirm that the Scope of Works is fully understood. This includes work activities, constraints, sequencing, interfaces with site operations, and any required permits, isolations, or shutdowns. Where scope or instructions are unclear or conflicting, pause work and seek clarification from the Z Energy Representative. Do not self-initiate work outside the agreed scope. Any variation or additional work requires prior written approval from Z Energy.

- ☐ Instruction & Scope of Works agreed with Z Representative
- ☐ Tags cleared, Provisional sums / Prime cost items identified
- ☐ Process to request and approve variations agreed with Z Representative

## 3.2 Site Visits

To visit a Z site in a contracting capacity (outside of reactive and scheduled Maintenance), request the preferred date and time to Z representative. Advise the nature of activity, location, impact on operations and duration. In some cases this will need to be approved by the Retailer.

Minimum requirements for contracted visitors on the forecourt are high vis jacket and steel toe-cap boots. Ensure workers have a current Z Contractor Health & Safety Induction. For retail sites, sign in using the onsite QR and for any physical works, complete a Daily Work Clearance (WCF) form. All physical work is subject to appropriate Safety Planning in accordance with the PTWS (consider invasive investigations, work at height).

- ☐ Site assessment completed

## 3.3 Regulatory

Comply with all applicable New Zealand health, safety, environmental, and building laws, including (without limitation)

- *Health and Safety at Work Act 2015 (HSWA)*
- *Health and Safety at Work (General Risk and Workplace Management) Regulations 2016*
- *Resource Management Act 1991 (RMA)*
- *Building Act 2004 and the New Zealand Building Code (NZBC)*
- *AS/NZS standards*

Where Z Energy requirements or Contractor's own requirements exceed minimum legal standards, apply the more stringent requirement. Z Energy may require assurance artefacts (e.g., producer statements, inspection records, certifications, verification checklists) in addition to statutory minima where necessary to maintain safety, integrity, or compliance of assets and operations.

In maintaining and upgrading existing assets, apply controls so far as is reasonably practicable. Where Z Energy specifies an ALARP (As Low as Reasonable Practicable) or ANARP (As Near as Reasonably Practicable) position for particular risks or assets, incorporate those risk-reduction measures into the works and retain all correspondence relating.

### 3.3.1 Resource Management Act

Identify and implement all applicable District Plan rules and Resource Consent conditions, and integrate them into methodology, staging, and environmental controls. Where consent conditions apply, they take precedence over Z standards. Liaise with the Z Energy Environment Manager via the Z Representative where local regulatory clarification is required. Comply with the Z EMP.

- ☐ RMA consent conditions identified and integrated into methodology/programme

### 3.3.2 Building Act

All building work must comply with the Building Act 2004 and NZBC. Where work is proposed under Schedule 1, confirm eligibility and ensure works are carried out in accordance with the NZBC. Contact Z Representative where decisions regarding ANARP are required. Z may still require producer statements, certifications, or inspections to verify asset integrity and safety.

Where works affect Compliance Schedule assets or Specified Systems, identify impacts and via the Z Representative, coordinate with Z Maintenance and the relevant Independent Qualified Persons (IQPs) for outages, modifications, and recertification.

Where works are undertaken under a Building Consent, liaise with local authorities to arrange inspections and address matters arising in a timely manner for completion of the consented works. Collate all required trade documentation and declarations, prepare and submit application for Code Compliance Certificate (CCC). Monitor outstanding matters until issuance of CCC.

Where building work undertaken under a consent affects premises intended for public use, a Certificate for Public Use (CPU) must be obtained from the local Council before any affected area is opened to customers or the public. If a CPU has not been applied for as part of the building consent, or a new CPU is required at later stages of works, the contractor is responsible for preparing and submitting the application. Liaise with Council, provide required evidence, meet inspection requirements, and ensure all CPU conditions are satisfied so that the CPU can be granted.

- ☐ Building consent or Schedule 1 pathway confirmed
- ☐ Required inspections, certifications, producer statements identified
- ☐ BWOF/Specified Systems impacts assessed; IQP parties identified
- ☐ CPU requirements confirmed

### 3.3.3 WorkSafe Notifiable Works

Identify any WorkSafe-notifiable work under the Health and Safety in Employment Regulations 1995 and ensure notifications are made 24 hours before work starts and acknowledged before work commences. Retain copies on site.

- ☐ WorkSafe notifiable works identified

### 3.3.4 Industry Standards

Identify and apply relevant AS/NZS standards, approved codes of practice, best practice guidelines and industry guidelines (for example, those referenced in Z's Permit-to-Work Safe Work Practices), and integrate their practical requirements into planning and execution of the works.

## 3.4 People

### 3.4.1 Roles & Responsibilities

Allocate roles and responsibilities to adequately resource the full scope of the works. Responsibilities may be undertaken by one or more individuals, provided accountability, competency, and authority are clear. As a minimum, ensure the following functions are covered:

- *Overall contractor representation and liaison with the Z Representative*
- *Site pre-assessment*
- *Scheduling and coordination of the works*
- *Inductions and onboarding*
- *Technical oversight and certification (including consultancy, Producer Statements and IQP)*
- *Day-to-day site supervision*
- *Safety planning, monitoring, incident reporting, and investigation*
- *Permit issuing, permit holding, and compliance - aligned with roles in the Z Energy PTW System and/or contractor's Permit systems.*
- *Liaison with relevant authorities (including Councils and WorkSafe for notifiable works)*
- *KPI tracking and reporting*

- *Emergency preparedness and response arrangements*
- *Verification, quality assurance, handover, and close-out activities*
- *Coordination of as-built documentation*
- *Financial activities (estimation, variations, claims, and accounting)*

☐ Contact list confirmed – including subcontractors, separate contractors, consultants, Retailers, property owners
☐ Lines of communication and escalation pathways confirmed
☐ Emergency and after-hours contact arrangements confirmed
☐ Cultural interfaces confirmed with Z (if applicable)

### 3.4.2 Worker Engagement

Ensure workers are engaged on all matters that may affect their health and safety. This includes sharing relevant information, providing workers a reasonable opportunity to raise concerns or suggest improvements, and considering and communicating outcomes of those views. Engagement must be ongoing, effective, and accessible, with both formal and informal mechanisms used as appropriate.

Engagement must be designed so workers can understand and participate meaningfully, taking account of differing communication and comprehension needs, including language.

### 3.4.3 Supervision & Support

Ensure workers either have adequate knowledge/experience and training for the task use of plant, substances, equipment, and required PPE or appropriately supervised by a trained and competent person. Supervision shall be suitable and adequate for the nature of the work, risks, and required controls.

Inexperienced or apprentice workers must be directly supervised until competence is demonstrated and supervision can be safely reduced based on task risk. Remote-only supervision is not permitted for apprentices or unskilled workers. For electrical or LBP-controlled work, apply relevant statutory and board-level supervision rules in addition to these requirements.

Where the methodology creates lone/isolated worker scenarios, plan welfare check-ins or monitoring programmes, which may include monitoring devices. Where a worker is located inside a closed work area not visually monitored and readily accessible to Z staff (e.g., a closed construction zone), manage that worker as a lone worker.

Where a skilled worker or subcontractor has fallen short of expected performance on a Z site and this has not been satisfactorily addressed, remote-only supervision shall not be used until competency and safe performance are re-established.

☐ Site supervision requirements confirmed
☐ Lone/isolated work scenarios identified

### 3.4.4 Training & Competency

Field competent personnel and ensure required training, licences, certifications, and tickets are current and appropriate to the tasks and risks. At a minimum:

- *Maintain a Training, Qualification & Skills Register covering all workers and subcontractors working on Z sites, recording foundation H&S training and task/role-specific competencies (e.g., CSE, hot work, W@H, LOTO, lifting, electrical)*
- *Ensure workers are adequately trained and supervised for the specific work they will perform*
- *Where Z's PTW applies, ensure PTW roles and competencies (e.g., Permit Issuer (PI), Permit Holder (PH), Senior Permit Issuer (SPI)) meet Z PTW Manual requirements for training, assessment, buddying, and reassessment*
- *Retain evidence of competency (certificates, unit standards, licences, manufacturer training, assessment records) and make it available on request*

The contractor is responsible for providing an adequate number of trained first aiders for works.

☐ Training & Qualification Register provided, incl. subcontractors

### 3.4.5 Subcontractors

Define and manage responsibilities between the Contractor and subcontractors to ensure the requirements of this Manual are met. This includes ensuring subcontractors are inducted, supervised, competent, and compliant with all safety, permit, communication, reporting, and documentation requirements.

Subcontractors acting in a supervisory capacity, or working without the presence of their head contractor, shall confirm in writing that they have read and understood the applicable safety planning documentation for the works.

☐ Subcontractor responsibility delineation provided for medium & high risk works

## 3.5 Design & Technical

Plan and undertake all design-related and technical assurance aspects of the works in a manner that ensures the continued safety, compliance, and integrity of Z Energy assets. This includes temporary works design, shop drawings, material selection, installation quality, and the timely identification of long-lead or critical components.

### 3.5.1 Safety in Design

Where Safety in Design (SiD) information is provided, review the pack, confirm any design assumptions and residual risks relevant to the scope, and incorporate required controls into planning and execution. Where required by the Z Representative, participate in SiD reviews. Ensure any risks and constraints allocated to the contractor are reflected in safety planning. Identify information required in sections 3.5.3 – 3.5.6 to maintain the controls during the future Operate, Maintain and Retirement phases of the asset lifecycle.

☐ SiD requirements reviewed

### 3.5.2 Temporary Works

Where temporary works are required (including shoring, sheet piling, propping, civil stabilisation, or other structural support arrangements), ensure design work is undertaken or supervised by suitably qualified and competent persons. Temporary works designs shall be prepared, reviewed, and (where required) certified prior to installation. Submit temporary works design information to Z in accordance with contract requirements.

☐ Temporary works design requirements confirmed
☐ Temporary services required by client confirmed

### 3.5.3 Technical Documentation

Submit shop drawings, technical data sheets, installation instructions, operation and maintenance (O&M) manuals, commissioning records, inspection/test plans and certificates, warranty start/expiry data and other required technical documentation in accordance with contract requirements or as requested by the design team or Z Energy Representative. Where relevant, include recommended spares and periodic servicing (PPM) requirements. This may include end-user guidance documents where requested by Z to support staff operation. Provide product data sheets and Safety Data Sheets (SDS) for any substances introduced.

Provide as-built information (marked-up drawings/models, confirmed service/isolation points, equipment schedules) and any access/servicing notes needed for safe operation, maintenance and end-of-life activities (e.g., clearances, lifting/anchor points, lock-out provisions, decommissioning notes, waste classifications). Digital deliverables are to be supplied in the formats and naming conventions specified by Z (e.g., native CAD/BIM, PDF, CSV/asset registers).

Where an apparent conflict exists between drawings, specifications, manufacturer instructions, or Z Energy safety requirements, cease the affected work and seek clarification from the Engineer and/or Z Energy Representative.

☐ Shop drawings and supplier technical data (including SDS) provided
☐ As-built requirements confirmed
☐ End-User training, guidance and operational manuals identified
☐ Maintenance PPM requirements confirmed
☐ O&M documentation and commissioning evidence identified
☐ Access/servicing & end-of life handover information identified

### 3.5.4 Certifications & Producer Statements

Where required, obtain and provide certifications, producer statements (PS1, PS3, PS4), and other assurance documentation demonstrating compliance with design and construction requirements. These documents must be prepared by appropriately qualified persons and included in the handover documentation. Include any statutory or manufacturer commissioning certificates and test results needed to support future operation, maintenance and warranty validity.

☐ Producer statements, certifications and test results identified

### 3.5.5 Materials

Ensure all materials and products comply with contract requirements, relevant standards, and manufacturer specifications. Do not make substitutions without prior written approval from the Engineer and the Z Energy Representative. Identify long-lead and critical components early in the planning phase and confirm procurement timing to avoid delays or compromised safety outcomes.

- ☐ Long-lead and critical components identified
- ☐ Substitutions identified (if applicable)
- ☐ Warranty requirements confirmed

### 3.5.6 Workmanship

Ensure the quality of workmanship meets contract requirements, applicable standards, and manufacturer specifications, including requirements for warranties and guarantees. Where the works interface with existing Z Energy infrastructure, protect asset integrity, prevent damage, and maintain operational safety. Complete and submit quality assurance documentation in accordance with contract requirements. This may include inspection records, test results, completed checklists, photographs, sign-offs, and completion certificates.

- ☐ Guarantee requirements confirmed
- ☐ QA documentation requirements identified
- ☐ Asset protection / make good requirements agreed

## 3.6 Methodology

Plan and coordinate the works so that sequencing, interfaces, and access arrangements are clear, risks are minimised, and operational disruption is managed.

### 3.6.1 Hours of Work

Agree hours of work with the Z Representative prior to commencing site activities, taking into account any Service Level Agreements (SLAs), trading requirements, noise restrictions, tanker deliveries, safety considerations and any Council or CPU conditions. Out-of-hours work may be required to meet operational needs and must be planned to ensure adequate resourcing, supervision and safe access arrangements.

- ☐ Hours of work confirmed

### 3.6.2 Programme

Provide a programme or other communication to agree timing for disruptive works. A formal construction programme is required for larger or more complex works. Update and reissue the programme or schedule when scope, consents, or site conditions change. Consider:

- *Key milestones*
- *Long-lead and critical item delivery dates*
- *Inspections and hold points*
- *Permit dates*
- *Closures, isolation and shutdowns*
- *Recommissioning activities*
- *Z installation activities pre-handover*

- ☐ Programme or schedule agreed with Z Representative (rev/date)

### 3.6.3 Operational / Trading Interfaces

Identify interfaces with existing site operations (e.g., refuelling, deliveries, tanker drops, carwash/forecourt services, store trading, customer access, retailer access, emergency egress). Provide site demarcation plans that show work zones, pedestrian and vehicle routes, temporary structures, parking, exclusion zones, and emergency egress. There may be adjustments required to accommodate trading requirements, tanker movements, and hazardous zones and neighbouring accessways. Coordinate required closures, partial closures, or alternative access arrangements in consultation with the Z Representative and operator.

Provide Traffic Management plans as required by Z and/or Local Authorities.

- ☐ Operational interfaces identified
- ☐ Trading/closure impacts outlined and agreed
- ☐ Demarcation, barrier and staging plan agreed
- ☐ STMP and/or TMP requirement confirmed
- ☐ Tanker JMP reviewed for impact from works
- ☐ Landlord engagement, impacted properties and neighbouring parties identified
- ☐ Temporary structures confirmed (e.g. containers, portacoms, portaloos)
- ☐ Keys, codes, security system and guard arrangements confirmed

### 3.6.4 Simultaneous Operations (SIMOPS)

Identify any activities that may interact with other work or site operations, and coordinate sequencing and controls to prevent conflicts. SIMOPS considerations include concurrent contractor activities, overlapping work zones, product-related tasks, Retailer pre-handover activity and other PCBUs working in adjacent or interacting areas. Where SIMOPS increase risk, adjust programme, staging and/or access arrangements in consultation with the Z Representative.

☐ SIMOPS identified and coordinated

### 3.6.5 Trade-Specific Methodologies

Develop methodologies aligned with relevant Z guidance documents, standards and technical requirements. Methodologies are to incorporate applicable design assumptions, asset interfaces and any Z-specific safety practices. Trade-specific requirements are to be reflected in task planning (e.g., JSA/TA/SWMS) and, where relevant, PTW preparation.

Trades where Z-specific documents or applicable standards must be consulted include (as relevant to scope):

- *Underground storage tank (UST) removal/installation and fuel system works*
- *Confined space entry*
- *Demolition and structural removal*
- *Excavation and ground disturbance*
- *Canopy construction and structural works*
- *Dewatering and temporary fluid control*
- *Hot work*
- *Lifting*
- *Electrical*
- *Working near/over/in water*
- *Asbestos*
- *Other specialist trades identified in the contract or design documentation*

| | | |
|---|---|---|
| Z Safe Work Practices, PTW documents, and supporting guidance | - | Working Safely at Z Stations |
| Z Energy Fuel Systems Specification (SUSS) | Standards | Provided with applicable tenders |
| Environmental Management Plan for Site Works at Petroleum Handling Facilities | CD21395 | Provided with applicable tenders |

☐ Relevant Z guidance and standards consulted for applicable trades
☐ CSDs impacted by scope of works identified
☐ Soil management and disposal plan confirmed
☐ Waste management plan, including recycling and salvage confirmed

# 3.7 Work Classification & SLAs

## 3.7.1 Maintenance SLAs

| Priority | Timeframe | Definition – Fuel Systems | Definition - Facilities | Fuel Systems | Facilities |
|---|---|---|---|---|---|
| P1 | 24 Hours, 7 Days a Week | An emergency situation posing a HSSE risk to:<br>*The public*<br>*Site personnel*<br>*Builds and/or structures*<br>*The environment* | | Immediate | |
| P2 | 24 Hours, 7 Days a Week | A fault that means the site cannot operate:<br>*50% or greater of dispensers are not operating*<br>*50% of greater of a grade is not operating*<br>*A whole grade is reported as dispensing "slow"* | A fault that affects the security of the site; or<br><br>A fault that means the site cannot operate | 4 Hours | 8 Hours |
| P3 | 7am-6pm 5 days (Monday – Friday) | An urgent equipment fault that impacts the ability for a retail site to operate fully:<br>*A single fuel position fuel position is down*<br>*Less than 50% of dispensers on site are not functioning (3 out of 8)*<br>*Less than 50% of a grade is not functioning*<br>*Fuel is dispensing "slow" across a fraction of a grade* | An urgent equipment fault that impacts the ability for a retail site to operate fully<br><br>An urgent fault that impacts negatively on customer experience | 2 Calendar Days | 4 Calendar Days |
| P4 | 7am-6pm 5 days (Monday – Friday) | Non-safety faults related to the Tank Gauging/telemetry systems:<br>*ATG (Automatic Tank Gauge) telemetry faults* | Non urgent equipment that needs repair | 5 Calendar Days | Jobs to be reviewed, bundled and scheduled for completion within 36 Calendar days |
| P5 | 7am-6pm 5 days (Monday – Friday) | Minor repairs that don't affect the U-GO customer experience | Minor repairs that don't affect the U-GO customer experience | 21 Calendar Days | |

## 3.7.2 Construction Remedial SLAs

| Priority | Timeframe | Definition | Response Time Fuels | Response Time Facilities |
|---|---|---|---|---|
| P1 - Emergency | 24 hr, 7 days | Emergency situation posing HSSE risk to the public, site personnel, buildings or the environment | Immediate response | |
| P2 - Urgent | | Faults that affect security or mean that the site cannot operate | < 1 Calendar Day | |
| P3 - High | Working Days, Mon - Fri | Faults that impact the ability of the site to fully and safely deliver fuel and convenience core offers | < 2 Working Days | < 5 Working Days |
| P4 - Medium | | Non-safety faults that impact customer experience, but do not substantially affect offer | < 5 Working Days | < 10 Working Days |
| P5 - Low | | Customer experience unaffected | < 15 Working Days | |

# 3.8 Safety Planning

Provide safety planning that is proportionate to the scale and risk of the work and aligned with Z Energy's Permit to Work System. Submit safety documentation within the timeframes specified in the Contract or Works Order.

| | | |
|---|---|---|
| Permit to Work System Manual - Z Energy | CD21317 | Working Safely at Z Stations |

The following table summarises FAQs regarding typical documentation in different work scenarios:

| | SSSP | Task Planning | HITRA | Z PTW | WCF |
|---|---|---|---|---|---|
| High Risk | Non-routine change in site operating conditions due to works | SWMS/TA/JSA, may be supported by SOP | Yes | Yes | Bulk Fuels: No<br>Customer Network: Yes |
| Medium Risk | | | Customer Network: No<br>Bulk Fuels: Yes | Only if risk is internally elevated | |
| Low Risk | No | SOP (if internal requirement) | No | No | |

### 3.8.1 Hierarchy of Control

Where multiple PCBUs operate on a worksite, Z typically nominates a Lead Contractor responsible for coordinating safety planning, PCBU interfaces, on-site supervision, and for maintaining the integrity of safety planning when conditions change. A dedicated on-site Safety Supervisor shall be appointed by Z or the Contractor where the scale or risk of the works warrants it. Subcontractors and Z Separate Contractors may work under the Lead Contractor's SSSP or provide their own safety plan, in accordance with the Lead Contractor's H&S system and coordination requirements.

☐ Hierarchy of site safety management confirmed

### 3.8.2 Site Specific Safety Plan & Programme Site Safety Plan

An SSSP describes how health and safety will be managed for a specific site, scope, and duration. It outlines the actual conditions, hazards, controls, responsibilities, and emergency arrangements. Z typically requires an SSSP when any of the following apply:

- *The normal operating conditions / safety controls / ERP of the site are materially changed*
- *More than one PCBU is involved in works*
- *The contractor controls a substantive part of the Z site (operating or non-operating)*
- *The work and/or the parties involved are project-specific rather than routine or repeatable maintenance*

For repeatable, short-duration works of medium or low risk, a Programme Site Safety Plan (PSSP) may be proposed if:

- *The contractor does not substantively control the site (no shop or forecourt closure)*
- *The scope and conditions do not change in a way that alters the risk profile or methodology*
- *The workers performing the task remain the same*

PSSPs must include a site-specific verification step prior to work commencing on each site, confirming:

- *ERP details*
- *Hazardous zones*
- *Workers confirm PSP hazards/controls remain valid*
- *Z sign-in and WCF completed*

Where an SSSP is identified as a requirement of the works, collate within it the information requested throughout Section 3.8. A summary is provided in Appendix | SSSP Review Checklist.

☐ SSSP requirement confirmed

### 3.8.3 Hazard Identification Risk Assessments

Hazards arising from both the work activities and the site must be identified, the risks assessed, and appropriate controls recorded prior to commencing work. Control owners must be identified, and any residual risks requiring monitoring noted.

Hazard identification and risk assessment must be reviewed and updated whenever scope, conditions, methods, sequencing, or personnel change. Risk assessment information must be accessible on site. The method used must be proportionate to the level of risk and may include one or more of the following:

- ***Where a Site-Specific Safety Plan (SSSP) is required:***
  *A Health and Safety Risk Register must be provided and maintained as part of the SSSP.*
- ***High-risk activities (Customer Network) and Medium/High-risk work (Bulk Fuels):***
  *A Hazard Identification and Risk Assessment (HITRA) must be completed. Where an SSSP exists, the hazard register typically forms the initial inputs to the HITRA.*
- ***Medium-risk tasks where no SSSP applies:***
  *Hazard identification is still required but may be documented through task-based tools such as a SWMS, Task Analysis (TA), or JSA, rather than a full hazard register.*

Hazard identification must take account of:

- *site-specific hazards and interfaces*
- *simultaneous operations (SIMOPs)*
- *hazardous substances and hazardous atmospheres*
- *services, energy sources, and isolation requirements*
- *changes to normal site operations*

| | | |
|---|---|---|
| Operational Risk Analysis Matrix | CD19821 | Working Safely at Z Stations |
| HITRA Procedure | CD21277 | On request |
| HITRA form (excel template) | - | Working Safely at Z Stations |

- ☐ Hazard Identification provided for medium and high-risk works
- ☐ Site specific HSNO plan reviewed and impact of planned works identified
- ☐ Z site-specific Asbestos information reviewed (including Pre-Demo survey where supplied)
- ☐ Pre-start overhead services, underground and concealed services scans (NULCA accredited)
- ☐ Electrical integrity pre-start assessment
- ☐ Key services isolation locations identified (eg DBs, tobies, valves)

### 3.8.4 Hazardous Substances

Hazardous substances present on site must be managed so far as is reasonably practicable to eliminate or minimise risks to health and safety. Where hazardous substances are introduced to site by a contractor (temporarily or for ongoing operational use), confirm suitability, storage, labelling, and compatibility with existing site hazards before use. This includes ensuring that hazardous substances are:

- *risk assessed, including consideration of health effects and exposure pathways*
- *clearly labelled and kept in their original containers or appropriately labelled secondary containers*
- *stored and handled in accordance with their Safety Data Sheet (SDS) and applicable Dangerous Goods or HSNO requirements*
- *limited to the minimum quantities required for the immediate scope of work*
- *kept away from ignition sources, particularly within hazardous-atmosphere zones*

Safety Data Sheets (SDS) for all hazardous substances used or stored on site must be accessible (digital or printed). This includes Z-provided existing SDS, available via QR code on site.

Further detailed requirements for hazardous substances management are addressed under relevant legislation, HSNO controls, and WorkSafe guidance.

- ☐ Confirm hazardous substances brought to site

### 3.8.5 Task Planning

Assess at task level to determine the applicable risk class for Z's Control of Works documentation requirements. A pre-populated table is provided in the PTW system.

| | | |
|---|---|---|
| Permit to Work Activity Table Guidelines Z-Energy | CD21725 | Working Safely at Z Stations |

If an activity is not listed in the PTW activity table, activities must be risk assessed and are likely to be at least medium risk if they involve any of the following:

- *Introducing or controlling hazardous energy without triggering a Z Permit (incl. low-voltage work)*
- *Creating or relying on exclusion arrangements in trading environments*
- *Working near hazardous zones, fuel systems or traffic*
- *SIMOPS or work involving other PCBUs*
- *Disturbing ground, building fabric or services*
- *Temporarily impairing/bypassing safety protections (CSDs) without triggering a Z Permit and without an approved SOP*

Where proximity to hazardous zones, unusual conditions, SIMOPS, or risk factors warrant stronger control, Z may elevate the activity to require a Permit under the PTW Activity Table.

Prepare task-level planning (SWMS, JSA, TA) for all Medium and High risk activities. Each assessment must describe the task sequence, identify step-specific hazards, define controls (with owners), and list any required competencies/licences. Plans must align with the Hazard Register, methodology, Z work practices, and the PTW system.

Provide the task plan to the Z Representative before work starts and ensure workers sign the task plan before beginning work. Keep the plan accessible onsite for coordination and verification. Update the documented task plan if particulars change.

☐ Task-level planning provided for Medium and High Risk Works

### 3.8.6 PTW Permitting

Identify all work activities that require a Z Permit to Work in accordance with the Z PTW System and Activity Tables. For each planned permit, list the permit type, associated certificates (e.g., Hot Work, Confined Space, Work at Height, LOTO, Lifting, Excavation), and any HITRA required for high-risk tasks.

Confirm Permit Issuer (PI) and Permit Holder (PH) arrangements and ensure required PTW competencies and authorisations (e.g., SPI involvement) are in place. Keep permit documentation accessible on site and update when conditions or methods change.

| | | |
|---|---|---|
| Permit to Work System Manual - Z Energy | CD21317 | Working Safely at Z Stations |

☐ Required permits and PI, PH and SPI arrangements confirmed

### 3.8.7 Site Inductions

When an SSSP is in effect, provide a site/work specific induction for all workers and visitors. Refer to

Appendix | Recommended Site Induction Content . This is in addition to the general Z Induction completed by all workers. Maintain a record of inducted individuals.

☐ Site Induction contents confirmed

### 3.8.8 Emergency Response Plan

When working on an active Z site, Contractor ERPs shall integrate with (not replace), the site's Z ERP and escalation arrangements. Where an SSSP is required, or the works alter or interface with Z's emergency arrangements, provide a site-specific ERP. Key points of the ERP must be included in the site induction and the document easily accessible on site. Training must be provided to persons responsible for implementing parts of the plan. Review and re-issue when conditions change or at defined intervals. Complete and record emergency response drills where site work duration is greater than 1 month. As a minimum the ERP shall cover:

- *Foreseeable events eg fire, earthquake, tsunami, medical event, suspected person or item, fall from height etc*
- *Roles, contact details and responsibilities*
- *Notification and communication procedures*
- *Emergency response sequence, equipment and locations*
- *Evacuation routes/assembly areas (default assembly point as shown on the Z plan unless the contractor fully controls a closed site)*

☐ Co-ordinate Emergency Response information and drill frequency

### 3.8.9 Incident and Near-Miss Reporting

The purpose of incident and near-miss reporting is learning and risk reduction to inform improvements to safe systems of work. There will be parallel PCBU processes activated in the event of an incident or near miss; the contractor(s) internal process, Z's and the Retailers, where applicable on active sites. Contractors shall meet any reporting obligations established in their Contract. In addition to co-ordinating with Z's reporting requirements, Contractors are expected to:

- *maintain their own incident/near-miss records and corrective actions in accordance with their H&S system, and provide relevant information to Z on request*
- *ensure an appropriately trained/competent investigator is available to support their internal review, when required*

| | | | |
|---|---|---|---|
| ZORM QRG How to Classify, Notify, Investigate | | | |

Where an event meets the definition of a notifiable incident or notifiable injury or illness under sections 23 or 24 of the Health and Safety at Work Act 2015, the PCBU carrying out the work must notify WorkSafe as soon as possible after becoming aware of the event. The PCBU must also preserve the incident site so far as reasonably practicable until released by WorkSafe, unless disturbance is necessary to save life, prevent further harm, or manage an ongoing serious risk.

Contractors must notify the Z Energy Representative immediately where a notifiable event has occurred or is suspected and must keep Z informed of all material WorkSafe correspondence, directions and outcomes relating to the event. Below is a high-level description of Z Incident Categories for contractor's notification purposes:

| Z Category | | High-level description | Examples (indicative) | Notification |
|---|---|---|---|---|
| **Cat 0** | **Incidental** | Very low consequence; no injury; no material environmental/ operational/ compliance harm. Managed business-as-usual. | Minor housekeeping slip with no injury; brief nuisance odour with no release; momentary equipment issue with no effect. | Record internally. Notify Z Rep if on a Z site or affects Z (next business day acceptable). |
| **Cat 1** | **Minor** | Low-level harm/effect (e.g., first-aid or low-level medical treatment; temporary nuisance; minor non-compliance). | First-aid injury; small contained drip with no cleanup beyond routine; minor procedural miss corrected on the spot. | Notify Z Rep by next business day |
| **Cat 2** | **Moderate** | Material harm/impact requiring urgent escalation; use potential if outcome could have been worse. | Triggers (always Cat 2+): spill ≥ 160 L, any spill to water/marine, Tier 2 process safety; disruption needing management effort; injury with realistic potential for serious harm. | Notify Z Rep immediately. Call 111 first if life-safety/major hazards |
| **Cat 3** | **Major / Severe / Extreme** | Serious to catastrophic events (e.g., severe injury/TPD/fatality, large or irreversible environmental harm, major fire/explosion, significant regulatory/brand impact). | Multiple serious injuries; large spill; major fire/explosion; events driving EMT/CMT level response. | Call 111 immediately, then notify Z Rep immediately afterwards |

Report Near Misses promptly using highest potential consequence to guide escalation under the above table, even where no harm occurred.

Following an event, notify the Z Representative for the works as first Z point of contact. On worksites controlled by a Lead Contractor, Separate or Z Nominated Subcontractors must notify the Lead Contractor first, unless the Lead cannot be reached or escalation is required. Contractors shall not activate the Retailer call-tree unless directed by the Z Representative. Retailers may be first on scene and support incident response, however this does not replace formal notification to Z.

Minimum information required in the initial notification:

- *Event type and consequence (actual and potential)*
- *Location and time of the event*
- *People affected*
- *Immediate actions taken / controls in place*
- *Residual hazards, including estimated spill volume/type where applicable*
- *Emergency services contacted, if applicable*

Preserve the scene unless unsafe or directed otherwise. Where a notifiable event may have occurred, or where the consequence may be Cat 2 or above: leave plant, equipment, materials and the surroundings undisturbed until WorkSafe or Z provides direction. Where safe to do so, capture basic evidence before conditions change (clear photos/video, witness names, time stamps, controls applied). Do not impede emergency responders or touch affected equipment. Evidence must be shared with the Z Representative.

Z will manage ZORMD entry, internal Z notifications, and council notifications. Co-operate with any Z investigation, provide statements/evidence promptly, and make workers available as required.

☐ Incident & Near Miss Reporting format confirmed

### 3.8.10 Daily Pre-start Briefings

Where more than one worker is involved, a daily pre-start meeting must be held before work begins to confirm the work planned and how it will be carried out safely. Daily pre-start meetings must:

- *focus on that day's tasks, hazards and controls – including SIMOPs, PPE, plant, equipment, competency / supervision and any changes that may affect existing planning.*
- *be updated or repeated when conditions, methods or personnel change*
- *include Z staff where interaction with the worksite is reasonably expected*

☐ Prestart briefing format and frequency confirmed

### 3.8.11 Toolbox Meetings

Toolbox meetings provide a broader opportunity to discuss what has happened, what is coming up, and key health and safety learnings. The frequency of toolbox meetings must be defined in the SSSP. These should include, as relevant:

- *incidents, near misses and observations*
- *learnings and improvements*

- *upcoming work and emerging risks*
- *acknowledgement of positive safety behaviours*

☐ Toolbox frequency confirmed

### 3.8.12 Daily Work Clearance (WCF)

For Network Sites where Permit Issuers are not routinely present, complete a daily Work Clearance Form (WCF) to verify hazards on the day and confirm the Site Representative is aware of planned work. At manned sites the WCF is completed with the Site Representative (Z Staff). At unmanned/closed sites a Site Representative signature is not required and the status is noted on the WCF. Where work is managed through Z's maintenance portal, the digital WCF in the portal is to be used in place of a paper form. For non-portal workflows, a site copy of the paper WCF remains on site and a contractor copy is retained by the contractor.

This is required on all network sites unless specifically agreed with Z Energy.

| | | |
|---|---|---|
| Work Clearance Form - Z Energy | CD21400 | Available on site |

☐ WCF requirement and format confirmed

### 3.8.13 Notifiable Work

Where planned activities meet the regulatory definition of Notifiable Work under the Health and Safety in Employment Regulations 1995, the PCBU carrying out the work submits the notification and is the primary contact for any regulator queries. Identify Notifiable Works in safety planning and provide WorkSafe with 24 hours notice of the work or service starting. Advise the Z Representative when notification has been submitted, provide a copy of the acknowledgement. Retain a copy on site for inspection as required.

☐ Worksafe Notifiable Work identified

### 3.8.14 Contractor Control of Works Systems

Where a contractor operates its own Control of Works system with Permits, record the co-ordinated permitting strategy for the site in the SSSP to avoid duplication, gaps, or conflicting conditions. Where there are simultaneous permitted operations (SIMOPS), review permits together for alignment of controls, and cross-referenced them in the documentation. Hold a single controlling set of live permits on site and maintain a permit register/log to track concurrent permits.

Z's Permit-to-Work System applies to work on Z-controlled assets unless otherwise provided for in Contract. Contractor permits may also be used where required by the contractor's system, provided they do not conflict with Z's conditions. Where differences exist, the stricter control applies. Task planning identifies which system(s) are in effect. Permit roles (issuer, holder, gas tester, etc.) follow the system identified as controlling for that task.

| | | |
|---|---|---|
| Permit to Work System Manual - Z Energy | CD21317 | Working Safely at Z Stations |

☐ Contractor Control of Works / PTW Systems identified, and co-ordination method confirmed

### 3.8.15 Reporting

Agree the frequency, formats and recipients for reporting, consistent with the contract and HSSE expectations (e.g., incidents, spills, non-compliance, training status, and trends when relevant). The agreement reflects the PCBU relationship, risk profile, and whether the engagement is a one-off project or ongoing. Capture the agreed reporting in ZORMD supplier/contract monitoring notes or the contract meeting record. Refer to Appendix | Reporting Menu for reporting matrix template.

☐ Reporting requirements agreed

### 3.8.16 Inspections & Audits

Carry out and document regular, structured inspections of the worksite. Routine site inspections and audits may also be carried out by Z representatives, or an independent auditor. The purpose is to provide assurance and verify that controls identified in the task planning are applied and remain effective. Inspection frequency and scope are proportionate to the activity risk, site conditions, and the contracting chain. Refer to Appendix | Z Site Inspection Template for guidance on typical scope.

Z captures and shares records of inspections with contractors from within the ZormD system as a "Safety Walk and Talk" (SWAT). The contractor shall make their inspection records available on request. Ensure any issues identified are recorded, tracked and addressed in a timely manner.

☐ Inspection parties, format and programme agreed

### 3.8.17 Site Works Kick Off Meeting

Where the scope, site conditions, level of risk, or planning documentation status indicate that further information, clarification, or PCBU consultation is required before establishing the worksite, a kick-off meeting may be required between the Z Representative and relevant PCBUs. This is a readiness checkpoint to confirm that outstanding matters affecting lead-in, safe establishment, or commencement of initial works (including site preparation and any required decommissioning) have been resolved and are understood by all parties.

| | | |
|---|---|---|
| Site Works Kick-Off agenda template | ACPF | Supplied as required |

☐ Site Works Kick-off meeting (where required) and outstanding information/coordination items resolved

# Part 4 | On Site

# 4 Part 4 | On Site

This section outlines Z's expectations for maintaining healthy and safe day-to-day site operations, including site set-up and practices and behaviours that support a safe and healthy work environment. Where a contractor is appointed by Z Energy to manage the worksite, they are responsible for monitoring the performance of subcontractors and separate contractors. Any departure from expected standards by separate contractors shall be reported to the Z Energy Representative.

## 4.1 Wellbeing

### 4.1.1 Site Facilities

Workers shall have access to clean, stocked toilets and a dry, sheltered area for rest breaks. Facilities are to be managed to maintain hygiene, prevent unauthorised use and support reasonable comfort. Where site-provided amenities are insufficient, the contractor shall supplement to maintain acceptable welfare standards. Maintain potable drinking water supply at all times.

### 4.1.2 PPE & Safety Equipment

Safety planning must identify the level of PPE and safety equipment, need for fire resistant / anti-static workwear and additional items (e.g., gloves, eye and hearing protection, sun protection, face shields or respiratory protection). PPE shall be of suitable size and fit, maintained clean and hygienic in good working order and meet applicable AS/NZS standards. Workers must be trained in proper use and care. PPE requirements are to be communicated to workers prior to attending site and reinforced via induction, site hazard boards/signage and toolbox talks. Non-construction personnel are to comply with worksite PPE requirements – including Z staff.

PPE must comply with the industry standards, including:

- *Safety boots (AS/NZS 2210) – minimum requirement for forecourt work*
- *Hi-vis top (S/NZS 4602.1 for design and AS/NZS 1906.4) for materials - minimum requirement for forecourt work*
- *Anti-static workwear (AS/NZS 1020). Minimum requirement for work on fuel systems or handling product, neck to toe coverage*
- *Safety glasses (AS/NZS 1337 / AS 16321) – minimum requirement for work on fuel systems or handling product*
- *Gloves (AS/NZS 2161) – minimum requirement for work on fuel systems or handling product*
- *Hard hat (AS/NZS 1801)*
- *Hearing protection (AS/NZS 1269)*
- *Respiratory RPE to AS/NZS 1715*

For PPE requirements for electrical works, refer to the SWP Electrical Work. For PPE requirements for terminals, refer to Terminals induction.

### 4.1.3 First Aid Equipment & Medical Facilities

First aid kits must be clearly identified and maintained, with trained first aiders available proportionate to site size and risk. Communicate the location of nearest medical facilities and AED's. Ensure workers are aware of hazardous substances present on site, supported by access to Safety Data Sheets (SDS). Processes shall be in place to manage contagious illness and reduce transmission on site.

Where a worker advises they have a health condition that may affect their ability to work safely on a Z site, consider appropriate controls or work adjustments. Any health information shared must be voluntary, limited to what is necessary for managing safety, and handled confidentially.

### 4.1.4 Substance Impairment

Personnel shall not attend site or undertake work while impaired by alcohol or other drugs. Contractors shall manage alcohol and drug risks of impairment for their workers under a Drug and Alcohol management plan, in accordance with legal and industry requirements. Z's Drug and Alcohol Policy applies on Z sites and may include testing in line with that policy.

| | | |
|---|---|---|
| Z Drug and Alcohol Policy | CD21475 | Working Safely at Z Stations |

### 4.1.5 Fatigue Management

Fatigue risks shall be identified and controlled through planning and supervision under the Contractor's fatigue management plan. Work scheduling, overtime, environmental conditions and task criticality are to be considered to ensure workers can perform safely. Adjust work arrangements where fatigue indicators are present.

### 4.1.6 Psychosocial Risks

Psychosocial risks are work-related factors that may affect a person's mental health and wellbeing, such as high work pace, conflicting demands, unclear roles, poor work–life balance, job insecurity, or behaviours like bullying, harassment or victimisation. Protective behaviours include setting realistic workloads, maintaining respectful communication, addressing issues early, and ensuring people understand their roles and expectations. Contractors are expected to manage psychosocial risks alongside physical risks by promoting a well-organised, respectful work environment and stepping in when pressures or behaviours could cause harm.

### 4.1.7 Recognition

Contractors are encouraged to recognise and reinforce positive safety and fitness-for-work behaviours. Any recognition approach shall support open reporting, rest breaks and the raising of wellbeing concerns, and shall not discourage hazard or incident reporting.

## 4.2 Site Practices

### 4.2.1 Administration Station

An administration station shall be established within the controlled worksite perimeter and be clearly identifiable to all workers and visitors. This shall include a suitable surface for completing required documentation and provide reliable access (physical or digital) to the information and records. Organisation should be sufficient that workers are able to independently locate and store key documents. Expected minimum available:

- *Sign-in and out register*
- *Contact details for the site supervisor, first aider and other key personnel*
- *Induction materials and records*
- *Safety planning documents, eg: Job Safety Analysis / Task Analysis / SWMS/SOPs, Permits to Work, SSSPs*
- *Daily Work Clearance forms (WCF)*
- *Emergency Response information and portable warning device (if applicable)*
- *Safety Data Sheets (SDS) for all hazardous substances present or brought to site must be accessible (digital or printed), including Z-provided SDS for fuels (available via QR code on pumps)*
- *First aid kit (or clearly identified location of nearest kit)*
- *Toolbox talk records*
- *Inspection records*
- *Incident and near miss form and register*
- *Current project drawings, specifications*
- *Consent documentation*

### 4.2.2 Signage

Signage must be durable, legible, positioned for maximum visibility and removed when no longer relevant. Safety information, access controls and hazard details must be displayed at the point of entry to any controlled area and updated whenever site conditions change. Public-facing signage must clearly communicate exclusion zones and alternative routes. Where supplied, install Z's customer notices relating to work impacts.

The hazard board must be prominently located and current, reflecting daily hazards and risk controls, isolations and high-risk activities. Additional signage may be required where activities involve elevated risk, where environmental controls are in place, or where systems such as fire detection, security or duress alarms are temporarily impaired. Expected minimum signage includes:

- *No Smoking or Vaping*
- *PPE Required*
- *Hazard Warnings*
- *Directional signage for safe access routes*
- *Construction Zone – Authorised Personnel Only*
- *Sign-in/Sign-out Required*
- *Emergency Contact Information*

### 4.2.3 Equipment & Plant Condition

All electrical tools, corded equipment, multiboxes and extension leads used on site must be in good condition and carry a current test-and-tag within 3 months. Multi-boxes shall be of trade quality and fitted with integrated RCD overload protection. Electrical equipment must be protected from water, mechanical damage and strain on cables or fittings. Safety guards, interlocks and other protective devices or safety features must remain in place and operational at all times and must not be removed or bypassed. Tools or equipment that are damaged, defective or non-compliant shall be immediately removed from service, clearly labelled “Do Not Use”, and isolated from the work area.

### 4.2.4 Equipment for Accessing Height

All work where an individual could be injured by fall must be covered by current task planning (SWMS, JSA or SOP) and carried out per Z’s Safe Work Practice Working at height. The SWP provides guidance on:

- *Platform ladders*
- *Fixed Scaffolds*
- *Mobile scaffolds*
- *Barriers*
- *Edge Protection*
- *Mobile elevating work platforms (MEWPs)*
- *Forklift work platforms*
- *Safety nets*

All ladders used on site shall comply with Z’s Safe use of Ladders QRG. A-frame ladders are not permitted on site.

| | | |
|---|---|---|
| Safe Work Practice Working at Height - Z Energy | CD21471 | Working Safely at Z Stations |
| Safe use of ladders QRG | HS-IOA-GUI-010a | Working Safely at Z Stations |

### 4.2.5 Personal Devices & Conduct

Mobile phones, entertainment radios, headphones and similar devices shall be used only in a manner that does not compromise situational awareness, communication or safety. Headphone use is not permitted within the work area. Communication radios may be used as part of an approved task plan. Only intrinsically safe equipment may be used within a hazardous zone.

Animals are not permitted on site except approved support animals, and only within low-risk areas authorised by the Z Representative. Smoking and vaping are not permitted on site.

### 4.2.6 Housekeeping

Keep the worksite orderly and free from preventable tripping hazards. Pathways, access routes and exits must remain unobstructed . Manage power cords, hoses and tools to avoid slips, trips or falls. Materials shall be stacked or stored safely to prevent collapse or displacement, and debris cleared regularly. Cleaning responsibilities must be integrated into daily work routines, with particular attention given to areas used by Z staff or customers when works interface with operational spaces. For major works, commercial cleans are required on completion prior to handover.

## 4.3 Site Establishment

### 4.3.1 Demarcation & Access

Barriers, fencing or hoarding shall be erected around the work area to clearly define the controlled perimeter. Construction sites shall be isolated by fully enclosed fencing minimum 1.8m high. Where requested by Z, fencing shall include scrim; if marketing scrim is not provided, plain scrim or contractor-branded material may be used. Fencing and hoarding must be adequately braced for wind and secured against displacement. Manage mobile plant interactions with pedestrians, providing clear pedestrian paths where required. Where vehicle strike presents a foreseeable risk to workers or the public, concrete or water-filled barriers shall be installed to provide additional protection.

Access to the work area shall be through a single controlled entry point that is clearly identifiable and monitored by the contractor’s site supervisor. All personnel entering or leaving the controlled area must sign in and out via the Administration Station. Access is restricted to authorised persons only. Display a current Hazard Board at the controlled entry point.

Any openings in barriers or hoarding must remain secure when not in active use and be capable of being locked when the site is unattended. Access points must be visible, well-lit and free from obstruction. Where work requires outdoor movements to facilities by Z staff (e.g., temporary toilets), provide a secure temporary accessway that is visually private, to support personal safety.

Limited cones and tiger tails are available on some retail sites however these may not be relied upon for planning purposes. Contractors are responsible for supplying appropriate demarcation equipment.

### 4.3.2 Security & Storage

Determine security measures to prevent unauthorised access. The controlled work area must be secured when unattended, with all fencing, gates and access points closed and locked. Work with Z representative to determine any overnight security guard requirements.

Obtain necessary existing keys, cards and codes from operator prior to works, including for services. These shall be managed by the contractor's site supervisor, with clear arrangements for after-hours contact. Where the works affect existing store security systems, the contractor must inform the Z Representative and ensure any temporary disablement, isolation or bypassing is agreed and documented.

A designated storage area shall be established within the controlled site perimeter for plant, tools, equipment and materials required for the works. Plant, tools and materials must be secured against theft or misuse, and high-risk items shall be locked in designated storage. Lighting may be required to deter unauthorised access and support safe navigation for authorised after-hours personnel.

### 4.3.3 Waste Management & Salvage

Identify the expected waste types and approximate volumes before work begins, noting materials suitable for reuse or recycling. Manage all waste, offcuts and packaging so the site remains free of congestion, hazards and contamination. Prioritise recycling wherever feasible. Where diversion targets apply under the contract, determine the relevant measures and provide records of material diverted from landfill.

Segregate waste where practical and store it in dedicated bins or skips within the controlled site perimeter, secured against unauthorised access. Store recyclable materials in clearly designated areas and keep them clean and uncontaminated. Collect, contain, label and dispose of hazardous waste in accordance with its classification and relevant regulations. Prevent wastewater, paint residue and slurry from entering stormwater systems by containing and disposing of these materials through approved methods.

Remove all demolition waste, construction debris and packaging from site. Do not use retail site bins for construction waste without prior approval.

Where Z issues a salvage & disposal instruction, ensure all items under the contractor's responsibility are removed, disposed of or readied for uplift as specified. When removing equipment, dismantle it in a way that preserves its potential for reuse and keep all associated parts together. Degas equipment containing refrigerants before removal. Report any damage that affects reuse.

### 4.3.4 Parking

Onsite parking for contractor vehicles shall be in designated parking locations that do not obstruct public movement, customer routes, tanker delivery paths, operational access or emergency access. Off-site trades parking may be required.

### 4.3.5 Plant Movement, Lifting & Deliveries

Refer to Worksafe Good Practice Guidelines for Managing Work Site Traffic. Design for movements of plant, machinery and delivery vehicles during planning, taking account of excavation edges, load stability and exclusion zones. Delivery activities must be coordinated to avoid contact with public areas or operational site activity and may require direct supervision by the contractor's representative. A dedicated set-down area shall be identified as part of site establishment.

| | | |
|---|---|---|
| Safe Work Practice - Lifting | CD21453 | Working Safely at Z Stations |

### 4.3.6 Temporary Structures

Refer to Worksafe Guidance for Safe Use of Containers. All temporary structures (e.g., containers, portacoms, portaloos, retail Tiny Shops) must be securable, sit on stable, level ground capable of supporting the load without settlement and be positioned in a non-obstructive location. Where portaloos are not available for the public, they must be within a controlled perimeter. Where staff regularly access storage containers out of hours, ensure that free egress handles are present to prevent trapping .

Temporary structures must be secured in accordance with manufacturer requirements, including anchoring or ballast where wind loading is a factor. Temporary services supporting these structures may be required for safety and operational continuity.

Access to overhead structures (including scaffolding), must be secured, or the area beneath barricaded.

# 4.4 Trades

## 4.4.1 Services General

Fuel, electrical, water, fire and other building services shall be managed so they remain safe and functional throughout the works. Confirm the status of affected systems before starting, protect them during construction, and reinstate to the required standard. Redundant services identified during the works must be confirmed with the Z Representative. Permanently remove or terminate redundant services where practicable; where removal is not feasible, label and leave in a safe condition.

New or modified services shall allow safe future access for inspection and maintenance (isolation points, clearances, access hatches, access routes). Provide supporting labelling where services interaction points are concealed. Where works alter or add specified systems (e.g., emergency lighting, alarms, sprinklers, backflow, mechanical ventilation), provide information needed for Compliance Schedule updates and BWoF.

Run services in a concealed manner where possible due to risk of tamper or damage. Where conduit is used, it must be securely fixed and routed to minimise the likelihood of accidental or wilful damage. In public facing spaces, agree any painting requirements with Z representative.

Penetrations through the building envelope (roof, exterior walls) must be made watertight in compliance with NZBC E2, External Moisture.

## 4.4.2 Fuel Systems

Work practices on UPSS (underground tanks and pipework) and associated above-ground fuel system infrastructure (fill points, vents, dispensers, interceptor, and related equipment) is articulated by the Z Energy Fuel Systems Specification. This includes (but is not limited to): underground storage tank installation, tank removals, piping systems (UPP and steel), dispensing equipment, vapour recovery, testing, commissioning, and all quality assurance documentation.

The Contractor is responsible for becoming familiar with the full Specification prior to commencing work. Where any conflict exists between this specification, installation instructions, or safety requirements, the Contractor must consult the Z Engineer/Representative for clarification.

| | | |
|---|---|---|
| Z Energy Fuel Systems Specification (SUSS) | Standards | Provided with applicable tenders |

## 4.4.3 Temporary Services

Temporary services (e.g., power, lighting, water, data/communications, security) must be installed by a competent/licensed person and routed to avoid trip hazards, vehicle routes, pinch points, sharp edges, mechanical damage, pooled water or wet areas. Keep temporary services secure when unattended, and repair or remove if damaged or unsafe. Remove all temporary services at completion of works.

## 4.4.4 Electrical

Electrical work introduces significant risk and must be planned and controlled to eliminate or minimise electrical hazards. Comply with Z's Safe Work Practice when undertaking any work on or near electrical equipment. This document defines the minimum requirements for:

- *establishing an electrically safe work condition, including isolation, lock-out/tag-out and proving de-energisation*
- *management of electrical risk through hazard identification, risk assessment and implementation of controls*
- *competence, authorisation and supervision of personnel undertaking electrical tasks*
- *control of work on or near energised electrical equipment, which is only permitted under defined conditions*
- *selection, use and maintenance of tools, equipment and personal protective equipment*
- *inspection, testing (including electrical equipment and RCDs), and retention of required records*

| | | |
|---|---|---|
| Safe Work Practice Electrical Work | CD21429 | Working Safely at Z Stations |

On completion:

- *update the switchboard schedule/legend*
- *ensure device labelling matches what's installed (including any RCD/RCBO coverage)*
- *tidy the board (no mixed/ill-fitting breakers, no loose conductors, covers fitted)*
- *provide documentation — CoC/RoI, test records, and as-built updates*

### 4.4.5 Fire Protection

Maintain the visibility and operation of existing emergency lighting and exit signage in escape routes. Where a system is isolated or impaired, notify workers and the Z Representative, implement temporary measures (e.g., temporary luminaires, horns), and ensure CPU/operational arrangements remain compliant if areas are open to the public.

Retail sites may have extinguishers, but do not rely on store units to cover construction risks. Provide sufficient extinguishers appropriate to the changed site layout and tasks. Where hazardous substances are present, ensure extinguisher types/ratings suit the class of risk.

Passive fire separations (walls, floors, risers, doors, penetrations) must be preserved or reinstated so the fire-resistance rating and smoke control performance are maintained; use tested systems/approved details for service penetrations. Where LPG is located adjacent to structure, maintain integrity of that structure in accordance with HSNO regulations. New or reinstated surfaces along escape routes (eg wall linings) must have appropriate Spread of Flame Index (SFI) rating.

Provide certification for any change to Specified Systems.

### 4.4.6 Water

Maintain potable water quality and hygiene during works. Temporary water or temporary drainage must not interfere with store operations or public access and must be protected from accidental contact or contamination. Do not waste water.

New water and drainage work shall comply with NZBC G12 and applicable Acceptable Solutions/Verification Methods (e.g., G12/AS1, G12/AS3). Control backflow using an approved device sized to the hazard rating and arrange IQP testing/verification and Compliance Schedule updates where required. On reinstatement, hot water must be temperature-regulated to prevent scalding; hot-water systems shall be lagged and cylinders seismically restrained. Provide marked-up as-builts showing new or modified services, including reticulation, isolation valves, backflow devices, filters, and inspection points.

### 4.4.7 HVAC

Maintain passive and active ventilation provisions – eg. door undercuts, transfer grilles, vents, fresh-air intake and exhausts. Avoid blocking or short-circuiting supply/exhaust paths. Clean or replace filters after dusty works and confirm all extraction is operational before trading resumes.

New or replacement plant shall be installed to meet NZBC G4 Ventilation and seismically restrained. Where practicable, avoid new roof-mounted plant that creates unsafe maintenance access; otherwise provide compliant access/guards. Fit protective cages around exposed grilles/linesets in public areas.

### 4.4.8 Accessibility

Maintain/reinstate accessible clearances, provisions and fixtures required under NZBC D1. Ensure temporary surfaces in public areas are slip resistant.

## 4.5 Nuisance & Damage Controls

Plan works to minimise nuisance to customers, neighbours, retailers and Z staff so far as reasonably practicable. Where the site remains partially open or trading continues during the works, ensure nuisance controls include Council requirements associated with Certificates for Public Use (CPUs). Compliance with the Z EMP is mandatory for all Z contractors.

| | | |
|---|---|---|
| Environmental Management Plan for Site Works at Petroleum Handling Facilities | CD21395 | Provided with applicable tenders |

### 4.5.1 Noise

Manage noisy works in accordance with District Plan requirements. Schedule high-noise activities to appropriate times and coordinate with the Z Representative where they may affect operations or neighbours. Use quieter methods where reasonably practicable and maintain equipment to reduce unnecessary noise. Provide advance notice to site staff and the Z Representative when elevated noise is unavoidable.

### 4.5.2 Air Contaminants

No persons shall be exposed to airborne contaminants that exceed Work Safe NZ Exposure Standard. Monitor as needed. Prevent dust migration by using water suppression, extraction systems, dust curtains or temporary enclosures suitable for the activity. Protect Z equipment, technology, food service areas and stock from dust, overspray, contaminants and debris. For operating sites with food service, work with the Z Representative and Z Site Leaders to plan appropriate trading shut-downs, contaminant protection and thorough cleaning practices.

Where solvent-based products, adhesives or coatings are used, ensure adequate ventilation for worker safety and prevent fumes entering occupied spaces. Ensure temporary ventilation does not compromise fire systems, security systems or Z operational equipment.

Where cutting, grinding or fabrication activities are required on site, a designated cutting area shall be established within a controlled perimeter, away from hazardous zones and managed to prevent unauthorised contact with tools and materials.

### 4.5.3 Soil Management

Ensure that contamination of soil does not occur. In the event of any contamination occurring through the actions on site, take immediate steps to contain and recover the contaminated material.

Excavated soil is generally not re-used on-site although opportunities to do this will be assessed on a case by case basis. All soil excavated as part of intrusive site works that requires off-site disposal must be disposed of at an appropriate off-site licensed waste management facility. However, it may be necessary for excavated soil to be temporarily stockpiled on-site prior to off-site removal. Refer to EMP for detailed guidance.

### 4.5.4 Residues (contamination to water)

Prevent runoff, slurry, wash-water or residues (e.g., from concrete cutting, grinding, painting or cleaning) from entering stormwater systems or public areas. Capture and contain residues for appropriate disposal. Refer to SMP for detailed guidance. Reinstate all existing trade waste control fixtures and backflow devices. Notify Z of any damaged or missing legislative water supply, stormwater or sewerage control elements.

| | | |
|---|---|---|
| Stormwater Management Procedures Manual | CD21423 | Keeping Safe at our Sites |

### 4.5.5 Protection of Existing Assets

Protect existing Z and neighbouring assets from damage throughout the works. This includes structures, surfaces, services, equipment and landscaping. Any unplanned disturbance or damage, however minor, must be reported in a timely manner and repaired to Z's satisfaction.

## 4.6 Unexpected Discoveries

If unexpected hazards, materials or site conditions are discovered, stop work immediately in the affected area. Unexpected discoveries may include (but are not limited to) koiwi tangata (human remains), archeological material and/or artefacts, unidentified services, contaminated soil or groundwater asbestos-containing materials, hazardous substances, structural instability, evidence of fire or water damage, signs of occupation, biological hazards (e.g., sharps).

Refer to Z's EMP for discovery protocols relating to Accidental Discoveries (archeological & human remains) and Separate Phase Hydrocarbons, and to the Asbestos Management plan for Asbestos Discovery Protocols.

Make the area safe, prevent further disturbance, notify the Z Representative and follow any direction issued by Z or relevant specialists. No work shall recommence until controls are confirmed and any required assessments, permits, isolations or regulatory notifications have been completed.

| | | |
|---|---|---|
| Environmental Management Plan for Site Works at Petroleum Handling Facilities | CD21395 | Provided with applicable tenders |
| Accidental Discoveries flow chart | Environmental | - |
| Asbestos Management Procedure | CD21262 | Working Safely at Z Stations |

## 4.7 Other Environmental Factors

### 4.7.1 Weather

Plan works around weather conditions and secure temporary structures, barriers, signage and materials to prevent displacement in wind. Protect exposed work areas from rain where water ingress could damage building elements, Z technology or operational equipment.

Where outdoor work exposes workers to direct sun or heat, provide shade, cooling breaks or adjust work sequencing to manage the risk. Protect heat-sensitive Z systems, products, technology and coatings from thermal impacts where applicable.

### 4.7.2 Seismic

Ensure temporary works, stacked materials and equipment are arranged to remain stable during vibration or minor seismic movement. Avoid storing materials against existing building elements where this may cause damage or compromise fire separation performance. Where existing seismic restraints are altered during construction, they must be reinstated (including, but not limited to plant and suspended ceilings). Installed fixtures over 1.2m with a height-to-width-ratio greater than 4 must be seismically restrained on completion of works.

## 4.8 Completion of Works

Where a project-specific contract exists, its handover and close-out requirements take precedence. In the absence of details within that contract, consider the following:

### 4.8.1 Handover / Acceptance of Works

Acceptance of works is the agreement between parties that the activity has been completed in accordance with the agreed scope, standards, and required controls, and that the asset is suitable to hand back into operation.

The format of acceptance shall be appropriate to the nature of the works. This may include closeout of portal jobs, WCFs/Permits, PPSRs, inspection/walkthroughs, checklists, test results, certificates, or as-built information. Where the contract defines processes for Practical Completion, Defects Liability, and Final Completion, these take precedence.

### 4.8.2 Closeout Documentation

At completion of the Works, provide a digital closeout package to the Z Representative covering all documentation relevant to the Contractor's scope and any subcontracted works under their control. Any information permanently displayed or fixed on site (e.g. switchboard legends or schematics) must also be supplied digitally. This must include, as applicable:

- *Quality assurance evidence: completed inspection and test records, certifications, commissioning results, and close-out of any NCRs*
- *Operations and maintenance (O&M) information: operating instructions, user manuals, system settings, commissioning sheets, and spare parts lists for installed equipment*
- *Warranties and guarantees: terms, commencement dates, conditions, and supplier/installer contact details*
- *Planned preventive maintenance (PPM) information for all new or modified trade assets*
- *Access credentials: return and issue of keys, cards, codes, or fobs, including confirmation of revoked or decommissioned credentials*
- *Asset and serial records: serial numbers for specified system components and any electronic or mechanical assets valued over $500*
- *Photographic records: pre-works and post-works photographs of affected areas and scope, including close-ups where existing defects or constraints were managed*
- *Regulatory compliance evidence required to demonstrate compliance with resource consent, building consent, or other regulatory approvals*

As-built information, where applicable, must be provided for:

- *General store layouts where altered*
- *Fuel systems*
- *Electrical works, including switchboard modifications, RCD coverage, legends, and wiring diagrams*
- *Plumbing and drainage*
- *Underground services*
- *Security, access control, and CCTV*
- *Fire and life-safety systems*

- *Hazardous classified zones*
- *Height-access or fall-restraint systems installed or relocated*
- *Concealed servicing or access points*

Where the works impact Specified Systems, the Contractor must provide all information necessary to update the Compliance Schedule and support ongoing inspection, maintenance, and the annual Building Warrant of Fitness (BWoF).

| | | |
|---|---|---|
| ACPF Closeout Documentation Checklist | ACPF | Provided as required |

### 4.8.3 Notifications & Residual Risks

Notify Z in writing of any outstanding risks/concerns, temporary measures, or items deferred by agreement. Flag any follow-on permits/inspections still required (e.g., IQP tests or post-commission checks) and the party responsible. Identify any access limitations or special tools needed for future maintenance.

### 4.8.4 Post-Completion Support

Action any post-completion jobs raised in Z's portal within KPI timelines; where remedial work is under warranty, do not charge Z. During warranty period, respond promptly to Z requests, correct defects within agreed response times (refer Work Classification & SLAs). Update handover records where a change is made.

### 4.8.5 Post-Completion Review

Where requested by Z, take part in any post-works retrospective reviews. The purpose of these reviews is to identify learnings and to update processes and documentation - including this Manual.

# Appendices

# 5 Appendix | Action Items Summary

This is a summary of the action items that appear throughout the document as:

☐ Quick reference checklist action, collated in the Action Items Appendix

**0 About This Manual ..... 3**
**1 Getting Started with Z ..... 5**
☐ Confirm the level of Prequalification in place ..... 5
☐ ZormD registration complete ..... 6
☐ Insurance certificates current and insurance notifiable works identified ..... 6
☐ Accounting details provided ..... 6
☐ Maintenance system registration complete (if required) ..... 6
☐ Review Supplier Code of Conduct ..... 7
☐ Review Life Savers ..... 7
☐ Review the PTWS manual ..... 7
☐ Review the SWA ..... 7
☐ Share safe & confidential reporting expectations with workers on this contract ..... 7
☐ Agree form of Contract ..... 8
☐ Agree formal Contract monitoring cadence and KPIs ..... 8
☐ Identify contracting chain ; seek approval from Z for any intended subcontractors and their roles on site ..... 9
☐ Subcontractor continuity requirements identified for contract and/or maintenance ..... 9
☐ Separate contractors appointed by Z Energy confirmed ..... 9
☐ Nominated subcontractors by Z Energy confirmed ..... 9
☐ All contractor personnel working on the Z contract inducted – Offsite, onsite and subcontractors ..... 9
☐ HSSE Engagement Plan requirement confirmed ..... 9
**2 Part 2 | Existing Conditions ..... 12**
**3 Part 3 | Works Planning ..... 18**
☐ Instruction & Scope of Works agreed with Z Representative ..... 18
☐ Tags cleared, Provisional sums / Prime cost items identified ..... 18
☐ Process to request and approve variations agreed with Z Representative ..... 18
☐ Site assessment completed ..... 18
☐ RMA consent conditions identified and integrated into methodology/programme ..... 19
☐ Building consent or Schedule 1 pathway confirmed ..... 19
☐ Required inspections, certifications, producer statements identified ..... 19
☐ BWOF/Specified Systems impacts assessed; IQP parties identified ..... 19
☐ CPU requirements confirmed ..... 19
☐ WorkSafe notifiable works identified ..... 19
☐ Contact list confirmed – including subcontractors, separate contractors, consultants, Retailers, property owners ..... 20
☐ Lines of communication and escalation pathways confirmed ..... 20
☐ Emergency and after-hours contact arrangements confirmed ..... 20

☐ Cultural interfaces confirmed with Z (if applicable) ..... 20
☐ Site supervision requirements confirmed ..... 20
☐ Lone/isolated work scenarios identified ..... 20
☐ Training & Qualification Register provided, incl. subcontractors ..... 20
☐ Subcontractor responsibility delineation provided for medium & high risk works ..... 20
☐ SiD requirements reviewed ..... 21
☐ Temporary works design requirements confirmed ..... 21
☐ Temporary services required by client confirmed ..... 21
☐ Shop drawings and supplier technical data (including SDS) provided ..... 21
☐ As-built requirements confirmed ..... 21
☐ End-User training, guidance and operational manuals identified ..... 21
☐ Maintenance PPM requirements confirmed ..... 21
☐ O&M documentation and commissioning evidence identified ..... 21
☐ Access/servicing & end-of life handover information identified ..... 21
☐ Producer statements, certifications and test results identified ..... 21
☐ Long-lead and critical components identified ..... 21
☐ Substitutions identified (if applicable) ..... 21
☐ Warranty requirements confirmed ..... 21
☐ Guarantee requirements confirmed ..... 22
☐ QA documentation requirements identified ..... 22
☐ Asset protection / make good requirements agreed ..... 22
☐ Hours of work confirmed ..... 22
☐ Programme or schedule agreed with Z Representative (rev/date) ..... 22
☐ Operational interfaces identified ..... 22
☐ Trading/closure impacts outlined and agreed ..... 22
☐ Demarcation, barrier and staging plan agreed ..... 22
☐ STMP and/or TMP requirement confirmed ..... 22
☐ Tanker JMP reviewed for impact from works ..... 22
☐ Landlord engagement, impacted properties and neighbouring parties identified ..... 22
☐ Temporary structures confirmed (e.g. containers, portacoms, portaloos) ..... 22
☐ Keys, codes, security system and guard arrangements confirmed ..... 22
☐ SIMOPS identified and coordinated ..... 22
☐ Relevant Z guidance and standards consulted for applicable trades ..... 23
☐ CSDs impacted by scope of works identified ..... 23
☐ Soil management and disposal plan confirmed ..... 23
☐ Waste management plan, including recycling and salvage confirmed ..... 23
☐ Hierarchy of site safety management confirmed ..... 24
☐ SSSP requirement confirmed ..... 25
☐ Hazard Identification provided for medium and high-risk works ..... 25

☐ Site specific HSNO plan reviewed and impact of planned works identified ..... 25
☐ Z site-specific Asbestos information reviewed (including Pre-Demo survey where supplied) ..... 25
☐ Pre-start overhead services, underground and concealed services scans (NULCA accredited) ..... 25
☐ Electrical integrity pre-start assessment ..... 25
☐ Key services isolation locations identified (eg DBs, tobies, valves) ..... 25
☐ Confirm hazardous substances brought to site ..... 25
☐ Task-level planning provided for Medium and High Risk Works ..... 26
☐ Required permits and PI, PH and SPI arrangements confirmed ..... 26
☐ Site Induction contents confirmed ..... 26
☐ Co-ordinate Emergency Response information and drill frequency ..... 26
☐ Incident & Near Miss Reporting format confirmed ..... 27
☐ Prestart briefing format and frequency confirmed ..... 28
☐ Toolbox frequency confirmed ..... 28
☐ WCF requirement and format confirmed ..... 28
☐ Worksafe Notifiable Work identified ..... 28
☐ Contractor Control of Works / PTW Systems identified, and co-ordination method confirmed ..... 28
☐ Reporting requirements agreed ..... 29
☐ Inspection parties, format and programme agreed ..... 29
☐ Site Works Kick-off meeting (where required) and outstanding information/coordination items resolved ..... 29

**4 Part 4 | On Site ..... 31**
**5 Appendix | Action Items Summary ..... 40**
**6 Appendix | SSSP Review Checklist ..... 43**
**7 Appendix | Recommended Site Induction Content ..... 44**
**8 Appendix | Reporting Menu ..... 45**
**9 Appendix | Hazard Locations on Z Customer Network Sites ..... 46**
**10 Appendix | Generic Customer Network Risk Register ..... 47**
**11 Appendix | Z Site Inspection Template ..... 48**

# 6 Appendix | SSSP Review Checklist

The contents of Contractor's SSSP should include processes for the following. Refer to Part 3 | Works Planning for additional detail.

- ☐ **A commitment to provide safe and healthy work environments** with reference to a company Health and Safety Policy Statement endorsed by senior contractor management. A copy of policy should be provided in the appendices of SSSP.
- ☐ **Project information** i.e. scope of work, methodologies, location, map/diagrams, start and end dates, access information, restrictions, site working hours, important dates.
- ☐ **Key contacts** (names and contact details), health and safety roles and responsibilities specific to the project work, sub-contractor companies (names, contact details and whether a SSSP will be provided by the sub-contractor).
- ☐ A statement on how the contractor will comply with **Z Energy minimum health and safety requirements.**
- ☐ **Site requirements** i.e. inductions (both Z Energy and SSSP induction processes), access, signing in/out & how visitors will be managed, site rules, site signage, vehicle access/delivery requirements, facilities & supplies, any restricted areas, traffic and public management, smoke free requirements.
- ☐ Induction, **training**, supervision and **competency** requirements for all workers. Copies of qualifications, training certificates and/or licenses must be provided upon request. This will be required for all high-risk work.
- ☐ **Management of sub-contractors** either under the contractors SSSP or individual SSSP's.
- ☐ A procedure for **identifying hazards**, assessing and controlling risk, and notifying Z any new hazards or risk controls under Z Energy's control.
- ☐ Process to manage a site/project specific **risk register** with a copy provided which should include any client site specific hazards and risk mitigation controls provided.
- ☐ **Onsite daily** hazard identification and risk assessments and job/pre start briefings.
- ☐ Information on how the risks associated with activities will be controlled including:
    - *JSA/s or SWMS – including the process for sub contractors.*
    - *Permits systems i.e. hot work, isolations etc.*
    - *Standard Operating Procedures.*
    - *Notifiable Work (must include 24 hour notification to Work Safe NZ and Z Energy)*
    - *Copies of all sites specific JSA/s or SWMS, SOP's must be provided*
- ☐ **General health and safety requirements** relating to
    - *drugs and alcohol testing*
    - *mental wellbeing*
    - *fatigue management*
    - *working alone*
- ☐ Requirements relating to the **safe use of plant, machinery, equipment and PPE.**
- ☐ Requirements relating to the safe use, storage and handling of any **hazardous substances.**
- ☐ Methods of **communication to workers and Z Energy** throughout the project i.e. prestart, project, toolbox meetings.
- ☐ Response, reporting, recording and investigating near **miss, incidents, injuries & illnesses and Notifiable Events.** Must include immediate reporting to Z Energy and process for formal investigations for High Potential Events and Notifiable Events.
- ☐ **Emergency response plan** for all foreseeable types of emergency events i.e. fire, medical, earthquake, fall from height etc. and any emergency response training and/or equipment requirements.
- ☐ **Assurance monitoring** on health and safety performance i.e. site audits, inspections, assessments.
- ☐ **Management of change** process.
- ☐ **Document control process** i.e. distribution list, amendment register, related references specific to SSSP.
- ☐ **Environmental requirements** (if applicable) relating to erosions, sediment & ground water control measures, noise, vibration dust control.

# 7 Appendix | Recommended Site Induction Content

The following items are expected content for work on Z Energy sites. This summary may be used by contractors to support their own induction processes.

## Identity & induction status

- ☐ *Worker name, employer, and contractual relationship*
- ☐ *Verification of current Z induction status*
- ☐ *Confirmation of the applicable safety plan (SSSP or PSP)*

## Hazards, risk controls & task planning

- ☐ *Key site hazards and risk controls (referencing the Risk Register)*
- ☐ *Hazardous zones and restricted areas*
- ☐ *Permit systems*
- ☐ *SDS locations*
- ☐ *Task-specific requirements (e.g., SWMS/JSA/TA)*

## Z-specific safety requirements

- ☐ *Z Life Savers*
- ☐ *Z work at heights & ladder policy*
- ☐ *LOTO requirements*
- ☐ *How to locate relevant Z PTW Safe Work Practices*

## Permit-to-Work requirements

- ☐ *Planned permit types and expected controls*
- ☐ *Roles and responsibilities of PI/PH (as relevant to the individual's work)*

## PPE & site-wide rules

- ☐ *Mandatory PPE*
- ☐ *Task-specific PPE*
- ☐ *Hazard board / site rules overview*
- ☐ *Stop Work Authority (including "Take 5" or company equivalent)*

## Emergency procedures

- ☐ *Spill, fire, medical, and evacuation procedures*
- ☐ *First aider and onsite emergency resources*
- ☐ *Assembly points*
- ☐ *Emergency response features (manual call points, extinguishers, alarms, Fuel Emergency Stop, API separator)*

## Communication & reporting

- ☐ *Incident and near-miss reporting requirements*
- ☐ *Notifiable events immediate response and reporting requirements*
- ☐ *Escalation paths and site communication channels including safe & confidential reporting options*
- ☐ *Interaction with public and media enquiries*

## Plant & equipment expectations

- ☐ *Safe condition requirements for plant/equipment brought to site (e.g., guarding, certification/WoFs, electrical safety)*

## Completion & handover

- ☐ *QA/documentation expectations when leaving the site or completing the work*

# 8 Appendix | Reporting Menu

The below summarises reporting requirements commonly applicable to Z works. It is intended to support early agreement on work-specific reporting arrangements. Not all items will apply to all works. Items, cadence, and delivery method are to be confirmed with the Z representative and documented as appropriate.

| Item | Applies when | Cadence | Capture | Method |
|---|---|---|---|---|
| Incident / Near Miss | Any unplanned event | As they occur | • *What/where/when*<br>• *consequence (actual/potential)*<br>• *immediate controls*<br>• *actions* | |
| Notifiable Event | Meets regulator threshold | Immediate | • *What/when/where*<br>• *WorkSafe trigger*<br>• *external notifications*<br>• *work status*<br>• *corrective actions* | |
| Environmental Incident (spill/discharge/contamination) | Environmental harm/risk | Immediate | • *Substance/volume/medium*<br>• *containment & clean-up*<br>• *waste manifests*<br>• *regulator/council contact* | |
| Regulator Interaction (notice/visit/request) | Formal regulator contact | As they occur | • *Type/topic/date*<br>• *info provided/meeting date*<br>• *next step* | |
| HSSE Summary | Periodic HSSE oversight required | Weekly / Fortnightly / Monthly / Quarterly | • *Learning events*<br>• *Drills*<br>• *Incidents*<br>• *Near misses*<br>• *Notifiable events*<br>• *Spills (incl. ≥100 L)*<br>• *Exposure hours*<br>• *Pre starts/toolbox talks*<br>• *Inspections*<br>• *Permits issued* | |
| Delivery Status / Look-Ahead Report | Projects or intrusive maintenance | Weekly / Fortnightly / Monthly | • *Progress vs plan (headline %/milestones)*<br>• *critical risks & mitigations*<br>• *variations*<br>• *decisions/blockers*<br>• *next-period high-risk tasks & key controls* | |
| Project Control Meeting | Governance needed for M/H risk | Fortnightly / Monthly | • *Agenda*<br>• *Decisions*<br>• *actions* | |
| Change / Early Warning & Stakeholder/PCBU Update | Scope/time/cost /risk changes or PCBU map changes | Immediate on change | • *Change summary*<br>• *impact (time/cost/risk)*<br>• *recovery plan*<br>• *who is new/changed*<br>• *requests of Z* | |

# 9 Appendix | Hazard Locations on Z Customer Network Sites

## Existing common hazards on Z Customer Network Sites

*Source: Z Retail KYS site; May 2025*

### Fill, Dip Points and Vents

- Chemical
- Noise
- Radiation
- Electrical
- Lighting
- Vibration
- Temperature
- Biological
- Ergonomic
- Human Factors – User
- Human Factors – External impact

### Customer Area

- Chemical – Chronic & Acute effect
- Electrical
- Lighting
- Temperature
- Biological
- Ergonomic
- Manual Handling
- Violence
- Human Factors – User
- Human Factors – External impact

### Gardens, Car and Trailer Parking

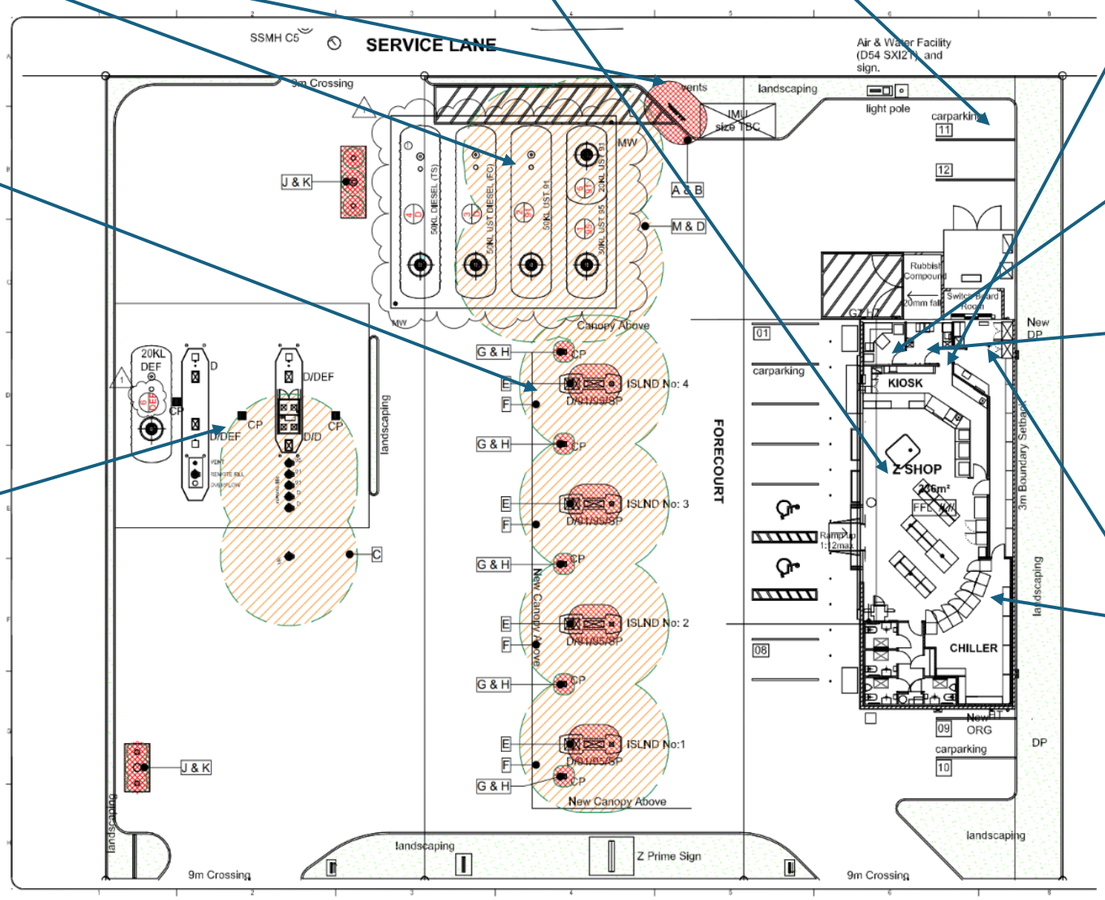
- Chemical – Chronic & Acute effect
- Noise
- Radiation
- Electrical
- Lighting
- Vibration
- Temperature
- Biological
- Ergonomic
- Manual Handling
- Human Factors – User
- Human Factors – External impact

### Internal Store

- Chemical – Chronic & Acute effect
- Electrical
- Lighting
- Temperature
- Biological
- Ergonomic
- Manual Handling
- Violence
- Human Factors – User
- Human Factors – External impact

### Forecourt & Pumps

- Chemical – Chronic & Acute effect
- Noise
- Radiation
- Electrical
- Lighting
- Vibration
- Temperature
- Biological
- Ergonomic
- Manual Handling
- Human Factors – User
- Human Factors – External impact




### Store - Office

- Chemical
- Noise (IT Server)
- Electrical
- Ergonomic
- Manual Handling

### Staff Areas

- Chemical – Chronic & Acute effect
- Electrical
- Lighting
- Temperature
- Biological
- Ergonomic
- Manual Handling
- Violence
- Human Factors – User
- Human Factors – External impact

### Variations – Truck Stops, LPG

- Chemical – Chronic & Acute effect
- Noise
- Radiation
- Electrical
- Lighting
- Vibration
- Temperature
- Biological
- Ergonomic
- Manual Handling
- Human Factors – User
- Human Factors – External impact

### Internal Store – Back of house

- Chemical – Chronic & Acute effect
- Noise
- Radiation
- Electrical
- Lighting
- Temperature
- Biological
- Ergonomic
- Manual Handling
- Human Factors – User
- Human Factors – External impact

# 10 Appendix | Generic Customer Network Risk Register

This generic register lists existing contractor-relevant risks that may be present on Z Energy Customer sites. Numbered risk identifiers align with the Retail Site Generic Risk Register Risks in ZORMD. This register does not include risks introduced by contractor activities, work methods, or design changes, nor does it replace site-specific evaluation as part of planning.

| Risk ID | Area | Hazard | Existing Site Scenario / Risk | Existing Z Controls |
|---|---|---|---|---|
| FC1, FC2 | Forecourt | **Vehicles** | People may be struck by moving customer or delivery vehicles crossing the forecourt | Traffic flow design, site layout, lighting, bollards at some sites |
| FC3 | Forecourt | **Mechanical equipment** | Fuel hose breakaway recoil may strike persons on the forecourt | Breakaway couplings fitted to dispensing hoses |
| FC4 | Forecourt | **Fuels** | Fuel leaks or spills may occur from vehicles or pump equipment creating ignition risk | Emergency stop systems, interceptors, certified fuel systems, fire equipment |
| FC6 | Forecourt | **Slips** | Oil, fuel, or water contamination may be present on paved surfaces | Drainage design, cleaning programmes, forecourt lighting |
| FC7 | Forecourt | **Trips** | Fixed features such as kerbs, bunding and speed humps present trip hazards | High-visibility markings, lighting |
| FP1 | Fill points | **Fuels** | Fuel transfer points present risk of product release during tanker connection or disconnection | Purpose-designed fill points, interceptor systems, emergency response equipment |
| FP2 | Fill points | **Vehicles** | Vehicles and tankers operate in close proximity to fill point areas | Journey Management Plans, site layouts |
| LP2 | LPG cage | **LPG** | LPG cylinders stored under pressure present fire or explosion risk if impacted or compromised | Steel cages, bollards, separation distances |
| LP3 | LPG cage | **LPG** | Leaking LPG cylinders may ignite if exposed to ignition sources | Double-valve isolation, supplier filling and handling processes, signage |
| EV1 | EV charging bays | **Electricity** | EV charging infrastructure contains high-voltage electrical components | Certified equipment and installers, electrical protection systems, emergency stop buttons |
| EV3 | EV charging bays | **Fire** | EV charger or vehicle fire may occur during charging | Emergency response arrangements, fire equipment, staff training |
| SP1 | Structures | **Heights** | Canopies, roofs, signage and lighting are permanently installed above ground | Engineered structures, fixed access points where provided, access limitations |
| SP2 | Electrical | **Electricity** | Electrical infrastructure remains energised during normal operations | Fixed switchboards, RCDs, authorised access and maintenance regimes |
| JU1 | Whole site | **Environment** | Natural disaster events (e.g. earthquake, severe weather) may cause structural damage or loss of containment | NZ Building Code compliance, structural standards, emergency response plans |
| ## | Whole site | **Operational constraint** | Retail fuel sites may remain operational with public access present | Operational procedures, retailer coordination, site management processes |
| ## | Whole site | **Public access** | Members of the public may enter or traverse areas adjacent to work zones | Site layout, CCTV, lighting, access control |
| ## | Whole site | **Concealed services** | Fuel, electrical, drainage and communications services exist below ground and other concealed areas; records may be incomplete or inaccurate | Site records and as-built drawings where available |
| ## | Whole site | **Asbestos** | Asbestos-containing materials may be present in buildings, structures, plant or services, particularly on older sites | Asbestos management procedures, asbestos registers and surveys where available |
| ## | Whole site | **Lead** | Lead-based paints or materials may be present on older buildings, structures or coatings | Historical building records and material information where available |
| ## | Whole site | **Respirable crystalline silica** | Concrete, masonry, grout, tiles and similar materials containing crystalline silica are present on site | Known material specifications; general hazardous substance management |
| ## | Whole site | **Hazardous chemicals** | Fuels, lubricants, cleaning agents, car-wash chemicals and other hazardous substances stored or used as part of normal operations | Safety Data Sheets (SDS), HSNO plans, approved storage systems where applicable |
| ## | Forecourt | **Flammable hazardous areas** | Hazardous zones designated on site drawings may contain flammable or explosive atmospheres under normal or abnormal conditions | Hazardous area classification drawings, HSNO plans, fuel system design standards |
| ## | Whole site | **Psychosocial risks** | Exposure to public-facing environments, isolated or after-hours work, and potential antisocial customer behaviour | Store operating procedures, security measures, staff training and support arrangements |
| ## | Back of house | **Objects stored at height** | Items stored on shelving or elevated surfaces may fall and strike persons below | Storage design standards, shelving specifications, housekeeping practices, inspection and maintenance processes |
| ## | Toilets and waste storage areas | **Biological hazards** | Potential exposure to biological contaminants (e.g. bodily fluids, sharps, bacteria) in public or shared facilities such as bathrooms and waste areas | Cleaning procedures, specialist contractors where required, PPE availability, incident reporting and response processes |
| ## | Whole site | **Violence and robbery** | Retail fuel sites may be subject to robbery, assault or violent behaviour due to public access and cash-handling activities | Security design features, CCTV, alarms, safe areas, emergency response plans and training frameworks |
| ## | Forecourt | **Weather exposure** | Sites are exposed to weather conditions such as wind, rain, temperature extremes and reduced visibility, which may affect surfaces, structures and people on site | Site design standards, drainage systems, structural maintenance programmes, emergency response plans |
| ## | Whole site | **Safety-critical systems dependency** | Sites rely on emergency and safety-critical systems (e.g. emergency stops, fire protection, access controls, alarms, communications, interceptors) that support both public and site safety | System design standards, inspection and maintenance regimes, emergency response plans |

*Y = as expected, no issues observed*
*V = minor variations to expectations (e.g. 1-2 minor matters where examples of positive performance are also present, and which may be immediately addressed with a Take 5 / within 24 hours)*
*N = significant, or systematic non-compliance observed*
*C = Commendation, exemplary safety practices/behaviours*
*R = Recommendation*

# 11Appendix | Z Site Inspection Template

| | | | | | |
|---|---|---|---|---|---|
| Site: | | Contractor: | | Date/Time: | |
| Auditor | | Auditees | | Attendees | |

**SWAT Site Review (~90 minutes)**

| | Approaching the worksite - OBSERVATIONAL | Y/V/N/C/R | Notes |
|---|---|---|---|
| | Are trade vehicles safely parked and not affecting public activity? | | |
| | Is the hazard board located to be visible on approach, up to date and does it reflect the activity happening on site? | | |
| | Is the work area(s) demarcated by barriers appropriate to the risk and duration of the work? More than one type of barrier may be in use. | | |
| | Are entry points to the barriers closed while not being actively used? If permanent, are they lockable overnight? | | |
| | Is there clear signage for the public denoting no entry? | | |
| | Are any Z supplied customer notices displayed? | | |
| | Are affected forecourt services (i.e. carwash, air, LPG) closed off with signage? | | |
| | If fuel is live, the emergency stop and signage is clearly visible for public | | |
| | If fuel is present on site, the spill kit is clearly visible | | |
| | If fuel is present on site, HSNO clearances are being observed for external activity | | |
| | Are any deliveries underway safely controlled? | | |
| | Is it clear where I should go to sign in and be inducted, and who to contact? | | |
| | **Entering the work zone - OBSERVATIONAL** | **Y/V/N/C/R** | **Notes** |
| | The sign in location and storage of job safety documentation is clearly identifiable. An appropriate surface is provided to complete paperwork. | | |
| | The workers around you wear PPE in compliance with the SSSP and appropriate to the task | | |
| | There are no slip, trip or fall hazards along the main pathways through the site and to external doors (including power cords) | | |
| | The site is reasonably tidy with no buildups of rubbish or unrestrained stacks of material | | |
| | Overhead structures are secured or the area beneath barricaded | | |
| | Any areas open to the elements are unlikely to result in damage to building fabric, services or tools | | |
| | Z technology or other property present on site is covered against dust and damage | | |
| | **Induction / Site control station – WITH SITE MANAGER** | **Y/V/N/C/R** | **Notes** |
| | You are inducted to the site (once per project) – please request the worker version to experience what is being communicated. | | |
| | The induction covers the points outlined in Site induction appendix | | |
| | Are the important documents for workers available at the sign in location / site office (list below)? Could a worker independently locate them in either digital or physical format? | | |
| | Are Company policies relevant to workers available? | | |
| | SSSP - Are any sections to be filled out on site completed? | | |
| | Has the risk / hazard register been reviewed on site since SSSP? | | |
| | Does the Induction register appear to include trades currently on site? | | |
| | Is the training and competency register up to date, including Subcontractors? | | |
| | Sign-in register<br>Are workers consistently signing in and out?<br>Do there appear to be any lone workers remaining on site?<br>Do day lengths appear to exceed the Hours of Work? | | |
| | Incident / near miss register<br>Is this being filled out? | | |
| | Are Z aware of all matters noted? | | |
| | Toolbox minutes (or equivalent)<br>Are meetings taking place regularly?<br>Is there evidence of consultation and co-ordination between workers over tasks for the day? | | |
| | Contractor's site audits are being undertaken and notes available | | |
| | Where are Task Analysis, SWMS, Permits, subcontractor SSSPs kept? | | |
| | Work clearance forms – if used, are these being completed daily? | | |
| | Can you visually locate emergency response items:<br>Fire extinguishers<br>Warning devices (e.g. horn)<br>First aid kit<br>SDS | | |
| | Is a copy of the full project drawing and specification set (and any Building consent and subsequent change instructions) readily available? | | |
| | **Safety with services – WITH SITE MANAGER** | **Y/V/N/C/R** | **Notes** |
| | LOTO is in place for any work needing to be made electrically safe (including but not limited to demolition) | | |
| | Live and isolated circuits or services are clearly identified in areas away from the switchboard. | | |
| | Exposed cable ends are made safe and coiled away from accidental contact | | |
| | The status of any fire safety system is communicated to workers if non-operational in whole or part | | |
| | The status of security or duress systems is communicated to workers if non-operational in whole or part | | |
| | **Equipment - OBSERVATIONAL** | **Y/V/N/C/R** | **Notes** |
| | Corded power tools, multiboxes and leads test & tags are up to date. | | |
| | Multiboxes are trade quality with RCD overload protection. | | |
| | Temporary task lighting is provided where works are happening in low light areas | | |
| | Ladder types are compliant with Z's ladder policy. Ladders are clearly marked Trade/Industrial and in good working condition. | | |
| | Mobile scaffolds are of trade grade with lockable castors, toe boards and guiderails with SWL clearly labelled, and in good working condition (refer policy for full requirements) | | |
| | Mechanical equipment to access height has a current certification, lanyard system (refer policy for full requirements). The EWP log has been filled in daily. | | |
| | Equipment to access height (powered and non-powered) is stored in a controlled area if not in use | | |
| | Scaffolds over 5m are covered by a current Z PTW system Permit | | |
| | Any access to the roof (including for inspection purposes, regardless of means of access) is covered by a Z PTW Permit | | |
| | **Facilities - OBSERVATIONAL** | **Y/V/N/C/R** | **Notes** |
| | Rubbish bins and skips are available, not easily accessed by unauthorized users and not overflowing | | |
| | There are designated areas to collect materials to be recycled | | |
| | Toilet facilities are reasonably clean, consumables stocked and located away from unauthorized users | | |
| | There is a dry, sheltered area for breaks | | |
| | **Excavations - OBSERVATIONAL** | **Y/V/N/C/R** | **Notes** |
| | NOTE: For works below the permit threshold, activity must be undertaken in line with policy. The following observational checks apply to non-permitted excavations: | | |
| | Water table pre-confirmed | | |
| | Soil testing & disposal pre-agreed with Z | | |

| | | | |
|---|---|---|---|
| | Exclusion zone barricaded | | |
| | Services pre-start scanning completed | | |
| | The total depth is less than 1.5m and no services are exposed within the excavation (i.e. permit triggers have been observed) | | |
| | No pooling water | | |
| | Safe crossing of excavation enabled if required. If fall >1m, guardrails and toe boards in place | | |
| | Benching / battering or shoring in place | | |
| | Spoils placed appropriately | | |
| | Culture - OBSERVATIONAL | Y/V/N/C/R | Notes |
| | Policies regarding smoking/vaping, radios, headphones, animals are being followed | | |
| | Interactions between parties regarding safety matters are constructive | | |

**Worker Discussion (~15 mins)**

Select a medium risk task from the SSSP that is currently being performed. With agreement from the Site Manager, ask the Task Lead (or a worker taking part) to take you through the process of planning and completing the task. This is not a replacement for a Permit.

| | Task Example – WITH WORKER | Notes |
|---|---|---|
| | Task discussed : Electrician – isolation & livening process | |
| | Who from the worksite is involved in this task? | |
| | What training is required for the people involved in this task? | |
| | What safety planning documents apply to the task? | |
| | What planning meetings have you been part of about this task? | |
| | What checks do you do on tools or controls before the task? | |
| | Where do you keep any SDS relating to the task? | |
| | What experiences have you had, or heard of, where this task went wrong? How effective were the controls in this situation? | |
| | What do you wish that Z understood about workers doing this task? | |

**Closeout (~15 mins)**

| | Leadership - WITH SITE MANAGER | Notes |
|---|---|---|
| | Review any matters observed from the walkthrough (positive & variances) | |
| | What are the risks at top of mind for you today? | |
| | What feedback is coming through workers – both positive and for improvements? | |
| | Is there anything that Z can do to support you better on site? | |
| | Who on site would you like to recognize for their positive contribution to safety culture? | |
| | Do either of you have any suggestions to improve this review tool? | |

**Notes**

| Additional Observations |
|---|
| |
| **Positive Health & Safety Observations & Interactions** |
| |

**Actions Required**

| Actions | Audit # | By Whom | By When |
|---|---|---|---|
| | | | |
| | | | |
| | | | |
| | | | |
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| | | | |

**Photos**

| | | | |
|---|---|---|---|
| Photo 1 | | Photo 2 | |
| Photo 3 | | Photo 4 | |
| Photo 5 | | Photo 6 | |
| Photo 7 | | Photo 8 | |
| Photo 9 | | Photo 10 | . |
| Photo 11 | | Photo 12 | |
| | | | |

END