

# NZTA Z05 – 2025

Specification: Health, Safety and Wellbeing Contractor  
Expectations

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## 1. Introduction

NZ Transport Agency Waka Kotahi (NZTA) is committed to ensuring a safe, reliable, and sustainable land transport system in New Zealand. Central to this is working with contractors to achieve positive health, safety and wellbeing (HSW) outcomes for workers.

To ensure a reasonable performance standard for the work procured, NZTA have developed the *Health, safety and wellbeing contractor expectations*. This document describes NZTA's Health, safety and wellbeing (HSW) requirements for contracted work, which includes:

- compliance with legislation and regulations
- provision of resources
- roles, responsibilities, and overlapping duties
- sub-contractor management
- hazard, risk and controls
- working around live traffic
- emergency management
- reporting requirements.

These Contractor expectations (and the nature and extent of systems, processes, tools and controls described in them) are not exhaustive, the contractor is responsible for:

- assessing the HSW risks and technical complexities inherent in any relevant contract works; and
- ensuring that it, along with its workers and subcontractors, complies with all health and safety obligations, adheres to good industry practices in relation to HSW, and meets the requirements outlined in these Contractor expectations as well as any additional obligations specified in its agreement with NZTA.

The Appendix of this document, *Guidance on Recommended Safe Work Practices*, is developed based on the outputs of consultation with NZTA supply partners and industry forums. As this is guidance, it is still the responsibility of the contractor to conduct all work safely, in accordance with regulations, and industry practice.

## 2. Referenced documents

The following documents are referenced in this Specification:

Reference	Title
<b>HSWA</b>	Health and Safety at Work Act 2015, all applicable regulations, and approved codes of practice and standards
<b>WorkSafe NZ</b>	WorkSafe NZ and industry guidance
<b>NZGTTM</b>	New Zealand guide to temporary traffic management
<b>NZTA</b>	Safety in Design Minimum Standard
<b>Z/44</b>	Minimum standard: Risk management practice guide
<b>Z/19</b>	Minimum standard: Environmental and social responsibility (ESR) standard

### 3. Definitions

Term	Definition
Audits and Assurance activities	Planned inspections and evaluations conducted by a contract to assess compliance with health, safety, and wellbeing standards, verify risk controls, and support continuous improvement.
High potential event	<p>An event related to an NZTA contract, including near miss, that could have reasonably led to a significant outcome including fatality, permanent injury, disability, or multiple serious injuries, or be notifiable to a regulator.</p> <p>Examples include:</p> <ul style="list-style-type: none"> <li>– service strikes risking harm, including critical communication services</li> <li>– near misses with high-risk utility services (eg electricity, gas)</li> <li>– mobile plant rollovers, tip-overs, or loss of control</li> <li>– vehicle crashes during NZTA-related work that risk significant harm</li> <li>– breaches of health and safety regulations posing risks to individuals</li> <li>– serious aggressive behaviour towards workers on NZTA sites</li> <li>– serious vehicle crashes involving the public within NZTA worksites or Temporary Traffic Management (TTM) zones.</li> </ul>
Lost time injury (LTI)	A work-related injury or illness sustained by a worker during activities related to an NZTA contract, that resulted in at least one full shift absent from work due to the injury.
Lost Time Injury Frequency Rate (LTIFR)	<p>Number of lost time incidents per million hours worked. NZTA uses the following calculation:</p> $\text{LTIFR} = (\text{Number of Lost Time Injuries} \times 1,000,000) / \text{Total Hours Worked}$
Medical treatment injury (MTI)	A work-related injury or illness sustained by a worker during activities related to an NZTA contract requiring medical treatment by intervention, or under the specific order of a medical health physician or nurse, beyond first aid. This excludes assessments without treatment, preventive care when no injury or illness is present, and treatment for conditions unrelated to work.
Near Miss	A work-related event not causing harm but has the potential to cause injury or ill health, and it does not meet the definition of a high potential.
Recordable Injury	<p>Recordable incidents include the following:</p> <ul style="list-style-type: none"> <li>– Lost Time Injuries (LTIs)</li> <li>– Medical Treatment Injuries (MTI)</li> <li>– Restricted Work Injuries (RWI)</li> </ul>

Restricted work injury (RWI)	A work-related injury or illness sustained by a worker during activities related to an NZTA contract, which has not triggered an LTI but has resulted in a medical professional diagnosing a worker as unfit for their normal work duties. This includes a worker being temporarily reassigned to a different job, who has their work hours reduced, or can only perform part of their regular duties.
Total Recordable Injury Frequency Rate (TRIFR)	Number of recordable injuries per 1 million hours worked. NZTA uses the following calculation: $\text{TRIFR} = (\text{Number of Recordable Injuries} \times 1,000,000) / \text{Total Hours Worked}$
Work Hours	Number of hours worked for NZTA

## 4. HSW compliance: essential requirements and actions

NZTA requires contractors to stay updated with all current health and safety legislation, regulations, approved codes of practice and guidance.

Contractors must:

- comply with the Health and Safety at Work Act 2015 (HSWA), all applicable regulations, and approved codes of practice and standards
- adhere to WorkSafe NZ and industry guidance
- adhere to the NZTA HSW Contractor expectations
- follow guidance, requirements and standards set out in NZTA's:
  - Prequalification for physical works
  - New Zealand guide to temporary traffic management (NZGTTM)
  - Safety in Design Minimum Standard
  - Minimum standard Z/44: Risk management practice guide
  - Minimum standard Z/19: Environmental and social responsibility (ESR) standard
- ensure all workers are competent, which includes appropriate training, qualifications, instruction and supervision
- develop a contract-specific HSW management plan which meets the requirements detailed in the Contractor expectations
- maintain an up-to-date contract-specific hazard and risk register
- give NZTA access to audit, review, monitor and assess the contractor's HSW systems, processes and reports.

## 5. Health, safety and wellbeing resources

Contractors must make sure:

- they have an appropriate number of suitably experienced and qualified HSW personnel based on the HSW risk and technical complexity inherent in the contract works
- HSW personnel can be present on site to an appropriate level and within a reasonable timeframe.

## 6. Roles, responsibilities

Contractors must clearly define roles and responsibilities for all workers, including subcontractors. They must work with all contractual parties and key stakeholders. This includes:

- iwi and hapū partners
- NZTA
- local authorities
- designers and engineers
- subcontractors and their subcontractors
- other contractors NZTA may authorise to work on the site.

## 7. Overlapping duties

Contractors must consult, cooperate and coordinate with all relevant stakeholders, including NZTA, to systematically plan and carry out reasonable arrangements to manage overlapping HSW duties. This includes:

- specifying the HSW management system to be used
- identifying who is responsible for addressing HSW action
- identifying who must have input into the way an action is undertaken
- identifying who must be informed of the action being taken
- agreeing and documenting the outcome and ensuring ongoing review across the life of the project or contract.

## 8. Subcontractor management

When contractors engage subcontractors within the scope of contract delivery, they must make sure all engaged subcontractors, and their subcontractors comply with Health and Safety requirements, as the contractor will be held to account.

Contractors must have systems and processes to effectively manage their subcontractors at all levels of the contract chain. This includes:

- prequalification and selection processes to make sure they engage capable and competent subcontractors who have competency verification processes in place
- ensure all sub-contractors are competent, which includes appropriate training, qualifications, instruction and supervision
- sharing of relevant HSW information, including NZTA HSW requirements
- notification, reporting and investigation of subcontractor HSW events, including the provision of information to NZTA in accordance with this document.
- monitoring, inspecting, auditing and reviewing subcontractor HSW performance
- managing non-compliance.

## 9. Hazards, risks and controls

Contractors must make sure the risks to workers and the public (e.g. road users, pedestrians, home and business owners) and others are appropriately eliminated or minimised for all works in accordance with

HSWA. They must prioritise higher-level controls (elimination, substitution, isolation, and engineering), over lower-level administrative and personal protective equipment (PPE) controls.

Contractors must have systems and processes to make sure:

- hazards are identified
- risks are assessed
- appropriate control measures are identified and carried out in line with the hierarchy of controls
- controls are monitored for effectiveness
- work is notified to the relevant regulator as defined in the Health and Safety at Work Act 2015.
- details of identified hazards, risks and controls are included in contract-specific HSW management plans
- an up-to-date contract-specific hazard and risk register is maintained and used to inform the development of methodologies, safe systems of work, and safe work practices
- their contract-specific HSW Management Plans include detailed supervision and systems for managing critical risks, along with the critical controls implemented to eliminate, or if not reasonably practicable, minimise these.

## 10. Working around live traffic

Contractors must follow the New Zealand Guide to Temporary Traffic Management (NZGTTM) which is a risk-based approach for identifying and implementing suitable control measures for working around live traffic. These measures will be referred to as temporary traffic management (TTM).

Contractors must have TTM systems and processes which:

- identify traffic management personnel roles and responsibilities
- apply TTM solutions that are proportionate to the contract-specific risk to workers and road users
- consider vulnerable road users within the risk assessment process, including cyclist's, pedestrians and disabled accessibility
- make sure unintended consequences are considered, and the controls selected present the lowest total risk to workers and road users
- make sure affected parties are consulted and their needs considered, where practicable
- make sure Traffic Risk Management Plans (TRMPs), which are risk assessments, are completed and used to determine the need for and development of Traffic Management Plans (TMPs)
- make sure TRMPs and TMPs are developed by a suitably competent person
- include monitoring, recording and ongoing improvement of TTM controls
- encourage innovation and continual improvement.

## 11. Emergency management

**Note:** This section does not relate to emergency responses associated with the network. Instead, it focuses on internal actions taken during events like natural disasters, fires, or medical emergencies, and the steps taken to keep workers and others safe.

Contractors must have systems and processes to manage reasonably foreseeable emergency scenarios, tailored to the specific hazards and risks identified. This includes:

- identifying emergency-specific roles and responsibilities
- identifying event type escalation protocols
- internal and external communication requirements
- coordination with other relevant stakeholders and organisations to ensure cohesive emergency responses
- scenario-based emergency drills and practices
- the provision of suitable emergency response equipment and supplies
- the provision of training to workers on emergency procedures and the use of emergency equipment
- consideration of the proximity to emergency services support
- facilitating review and updating of emergency management plans to reflect changes in the work or environment and post-event learnings.

## 12. Notification, reporting and investigation

Contractors must notify, report and investigate HSW events, which include injuries, near misses, work-related ill health (i.e. occupational illness) and psychosocial harm associated with the delivery of the NZTA contract. Events also include vehicle crashes involving the public within or resulting from NZTA worksites and/or Temporary Traffic Management (TTM) zones.

Events are to be:

- notified immediately if it is a fatality, permanent injury, disability or multiple serious injuries
- reported promptly
- investigated to a suitable level based on potential consequence
- addressed with actions that reduce the likelihood for recurrence, where required
- able to be identified as meeting NZTAs requirement for immediate and/or end of day notification to support compliance with NZTAs monitoring and reporting requirements.

Contractors' systems and processes must include:

- requirements for notifying the relevant regulator
- provision of wellbeing support for workers experiencing impacts from an HSW event
- where appropriate, the issuing of alerts and working with NZTA to share learnings with industry
- coordination with the appropriate NZTA media manager for all relevant media enquiries.

## 13. NZTA reporting requirements

The following are the reporting requirements for contractors; this list also includes those events which require immediate notification. Any changes to reporting requirements will be reflected in this list and communicated accordingly.

### 13.1 Immediate notification:

- fatalities
- permanent injury, disability or multiple serious injuries.



**13.2 By end of day:**

- notifiable events to a regulator
- high potential events (events that had the reasonable potential to result in an outcome listed above).

**13.3 Monthly:**

- fatalities
- permanent injury, disability or multiple serious injuries
- notifiable to a regulator
- Lost Time Injuries (LTI)
- Restricted Work Injuries (RWI)
- Medical Treatment Injuries (MTI)
- high potential events
- near misses
- work hours for NZTA contract
- Lost Time Injury Frequency Rate (LTIFR), based on 1 million work hours
- Total Recordable Injury Frequency Rate (TRIFR), based on 1 million work hours
- audit and assurance activities.

Monthly summary reporting is to be submitted via the NZTA Monthly Contractor Reporting Portal by the ninth day of the following month.

**13.4 Performance monitoring and assurance**

Contractors must implement a systematic programme of assurance and monitoring activities to proactively identify opportunities for ongoing improvement. This includes:

- inspection and monitoring activities
- systems audits
- a process for systematically managing identified non-conformances or opportunities for improvement
- reporting of indicators to NZTA as required in the Notification, reporting and investigation and NZTA reporting requirements sections of this document.

NZTA reserves the right to conduct assurance and monitoring activities, such as audits and reviews, to assess contractors' management and performance of health and safety for NZTA work. NZTA may engage a third party to assist with this type of review.

Contractors are required to:

- participate, collaborate and cooperate in any assurance assessments and frontline engagements conducted by NZTA or any person appointed by NZTA
- provide NZTA with safe access to the site in alignment with the assessment scope
- implement any actions and recommendations required by NZTA that are necessary or desirable to enable the contractor to comply with these Contractor expectations.

- subject to the process to deal with claims of legal privilege, provide requested documents and records in alignment with these expectations and the assessment scope.

## **14. Legal privilege and privacy requirements**

Where a contractor asserts legal privilege over any incident report, documentation or information required to be provided to NZTA, the contractor must advise NZTA in writing and provide:

- all information requested that is not the subject of legal privilege; and
- a summary of the associated facts and any corrective actions that have been or are likely to be implemented.

If NZTA still requires any incident report, documentation or information that the contractor claims is the subject of legal privilege, the contractor must share it with NZTA based on common interest privilege to enable NZTA to conduct internal HSW assessments, and to comply with the Health and Safety at Work Act 2015 and its other statutory HSW obligations. Without limiting that obligation, the contractor and NZTA may, at the time of the request, agree other processes to support the common interest privilege created above including, for example, relating to any further controls of information shared and how the parties may deal with information requests from regulators.

In relation to these reporting requirements, the contractor will not be required to provide personal information in breach of the Privacy Act 2020, provided that if NZTA requires, the contractor must provide that information with the relevant personal information redacted or anonymised.

## Appendix – Guidance on Contractors Safe Work Practices

The following are recommended guidance for contractors regarding managing key risks for work undertaken for NZTA. This has been developed through consultation with NZTA contractors and industry forums.

### 1. Plant and equipment

Contractors should have a system to manage the risks of using and working near plant, mobile plant and equipment. This includes suitable methods to:

- track and monitor the condition of plant and equipment
- manage regular maintenance and licensing requirements
- manage communication between plant operators and other workers
- separate plant and people, including workers and members of the public, as far as reasonably practicable
- identify and implement specific controls when close proximity work between workers and plant interaction is unavoidable
- make safe and isolate plant and equipment when it is being maintained, damaged or unsafe to use.

### 2. Work at heights

Contractors should have systems and processes to manage the risks of work at height. This includes:

- falling objects
- the safe installation, use and inspection of scaffolding, temporary work platforms, and edge protection
- the safe use and inspection of mobile elevated work platforms and ladders
- the safe use and inspection of fall prevention or arrest equipment.

### 3. Lifting operations

Contractors should have systems and processes to manage the risks of lifting operations. This includes suitable methods to:

- develop and communicate lift plans
- keep people clear of suspended loads and moving plant
- make sure the safe use, inspection, maintenance and certification, where required, of lifting equipment
- manage communication between operators, workers and other people.

### 4. Services

Contractors should have systems and processes to manage the risk associated with overhead and underground services. This includes:

- service approach and isolation requirements
- appropriate service identification and marking

- safe digging procedures.

## 5. Excavations

Contractors should have systems and processes to manage the risk associated with trenching and excavations. This includes:

- the provision of safe access in and out of excavations, including atmospheric monitoring where required
- managing ground instability and the impact of excavations on adjacent buildings and structures
- safe excavation methodologies to prevent collapses and service strikes
- adhering to heritage requirements when archaeological findings are discovered under the Heritage New Zealand Pouhere Taonga Act 2014.

## 6. Temporary works

Contractors should have systems and processes to manage the risks of temporary works aligned to the *Temporary Works Procedural Control Good Practice Guideline*. This includes:

- design processes that incorporate the application of Safety by Design (SbD) principles, design checks and certification requirements
- as-built inspection and quality assurance to make sure structures are built as designed
- track and monitor the regular inspection and monitoring of temporary works
- safe dismantling methods.

## 7. Hazardous substances

Contractors should have systems and processes to manage the risks of handling, storing, and transporting hazardous substances. This includes:

- hazardous substance registers
- the management of Safety Data Sheets (SDS)
- safe storage, signage and handling requirements
- emergency response equipment and requirements.

## 8. Lone and isolated working

Contractors should have systems and processes to effectively manage the risks of working alone or in isolated areas. This includes suitable methods to:

- maintain frequent communication to oversee the wellbeing of workers
- communicate effectively in the environment that this work is being undertaken
- respond in the event of an emergency.

## 9. Health hazards

Contractors should have systems and processes to proactively identify and manage health risks while conducting work. This includes:

- exposure to health hazards like UV radiation, dust, asbestos, hazardous substances, biological and infectious disease exposure, and manual handling
- regular exposure and health monitoring activities

- managing and retaining health monitoring records.

## 10. Driving

Contractors should have systems and processes to manage the risk of driving for work. This includes suitable methods to:

- supply appropriate vehicles for the environment where driving for work is being undertaken
- manage vehicle maintenance, licensing and registration requirements
- make sure drivers have a current driver license
- monitor driver behaviour and test for impairment as required
- record and monitor work time to support the management of fatigue while driving.

## 11. Fatigue

Contractors should have systems and processes to manage worker fatigue and its effects in the workplace. This includes:

- identifying the causes of fatigue, like long working hours, insufficient rest, or high-stress environments
- taking proactive measures to prevent fatigue
- recognising and managing fatigue.

## 12. Mental health and wellbeing

Contractors should have systems and processes to support the mental health and wellbeing of workers while at work. This includes:

- having adequate welfare facilities
- developing a positive and inclusive workplace culture
- prioritising cultural safety, particularly when operating in areas of Wāhi tapu (sacred places/sites), Wāhi tupuna (places of ancestral significance), and/or any other areas of cultural significance
- focussing on the prevention of harm to mental wellbeing
- having appropriate mechanisms and sensitive reporting processes for workers to speak up about mental health issues and processes to remediate them promptly
- providing access to an employee assistance service provider.

## 13. Harmful or negative interactions with the public

Contractors should have systems and processes to manage the risk of harmful or negative interactions with the public. They should cover verbal and written abuse, physical assault, threats, and intimidation. This includes:

- identifying areas where the public is a risk
- eliminating the need for people to be exposed to the public, so far as reasonably practicable
- reasonable design of a site that is secure and safe
- emergency response requirements where elimination cannot be achieved
- acknowledging and supporting workers exposed to harmful interactions and helping them to report these.

## 14. Drugs and alcohol

Contractors should have systems and processes to manage the risks of worker impairment from alcohol or drug use. This includes:

- alignment with current industry good practice and relevant standards
- random, just cause and post-incident testing requirements
- rehabilitation support, where appropriate.

## 15. Information, training, instruction and supervision

Contractors should make sure workers receive the required information, training, instruction and supervision based on:

- their level of experience, skill and maturity
- nature of the work to be carried out
- associated critical risks
- the control measures implemented.

This is to make sure all workers, including subcontractors and temporary workers, have the necessary training, knowledge and experience to competently perform their work safely and effectively.

Contractors should have systems and processes for:

- the identification of training needs
- induction, onboarding and supervision requirements
- verifying the competency of the workers they directly engage
- recording necessary licenses, qualifications, training and competency progression
- training refresher and expiry management
- providing appropriate information and care for visitors.

## 16. Permit to work systems

Contractors should have systems and processes to manage complex and unique risks, including incompatible or conflicting work. Where a permit to work system is used, this includes:

- identification of roles and responsibilities for permit issuers and receivers
- risk assessment requirements
- documentation and communication requirements
- emergency and recovery plan requirements
- permit opening and close-out requirements
- monitoring of permit activity and compliance checks.

## 17. Safety by design

Contractors should have systems and processes in place to make sure health and safety requirements are designed into all works. Contractors are required to comply with NZTA's *Health and Safety by design minimum standard*. This includes:

- collaborating between designers, constructors, engineers, maintainers and safety experts to make sure all perspectives are considered

- consideration of the life cycle of an asset, from concept to detailed design, constructability through to future use, maintenance and demolition.

## 18. Innovation

NZTA recognises that the adoption of innovative ideas and technologies can deliver improved HSW outcomes for workers, road users and others.

Where a contractor intends to use innovative technology or processes, they should tell NZTA of:

- the nature of the innovation
- the expected HSW benefits
- any anticipated risks and how they'll be managed
- the timetable for any review, revision, and permanent implementation
- the plan to share the innovation with industry.

Where a contractor intends to use innovative technology or processes, they should also have systems and processes to:

- assess and document the risk and make sure appropriate control measures are in place
- monitor the implementation and outcomes
- include the results of monitoring and lessons learnt in the project or contract reporting
- where appropriate, work with NZTA to share information on potential benefits with industry.

## 19. Worker engagement, participation and representation

Contractors should provide workers with opportunities to engage and participate in improving workplace HSW, make sure they're supported and represented in HSW matters that affect them, and have systems and processes for:

- sharing relevant information about HSW matters with workers promptly
- providing workers with reasonable opportunities to contribute to the decision-making processes relating to HSW matters
- supporting nominated health and safety representatives and HSW committees, where appropriate
- considering employees' views when decisions are being made.