Safety Wellness & Risk

# Contractor ZORMD Health & Safety Induction - *Reference Transcript*

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# 0 Reference use only

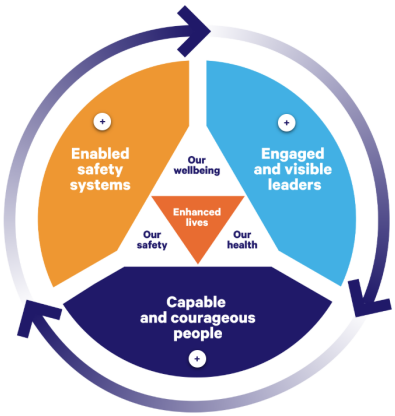
This document is provided as reference transcript only to summarise the content delivered to Z contractors in Z's ZormD online induction module. It is not a substitute for completing or maintaining currency of the online module. The online module includes interactive activities, questions and a completion quiz.

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# 1 Why

## 1.1 Our shared responsibilities

At Z, our safety & wellbeing stand shows our commitment to providing workplaces that enable safe, productive and engaging work that enhances the physical and mental wellbeing of our Z whānau, the partners we work with, and the wider Aotearoa, New Zealand. As one of our key partners you help bring our stand to life in the work you do.




### 1.1.1 Enabled safety systems

Our safety system drives us to focus proactively on the risks that matter most, improve our operations continuously, and meet both our legal responsibilities and internal standards. Our site sign in process ensures we know where our people and contractors are working. Our control of work, incident reporting & emergency response systems and processes help keep everyone safe.

### 1.1.2 Engaged and visible leaders

We're all safety leaders at Z. Our commitment drives us to stand alongside the teams that rely on us and work together to manage risks. All our people are expected to understand Z's lifesavers and how they apply. Anyone working at a Z site is empowered with Z's Stop Work Authority.

### 1.1.3 Capable and courageous people

Our people are key to our success. We grow capability, empower individuals to speak up, and support everyone to make the right call for safety and reliability. When working on Z sites it's important that you understand the site risks and have the capabilities required to work safely. Z expects you to stop your own work if you believe it cannot be completed safely or in line with the agreed permits or JHAs.

### 1.1.4 What this means for you

- *You must sign in and out of site.*
- *You must know and understand the inherent risks that exist at Z facilities.*

- *You must ensure you meet the requirements of our safe work practices for the work you are doing.*
- *Your risk assessments must suitably identify the hazards and sufficient control measures for the work you are doing.*
- *You are expected to actively participate in creating a safe work environment.*
- *You are personally empowered to call a stop work if you see any unsafe work or unsafe conditions.*
- *You must know what to do and where to go in an emergency.*

# 2 Non-negotiables

## 2.1 Z's Life Savers

You'll see our Life Savers posted around our sites as a helpful reminder that these apply at all times when you're on one of our locations.




## 2.2 Stop Work Authority

At Z, keeping people safe isn't just up to the supervisors it's everyone's responsibility. That's why we use Stop Work Authority. It means if you see something that doesn't look or feel right, you don't wait for someone else to step in. You're empowered to act right then and there. Stop Work Authority is based on a simple approach:

- *See something – spot an unsafe act or condition*
- *Say something – speak up, ask questions, or raise your concern*
- *Do something – stop the work until it's made safe*

It doesn't matter what your job title is, how long you've been on site, or who's doing the work. If something seems unsafe, you have the full support of Z to call it out and stop the work. Stopping work might feel uncomfortable but it's far better than letting someone get hurt.

## 2.3 PPE at Z

In addition to our minimum requirements, Z expects all workers to wear the Personal Protective Equipment (PPE) required to conduct safe work. PPE requirements may be dictated by industry guidance or directed by permit to work related controls.

### 2.3.1 Inside Z sites

Hazards exist even in safe areas like inside our sites. The minimum PPE for when working inside is:

- *Closed-in footwear*

- *Any other PPE as identified by your risk assessment.*

### 2.3.2 Outside Areas

Working outside increases your exposure to hazards. The minimum PPE for general outdoor work is:

- *Steel cap safety shoes*
- *High-vis vest*
- *Any other PPE as identified by your risk assessment*

### 2.3.3 Fuel systems work

Fuel and product handling present serious hazards. The minimum PPE for this work is:

- *Neck to toe coverage (full sleeve anti-static overalls or two-piece shirt & trousers)*
- *Safety glasses*
- *Steel cap boots*
- *Appropriate gloves as determined by your risk assessment*

# 3 Know the risks at Z

## 3.1 Identifying hazards on a Z site

Interactive activity spotting area of interest on forecourts.

### 3.1.1 Truck refuelling station

Large vehicles have limited visibility, creating collision hazards for pedestrians and other vehicles. Diesel spills can cause slip, fire and environmental risks.

### 3.1.2 EV Chargers

Customers using EV chargers often need to reverse park their cars in order for the charge cables to reach their vehicles charging port. Reversing vehicles present a higher risk to pedestrians

### 3.1.3 Carwash

Carwashes can present a slip hazard and potential chemical exposure risk. Take care when working around a carwash. Carwash areas have moving machinery, high-pressure water systems, chemicals and wet surfaces that can cause serious injuries to anyone entering or working around the wash bay.

### 3.1.4 Active Forecourt

Cars and customers are moving around. You'll need barriers to keep everyone safe.

### 3.1.5 Restricted area

Some areas on a site may be marked as restricted. These are strict no-go zones. If you need access you'll need to have your paperwork in order.

### 3.1.6 Busy entrance

Many of our sites are situated on busy roads. Busy road entrances create collision risks from vehicles entering and exiting at speed, with the potential for limited visibility and reaction time for both drivers and workers.

### 3.1.7 LPG bottles

LPG SWAP'n'GO storage areas are risky because any gas leaks can easily ignite from any spark or heat source. With multiple pressurised cylinders stored together, any incident can escalate quickly, so always maintain safe distances and avoid any hot works or ignition sources around these areas.

### 3.1.8 Moving trucks

Large trucks on the forecourt create significant visibility risks because they block your view of other vehicles and pedestrians, while also preventing others from seeing you and your work area. These big vehicles have large blind spots and need more time and space to stop, so always be extra aware of your surroundings when trucks are manoeuvring nearby.

### 3.1.9 Drive-thru entrance and exit

This particular site is shared with a fast food restaurant. Be aware of hungry patrons driving across the forecourt to get their kai. Drive thru exits are hazardous because customers are focussed on eating rather than their surroundings, creating risks of collisions with workers or equipment in their path.

### 3.1.10 Spill kits

You'll find spill kits on all sites near fuel dispensers and other high risk areas. Spill kits are designed to quickly contain fuel spills and prevent environmental damage. Act fast when spills occur – immediate response prevents bigger problems.

### 3.1.11 Busy road

This particular road runs through the lower CBD so gets really busy during peak commuting times creating higher risks from distracted drivers rushing to work and increased traffic volumes with limited visibility of site activities. Where possible, schedule work outside of peak hours (7-9am and 4-7pm) to reduce these risks.

### 3.1.12 Active forecourt

You'll find that unmanned sites have higher risks on active forecourts because there's no staff to monitor customer behaviour and vehicles often move faster as there's no retail area to slow them down. Customers may ignore safety barriers or walk through work areas without realising maintenance is happening.

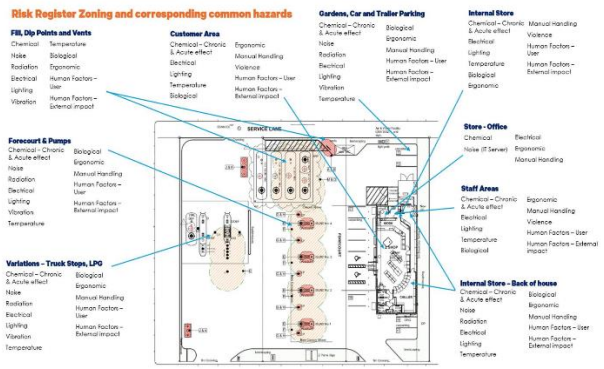
### 3.1.13 Port entry

This site is next to the Port with heavy vehicle movements, so you'll have large trucks and commercial vehicles travelling at higher speeds with limited visibility and longer stopping distances. These heavy vehicles create greater collision risk and may not see workers or equipment as easily as regular cars.

### 3.1.14 Unmanned site

If you're working on an unmanned site with no permanent staff on duty you'll need to be extra vigilant about safety and follow all procedures carefully. Emergency contacts and site-specific information are displayed at the main entrance. Always check in with your supervisor before starting work and ensure someone knows your location and expected finish time.

## 3.2 Hazardous Zones




Our sites have some unique challenges that you won't find on other retail sites. We have car washes with chemicals and a large part of our retail forecourts are classified as 'Hazardous Zones' owing to the presence of fuel vapour. The Site Hazardous Zone drawings should be consulted before conducting any works on, or near to

the forecourts, tank tops, or fill points. Ask your Z contacts for the hazardous zone drawing specific to the site you are working on. So, what happens when you need to carry out works in a retail zone that is by its very nature hazardous?

### 3.2.1 Hazardous areas e.g. around petrol pumps, tank fill points and vents

**Risk**: High vapour concentration.

**Action**: No hot work or ignition sources without a permit and fire watch.

### 3.2.2 Storage tank access covers

**Risk**: Enclosed vapour, potential for vapour build up.

**Action**: Do not enter without a Confined Space entry permit and gas testing.

### 3.2.3 Delivery fill point/vent pipes

**Risk**: Flammable fumes during or after fuel delivery.

**Action**: Wait for 30 mins post-delivery to confirm vapour levels are safe. Be aware of additional hazards and risk assess changes to work environment. Work may need to stop temporarily to allow the delivery to take place and vapor to dissipate to a safe level.

### 3.2.4 LPG bottles

**Risk**: LPG bottles may leak or rupture which can easily ignite from any spark or heat source.

**Action**: Maintain safe distances from LPG storage and avoid any hot works or ignition sources.

### 3.2.5 Chemical storage and spill kits

**Risk**: Reaction with cleaning agents, flammable liquids.

**Action**: Know where the kits are. Use only approved substances for cleaning. You can scan the QR code below for access to Safety Data Sheets (SDS) for any chemicals on our sites.

## 3.3 Electrical work

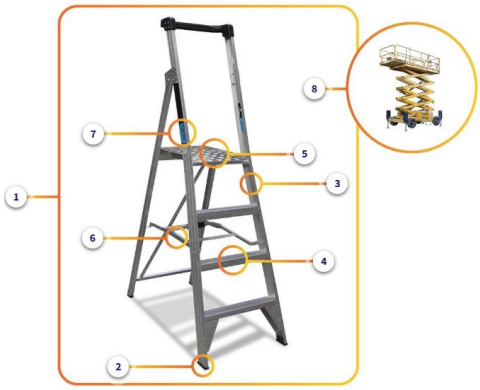
Working safely with electricity is everyone's responsibility at Z Energy. These essential procedures ensure all electrical work is carried out safely by qualified people using proper isolation methods.

- *All electrical work shall be carried out by licensed/registered electrical person.*
- *Z does not allow live electrical work, except for the purposes of fault finding, diagnostics and testing. When fault finding, testing or diagnostics is required on electrical systems, your risk assessment must identify this as a risk and sufficient control measures must be in place.*
- *The electrical equipment to be worked on shall be isolated from all sources of supply (e.g. mains, generator, battery, solar) either by opening switches, removing fuses or switching circuit breakers.*
- *All electrical equipment being worked on must be proven deenergized using the prove test prove method.*
- *If the work cannot proceed without shutting down the site or equipment, stop work and plan a shutdown.*

## 3.4 Working at Heights

If Working at Heights is part of your tasks on a Z site, you and your employer must be familiar with Z's Working at Heights policy. You can access this on our website. Ladder use must be kept to a minimum, and all work areas

must be cordoned off. 'A frame' step ladders are not allowed at Z. Platform ladders may be used up to a maximum platform height of 1.8m. Accessing canopy roofs from a ladder is not allowable. For accessing shop roofs, an MEWP is preferred but a ladder may be used if ladder brackets are available and the task has been specifically risk assessed. Before using a ladder always carry out a 'pre-use' check to make sure the ladder is safe to use.




- ***General condition*** *- Cracked or damaged welded joints, loose rivets or damaged stays.*
- ***Rubber feet*** *- If they are missing, worn or damaged the ladder could slip. Also check ladder feet when moving from soft/dirty ground (e.g. dug soil, loose sand/stone, a dirty workshop) to a smooth, solid surface (e.g. paving slabs), to make sure the foot material and not the dirt (e.g. soil, chippings or embedded stones) is making contact with the ground.*
- ***Stiles / rails*** *- Make sure they are not twisted, bent, dented or damaged, as the ladder could buckle or collapse.*
- ***Rungs / steps*** *- If they are cracked, bent, worn, missing or loose they could collapse, if they are contaminated, they could be slippery.*
- ***Any platform*** *- If it is split or buckled the ladder could become unstable or collapse.*
- ***Any locking mechanism*** *- If they are bent or the fixings are worn or damaged the ladder could collapse. Ensure any locking bars are engaged.*
- ***Industrial rating*** *- Ladders should be of industrial rating (minimum 120kg) and meet, or exceed, the requirements of the relevant AS/NZS 1892 Portable ladders standard.*
- ***Means of securing*** *- All ladders must be able to be adequately secured. If a ladder bracket is not available for use then a MEWP must be used.*

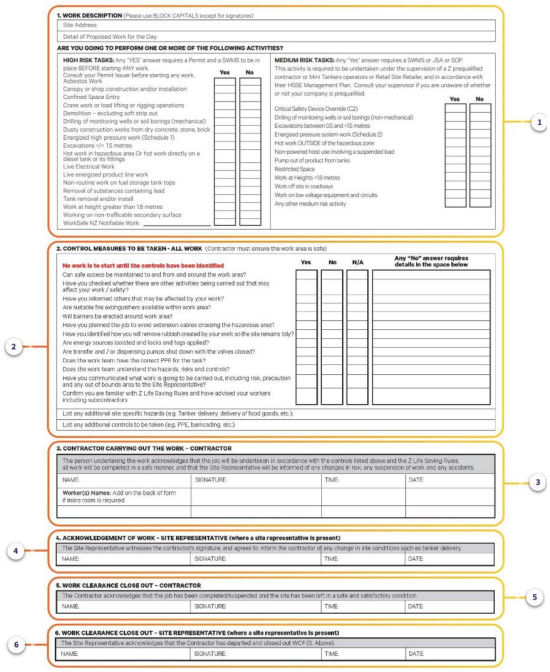
# 4 Control of works

## 4.1 Shared responsibility

Z operates a safe system of work to ensure you can be successful while working on site. High risk work will be managed under the Z permit to work system requirements. Medium Risk work will be undertaken using your companies safe work method statement or Job Safety Analysis and applying the controls that you specify. To help you understand Z's requirements we have pre-assessed common site activities. Need to arrange a Permit or want to take a look at the activity table? Head to our website.

## 4.2 Z's Work Clearance Form

All work requires a Work Clearance Form (WCF). Where multiple people are working on the same job, only one WCF may be completed and it must be completed by the person responsible for that work (i.e who has the work order, or who is in charge of the work crew). All personnel working on the job must be tagged to the WCF they are working under.




### 4.2.1 Section 1

Give a description of the work and where the work will be taking place. Use the table to select which task is being performed, this determines the level of risk. High risk tasks require a Permit to Work (PTW) and a Hazard Identification and Task Risk Assessment (HITRA) to be in place. Medium risk tasks can be managed using a task specific risk assessment such as a SWMS, Job Safety Analysis (JSA) or Hazard Identification and Task Risk Assessment (HITRA). Low risk only requires this Work Clearance Form.

### 4.2.2 Section 2

Details which control measures must be in place. All controls need to be identified before any work can take place. List through every control whether it is applicable or not, and if the control is not being used then a reason must be specified. Any additional hazards and controls are to be listed below the table.

### 4.2.3 Section 3

Anyone doing physical works that could be potentially hazardous must be listed in this section. Please complete all names and each worker must sign for themselves to confirm that they are aware of their responsibilities to complete all works safely and in line with the 12 Life Saving Rules.

### 4.2.4 Section 4

This is where the Work Clearance Form is signed off by the Site Representative to confirm that the controls are adequate and to acknowledge the WCF.

### 4.2.5 Section 5

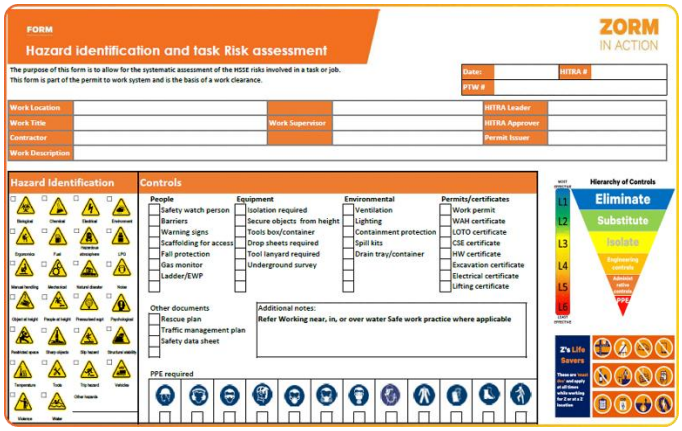
Confirms that the job has been completed and that the site has been left safe by the contractor.

### 4.2.6 Section 6

Closes out the WCF and the Site Representative confirms the work as completed and the site is left in a satisfactory condition.

## 4.3 HITRA

A HITRA is Z's Hazard Identification Task Risk Assessment template. It is similar to most task based risk assessments but is required for all high risk works to ensure consistency for our Permit Issuers. You can find our HITRA form on our website.




## 4.4 Permit to Work

For work requiring a Z Permit to Work, a Z Permit Issuer (PI) will need to be engaged in advance of the work starting. Our standard expectation is that all required documents (HITRA, rescue plans where applicable etc) are submitted a minimum of 5 days in advance of the work starting to ensure our Permit issuer has time to review and adjust the risk assessment. Our PI's will let you know what documents they require, and when you'll need to submit them to ensure you are ready to go on the agreed date.

## 4.5 Risk assessments

Z expects these 5 points are carried out for all Risk Assessments being used at our facilities.

- ***Specific*** *- Your risk assessment should be specific to the work you are doing.*
- ***Detailed*** *- It should contain a breakdown of the task into main steps.*
- ***Hazards*** *- Clearly identify the hazards for each step.*
- ***Risk*** *- Assess the risk of each step (consequence vs likelihood).*
- ***Controls*** *- Identify control measures.*

# 5 Before you get to site

## 5.1 Pre-work planning

Taking the time to plan your work and know what's required before you get to site is a great way to to ensure you can start you work promptly. With this in mind here's some key activities that you should be aware of when working with Z. Before arriving on site, ensure the following is completed:

- *You, and any workers under your control (including subcontractors) have completed and passed this Z Contractor Health and Safety Induction module.*
- *Assess the work you are going to do against Z's PtW activity tables and prepare yourself. For high risk work, you will need to arrange a Z permit issuer. For med risk work you will need a suitable risk assessment (JSAS, HITRA, SWMS etc).*
- *Liaise with your Permit Issuer (for High Risk work) and submit any requested documentation. You can find the Permit to Work activity table on our website. Confirm your start date with your Permit Issuer.*

# 6 Working safely at a Z site

## 6.1 Once on site

At Z, it is our obligation to ensure we know and understand who is on our sites & what work they are doing. By following the correct process on arrival you help us meet these obligations.

### 6.1.1 Self preparation

- *Ensure correct PPE is worn for the job; closed in shoes are a must for inside the store; a hi-vis jacket and steel cap boots are a minimum for the forecourt.*
- *Work on fuel systems or handling product requires neck to toe, full sleeve anti static overalls or two piece shirt & trousers, safety glasses, steel cap boots and appropriate gloves as determined by risk assessment.*
- *Any other PPE identified by your risk assessment.*
- *Ensure you are clear of any distractions and physically fit to conduct the work as planned.*

### 6.1.2 When on site

Once on site, take these actions to ensure a safe and compliant work area:

- *All personnel must sign in upon arrival.*
- *If you are the person in charge or responsible for the work happening that day, you must complete the WCF.*
- *Review and amend your safety planning and documentation as necessary to ensure the safety documentation captures the scope of the work you are doing.*
- *If a Z permit is required, work with your permit issuer to have your permit issued.*
- *Prepare the work area and implement all control measures as required by your risk assessment and/or WCF.*
- *If other contractors are onsite, agree on clear boundaries and responsibilities.*
- *Identify location of site interceptors, fire extinguishers and emergency assembly points.*
- *Ensure SDS (safety data sheets) are available for any chemicals you bring onto site as part of your work.*

### 6.1.3 Safe systems

Before beginning work, confirm the following are in place:

- *If the site is operating, inform the site staff leader of the works and the controls.*
- *Verify the location of hazardous zones, if applicable.*
- *All equipment and machinery used is fit for purpose, compliant, and up to date.*
- *Lifting and height access equipment certified.*
- *If there are changes to the scope or conditions, stop work and revisit the safety planning document*
- 
- *On completion of the job, clear and reinstate the area to a safe condition.*
- *If the site is an operating Retail site, communicate any temporary or permanent changes that will affect operations to a site representative.*
- *Sign out of the site and complete any job close documentation as required.*

## 6.2 Working Safely at a Z site

All of our info and contact details you need to work safely on our sites and assets at all times can be found here! Bookmark this site to find it easily when you need it. https://www.z.co.nz/about-z/what-we-stand-for/safety-and-wellbeing/working-safely-at-z-stations

## 6.3 Leaving a Z site

At the end of the day or on completion of your work, it is important to close things out. Your work site must be cleaned up and left in a clean, tidy and safe condition before you close the WCF and sign out. It is the responsibility of the person in charge to ensure this happens.

# 7 Incident reporting and emergency response

Z strives for a workplace where there is no harm to people or the environment. However, sometimes things happen that do cause harm. Emergencies can happen fast and how you respond makes all the difference. It's critical that you report all incidents, near misses and unidentified site hazards to Z to enable appropriate action to be taken to minimise harm.

- ***Respond** - Make things as safe as possible. Move people away from the affected area, attend to injured people, and secure the site as best you can.*

- ***Report*** *- It is important to report an incident as soon as possible to the Z Site Representative (and Site Foreman where relevant). This lets the right people know what's happened and they can start to manage the situation.*

## 7.1 Z's Incident Management Process

Every incident and near miss reported to Z is taken seriously. Here's what happens next:

- *Z will assess the report to determine if a full investigation is required.*
- *If an investigation proceeds, the aim is to identify the root causes of the incident.*
- *Z will develop and share key learnings from the incident with you and your organisation.*

This process supports continuous improvement, helps prevent recurrence, and strengthens safety culture across all Z sites.

## 7.2 Site evacuation

If there's a serious incident while you're on site, you may need to evacuate.

- *When site evacuation is required, the site staff will guide you where to go.*
- *You must make safe any work currently in progress and power down all tools. Down tools as soon as practicable leaving everything where it is and follow the instructions of the site's fire or evacuation warden.*
- *Once you've reached the assembly area safely and you're accounted for, you'll need to stay in the assembly area and await further instruction.*

## 7.3 Emergency Procedures

Being prepared for emergencies isn't just about following rules, it's about protecting yourself and others when things go wrong. Make sure you know what to do and who to report to. You can find our site safety management expectations here.

### 7.3.1 Pump failure

In the event of a pump failure:

- *Replace the nozzle*
- *Call 0800 474 355 and press '4'*

### 7.3.2 Fuel spill

In the event of a fuel spill:

- *Stop pumping fuel immediately*
- *Press the Emergency Stop Button*
- *Eliminate all ignition sources - stop engines, no smoking*
- *Move to a safe area and call 0800 474 355 and press '1'*
- *Push all vehicles off the site if it is safe to do so*

### 7.3.3 Fire

In the event of a fire:

- *Stop pumping fuel immediately*
- *Press the Emergency Stop Button*
- *Evacuate everyone from the site to a safe area*
- *Call 111 and ask for Fire*

# 8 Quiz

A quiz is delivered as part of the online module. 100% pass rate is required.