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# CONTRACTOR HANDBOOK



**mainpower**

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# CONTRACTING WITH MAINPOWER

This handbook has been developed to provide a minimum set of expectations for all contractors engaged to work on behalf of MainPower.

The focus of this handbook is on the proactive management of risk, and the prevention of incidents so we can provide a safe, healthy, and environmentally friendly workplace.

We hope this handbook will help you understand not only how we operate but also how, as a MainPower Contractor, you can play your part. As a contractor, you are a brand ambassador of MainPower. You will be held to the same standard as our employees in all regards, including customer service.

This handbook forms part of your contract with MainPower. Please make sure that the information in this handbook is communicated to all employees and subcontractors under your control. By continuing to perform services for MainPower, you are taken to have read, understood and agreed to comply with this handbook.

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  
MainPower New Zealand Limited

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# POWERING NORTH CANTERBURY

Covering the Waimakariri, Hurunui and Kaikōura districts, MainPower provides a safe, secure supply of electricity to the North Canterbury region.

Our network of overhead power lines and underground cables starts north of the Waimakariri River, sweeps through the Hurunui region and reaches as far north as the Puhi Puhi Valley. Including growing urban centres like Rangiora and Kaiapoi, diverse farmland around Hurunui, renowned wine country in the Waipara Valley, and tourist hotspots like Hanmer Springs and Kaikōura, North Canterbury is a diverse and unique area.

MainPower has been a part of the region for almost 100 years. We are proud of our guardianship of the land, the infrastructure, and the systems that power the homes and industries of the region. We connect the lives of the 80,000 people that call North Canterbury home.





# MAINPOWER'S PLACE IN THE ELECTRICITY SECTOR

## Generation

Generators produce electricity. Around 32% of your electricity bill goes towards the cost of generating the electricity you use.

## Transmission

Transpower is the state-owned enterprise responsible for transmitting electricity produced by generators. Around 10.5% of your electricity bill goes to paying costs involved in the national grid.

## Distribution

MainPower is one of 27 electricity distributors, or lines companies, in New Zealand, responsible for the power lines and distribution networks in local areas. Around 27% of your electricity bill goes to paying costs involved in the local distribution of electricity.

## Retail

Retailers sell electricity to residential and business customers. Around 30.5% of your electricity bill goes to paying costs involved in the retail sector.



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# MAINPOWER'S EXPECTATIONS

## **MainPower expects that all contractors:**

- Have the required competencies to complete the work/tasks being undertaken.
- Are fit for work at all times, this includes no impairment from drugs and/or alcohol.
- Are committed to protecting the public from harm, this may include workplace access, signage, or barriers.
- Undertake a risk assessment prior to work being undertaken and have effective controls in place to prevent harm.
- Participate in all prestart meetings.
- Notify MainPower of all incidents including near misses.
- Wear all designated Personal Protective Equipment (PPE).
- Abide by the safety data sheets of any hazardous substance being used.
- Have an emergency response plan for any work being undertaken including location details and emergency contact numbers on hand.
- Participate in MainPower's Induction Programme.
- Fully vaccinate as per MainPower's contractor requirements.





# GOLDEN RULES

Our people are our priority and we are committed to ensuring everyone goes home safe every day.

Whether working at the front desk or up a pole, everyone at MainPower, including our contractors, are exposed to risk and we all have a part to play in keeping ourselves and others safe.

MainPower's Golden Rules were established in conjunction with the Health & Safety Committee to define our safety non-negotiables and empower all staff to contribute to safety at MainPower.

We expect all staff and contractors to follow our five golden rules at all times.

## GOLDEN RULES



### AT MAINPOWER, I WILL ALWAYS



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# **POLICIES, PROCEDURES AND SPECIFICATIONS**

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## **DRUG AND ALCOHOL POLICY**

All Contractors must have a Drug and Alcohol policy in place, which will be reviewed as part of the MainPower engagement process, otherwise all contractors must adhere to our Policy and Procedures for drug and alcohol testing.

Additionally, all contractors, their employees, and subcontractors under their control, shall be required to take part in MainPower's Drug and Alcohol Programme that focusses on providing a safe work environment.

This programme 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. We reserve the right to ask you to take a Drug Test and/or a Breath Alcohol Test if you are involved in a safety critical incident; 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 as well as any other specific policies, specifications or procedures that relate directly to your scope of work.





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## CONTRACTOR INFORMATION

The collection, use, storage, disclosure and correction of personal information by MainPower is governed by the Privacy Act 2020. 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.

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## 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.

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## 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.



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## USING MAINPOWER'S FACILITIES

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 the following site-specific rules that apply in the MainPower workplace they are working in or visiting.

### **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.

### **Communal Areas**

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.

### **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.

### **Depots**

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

## 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.

## Security Access

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

## 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.



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## MAINPOWER VEHICLES PLANT AND EQUIPMENT

Contractors operating a MainPower vehicle / Plant and Equipment must be appropriately registered and licensed, competent to do so, 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.

### **Plant and equipment Provided**

You are expected to keep plant and equipment provided in good order and immediately advise MainPower if there are any issues during operation, if it 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.





## 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.



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# HSE LEADERSHIP AND ACCOUNTABILITY

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## HEALTH AND 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 if elimination is not possible, minimise risks to health and safety so far as reasonably practicable. At MainPower we integrate safety into everything we do. We expect our Contractors to support this core value. Our holistic approach considers employee, contractor, and public safety.

### **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, and no damage is caused to plant, property or the surrounding environment.

### **Unsafe Practices or Conditions**

It is important for you to ensure you work safely and do not cause harm to yourself and others, including your workmates and members of the public. Understanding and managing risks, especially critical risks, is a key priority at MainPower. At any time if a situation is unsafe, please stop the work and notify your supervisor, manager or MainPower directly.

## Safe Systems of Work



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.

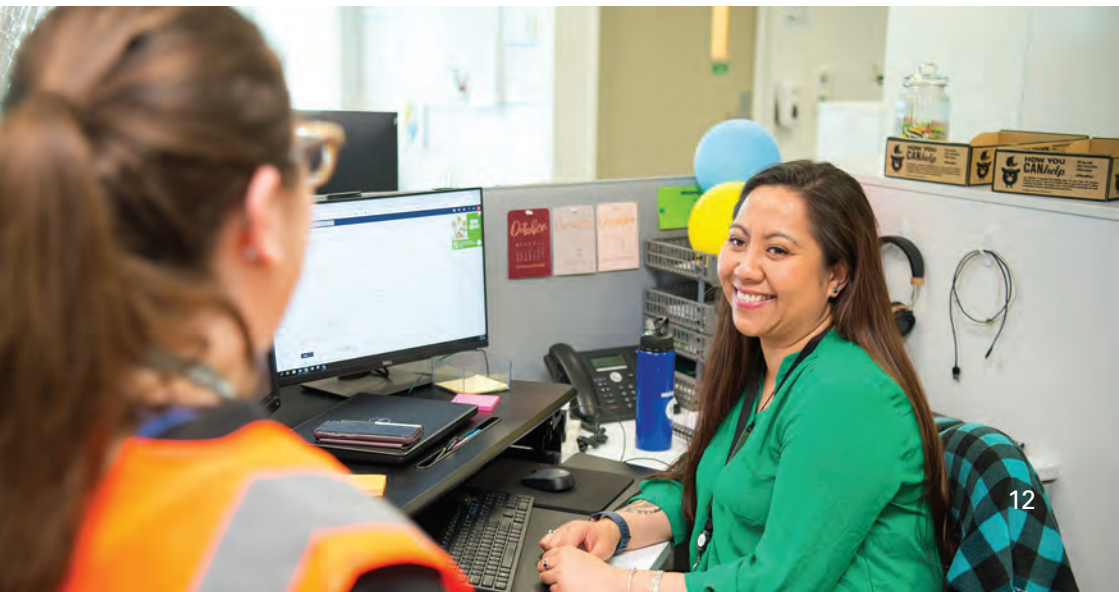
## Fitness for Work

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.

## Public Safety

MainPower is committed to public safety by 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 risks 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, do not proceed, and tell MainPower so that we can provide assistance. See also Risk Management Section below.





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## **RISK MANAGEMENT**

### **Worksite Safety Planning (Tailgate/Toolbox 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 Worksite Safety Plan unless it is agreed with MainPower that you operate your own Worksite Safety Plan.

### **Personal Protective Equipment (PPE)**

You must have adequate PPE based on a risk-based approach for the activity being undertaken. This prevents harm from workplace hazards that cannot be eliminated or minimised. 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.

### **Lone / Remote Working**

If you are isolated from the assistance of other persons because of location, time or nature of the work, you must first determine if working alone or remotely can be avoided. If not, then managing the risks is the priority. Two forms of communication should be available (wherever possible) with the first preference being a lone worker handheld radio. Options for the second include: mobile phone (if there is sufficient cellular coverage), satellite phone (if no other coverage is available). (Refers to the Lone or Remote Working Management Plan).

### **Safe Management of Hazardous Substances**

If you use a hazardous substance, you must have direct access to the Safety Data Sheet and be familiar with safe handling, use, disposal, first aid measures and emergency management (includes spill containment). All loss of containment must be reported to your MainPower Primary Contact.

### **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.



## MainPower champions best practice in risk management as the key to maintaining a safe workplace.

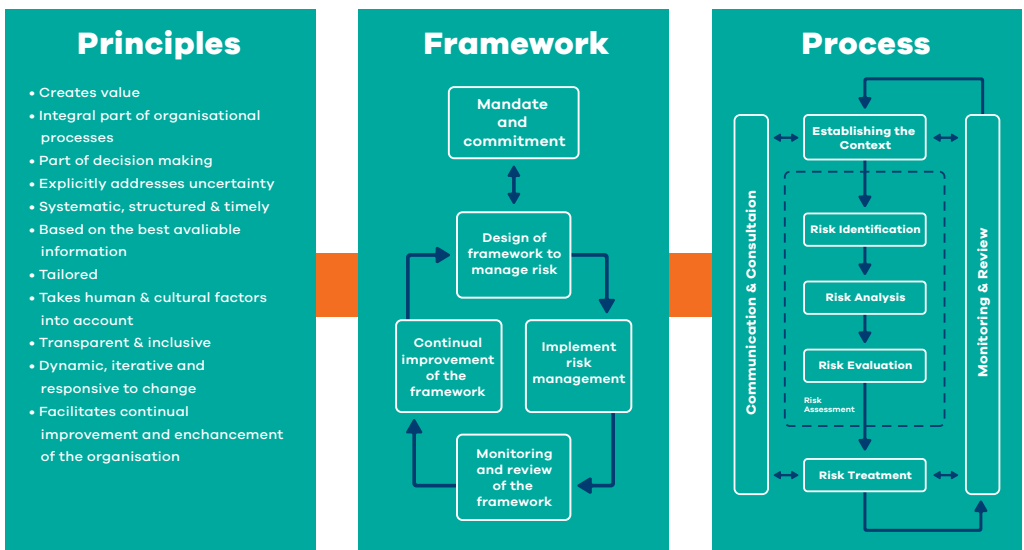
All hazards related to the work you will undertake must be identified prior to commencement so that effective controls can be agreed, implemented and communicated to all involved in or affected by the work.

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

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 Contact is advised as soon as possible.

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

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 your MainPower Primary Contact.



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## EMERGENCY RESPONSE

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

### **Emergency Response Procedures**

All contractors must have emergency procedures relevant to the work activity being undertaken, e.g. if working in a remote area, know where the nearest medical centre is located.

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.

### **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 MainPower.

### **Confined Space / Hot Work**

Confined Space and Hot Work require site specific emergency procedures (e.g. fire equipment or rescue plans). These must be documented and a permit system in place prior to work commencing.



**BUCKET CAPACITY  
160KG**

**MAX WIND SPEED  
12.5m/s**

**INSULATION  
46KV**

**MAX HEIGHT 22m  
1 PERSON ONLY**

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## INCIDENT MANAGEMENT

All incidents, regardless of severity, **MUST** be promptly reported to your MainPower Primary Contact.

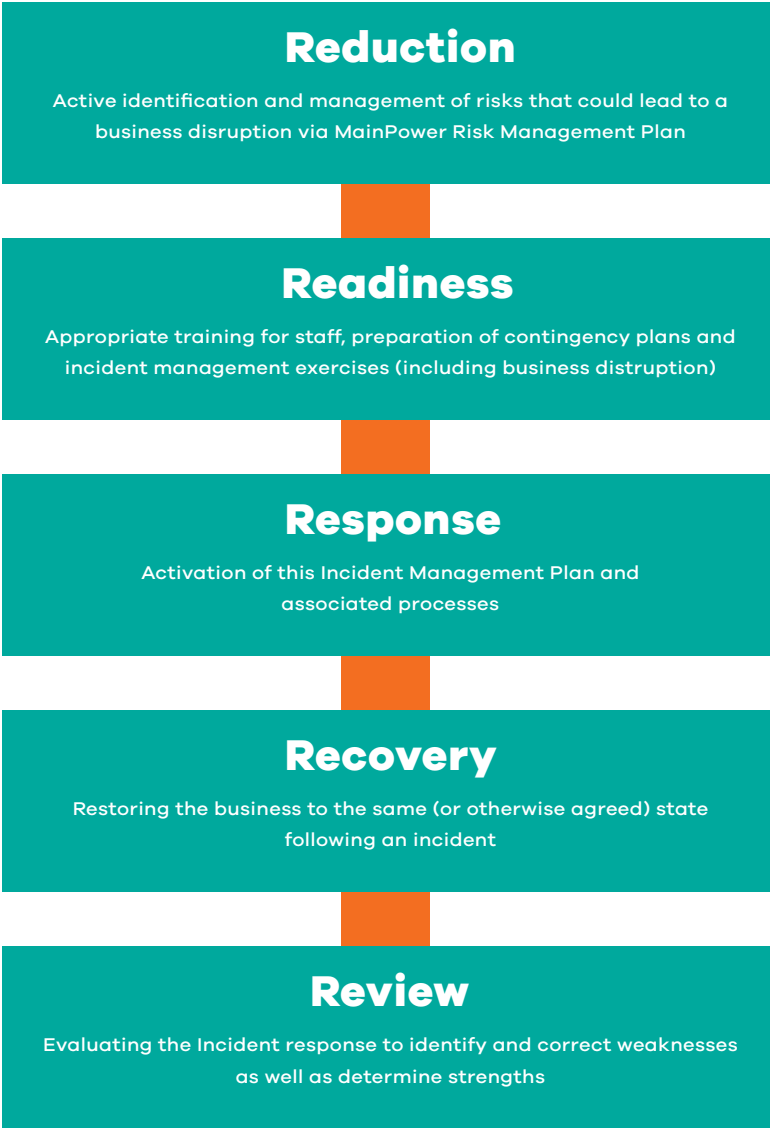
This means you **MUST** promptly report all incidents that:

- 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.





**Managing incidents at MainPower is based on the 5 Rs:**



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.









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## PROTECTING OUR ENVIRONMENT

MainPower has adopted an integrated approach to manage, deliver and continually improve the environmental aspects of our business activities, products and services.

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

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## 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.

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## QUALITY OF WORK

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

At MainPower we believe quality is achieved by using competent people, working in accordance with established policies/procedures/work instructions and maintaining accurate records.

### **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 and dignity, and to provide a service that meets or exceeds their expectations.

### **Compliments and Complaints**

It is important to us that we hear the 'good news' and are able to address issues before they become complaints. Please direct all customer feedback to our Customer and Corporate Relations team.

### **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.



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## **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.

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## **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.

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## **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 favoritism from either employees or Contractors.

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## **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.



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# CONTACT INFORMATION

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## MAINPOWER PRIMARY CONTACT

NAME: \_\_\_\_\_

DDI: \_\_\_\_\_

MOBILE: \_\_\_\_\_

EMAIL: \_\_\_\_\_

**MainPower Primary Number:** 0800 30 90 80

**E-Can 24 hour Pollution Hotline:** 366 4663 or 0800 76 55 88

### THIS CONTRACTOR HANDBOOK HAS BEEN ISSUED TO:

NAME: \_\_\_\_\_

DDI: \_\_\_\_\_

