

Frequently Asked Questions re CHESS

	Question / concern / statement	Response
1	Contractor H & S performance scoring for Facilities Management – how is this going to work? For example, if a sub-contractor does not have an ACC experience rating, or Pre-Qual. Facilities Management Service providers undertake a large amount of projects. Will scoring per project per site, or the site as a whole?	DEI manage and communicate scores, based on performance measured through KPI's, inspections, audits, etc, meeting CHESS requirements. Only the main contractor's ACC experience rating applies. Scored by site as a whole. However, issues on individual projects will be considered, e.g. a serious near miss with a poor outcome/response, as it is about managing projects under main contractor's control.
2	Near miss reporting – Facilities Management report by site, not project? Please confirm.	Yes, by work site. Detail about the near miss will generally contain information regarding the project.
3	Will the Main contractor's site H&S plans need to be aligned with the Construction Safety Management Plan or the Facilities Management Safety Management Plan (FMSMP). Facilities Management understanding is the FMSMP - please confirm.	With the FMSMP which becomes the overarching H&S plan. All subcontractor plans, mostly JSA's and SOP's sit underneath this. Alternatively the Site Specific Safety Plan (SSSP) element and references could be removed from Main contractor's plan/operations manual and the requirements of the FMSMP incorporated.
4	Does the FMSMP replace the Site Specific Safety Plan (SSSP)?	Basically yes – we are doing away with the historic way of having several SSSP's of varying quality and standard on a site. There will be one FMSMP or CSMP only.
5	Worksite information boards – how do these differ from the current site boards?	Traditional boards display some hazards, risks and often very generic / low level control measures, with very little detail around the actual activities on the day. Worksite information boards must contain at least the number of workers on site, names and detail of relevant people on site such as site manager, first aider/s and H&S person, what high risk works are being undertaken.
6	Inductions – Is this for everyone or only main contractor staff and sub-contractors? Confirming that these inductions will be undertaken by DEI staff, as the CHESS document states that it could also be undertaken by the FM service provider.	Everyone <u>performing work</u> on the Estate must attend the DEI induction, either in person or online. There are exceptions such as a delivery person. They are legally doing work, but can be escorted on site and be supervised, as deliveries are not always by the same driver, so no need for them to sit the induction. At this point in time in-person inductions will be delivered by the DEI Defence Officer of Compliance (DoC), scheduled for once a week. Depending on demand and availability, they may schedule more than one session a week.
7	Staff Training – assume that DEI will be providing training for the Joint Assurance Reporting System (JARS),	Certainly – DEI have already delivered some basic training on JARS, and a short session for Permit Receivers. The latter is only to confirm they understand our process. Should there be

	the Permit to Work system, and any CHESS specific systems/requirements?	anything specific re CHESS, DEIHS will deal with that and set up some sessions.
8	Amenities, Facilities & Accommodation – will DEI upgrade some of the main contractor site facilities and offsite worker accommodation to comply with the CHESS requirements? The main contractor will not be managing staff or subcontractor off site accommodation.	Where DEIHS are made aware of inadequate facilities in relation to H&S, these will be referred to the appropriate Estate Delivery Director (EDD).
9	Incident reporting – will main contractor have access to incidents reported in JARS? Does the system have the capability to provide reporting on incidents that have been reported by the main contractor? Will the main contractor have access to these reports?	Managers with JARS access will have the ability to see the events, but not to change or alter after reports have been submitted, and cannot extract a report. For changes to be made, please mail detail to the DEI H&S Coordinator. Yes, it is a function DEI can generate internally at agreed intervals and forward to contractors. Yes, certainly – DEIHS attempt to extract monthly reports and share with contractors.
10	Incident reporting time frames – 2 hours, this may sometimes be practically impossible. Could we discuss alternate timeframes? We do understand that 2 hours or less would be required for Medical Treatment, Notifiable incidents, etc.	Reporting of events into JARS, especially the lower level events, is not time consuming. If it is a low key event and e.g. work is done in a classified environment, then report it immediately afterwards. For serious near misses and events, it would be expected that it is sufficiently serious to stop work and report within the 2 hour timeframe.
11	Reporting of events into JARS: contractor unable in certain circumstances to report events within the 2 hour timeframe, e.g. when phones are not allowed on site/in the building	Comfortable if minor events are reported late (e.g. at the end of the shift), with a valid explanation. In the case of a more serious event work will be stopped anyway and it would generally be possible to report the event within the allocated timeframe.
12	Incident investigation timeframes in CHESS – are these working days? Not all near miss incidents will require Incident Causation Analysis Methodology (ICAM) level investigation? It would be very time consuming to perform ICAM investigations for all near misses.	Yes, working days, i.e. week days. Certainly not, only high potential events will require an ICAM investigation; as in CHESS some near misses (the more serious ones) will require a 'short form / 5 why' investigation, and some really low level events may require only a one-pager investigation to understand why something went wrong, and identify action/s to be taken.
13	Asbestos management – different processes are being followed at each site; will there be one approach by all in CHESS?	There should be one process to be followed, as in CHESS. The process application is managed by the Environmental / Contamination team and Asbestos Manager, and not DEI Health and Safety.

14	Site Safe vs Construct Safe – is there any flexibility for equal certifications to be accepted?	NZDF has had a Memorandum of Understanding (MoU) with Site Safe since 2016, and DEI require all workers to undertake the Site Safe training. Generally Construct Safe will not be an acceptable alternative. There will be situations / types of work where Site Safe may not be a suitable requirement either – these will be managed on a case-by-case basis.
15	Worksite communications – daily notices – will DEI be providing this information?	It is a contractor responsibility to prepare worksite communications for their workers, and during daily catch-ups with the DEI office information will be shared both ways, similar to a mini Simultaneous Operations (SIMOPS) meeting.
16	Just Culture – what does this mean?	Explained in CHES Volume 1 – in layman's terms comes down to a fair and just approach, not blaming workers for mistakes but looking into what contributed to them making a specific decision that may have led to an adverse outcome. Just Culture also means there is still an expectation of accountability for workers.
17	Training records / competency registers – are these held by the main contractor and made available to DEI on request?	Yes – these registers and information should be readily available.
18	FM main contractor need to also maintain own company systems. This would mean additional time for staff to report in the main contractor system and JARS.	The H&S Advisors were brought on board by the FM Providers, at cost to NZDF. They are required to report into JARS.
19	Health & Safety Reps (HSR) – do they need to be formally trained in NZQA levels 1, 2 & 3?	No, a HSR is legally adequately trained once they have completed Unit Standard 29315 (i.e. HSR level 1) as per the HSW Worker Engagement and Participation Regulations. Subsequent training is about further development.
20	JARS key performance indicators (KPI) reporting lagging and leading indicators – who sets these and how will they be measured – who is involved in this?	The KPI's are determined by DEI for contractors to report on monthly, and form part of the contracts. They are/will be set up in a way that they are measurable. Most of the H&S KPI's will come from CHES, e.g. to provide DEI with an investigation report in a timely manner, or perform a set number of site inspections per month, etc. For Facilities Management there are also specific Governance KPI's to be met – these do not sit in JARS, although some of the related information does.
21	Driver register: does the main contractor need to provide DEI with this? How would it be kept up to date?	Yes, upon request. Keep an up to date register with drivers' competencies, e.g. for driving work vehicles, special vehicles, to provide to DEI upon request. It is part of managing the work force, including subcontractors, the management of which sits with the main contractor.

22	Vehicle inspection checklist – how often do they need to be completed and stored? Is this a requirement for main contractor to keep these records?	The main contractor policy should have a statement in this regard, but generally vehicle inspections must be done monthly as a minimum. The main contractor manages their subcontractors, and should do spot checks on subcontractor vehicles. Vehicle inspection reports must be kept as evidence for audit purposes and in the event of something going wrong which may result in harm / damage.
23	Contractor vehicles require Fire Extinguisher, First Aid Kit, torch, reflective vest and emergency triangle – is this all required for all vehicles?	The short answer is ‘yes’. Should the main contractor’s vehicle policy not require these items to be on all vehicles, a risk assessment must be done to determine the risk and how the risk will be controlled and managed. An important question to then consider during this process would be whether the contractor will be meeting the legal requirement of ‘reasonably practicable’.
24	Main contractor re risk management: there has been pushback and the occasional opinion that they should not have to align with CHES	The Health and Safety at Work Act 2015, section 30 states that a duty imposed on a person under that Act requires that person to eliminate or minimise risks to health and safety so far as is reasonably practicable. Defence Force Instruction (DFI) 0.74, Ch 2: Managing Safety Risks in Contractor Work, states the NZDF, as the lead PCBU, leads the process of safety risk management in contractor work by setting expectations and monitoring contractor work health and safety. CHES has been approved as the NZDF / DEI framework to achieve risk management requirements prescribed by, among other, the HSW Act, and therefore it is a <u>mandatory</u> requirement for all contractors to align their H&S approach and activities with CHES.
25	What size job/project will be recorded into JARS?	As a minimum all construction work on the Planned Maintenance Project (PMP) list, and all Capital Expenditure Projects (CAPEX).
26	DEI Induction: There seems to some inconsistency in the induction delivery time – some are delivered within 1 hr, others around 2.5 hrs	Given the volume of aspects that must be delivered, as well as to ensure it aligns with the NZDF focus and requirements for inductions, it is absolutely crucial that inductions be delivered consistently, which would take about 2 hours to a maximum of about 2.5 hours. This may be dependent on group size, comprehension, questions, language, etc. Persons delivering these inductions are required (mandatory) to cover <u>all</u> of the slides as well as the practical exercise related to the Job Safety Analysis (JSA) and Top Event. The online induction allows for consistency and takes about 30 minutes to complete.
27	Is it a requirement that the FM contractor must use the CHES Job Safety Analysis (JSA) format?	Yes, whenever a JSA is required, the DEI JSA template must be used. Specifically when a request for a Permit to Work (PTW) is submitted, the DEI JSA format is <u>mandatory</u> to accompany the permit request.

		Not all works will require a JSA – work may also be done off a Standard Operating Procedure (SOP), Safe Work Method Statement (SWMS), or other document, in which case the DEI JSA is not mandatory.
28	The risk matrix in the DEI JSA may differ from the one the contractor company uses – which should be used?	The risk matrix in CHESS is aligned with NZDF <i>Defence Force Order (DFO) 081 Risk Management</i> , and provides an overall framework for risk management in the NZDF, and applies to contractors. NZDF is the lead PCBU and sets the expectations and requirements.
29	Top event in the JSA – what is it and why?	Top event is explained as the ' <i>moment of loss of control</i> '; focusing the workers' minds on how to prevent the top event instead of the adverse outcome (ambulance at the bottom of the cliff), is a paradigm shift in approaching hazards and risk. Training in Top Event is available and provided regularly (initially within the DEI induction).
30	Will the DEI Health and Safety (DEIHS) team provide training on e.g. JSA's, Top Event, the Permit to Work (PTW) process, etc?	Yes, absolutely, short training sessions are being developed and can be done via face-to-face, or MS Teams sessions. Some of these have been uploaded to JARS for access.
31	Defence Officer of Compliance (DoC) to deliver DEI H&S inductions – what is the process?	Inductions are scheduled by the DoC, generally once a week. Depending on demand and availability, they may schedule more than one session a week. Contractor workers with a current and valid induction do not have to sit the new DEI induction until theirs expire. The contractor contact the DoC, provide a name list and request an induction date. Workers attending are required to bring their drivers licence and Site Safe passport with.
32	DEIHS was requested to hide the DoB column in JARS for privacy reasons	Will consider and make the change when JARS is reviewed.
33	Permit to work – timeframes for a permit to be approved? Jobs that take longer than one day are required to have one done daily? Has weekend or after hours work been catered for?	A request for a permit should be submitted <u>more than</u> 24 hours prior to the job. It will provide the DoC sufficient time to review the request and accompanying documentation to issue on time. There are options to renew (revalidate) the same permit the next morning without having to submit a new request. Revalidations can be done for a total of five days. DEI H&S and the EDD's are working to improve resilience in the system, e.g. to have a permit issuer available, such as a Project Manager (PM). Emergency work may be postponed to a week day, or if is not possible, the contractor may work off their Job Safety Analysis (JSA) and a permit is reactively logged on the first work day after.
34	PTW process: contractor not trained in DEI JSA	Contractor must be trained in it's use, not negotiable.

35	Are permits for ground disturbance required when e.g. doing gardening work, or taking soil samples?	Dependant on circumstances, generally 'No'. Where the gardening work exceeds the boundary or depth of the previously disturbed area, a permit will be required. A risk assessment should be undertaken prior to work as a garden fork may e.g. penetrate a live 11kV cable.
36	How will the Permit To Work (PTW) process be applied in emergency situations, i.e. after hours, weekends, public holidays, etc?	a. If work can stand over till the next day, site is to be made safe and the work completed under permit the next day. b. If it is critical and cannot stand over (i.e. immediate risk of harm or damage, or critical infrastructure), the FM Provider applies the same principles as in the PTW process, prepare the JSA (including the safe systems of work such as Temporary Traffic Management Plan), implement the required precautions and undertake the task. c. The PTW documents will be provided to the DOC on the next work day and all permit documentation will be uploaded to JARS retrospectively.
37	Reporting of events into JARS: no ability to make changes after submitting events	Correct – once a contractor has submitted an event changes cannot be made. All subsequent changes are to be mailed to the DEIHS office, and the H&S Coordinator will add changes.
38	Traffic Management Plan (TMP) – If TMP's are required even within the base in line with Code Of Practice Temporary Traffic Management (COPTTM) this will create some issues such as formal training in Traffic Management – Traffic Controller (TC), Site Traffic Management Supervisor (STMS) – if the work is within the base why is this required? Traffic Management plans are created when work occurs on a residential public road and these are submitted to the local council for approval. We need to be careful if we are naming in house document the same with ref to COPTTM, if we are not actually following the full process. Please advise as to the process for TMPs	The volumes of traffic on camps/bases require proper traffic management. To ensure the safety of internal staff, contractors, visitors and others are to follow a set standard as in the COPTTM. There will be scenarios where it may not be possible to apply the full COPTTM requirements, and for those the main contractor should rely on a practical approach and prove how the risks are managed through applying a risk assessment. FM contractor staff do not have to be formally trained on COPTTM. A good, detailed traffic management plan spelling out what will be done, where, when, by whom, etc, will be acceptable. Detail must include e.g. where signage will be posted, reduction in speed to 5km/h, how the plan, works and site detail is communicated to all on camp/base, which roads affected / closed, what additional control measures will be / are in place, and so on.
39	Contractor require clarity re traffic management plans (TMP) as specified in CHES	Contractor should rely on a practical approach and prove how the risks are managed through applying a risk assessment . A good, detailed traffic management plan applying the reasonable and practicable principles of the Code of Practice for Temporary Traffic Management (COPTTM) spelling out what will be done, where, when, by whom, etc, will be acceptable. Detail must include e.g. where signage will be posted, reduction

		in speed to XX km/h, how the plan and works and site detail will be communicated to all on camp/base well <u>ahead of time</u>, which roads will be affected/closed, what additional control measures will be in place, and so on. TMP's must be approved by base command.
40	CHESS states only full licences allowed for driving vehicles on the Estate. Camp Standing orders contradict this. Restricted drivers are allowed to drive on public roads, why not on camp/base?	DEI has considered the risk to all people due to increased/-ing contractor activity. The problem should be relatively small with low numbers of restricted drivers, so contractors: 1) must understand the magnitude of the issue; 2) may submit a SPA request and risk assessment for approval; 3) must spell out how they will manage the risk, and 4) spell out their plan to motivate and support the person/s to obtain a full licence within a reasonable time.
41	Where do we find guidelines on 'Protected Disclosure'?	CHESS Vol 1 discuss this topic, and it also found in the induction notes of the presentation slide related to 'Protected Disclosure'.
42	Slip-on boots versus lace-ups	The requirement is for every worker <u>on a construction site</u> on the Estate to wear lace-up boots. With FM Providers we understand the cost implication and have made the decision to allow current boots until they have to be replaced, or at the latest 30 Jun 2023.
43	Where is the NZDF rule around slip-on safety footwear?	CHESS Vol 1, par 457.b: <i>Safety shoes or boots compliant with AS/NZS 2210.1 or other appropriate standard and are ankle supporting, lace up boots only (unless alternative footwear required for specific tasks, e.g. asbestos removal);</i> Decision based on increased protection to prevent ankle rolls.
44	Why is CHESS referencing the Health & Safety in Employment Regulations 1995 when the 2015 Act and Regulations are the go-to?	The HSE Regulations 1995 is still the reference document until such time as all HSW Regulations have been developed to spell out detail. Certain high risk works, such as requirements for permits, or excavations, are not detailed in the HSW GR&WR.
45	CHESS inductions are valid for 12 months, so what has been set up in terms of reminders being sent out to inductees for a refresher induction?	The current version of JARS does not have the capability to automatically generate reminders. Contractors have a responsibility to ensure all their worker inductions remain valid, and to book their workers in time for a refresher induction. DEIHS is working on a certificate for attendees which will display the expiry date.
46	Will workers who are booked for a refresher induction attend a different induction?	Workers will attend the same (or at the time of feedback, current and approved) DEI H&S induction. This is done to avoid the risk that new workers may end up in the same group as refresher inductions and so they do not get the full induction and context. Consideration is given to reduce the induction, including consideration of the possibility to do half thereof online. This is work in progress.

47	In regard to audits/inspections to be undertaken by FM providers, clarify which templates should be used.	The document in JARS named <i>FM Inspection Checklist and Evaluation Templates</i> is made up of seven inspection checklists, <i>FM - Site Inspection</i> being the main one to be used most of the time. However, you may use one of the others if and when more relevant - make that decision with the DEI representative on the day.
48	FM Health and Safety Advisors participate in four H & S audits/inspections per month, collate the rest of the inspections/audits from the site manager and provide all to the Regional H&S Specialists (RHSS) at the CHIPS meeting?	FM H&S Advisors do 1 x inspection <u>per week</u> on their own; They also do 1 x joint inspection <u>per week</u> with the RHSS or DEI representative, e.g. EDD / DEI Site Supervisor; There should be a max of <u>8 per month</u> , submitted at the CHIPS meeting as described.
49	What are the criteria for undertaking the weekly FM inspections as described above?	The key point is the inspections must be done correctly and of a reasonable task i.e. NOT an inspection of someone vacuuming the floor. The KPIs Data source notes state “planned and reactive maintenance work”. Select a sizable Planned Maintenance Project (PMP) or Minor New Works (MNW) that could be inspected. Four inspections are done with the RHSS or a DEI delegated person e.g. DEI site supervisor. If this cannot be achieved as the DEI person is away/ unavailable, then this will not negatively affect the KPI.
50	What actions may be required if a non-conformance is identified during a weekly FM inspection?	Suggest that inspections that contain con-conformances be provided to the DEI RHSS after the inspection or during that week, so non-conformances can be managed sooner rather than later.
51	When uploading permits to JARS, the system does not accept a date in the past – what do we do?	Permits that were required after hours for emergency works (only) will be uploaded to JARS by the Defence Officer of Compliance. The permit may be raised on the day it is entered to JARS, with a note added that it was for emergency after hours work e.g. two days prior.
52	What happens to suggested changes to CHESS, when submitted to the DEI H&S office?	All suggested changes are captured in DDMS in a CHESS change management document, and are considered by DEIHS. Some suggestions are accepted and some not.
53	When will changes be made to CHESS, as suggested by various people?	ONLY minor changes are currently being made in CHESS to align processes with practice where changes were required to the latter; A full review of CHESS has been undertaken and changes made. Future reviews will be undertaken annually and changes made as required.
54	CHESS states permits may be issued only for up to nine hours / one shift. What is the approach if a contractor works for up to 12 hours and require a	The pragmatic and flexible approach would be to issue a permit for up to 12 hours if the contractor requires this as per their work hours on site, upon which it will be suspended till the next day. Must be clearly mentioned in the risk assessment.

	permit for the entire timeframe, as that will fall outside of the DoC working hours?	Dependent on the risk level of the permitted task, the DoC may 'issue' the permit the previous afternoon to avoid delaying work, and visit the contractor's site upon arrival the next day to confirm all control measures in place.
55	Management surveys in NZDF buildings involves accessing many areas, including ceiling voids / roof spaces. Accessing a standard height ceiling void will usually involve taking your feet above 1.8m but by the time the worker is 1m off the ground they may have got a good hold onto the hatch and then the rafters, so no longer reliant on un-fixed height access equipment to control a fall. Would this trigger a height permit in CHES?	No, a permit may not be required for working at height. A suitable risk assessment must be in place to manage movement along beams, and include other hazards such as electrical wiring, asbestos, dust, rat poo, etc.
56	Do DEI allow contractors to walk on rafters as a means of working within ceiling voids. If not, what controls can be put in place so that they can still fully access?	Perform a risk assessment - NZDF would not have implemented such a restricting control measure, therefore it will make sense to walk on the rafters. In the unlikely event that it may not be allowed, crawl boards may be the next logic control. For short duration work with only one to two workers in a ceiling space, walking on the rafters will be acceptable; for long duration work where multiple workers will access the ceiling space, crawl boards should be installed to reduce exposure and risk to injury. <i>What would be reasonable and practicable</i>, must be considered.
57	What else could be done to reduce limitations on surveys but still access ceiling voids safely?	Ideas may include: add all houses for surveys on <u>one</u> particular day on <u>one</u> permit, instead of a permit per residence; conduct a risk assessment to understand the risk/s, and work to the identified methods.
58	DEI H&S Inductions: mandatory for everyone, regardless of type of work? Any exemptions?	Instances where a contractor / worker will not be undertaking work on a construction work site, OR the work is of a short duration such as less than four hours, OR it is once-off work, OR e.g. a delivery / collection, AND not strictly defined as 'construction' type work, such worker may potentially be exempted from doing the DEI induction, through submitting a SPA request. Factors for consideration may include whether the work is high risk as per CHES. If approved the worker MUST be escorted on site by a fully inducted person at all times until their departure from site.
59	Guidance on the process for Permits in the event that a DOC may be absent from work, e.g. on leave, sick, resigned, etc	DEI are well aware that there is only one DOC at each Camp/Base, and they only have so many work hours available; DEI are also well aware that people fall sick, take leave, may be absent for whatever reason, etc Based on this decision was taken by Leadership to support:

		- That some PM's at each camp/base are trained as permit issuers and receivers to stand in when/if the DOC is absent; - Where a PM is not available, another DOC at a different camp/base could assist and remotely issue permits, as we do have that capability and it was approved by the DEI Leadership – in this instance a video call between the substitute DOC and contractor / permit receiver on the morning could be the preferred way to verify all controls are in place. Alternatively the PM could perform the site visit and do the verification. - Where neither PM nor a substitute DOC is available, DOC to arrange with the Regional H&S Specialist to issue and manage the permits on their behalf – all of the RHSS are qualified permit issuers.
60	What is the process if/when ArcGIS goes offline and permits cannot be raised/captured in the system?	Use the paper-based version, i.e. printed, upload retrospectively when system is back on line.
61	Where a SWMS or SOP exists with the contractor and they apply for a permit, should the control measures as per the SWMS or SOP be rewritten onto the JSA template, or could the source be referenced in the JSA?	The source can be referenced in the JSA and the JSA can be accepted. In such a case the particular SWMS or SOP should accompany the JSA to provide context to the Permit Issuer. Secondly, the SWMS or SOP MUST be on site for the duration of the permitted activity undertaken to ensure workers have access to it and the controls are mentioned during the prestart meeting.
62	In the event that a person/worker may attend a site to do scoping, no other physical work, should the DEI induction be completed/undertaken by that individual prior to attending site?	Yes, the DEI induction is always prioritised. However, if/when the work to be undertaken is of 'short duration' (typically an hour or two) they may be escorted on site by a DEI inducted person appointed by the main contractor until they leave site. A SPA request must be submitted as evidence of the communication with, and approval by DEI about the deviation from the requirements. Note it is important to consider the scope of work, especially where it may involve high risk activity such as work at height (scoping on a roof) or entering a confined space. Standard risk assessment will apply.