

CONTRACTOR HANDBOOK

mainpower



CONTACT INFORMATION

Title	Name	DDI (03)
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MainPower Reception		311 8300
Safety & Business Risk Manager	Karen Cameron	311 8342
Service Delivery Manager	William Hamilton	311 8307
Engineering & Design Manager	Darren Webster	311 8352
Network Operation & Control Centre Manager	Jonathan Battson	311 8558
Logistics & Fleet Manager	Nigel May	311 8374
Vegetation Control Supervisor	Kevin Smith	311 8381
Overhead Supervisor	Daryl Smith	311 8340
HSEQ Advisor (Operations)	John Woodrow	311 8330
Underground Supervisor	Kirk McDonald	311 8321
Contractor Administration	Jenny Atkinson	311 8355
24 hour Pollution Hotline		366 4663 or 0800 76 55 88

MAINPOWER PRIMARY CONTACT

Name:

DDI:

Mobile:

Email:

firstname.lastname@mainpower.co.nz

This Contractor Handbook has been issued to:

INTRODUCTION

MainPower New Zealand Limited is the electricity distribution and electricity supply company for the fast growing North Canterbury and Kaikoura regions.

We aim to provide a safe, healthy, environmentally friendly workplace and hope that this handbook will help you understand not only how we operate but also how, as a MainPower Contractor, you can play your part.

Please make sure that the information in this handbook is communicated to all employees and subcontractors under your control, and do not hesitate to ask questions about the topics covered in this handbook or relating to the work you will be undertaking, no matter how trivial they may seem.

It is important to us that you feel comfortable working as a Contractor for our organisation.

Welcome to MainPower.

Andy Lester
Chief Executive

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1. DEFINITIONS

For the purposes of this handbook the following definitions apply:

Contractor: Any person who performs work for or on behalf of MainPower, for gain or reward, as a sole trader, corporate entity or on some other basis other than as an employee, director or trustee and includes a Contractor's employees and Subcontractors under their control.

Workplace: Any physical location in which work related activities are performed on behalf of MainPower.

2. DUTY OF CARE

All work must be undertaken in accordance with New Zealand legislation, regulatory standards, industry best practice and MainPower's specified requirements so that no harm is caused to any person, no damage is caused to plant, property or the surrounding environment.

2.11 Unsafe Practices or Conditions

We ask that you bring all unsafe practices and conditions to the attention of a MainPower Manager, Worksite Supervisor or Foreman or your MainPower Primary Contact as soon as practicable so that they can be promptly and appropriately addressed.

2.12 Deviation from MainPower's Requirements

Deviation from MainPower's specified policies, procedures or other requirements may only be made in the case of an emergency or in the interest of safety.

If you identify an inconsistent or incorrect practice or procedure please bring it to the attention of a MainPower Manager, Worksite Supervisor or Foreman or your MainPower Primary Contact so that it can be addressed.

2.13 Continual Improvement

As part of our commitment to continually improving our systems and services we encourage Contractors to play an active role by bringing improvement opportunities to the attention of their MainPower Primary Contact.

3. HEALTH AND SAFETY

At MainPower we always put **SAFETY FIRST** and we expect our Contractors to support this core value.

It is very important that all work is undertaken in a way that does not put the personal safety of workers or any other person at risk.

Our holistic approach considers employee, contractor and public safety.

3.11 Public Safety

MainPower recognises it has a duty under the Electricity Act 1992 and the Electricity (Safety) Regulations 2010 to take all practicable steps to prevent the electricity supply system from causing serious harm to any member of the public.

As an extension of this duty MainPower is committed to ensuring that no member of the public is harmed by, or as a result of any of our works.

It is very important that Contractors working in public places for, or on behalf of, MainPower ensure that no member of the public is put at risk.

Where workplace hazards have inherent dangers to the public they must be managed in a manner that minimises the risk to an acceptable level.

If there is a public hazard that cannot be mitigated it is important you tell MainPower so that we can provide assistance. See also Section 3.5 Hazard Management.

3.11.1 Workplace Access

Workplace access signage must be used to clearly identify areas where work is being undertaken and barriers must be used to prevent unauthorised access.

Plant and equipment left unattended must be secured to prevent unauthorised use and/or tampering that could endanger members of the public.

3.12 Contractor Safety

MainPower recognises it has a duty under the Health and Safety at Work Act 2015 to provide a safe, healthy work environment and to ensure that contractors are not harmed at a MainPower workplace.

While at work Contractors also have a duty to eliminate or minimise risks to health and safety so far as reasonably practicable.

3.13 Competency

MainPower requires that all Contractors, performing work for or on behalf of MainPower, have the necessary knowledge, skills and experience to carry out their work safely and to the standard expected by MainPower.

Where qualifications are a legal pre-requisite for determining competence, such qualifications shall be held.

Trainees must be supervised at all times by an appropriately competent person and licences and certificates of competence, where required, must be current, e.g. driver licence classes/ endorsements, Electrical Practising Licences, MainPower Network Competency.

3.14 Fitness for Work

Contractors must be fit for work at all times. This means you may not carry out your duties under the influence of alcohol or non-prescription drugs, or if you are fatigued, stressed or in an emotional state that could endanger yourself and others or result in a poor quality of work.

3.14.1 Drugs and Alcohol

In support of our **SAFETY FIRST** core value we operate a comprehensive Drug and Alcohol Policy and supporting Drug and Alcohol Programme that focuses on providing a safe work environment and prohibits Contractors from:

- performing work for or on behalf of MainPower whilst under the influence of Alcohol, Controlled Drugs or Legal Drugs of Abuse; or
- possession of Controlled Drugs or Legal Drugs of Abuse in a MainPower workplace.

Participation in MainPower's Drug and Alcohol Programme is a condition of working for or on behalf of MainPower.

We reserve the right to ask you to take a Drug Test and/or a Breath Alcohol Test if:

- you are involved in an incident that is notifiable under law to a Government Agency; or
- there is reasonable cause to believe your performance or safety at Work may be impaired by Alcohol, Controlled Drugs and/or Legal Drugs of Abuse.

A failed Drug Test and/or a Breath Alcohol Test or possession of Controlled Drugs or Legal Drugs of Abuse will result in that person being denied future access to MainPower's workplaces and may result in the termination of the Contractor's contract with MainPower.

Your MainPower Primary Contact can provide copies of MainPower's Drug and Alcohol Policy and/or Drug and Alcohol Programme upon request.

3.15 Hazard Management

MainPower champions best practice in hazard management as the key to maintaining workplace safety.

Contractors must ensure that existing hazard controls are fully implemented, remain effective and new hazards are promptly reported and addressed.

3.15.1 Management of Workplace Risks

All hazards related to the work you will undertake must be identified prior to commencement so that effective controls can be agreed, implemented and communicated to all involved in or affected by the work.

3.15.2 Reporting New Risks

If new risks are subsequently identified or created as a result of the work being undertaken you must make sure that everyone on the worksite, who may be exposed to the risk is made aware of it and the MainPower Worksite Supervisor, Foreman or your MainPower Primary Contact is advised as soon as possible.

If there is no MainPower employee present then your MainPower Primary Contact should be advised as soon as practicable of both the hazard and the controls you implement to eliminate the risk.

Interim measures must be put in place to control the hazard and minimise risk to anyone who will be exposed to it.

If you are not sure what to do you should promptly seek advice from MainPower's HSEQ Advisor or your Primary MainPower Contact.

3.15.3 Improving Hazard Management

Hazards are monitored by MainPower to ensure that the controls in place remain adequate and effective.

We are always looking for new and/or better ways to control our workplace hazards and your suggestions are both welcome and encouraged.

If you have a suggestion please ask the Worksite Supervisor, Foremen or your Primary MainPower Contact to record it in VAULT as an observation so that it can be considered by senior management.

3.15.4 Worksite Safety Planning (Tailgate Sessions)

You must participate in worksite safety planning when working alongside MainPower employees on field worksites.

Where a formal Tailgate Session(s) is held you must sign on to the ENF 143 Worksite Safety Plan.

3.15.5 Personal Protective Equipment (PPE)

For your safety and the safety of others, it is very important that you have adequate PPE to prevent harm from workplace hazards that cannot be eliminated or minimised. PPE is mandatory on all MainPower worksites.

PPE is determined by the work being undertaken and you will be asked to cease work if your PPE is found to be inadequate or incorrectly used until the issue is rectified.

3.15.6 Safety Data Sheets

If you use a hazardous substance in the course of your work you must know how to use it safely and have access to its Safety Data Sheet. Contractors are required to notify MainPower of the type and quantity of hazardous substances being used.

3.16 Failure to Comply

Wilful failure to comply with legislation, industry regulations or MainPower's policies or any deliberate acts or omissions which could threaten the health and safety of any person could result in the termination of your contract with MainPower.

4. SITE SPECIFIC RULES

For the safety and security of workers and the public only authorised visitors are allowed in our workplaces.

Restricting unauthorised visitors helps ensure security, decreases insurance liability, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

Contractors must observe all site specific rules that apply in the MainPower workplace they are working in or visiting.

4.11 Head Office

Contractors visiting MainPower's Head Office must comply with MainPower's Site Safety. Contractors are required to report to reception and complete their registration using the kiosk located in the reception area.

4.11.1 Vehicle Access

As a safety measure all private vehicles are restricted from entering our busy yard unless they are loading or unloading goods.

Contractors should park in the designated Visitor Parking Area and proceed on foot to reception unless otherwise directed by a MainPower Manager, Supervisor or their MainPower Primary Contact.

Vehicles permitted to enter the site must:

- follow entry and exit signage;
- observe all site safety and advisory signage;
- not exceed the 15 kph speed limit;
- not park in front of the store – it is for pick up and drop off only;
- give way to pedestrians and forklifts;

NB: Forklifts may only be driven by licensed operators and authorised by MainPower.

4.12 **Worksites**

Contractors must observe all site specific rules and follow the directions of the MainPower Worksite Supervisor or Foreman.

If there is no MainPower employee present on site during service provision then the Contractor must ascertain whether any site specific rules apply prior to commencing work.

4.13 **Depots**

Access to the Culverden and Kaikoura Depots shall be by prior arrangement with the Depot Foreman or your MainPower Primary Contact.

5. EMERGENCY RESPONSE

It is critical that in the event of an emergency everyone is able to react promptly and, where appropriate, confidently provide assistance.

5.11 **Evacuation and Emergency Response Procedures**

MainPower has developed Emergency Response Procedures, which include evacuation and appropriate response actions, for likely emergency events.

Contractors should familiarise themselves with the relevant procedures provided in the MainPower Emergency Response Procedures booklet.

5.12 **First Aid**

MainPower has first aid supplies and trained first aiders on manned sites; however, Contractors have a duty to provide their own first aid supplies and be ready to respond to all potential emergency situations.

5.13 **Spills**

MainPower maintains Spill Kits on manned sites and in vehicles with a hydraulic mechanism to prevent spills from damaging the environment.

You must clean up any spills you create whilst working for or on behalf of MainPower, e.g. oil, hydraulic fluid and solvents.

If a spill is unable to be cleaned up with the materials on hand you should immediately contact your MainPower Primary Contact. If you come across a spill and can clean it up without our intervention we ask that you do so and report the incident to the HSEQ Advisor.

6. INCIDENT REPORTING

All incidents on MainPower worksites, regardless of severity, **MUST** be promptly reported to one of the following MainPower employees:

- HSEQ Advisor;
- Worksite Supervisor or Foreman;
- Depot Foreman;
- your MainPower Primary Contact;
- an attending MainPower Manager.

This means you **MUST** promptly report **all** incidents that:

- harmed any person (employee, contractor or public);
- damaged property owned by MainPower or others;
- adversely impacted the environment (land, water, air);
- had the potential to harm people, damage property or adversely impact upon the environment, i.e. near miss incidents.

Incidents will be recorded by MainPower in VAULT for review by senior management.

It is very important you report ALL incidents, regardless of severity, as they could indicate a hazardous situation that has not yet been recognised. A series of similar minor incidents can also act as a kind of 'early warning' system.

NB: Reporting incidents to MainPower does not absolve a Contractor of their duty to report incidents that are notifiable by law to the appropriate government administering agency.

7. QUALITY OF WORK

Quality is about meeting the needs and expectations of internal and external customers.

At MainPower we aim to 'get it right first time, every time' and believe quality is achieved by using competent people, working in accordance with established policies/procedures/work instructions and maintaining accurate records.

7.11 Customer Service

With customer service you don't get a second chance to make a good first impression so we expect our Contractors to treat our customers with respect, dignity and provide a service that meets or exceeds their expectations.

7.12 Compliments and Complaints

It is important to us that we hear the 'good news' and are able to address issues before they become complaints so please direct all customer feedback to our Corporate Communications Team.

8. ENVIRONMENTAL AWARENESS

MainPower supports sustainable environmental management and actively manages the impact of our works on their surrounding environment.

On a simple level it means we don't want to pollute or damage the physical environment in which we work.

It also means that we try, where possible, to reduce our consumption of natural resources and/or try to find viable alternatives.

We can all help by thinking about the effect we are having on the environment as we perform our daily duties and endeavour to make our individual impacts positive.

Simply put Contractors must ensure that the work they do, for or on behalf of MainPower, does not adversely impact upon the surrounding environment, i.e. the land, waterways and/or air. Do not dispose of wastes into storm water drains, contaminants or wastes that get into storm water pipes end up untreated in our rivers, harbours or groundwater.

Any environmental damage caused by or resulting from the work you do, for or on behalf of MainPower, regardless of severity, must be reported as an incident (See Section 6).

9. CONFIDENTIALITY

Contractors may not disclose information about any aspect of MainPower's business to any third party.

Direct all third party enquiries to your MainPower Primary Contact.

10. CONFLICT OF INTEREST

A conflict of interest is where you as a Contractor have an interest in a decision that would not be in the best interest of MainPower.

In order to protect both yourself and the reputation of MainPower you should advise your MainPower Primary Contact of any conflict of interest as soon as it is identified.

11. CODE OF CONDUCT

MainPower aims to provide a work environment where everyone is treated fairly and does not discriminate unlawfully or unreasonably against any person or group of people.

We do not tolerate any behaviour that may be considered as dishonesty, harassment, discrimination, bullying, victimisation or favouritism from either employees or Contractors.

12. CONTRACTOR INFORMATION

The collection, use, storage, disclosure and correction of personal information by MainPower is governed by The Privacy Act 1993.

It is very important that the information we have about you is kept up to date and that you notify us as soon as possible if your Primary Contact or any other pertinent details change.

13. CONTRACTOR PROPERTY

Contractors are responsible for the security of their own property and are advised not to leave money, valuables, plant and equipment unattended or in places where they could be taken or interfered with.

MainPower assumes no risk for any loss or damage to your property so make sure that your own insurance policies provide adequate cover for anything lost or damaged on a MainPower site.

14. USING MAINPOWER'S FACILITIES

You are welcome to use our cafeteria and rest rooms. Everyone using these areas has a responsibility to keep them clean and tidy for the enjoyment of all.

15. MAINPOWER VEHICLES

Contractors operating a MainPower vehicle must be appropriately registered and licenced, display the highest level of professional conduct and have sufficient insurance to cover any damage that may arise during or from their use of the vehicle.

MainPower requires that all Contractors, performing work for or on behalf of MainPower, have the necessary knowledge, skills and experience to carry out their work safely and to the standard expected by MainPower.

Where qualifications are a legal pre-requisite for determining competence, such qualifications shall be held.

Trainees must be supervised at all times by an appropriately competent person and licences and certificates of competence, where required, must be current.

16. POLICIES, PROCEDURES, SPECIFICATIONS

Your MainPower Primary Contact or Worksite Supervisor or Foreman will advise you of any specific policies, specifications or procedures that relate directly to your scope of work.

If you have any questions about the information provided please direct them back to the person who provided the information or your MainPower Primary Contact.

17. IDENTITY CARDS, SWIPE CARDS AND KEYS

If we provide you with an ID card, swipe card and/or keys you are expected to keep them secure and immediately advise MainPower if they are lost or mislaid.

This is especially important if they allow access to our offices, depots or field assets.

18. PLANT AND EQUIPMENT

Contractors operating plant and equipment must be competent to do so and have sufficient insurance to cover any damage that may arise.

Where qualifications are a legal pre-requisite for determining competence, such qualifications shall be held.

Trainees must be supervised at all times by an appropriately competent person and licences and certificates of competence, where required, must be current.

If we provide plant and equipment you are expected to keep it in good order and immediately advise MainPower if it goes wrong during operation, is lost, mislaid, damaged or out of certification.

MainPower plant and equipment may only be used for the work you do for or on behalf of MainPower. Any other use is strictly prohibited.

19. CONSUMABLES

If we provide consumables please make sure they are booked out against the appropriate job by Logistics staff and that any unused materials are returned and booked back in at the end of the job.

20. WASTE

Any waste you create must be removed from our site(s) and be appropriately disposed of by you. It is important to manage hazardous wastes and hazardous substances in a responsible way, to prevent damage to the environment and harm to people.

21. SMOKING

New Zealand Law requires that all indoor workplaces be completely smoke-free. The No Smoking ban extends to all common areas, including cafeterias, lifts, stairwells, toilets and washrooms.

If you wish to smoke you may only do so in designated outdoor areas and must use the ash trays provided.

Smoking is not allowed in any MainPower vehicles.

22. RESOLVING PROBLEMS

If our relationship is to be as successful as possible, it is important that we deal effectively with any problems as quickly as possible as they arise.

Our emphasis is on calm, careful problem-solving rather than conflict and confrontation so please feel free to raise any concerns you may have with your MainPower Primary Contact or an Executive Manager.

23. Document History and Version Control

Version #	Date Approved	Approved By	Brief Description
1.0	01.01.13	-	Original issue.
2.0	02.12.14	HSEQ Advisor	Updated – job roles, contact information, speed limit and Emergency Response Procedures. Removed – information for sign-in exceptions, deliveries to worksite and Keir Street Yard. Added information for safety data sheets, environmental awareness, MainPower vehicles, plant & equipment and waste. Combined – evacuation and emergency response. Grammatical flow also modified for improvement plus formatting updated to align with the current MainPower template for manuals. Cover page updated. Document Control section created and added.
3.0	12.03.15	HSEQ Advisor	Updated – job roles and minor changes. Removed – emergency response procedures (to be issued as separate MainPower Emergency Response Procedures booklet) and hyperlinks.
3.1	23.09.16	HSEQ Advisor	Updated – job roles and contact information. Reviewed and updated content in line with Health & Safety at Work Act 2015.
3.2	05.10.16	HSEQ Advisor	Reformatted document in line with MainPower branding.
3.3	21.08.17	HSEQ Management System Advisor	Updated contact details on page two following the changes to the organisation structure.
3.4	10.04.18	HSEQ Management System Advisor	Updated contact details on page 2 to reflect current responsibilities. Removed CEO name and signature and replaced with new CE name. Replaced “Communications Manager” with “Corporate Communications Team” in section 7.2 Compliments and complaints. Updated any references re using the IDHI reporting form and replaced them with VAULT.
3.5	06.11.18	Safety & Business Risk Advisor	Updated contact details on page 2.
3.6	22.07.19	Safety & Business Risk Advisor	Updated contact details on page 2.

24. Distribution

- All Contractors
- All MainPower staff

CONTRACTOR NOTES
