



Queenstown Airport Corporation Ltd

Contractors' and Tenants Working at Site Guidelines



June 2023

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QUEENSTOWN AIRPORT

HEALTH, SAFETY AND SECURITY COMMITMENT POLICY

Queenstown Airport's vision is to achieve **Zero Harm** to those who visit and work within our airport community, including employees, contractors and visitors.

We are focused on developing a positive and collaborative Health, Safety and Security culture. A culture that is committed to playing a leadership role in promoting Health, Safety and Security across the airport and recognised as a benchmark for Health, Safety and Security excellence. An important part in achieving Zero Harm is ensuring that all our managers, employees and contractors clearly understand their responsibilities for Health, Safety and Security.

Queenstown Airport will:

- ✈ Take all practical and reasonable steps to provide and maintain a healthy, safe, secure and injury-free environment for employees, contractors and visitors
- ✈ Set high standards and expectations for Health, Safety and Security performance across the entire organisation
- ✈ Ensure engaged leadership and provide appropriate resources and processes to foster and support a culture of continuous improvement
- ✈ Engage with employees to allow them the opportunity to participate meaningfully in the development of a strong Health, Safety and Security culture
- ✈ Consult and work together with other organisations doing business at Queenstown Airport
- ✈ Measure, benchmark and regularly report on Health, Safety and Security performance
- ✈ Comply with all legislative requirements and industry standards

It is the responsibility of each manager and contractor manager to:

- ✈ Inspire an open, honest and supportive Health, Safety and Security culture through active participation and personal leadership
- ✈ Ensure employees are provided with adequate training and use safe work practices to carry out all tasks and activities
- ✈ Facilitate Health, Safety and Security meetings, reviews, audits and discussions where employees can confidently raise safety concerns, where they will be listened to and where their concerns will be addressed
- ✈ Identify, assess, eliminate or minimise risks to the personal Health, Safety and Security of employees and others in the workplace
- ✈ Support and facilitate the early, accurate and open reporting of near miss and injury events, including providing feedback and follow-up to employees
- ✈ Play an active role in the rehabilitation of any injured team member
- ✈ Through personal practice and leadership, ensure compliance with all Health, Safety and Security policies and procedures

It is the responsibility of all employees and contractors to:

- ✈ Demonstrate personal leadership by engaging in safe behaviour at all times and adhering to all procedures, rules and regulations relating to their work
- ✈ Adopt safe work practices that protect the Health, Safety and Security of themselves, other employees, contractors and visitors
- ✈ Report all near misses, accidents, injuries and Health, Safety and Security concerns promptly and accurately to an appropriate manager
- ✈ Actively participate in Health, Safety and Security meetings and discussions
- ✈ Participate in rehabilitation treatment to facilitate an early and sustainable return to work

Queenstown Airport regards the promotion of and adherence to this Policy as a priority for everyone who works at or has business at the airport. As such, this Policy applies to all Queenstown Airport employees, contractors and employees of contractors engaged to perform services on behalf of Queenstown Airport.

We appreciate your continued commitment to our Health, Safety and Security culture and performance.



Glen Sowny



Adrienne Young-Cooper

1.0 DEFINITIONS

AES	Airport Emergency Services
ATWP	Authority to Work Permit
Confined Space	<p>An enclosed or partially enclosed space that is not intended or designed primarily for human occupancy, within which there is a risk of one or more of the following:</p> <ul style="list-style-type: none"> a) An oxygen concentration outside the safe oxygen range. b) A concentration of airborne contaminants that may cause impairment, loss of consciousness or asphyxiation. c) A concentration of flammable airborne contaminant that may cause injury from fire and explosion. d) Engulfment that may cause suffocation or drowning. <p>Confined spaces may be temporary (e.g., during repairs or excavations).</p>
Contractor	A person or company, including all subcontractors, consultants, serviceperson, technicians, and other persons who are engaged by the Company (or tenant) to perform work or carry out a service.
Cranes	For the purpose of the permit to work system refers to mobile cranes and fixed tower cranes. It excludes gantry and Hiab type cranes.
Excavation	Excavation includes all work, which breaks the ground surface and protrudes below it. It also includes penetrations through floors, walls, ceilings, and demolition. Excavation may be by hand or by mechanical means.
Hazard	Anything that can cause harm and includes a person's behaviour where that behaviour has the potential to cause death, injury, or illness to a person (whether or not that behaviour results from physical or mental fatigue, drugs, alcohol, traumatic shock, or another temporary condition that affects a person's behaviour).
Hot Work	Any work that involves a source or potential source of ignition. It covers gas cutting and welding; rotary disc cutting and grinding; soldering, paint stripping (Hot air and flame gun), and any other operation that uses naked flames or produces sparks. It also includes the use of non-intrinsically safe or flame proof equipment in potentially flammable atmospheres.
Job Safety	Hazard/Risk management tool that breaks down the work activity and

Analysis (JSA) identifies hazards/risks and their controls to be applied.

Method of Works Statement	
QAC	Queenstown Airport Corporation Limited
Risk	Chance/likelihood of harm occurring from exposure to a hazard, i.e.: Harm to people, property, equipment, materials, environment.
Safety Observer	Responsible for monitoring hazardous work, stopping work when a dangerous situation arises, and initiating rescue procedures if required. Safety observers are required for confined space entry at a minimum, but can also be required for crantage, excavation, and work at height.
Site	For the purpose of this procedure, the term “site” means any place of work and the immediate surrounding environment.
Tenant	Shall be deemed to include all lessees, concessionaires, and other authorised occupants of space within the Airport.
Visitors	Means all persons who have not completed the site safety induction
Work at Heights	Any work where there is the risk of fall of two or more metres as measured from the workers feet.
WorkSafe	WorkSafe New Zealand is New Zealand's primary workplace health and safety regulator which administers the Health and Safety in Employment Act
QAC Work Supervisor	The Queenstown Airport Work Supervisor is the Queenstown Airport employee who is nominated as the official point-of-contact for the task or project.

2.0 RELATED DOCUMENTS

- Authority to Work Permit Procedure
- Hazard and Risk Management Procedure
- Critical Risk Management Standard
- Critical Risk Assurance Standard
- CRM003 Driving and Journey Management
- CRM004 Confined Space Entry (in ATW)
- CRM005 Working at Height (in ATW)
- CRM006 Machine Safety (fixed plant)
- CRM007 Mobile Plant

- CRM008 Hazardous Substances
 - ZQN Environmental Management Plan
 - ZQN Aerodrome Safety & Compliance Regulations
 - ZQN Aerodrome Emergency Plan
 - ZQN Biosecurity Control Area Operating Manual (BCA)
 - ZQN Place of First Arrival Manual (PoFA)
 - ZQN Transitional Facility Manual (TF)
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3.0 SCOPE & OVERVIEW

These Guidelines shall apply to all workers (contractors, employees, operators, tenants) at Queenstown Airport sites.

3.1 PURPOSE

QAC is committed to the management of health and safety for company employees, all contractors it engages, and all those working on Queenstown Airport sites or in the public domain. QAC are committed to operating responsibly - to be a good neighbour to the community in which we operate and to play our part in protecting and enhancing the natural environment.

This purpose of this guideline is.

- to outline and communicate the commitment QAC has in ensuring a safe and healthy workplace for all its contractors, employees, tenants, agencies, and customers.
- to ensure that all parties clearly understand the requirements, expectations and their obligations regarding these processes
- to outline the manner in which QAC will deal with breaches of this policy and the consequences for failing to follow this policy and/or other associated policies.

Through the application of these processes, QAC aims to:

- provide a safe and healthy workplace and systems of work that prevent and/or reduce the risk of illness and injury equally for employees and contractors.
- provide practical, consistent, and relevant guidelines for QAC staff to manage and oversee the work of contractors and/or their sub-contractors.
- integrate adequate and appropriate health and safety requirements into contractor management.
- fulfil QAC's legal requirements to employees, contractors, and visitors to our sites.

Contractors and Tenants are expected to be aware of and comply with these Guidelines, as well as all other relevant policies of Queenstown Airport and obligations set out in legislation. Contractors and Tenants are responsible for communicating these Guidelines to their employees, subcontractors, and suppliers and taking action to address non-compliance.

4.0 RESPONSIBILITIES

Role	Responsibilities
QAC (PCBU) & Officers	<p>The PCBU & Officers of QAC have a responsibility to:</p> <ul style="list-style-type: none"> • ensure that the requirements of these Guidelines are met at all QAC sites and operations.
QAC Work Supervisor	<p>The Work Supervisor is responsible for:</p> <ul style="list-style-type: none"> • the management of contractors in relation to site specific hazards and ensuring contractor's proposed work methods do not place themselves and/or QAC employees at risk, and • advising the relevant Duty Managers, tenants, and other stakeholders when the work will be conducted in the workplace, and • checking, monitoring, and auditing contractors' performance and documentation, and • applying the respective contractor disciplinary processes when required.

Contractors & Tenants

Contractors and Tenants are responsible for

- complying with these Contractors' and Tenants' Guidelines, and
- providing health and safety information to QAC that is relevant to the contract when requested, and
- developing site-specific plans procedures and risk management assessments relevant to site hazards and work activities at the site, and
- successfully completing the online Queenstown Airport Health and Safety Inductions, and any other relevant online courses as required
- ensuring they do not place themselves or others at risk of injury, and
- working in accordance with all QAC standards, procedures, and practices at all times.
- completing any contractor Permit to Work requirements, and
- taking part in QAC contractor Audits.
- Taking personal responsibility for their own actions, to help protect the safety, security, health and wellbeing of themselves, their co-workers, and members of the public.
- Ensuring they are aware of and familiar with all hazards, risks, and controls in the areas they work in.
- Promptly reporting all incidents, injuries, near misses, non-compliances, hazards and safety observations to their supervisor or manager for escalation to QAC3
- Advising their supervisor or manager if they have any concerns for their own or someone else's safety, security, health, or wellbeing; and
- Stopping their own work if there is a risk of harm to themselves or someone else, and intervening if they can see there is a safety risk in the way someone else is working.

5.0 PRE-COMMENCEMENT OF WORK

All Contractors undertaking work at the airport terminal, carparks or grounds must have registered their presence on site by either.

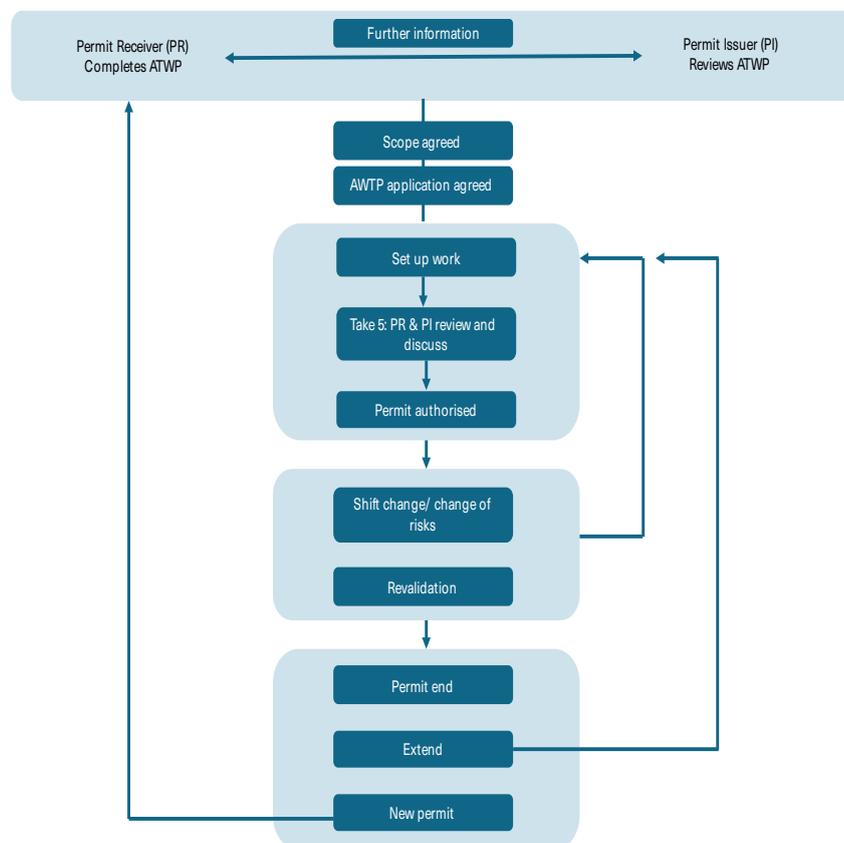
- Authority to Work Permit (ATWP) addresses critical HSE risks including Hot work, working at heights, confined space entry, craneage, evacuation, isolations, and emergency systems.
- Info Desk Sign in – work that does not require an ATWP must have contractors on site presence recorded by the Info Desk or at the Hub.
- Security card swipe - contractors in possession of an ZQN security card can swipe in and out on a terminal swipe point.

5.1 AUTHORITY TO WORK PERMIT

QAC will issue an Authority to Work Permit for critical work, before work is commenced except in the case of emergency or breakdown situations. Only authorised staff can instruct a contractor to commence work without the Authority to work being in place. The work must be requested by a QAC Duty Manager, Facilities Manager, AES crew chief, or the Head of Assets & Airport Emergency Services and must be undertaken by a competent and inducted contractor.

All information relating to Authority to Work is covered in the Authority to Work Permit Procedure V005 March 2023 found at

<https://www.queenstownairport.co.nz/contractors-suppliers>



The contractor should allow five days for processing except in cases of emergency work.

Authority to Work permit (QAC-I-FRM-002) is to be used for all high HSE risk work to Queenstown Airport property, both interior and exterior and available via the following URL address:

<https://www.queenstownairport.co.nz/contractors-suppliers>

5.2 CONTRACTORS SITE SPECIFIC SAFETY PLAN

For Project Work, the Contractors Site Specific Safety Plan (SSSP) may be accepted by QAC. Where the SSSP is accepted all QAC Working at Site Guidelines must be incorporated in the SSSP and all Contractor Staff and Subcontractors must be inducted on to the SSSP.

There is no change in the requirement for all QAC work permits should a SSSP be accepted, unless the works are carried out outside of QAC Buildings/facilities and is genuinely ringfenced. In this case if the main contractor is regarded as having control of the site and can apply their own ATWP system (see CI 11 Ring Fenced Projects of ATWP process). In this case the Contractor is required to demonstrate that they have the necessary health and safety management systems in place to manage their own high-risk activities

5.2.1 Other Permits

Under CAA Rule Part 139, most Airside works require a Method of Works Plan (MOWP), which ensures that the Head of Operations & Safety, and the Manager Regulatory & Compliance receive all the information they need to approve the work.

MOWP and a Job Safety Analysis are required for the following:

- disruptive works that could affect airport operations.
- works over and around the public.
- apron works.
- lifting requiring crane works. (Also needs an ATWP)
- public directional control.
- use of Powder Powered Tools such as Ramset type guns.
- any other non-routine, hazardous work activity (e.g., use of solvents, etc).

Where the work is deemed to penetrate the air space (as per the District Plan), a Temporary Obstacle Application (QAC-1- 4130) may be required to accompany this application form.

5.3 SITE ACCESS

Due to the operational needs of the airport access is provided around operational requirements. Contractors should plan to perform work following the guidelines below:

- Front of House Operational Areas - work should be performed out of operational hours generally before 6:00AM or after 10:00PM certain work may be agreed outside of these times on a case-by-case basis.
- Back of House Operational Areas - work should be performed out of operational hours

generally before 6:00AM or after 10:00PM certain work may be agreed outside of these times on a case-by-case basis.

- Back of House Non-Operational Areas - work may be performed within operational hours must be agreed on a case-by-case basis.

Delivery and storage of materials, as well as the removal of waste needs to be carefully planned to minimise impact on airport operations. Staging locations must be agreed with QAC prior to any delivery.

5.4 CONTRACTOR OBLIGATIONS

5.4.1 Reporting Incidents

The contractor and subcontractors shall report all incidents, accidents, hazardous substance spills, discharges, near misses and equipment damage, etc, to the Safety Supervisor and QAC Work Supervisor as soon as possible, but no later than the same day of the incident. Contractors who fail to meet the reporting requirements will be subjected to disciplinary processes.

Incidents involving contractors must be the subject of a full investigation. The investigation team may involve QAC representative (this is to be decided on case-by-case basis), and otherwise it is the responsibility of the contractor to complete the investigation. The aim of the investigation is to establish the root cause of the incident. On identification of the incident root cause and any other gaps, risk controls are to be determined.

Any reported contractor-related incident must be reviewed by QAC Management.

Any accident where a serious harm injury occurs must be reported to WorkSafe and QAC immediately so WorkSafe can be involved within 24 hours.

Any person receiving an electric shock shall report the incident to their QAC Works Supervisor and Contractor Supervisor immediately. The QAC Works Supervisor shall ensure a doctor examines the person as soon as possible and shall ensure the cause of the shock is remedied or cordoned off immediately.

The online link for incident reporting is shown below.

<https://onereg.co.nz/content/forms/39f1a11f-a9ac-4008-930d-93847a011189/public/>

5.4.2 Emergency Procedures

Emergency procedures are covered in the online QAC's Health and Safety Induction. Contractors and subcontractors will be required to take part in practice drills should they occur when the contractor or subcontractor is on site.

If the contractor is undertaking any tasks or brings onto site any tools/equipment or product that may affect the site's emergency management, QAC is to be notified prior to works to allow for a risk management strategy to be developed.

5.4.3 Security and Airside Requirements

Queenstown Airport operates under a number of security areas and access is restricted by Airport Identity Card and/or Access Controlled doors.

Further detail covering Airside Security is covered in the QASCR-2.3 QUEENSTOWN AERODROME SAFETY AND COMPLIANCE REGULATIONS.

Defined Airside refers to all the restricted areas either within the various terminal buildings or around the perimeter of the Apron and Airfield areas. Security doors are in place within buildings, and security fencing and Gates in outdoor areas, which restrict access by the public and Airport staff. These areas are known as being “Airside”, as opposed to “landside” and the information below is provided if any contractor needs to work within these restricted areas.

Airport Identity Cards are requested through AVSEC using the online AVSEC form. Temporary cards can be requested from Duty Managers or online by any company with an AIC. Once the Airport Identify card has been applied for, AVSEC will provide QAC with the application details and can provide door access.

Identification Cards are required for Airside works. They must be worn at all times on the outer garment. Temporary Identification Card holders must be escorted whenever Airside activity takes place.

Persons are only permitted to enter areas they are authorised to enter.

Persons should not access cupboards, bins, or containers unless they are specifically authorised to access.

Doors and gates must not be left open, and barriers must be reinstated if moved. Doors are alarmed and monitored so they must be shut to prevent an alarm being triggered.

Contractors must not deposit, park, or leave anything adjacent to or on any fence, barrier, or other things used to prevent/control unauthorised access to any security area or operational area that is capable of facilitating the evasion of control measures. A distance of 2 metres clearance must be maintained from any part of the security fence line Landside, and a 1.5 metre clearance must be maintained from any part of the security fence line. Contractors are to keep track of all tools and not to place in public or other contractor accessible places. Contractors are only to bring tools that are needed for the work required and leave with all tools intact.

Contractors are to report any suspicious activity to the main Contractor or an Airport official ASAP.

Contractors, subcontractors, or other persons must be made aware that they will be responsible for the security of their own property while on site.

Aviation Security and Queenstown Airport will determine Airside access routes. This is particularly relevant when going from Airside to landside through an Aviation Security Checkpoint or screening point. Queenstown Airport Work Supervisor and Aviation Security will designate a specific route for manoeuvring large loads, etc. Contractors are to stay within the security perimeter of the airside construction site.

5.4.4 Drug and Alcohol Policy

A zero-tolerance policy on drug and alcohol use at Queenstown Airport is strictly enforced. No person is permitted to commence or remain on duty when they are intoxicated or under the influence of any illegal or prohibited substance.

Consumption of alcohol by any personnel during meal breaks or while on duty is strictly prohibited.

Persons unsure of the effects of using a prescription or non-prescription drugs & medication should seek medical advice and discuss the matter with their employer.

QAC reserves the right to undertake random, probable cause or post incident Drug and Alcohol Testing of any person working on site.

Any person found to be not conforming to the Drug and Alcohol Policy will be immediately removed from the workplace and if necessary, must be replaced by an alternative resource at contractor cost. Return to site after a noncompliance will be at the sole discretion of QAC management.

5.4.5 Personal Protective Equipment

All contractors working Airside are required to wear the mandatory personal protective equipment (“PPE”) which is a High Visibility garments (consistent with the standards in AS/NZS 4602:2011 and PAS 10:2001) and enclosed shoes. In addition, all persons operating on movement areas or manoeuvring areas must always have immediate access to hearing protection.

Additional PPE is required specific to the risk of the work being undertaken. This must be consistent with the highest level required by either the QAC standards stated below, or Contractors own safe work practices or risk assessments.

All Personal Protective equipment must comply with the relevant New Zealand Standard, WorkSafe

Guidelines and must be worn in accordance with the manufacturer’s recommendations.

PPE	Requirements	QAC Std
QAC Construction Standard and Airside		
Safety footwear (safety boots)	Footwear should be comfortable, provide maximum grip and give protection from pinching, jamming, and crushing.	Airside requirement is for covered footwear. Construction site must have steel capped boots. Contractors must be aware that footwear with steel protective shanks and caps and above ankle will need to be removed for x-ray when passing through screening points. These should be worn by workers whenever there is a potential foot injury. Generally, all construction and building activity carry this potential risk.
High visibility vests	Fluorescent vests, polycotton or nylon with 50mm reflective tape allow the wearer to be seen under normal site conditions. High visibility vests should conform to AS/NZS 4602 or EN471. These must be worn done up.	These should be worn by workers whenever working around plant and machinery or where traffic risks exist. When working Airside on the Apron areas or manoeuvring areas, a high visibility garment must be worn which complies with current Australian and/or NZ Standards. Vests must be worn fastened
Eye protection (safety glasses)	Wearing eye protection would include but not limited to, use of power tools, use of chemicals, and some	All workers should have safety glasses available and be worn when there are potential eye

	<p>environmental conditions such as high wind.</p> <p>Additionally, some activities such as using an angle grinder will require goggles or safety glasses (with side shield) for eye protection and a face shield for face protection.</p> <p>Safety glasses should have wide vision, UV protection, be scratch resistant and have integral side shields. This gives greatest protection for workers for most conditions (see AS/NZS 1337).</p>	<p>injuries. To be worn by everyone on site unless they are in a vehicle with an enclosed cab. Low light/night works should not present an increased risk if non-tinted glasses are used. Heavy rain can affect a worker's visibility when wearing eye protection and present a hazard by obstructing their vision. There would need to be a process in place for determining what work could continue without eye protection if this is the case</p>
<p>(Hearing protection (earmuffs or ear plugs))</p>	<p>There are a variety of earmuffs, pads, or plugs available.</p> <p>All workers should have ear muffs or plugs available and be worn where there is potential for noise induced hearing loss. This would include but not limited to use of power tools, use of nail guns, and work near plant and machinery</p>	<p>Full (Grade 5) earmuffs must be worn at all times when in close proximity to running aircraft engines</p>
Task specific Requirements		
<p>Industrial safety helmet (hard hats)</p>	<p>These should be worn by workers whenever an overhead risk exists. Generally, this is once the structure has risen above head height or any crane lifting operations overhead. It will also include workers in excavations and could include work around plant and machinery.</p> <p>An elastic chinstrap is recommended to secure the hat and prevent dislodgement by the wind.</p> <p>Hard hats should be replaced after dropping from a height or if there are any visible signs of wear and tear. Follow the manufacturer's instructions for replacement (please check expiry dates).</p>	<p>Industrial safety helmets complying with NZS 5806 (or suitable approved head protection) must be worn at all times while on site where there is a risk of objects falling from above.</p>
<p>Gloves</p>	<p>Generally, most construction and building activities include some risk of hand injury. It is essential the appropriate glove is provided for the task being performed. Leather or split leather snug fitting gloves are recommended to protect hands when handling items such as scaffolding. They prevent components slipping through the hands and protect against cuts and abrasions. In</p>	<p>These should be worn by workers whenever there is a risk of a hand injury as determined by the SSSP/ATWP</p>

	<p>extreme conditions the wearing of specialist gloves may be required e.g., lined gloves in cold conditions or gloves to protect against acid or caustic spills.</p>	
Protective Clothing	<p>Some workers should have these available and be worn when there is potential exposure to specific risks. Examples of this may include but not limited to overalls for painters and decorators, waterproof leggings for concrete workers. In some locations consideration may be required for clothing to protect from extremes of temperature.</p>	<p>These should be worn by workers whenever there is a risk of an injury as determined by the SSSP/ATWP</p>
Respiratory Protection	<p>Some workers should have masks or respirators available and be worn where there is potential exposure to respiratory damage. This would include but not limited to use of some power tools; use of chemicals; welding and grinding; any activity that creates dust or fumes. Level of protection will vary. For instance, a carpenter using a bench saw will be adequately protected by a mask rated to filter out dust and particulates; a welder will need a respirator rated to filter out fumes. When working with high hazard chemicals, personal protective equipment must be tested to make sure it is fit for purpose.</p>	<p>These should be worn by workers whenever there is a risk of an injury as determined by the SSSP/ATWP</p>
Fall arrest harness (safety harness)	<p>An assembly of interconnected shoulder and leg straps, with or without a body belt, that must be used where there is likelihood of free or restrained fall. The full fall arrest harness in association with a lanyard, which includes a personal energy (shock) absorber, is attached to the harness. The lanyard should preferably have a Manulink, karabiner or snap hook designed to attach at a secure point. The maximum lanyard length is 2.0m long. Refer to AS/NZS 1891.1.</p>	<p>These should be worn by workers whenever there is a risk of an injury as determined by the SSSP/ATWP</p>

Contractors found working on site without the appropriate PPE will be asked to wear it, if none is available, they will be asked to leave the site. Repeated infringements of this requirement will result in contractual remedies.

5.4.6 Barriers, Barricades and Hoardings

Barricades are to be used when the presence of unauthorised personnel and / or equipment, in an area experiencing abnormal conditions, may result in a safety risk. Barricades in high use walkways and roads must be illuminated at night by blinking lights, reflective or luminescent tape, self-illuminating signs or some other equal or better lighting means.

Barricades must be inspected on a regular basis to ensure they are suitable and well maintained and prevent unauthorised personal from entering the area under control.

The location and type of the barricade must be carefully considered to ensure the hazard is adequately demarcated and the safe travel of people around the hazard.

5.4.7 Health and Safety Training and Instruction

The competency and experience of all contractor employees must be considered and assessed as necessary. Where it deemed necessary for task competency assessment, contractors will be required to provide records of training obtained external to QAC.

5.4.8 Access Routes

Queenstown Airport Work Supervisor will, in consultation with the tenant, determine access routes for contractors (the contractor should not liaise directly with the tenant re access, unless the Queenstown Airport Work Supervisor has expressly permitted this). This is particularly relevant when going from Airside to landside through an Aviation Security screening point. Queenstown Airport Work Supervisor and Aviation Security will designate a specific route for manoeuvring large loads of equipment, etc.

5.4.9 Removing Objects that may be Dangerous to Aircraft

Foreign Object Debris (FOD) consists of objects left laying about on Aprons, Taxiways, and Runways that present a significant hazard to aircraft operations if ingested into engines, propellers and rotors.

These objects include nuts, bolts, spanners, bag tags, plastic, and cardboard sheeting etc, and they are a danger to aircraft engines and tyres and must be removed from the work area at the end of each workday.

All persons working airside are responsible for clearing any debris, refuse or object that they deposit or observe which may present a danger to safe operations. Failure to do so could result in a Breach Notice being written and penalties being imposed. Where it is not practicable to clear such debris or objects, the observer shall immediately notify the Duty Airport Emergency Service Crew Chief.

5.5 ENVIRONMENTAL AND SOCIAL OBLIGATIONS

5.5.1 Environmental Protection and Sustainability

QAC measures, monitors, and reports on greenhouse gas (GHG) emissions that occur at Queenstown Airport as a result of both operational and project related activities. We have set science aligned emission reduction targets that are important to the company and community. Managing activities across the airport that contribute to GHG emissions.

All parties undertaking work at Queenstown Airport agree to take all reasonable steps to

minimise the greenhouse gas emissions of their activities, negative impact on climate change and biodiversity wherever practicable when performing their work.

Contractors are expected to operate in a manner that complies with QAC's sustainability priorities and actively manages risk, conserves natural resources and protects the environment within the airport.

5.5.1.2 Management of Waste and Recycling

QAC has a strong responsible waste management culture and encourages all visitors and workers at the airport to divert waste from landfill where alternative responsible disposal options exist. We expect all contractors to the airport to support the elimination of single use cups – all staff are to use reusable cups.

If the contractor is using QAC waste disposal facilities, it is expected that the contractor will comply with onsite recycling and waste disposal procedures. QAC provides the following receptacles for the separation of listed materials:

- Glass Recycling – this is for all clean glass bottles and jars only. This excludes broken or whole windows, mirrors, cups / glasses, broken glass items, fiberglass, and crockery.
- Cardboard – this is for all clean, dry, and unsoiled cardboard items, primarily boxes. Paper is to be disposed of to co-mingled recycling.
- Co-mingled recycling – this is for the following clean items:
 - Plastics number 1, 2 and 5
 - Aluminium and steel cans

All construction waste should be sorted and disposed of responsibly, with recycling services available for polystyrene, wood, GIB, pallets, light plastic, concrete and hardfill.

All electronic and hazardous waste, including light bulbs, paints and solvents etc. are to be sorted and disposed of responsibly.

5.5.1.3 Water and electricity consumption

Conservation of energy and water is a priority across the airport campus. QAC expects all contractors to minimise water and electricity consumption, turning off appliances and taps when they are no longer in use and using energy and water efficient appliances when completing works.

5.5.1.4 Transport

QAC encourages the use of public and active transport modes for all persons accessing the airport. Public cycle parking facilities are provided outside the terminal arrivals building.

5.5.2 Labour and Human Rights

QAC expects all suppliers to treat their employees fairly, with dignity and respect, and to maintain the highest levels of professionalism, honesty, and personal integrity in all actions.

QAC champions a safe, welcoming, inclusive environment for all staff, passengers, and members of the public. We strive to have a diverse workforce, ensuring everyone feels supported to be their true selves regardless of gender, sexuality, ethnicity, culture, or physical and cognitive ability. The Contractor and their employees agree to act responsibly, professionally, and respectfully towards all people whilst working on site.

Suppliers shall not discriminate against any worker based on age, disability, ethnicity, gender, marital status, national origin, political affiliation, race, religion, sexual orientation, gender identity, union membership, or any other status protected by applicable national or local law, in hiring and other employment practices.

All suppliers shall ensure that all work is voluntary and will not traffic persons or use any form of slave, forced, bonded, indentured, or prison labour. Suppliers will adhere to New Zealand law, the International Labour Organization conventions (ILO) and The Human Rights Act 1993.

5.5.3 Working Conditions, Wages and Freedom of Association.

Contractors shall follow all applicable laws and regulations with respect to working hours and days of rest and shall meet all legal requirements relating to wages and benefits. Suppliers shall freely allow workers' lawful rights to associate with others, form and join (or refrain from joining) organisations of their choice, and bargain collectively, without interference, discrimination, retaliation, or harassment.

The Contractor shall ensure that all staff provided in relation to the work at QAC, are paid for each hour worked, at a rate no less than the Minimum Living Wage Rate applicable at the time. For the purposes of this clause 5.5.3 "Minimum Living Wage Rate" means, during the applicable period, such hourly rate as set out on the NZ Government Procurement website below, and as updated annually.

<https://www.procurement.govt.nz/broader-outcomes/improving-conditions-for-new-zealand-workers>

6 HEALTH AND SAFETY REQUIREMENTS

6.1 GENERAL REQUIREMENTS

Prior to any contracted work commencing:

- All contractors who undertake work at Queenstown Airport shall have completed the online induction.
- Where applicable contractors shall produce their Building Consent Approval to the Queenstown Airport Work Supervisor.
- Queenstown Airport and Queenstown Lakes District Council approval processes will need to be used.

6.2 DRIVING AND PARKING

Further detail covering Airside Driving Permit is covered in the QASCR-2.3 QUEENSTOWN AERODROME SAFETY AND COMPLIANCE REGULATIONS.

Drivers must have a valid driver's licence for the class of vehicle driven and obey all signs and directions.

All road going vehicles must be registered and have a current warrant of fitness. The speed limit on QAC roads is 15 km/hr.

Contractors and Delivery Drivers can utilise the following parking:

- Loading Zone – Deliveries and very short visits -Contractors have the ability to drop & transfer materials close to the terminal (maximum duration is 20 minutes, exceeding this time risks a fine). Longer stays may be organized by the project manager based on project specific requirements.
- Visitor Car Parking – Short duration stays - Contractors can utilise the visitor car parking with payment via the pay station.
- Staff Parking - Long term projects or on-going services - Contractors should request monthly parking permits per vehicle, to time with larger projects. The cost is paid by the Contractor.

6.3 DISCLOSURE OF HEALTH AND SAFETY INFORMATION

Contractors or subcontractors shall provide the following Health and Safety - related information prior to contract work on site commencing. This may be disclosed in the ATWP or SSSP.:

- details of the contractor's and sub-contractors' safety management programmes as applicable to the contract.
- the name of the contractor's and every subcontractor's staff responsible and accountable for occupational safety and health.
- details of training and qualifications that are required prior to commencing any work under the contract.
- confirmation that a hazard identification of each task employees will be required to perform has been carried out.
- proof of the method of carrying out the hazard identification and a copy of the contractor's hazard register.
- emergency plans for all possible emergencies that may arise during the term of the contract.
- a list of all hazardous substances that the contractor will bring to the site. The list must show the form (i.e., solid, liquid or gas), the hazard classification number and the quantity of each hazardous substance.
- a list of waste products which may be generated and their method of disposal.

If Contractors are not members of Impac prequalification then also provide;

- details of any prohibition or improvement notices by the Occupational Safety and Health Service of WorkSafe NZ during the previous three years.
- details of any prosecutions for any Offence under the Health and Safety at Work Act

or its associated regulations during the previous three years.

7 PERFORMING WORK

7.1 MANDATORY REQUIREMENTS

If the contractor or any subcontractor fails to comply with any of the below items or is issued with an improvement or prohibition notice by WorkSafe NZ or is prosecuted for a breach of any relevant legislation, then Queenstown Airport will have the discretion to terminate the contract in part or in full or cease the contract until rectified.

The following general requirements, **as a minimum**, are mandatory at all times while the contracted work is under way:

- The contractor and subcontractors shall provide immediately all details of any changes, additions or deletions to any information previously provided.
- Where required by an ATWP, each project will have at least one Site Safety Supervisor. Every contractor, subcontractor, and their employee(s), etc, shall know who their is nominated Site Safety Supervisor.
- All contractors maintain appropriate health & safety processes that comply with all its obligations under the Health and Safety at Work Act 2015 and all other relevant workplace legislation, regulations and guidance issued by the regulator; and comply with QAC's instructions.
- Where required by an ATWP, all sites are to have a Site Hazard Board, which is to be updated daily.
- All hazards should be controlled immediately by whoever discovers them unless they do not have the ability to do so in which case it must be immediately reported to the Safety Supervisor.
- Contractors shall provide QAC Work Supervisor notification of weekly/regular toolbox meetings.
- **Smoking and vaping is only permitted in designated areas.** The QAC Work Supervisor will define contractors' designated smoking areas. This includes all QAC worksites – both landside and airside. Under no circumstances should Contractors be vaping or smoking while operating machinery or driving vehicles or airside.
- Access routes to a particular project are to be determined by Queenstown Airport Work Supervisor.
- The contractor and subcontractors shall provide first aid facilities suitable and sufficient for the number of persons employed on the contract.
- The contractor and subcontractors shall be responsible for providing safety equipment to an approved New Zealand Standard or its equivalent, to its employees and for ensuring that the equipment is used or worn as required.
- Where specialist equipment is used, the contractor and subcontractors shall provide proof that the relevant training has been given in its correct use and the operators have the relevant current certificate for competency as required by the current Health and Safety in Employment Regulations.
- Where the contractor or subcontractors brings any scissor hoist on to the site, it must be key-operated and have the keys removed whenever it is unattended, and it must be demarcated with acceptable barriers when in any public area.

- Queenstown Airport shall have the right to inspect and audit the contractor's and subcontractors' provisions for occupational health and safety at any time during the term of the contract.
- All work at heights must use adequate protection measures for Work at Heights. The use of small lightweight mobile scaffolds or elevating work platforms must be authorized by QAC Work Supervisor.
- All gas bottles are to be secured.
- Powder-powered tool signs are to be displayed when such tools are in use, and any such tool may only be low velocity indirect driven.
- All vehicles (including contractors') on airport land are to have a current registration and warrant. Transport of contractors in open-decked vehicles is prohibited on airport.
- Material Safety Data Sheets (MSDS) must be supplied if requested.
- Additional door access requests over and above must be to the Queenstown Airport Work Supervisor in the first instance complete with start and finish dates.
- Materials or equipment must not be taken up in the public lifts without prior permission.
- Passenger Trolleys must not be used for the transport of equipment or materials. Contractors are to make their own cartage arrangements.
- In public areas, a reasonable standard of dress is required.

QAC Work Supervisor will undertake his/her own safety audits, and may do so at any time without notice, but this does not remove or limit the safety obligations of the contractor.

7.2 PUBLIC SAFETY

- Where possible, the public and staff must be segregated from the contractors' work site at all times.
- Any work being undertaken in public areas of the Terminals must have hoardings or presentable cones connected by solid horizontal bars around it and a ground watcher in attendance.
- All temporary hoardings are to be constructed in a safe manner and approved by the QAC Work Supervisor.
- All required temporary directional signage for passengers and traffic must be arranged.
- No tools or equipment must be left unattended in public areas, landside or airside, and mechanical plant must be isolated at all times during down time. No nail guns are to be operated in public areas outside full-height hoardings (they may only be used behind a solid barrier).
- Where possible work in public areas is to be limited to low passenger movement times.

7.3 SAFE WORK PRACTICES

- keep all walkways clear at all times.
- stack materials safely.
- keep a lookout for moving drives, belts, and parts of machinery.
- know where the fire extinguishers are located and how to use them.
- look out for openings in floors and make sure they are protected.
- keep rubbish cleared away promptly.
- ensure the work area is adequately lit – if not, arrange extra lighting.
- check electrical leads and portable appliances/power tools for damage before use and ensure they are tagged and dated, and dates are current.
- keep all electrical leads and portable appliances clear of water.
- always use an isolating transformer or R.C.D (Residual Current Device) when using any electrical tool or appliance.
- angle grinders must have built in safety features Deadman and paddle switches and antilock clutch.
- all ladders must be compliant with the current AS/NZ Standard. Two/ three step ladders are banned from any airport sites. Platform ladders are a permitted alternative.
- all fire egress routes must be kept clear of equipment or materials at all times.

7.4 TENANCY ALTERATIONS

Contractors engaged by Tenants to modify the tenant's premises inside a QAC owned building (with QAC as landlord consent), while not parties to the lease/licence agreement with QAC, must nevertheless comply with all QAC procedures set out in this document. Contractors must also ensure they comply with the requirements of the HWSA.

They should be advised that QAC's lease agreements and retail Licences contain restrictions on what work, alterations, etc, are allowed, which if breached, could mean the work may be halted at any stage.

The modifications comply with all relevant authorities including Queenstown Lakes District Council building permit requirements if applicable.

Any Tenant requiring alterations on airport property needs to apply for an Authority to Work Permit (QAC-I-FRM-002) by completing the online Job Safety Assessment found at:

<https://www.queenstownairport.co.nz/contractors-suppliers>

This form must be held on site and produced on request.

Concessionaires and visitors to the Tenant's site during construction prior to handover are not permitted unless they are escorted and comply with the site hazard board (if applicable).

7.5 CERTIFICATION OF WORKS

Before consented work can be made operational, it requires the following to be submitted to Queenstown Airport site representative:

- Certificate of Public Use (CPU) or CCC from Queenstown Lakes District Council.
- Electrical CCC.
- Certificates of compliance – PS3/ PS4 as applicable.
- Changes to as built drawings.

8 RESPONSE TIMES FOR CALLOUTS

Contractors who provide maintenance support for airport plant and infrastructure should undertake to deliver the following 24/7 response time to escalated breakdowns.

Breakdowns that are notified to the QAC Duty Manager and cannot be rectified by onsite QAC staff need to be responded as below.

Criticality	Example	Initial Response	Onsite Response
Critical infrastructure	BMU / generators / Major HVAC / major plumbing / major electrical / risk to life or property	1hr response	
Immediate	Public safety and security, major customer experience	24 hrs	24 hrs
High	Customer experience, impairment to operations	1-3 days	1-3 days
Medium		3 – 10 days	3 – 10 days

9 EMERGENCY PROCEDURES

9.1 EVACUATION

There is an evacuation procedure posted in every office. Make sure you know:

- What the alarm signal is.
- Where to go.
- What to do by contacting your Safety Supervisor.

9.2 FIRE

Small fires may be put out with extinguishers (if safe to do so), and Queenstown Fire Rescue must be notified via:

Fire Rescue - Ph 03 450 9058

If fire cannot be easily handled, activate the alarm system and/or call Fire Service 111 immediately.

Reference: ZQN Aerodrome Emergency Plan