

# Application for an enforceable undertaking

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July 2017

Part 4, Health and Safety at Work Act 2015

The commitments in this application are offered to WorkSafe New Zealand by

Name of entity or, partnership or individual applying for this undertaking

Woods Glass (New Zealand) Limited

## Application for an enforceable undertaking

Part 4, Health and Safety at Work Act 2015

The commitments in this application are offered to WorkSafe New Zealand by

Name of the person or persons who will be signing this undertaking in section 4

Patrick Harrison (Managing Director)

On behalf of:

Woods Glass (New Zealand) Limited

Name of the entity giving this undertaking (if an individual or sole trader, leave blank - complete in all other cases)

Woods Glass (New Zealand) Limited

This enforceable undertaking is given on the day and date that it is accepted and signed by WorkSafe. The undertaking and its enforceable terms will operate as a legally binding commitment on the part of the person from the date it is given.

Do not refer to the victim by name in this document. Please refer to the victim/worker/employee/volunteer/or other term as appropriate.

WorkSafe respects your privacy and is committed to protecting personal information. The information provided in this document is for the purpose of an undertaking given to WorkSafe under Part 4 of the *Health and Safety at Work Act 2015*. This information will be managed within the requirements of both the *Privacy Act 1993* and the *Official Information Act 1982*.

There is an expectation that WorkSafe will generally publish the undertaking in full on its website.

TERM	DEFINITION
Contravention	An action which offends against the <i>Health and Safety at Work Act 2015</i> and/or any Regulations made under it. It includes both health and safety contraventions. A contravention also includes an alleged contravention.
HSMS	A Health and Safety Management System.
Person	An individual who or a legal entity which has a duty under the <i>Health and Safety at Work Act 2015</i> and can give a written undertaking. The term includes individuals, each partner in a partnership, corporations, trustees of trusts, and crown organisations.
Health and Safety legislation	<i>Health and Safety at Work Act 2015</i> and associated regulations
Enforceable undertaking	An enforcement pathway that allows a duty holder to voluntarily enter into a binding agreement with WorkSafe. The agreement outlines actions the duty holder will undertake to address the contravention. It is expected to deliver activities which benefit workers, the wider industry or sector and/or the community as well as acceptable amends to any victim(s).

# 1. General information

## 1.1 Details of the person/persons/entity giving the undertaking

Name of person(s) making this undertaking: (in all cases complete with the name(s) of those who are signing this undertaking under Section 4)

Patrick Harrison

Name of entity: (if applicable, leave blank if an individual)

Woods Glass (New Zealand) Limited

Type of legal entity: (complete in all cases for example individual, sole trader, partnership, trust, company, etc)

Limited Liability Company

Nominated contact person: (the same person listed above/one of those listed above)

Patrick Harrison

Physical address:

11 Olive Road  
Penrose  
Auckland 1061  
New Zealand

Postal address: (if different from physical address)

Work phone: 09 526 8656

Mobile phone: [REDACTED]

Email: pat.harrison@woodsglass.co.nz

Industry: Glass manufacture, supply and installation

Workers (enter numbers):

Full-time: 108

Part time:

Casual:

Description of the products and services provided by the business or undertaking:

Design, manufacture, supply and installation of window systems, facades, structural glass walls, balustrades and other glass structures.

Comments:

Woods Glass (New Zealand) Limited (Woods) was established in 1986 and is 100% New Zealand owned. The company is a market leader in architecturally designed glass supply and commercial glazing. Woods has a highly experienced team of glass professionals operating in branches in Auckland, Wellington and Christchurch and has completed some of the largest and most successful commercial glazing contracts in New Zealand.

Commercial construction has become increasingly complex requiring more highly specialised and trained glaziers and installers who can work at heights under tight programmes and tolerances.

Woods employs a total of 108 full-time staff throughout New Zealand, including glaziers, specialist glass cutters, specialist design engineers, draughtsmen, metal workers and installers.

Woods is a member of the Window Association of New Zealand and the Glass Association of New Zealand and the Glass and Glazing Institute of New Zealand. Woods also belongs to the Building Construction Industry Training Organisation (BCITO).

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## 1.2 Detail of the contravention

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It is alleged that Woods, being a PCBU, failed to ensure, so far as was reasonably practicable, the health and safety of workers who worked for the PCBU, while at work in the business or undertaking, namely while operating a Lisec laminating glass cutting machine (model GFB-60/30S), and that failure exposed the workers to a risk of serious injury arising from exposure to a crushing hazard.

Particulars:

It was reasonably practicable for Woods Glass (New Zealand) Ltd to have:

- Engaged a competent person to undertake a systematic risk assessment of the machine to New Zealand standards;
- Developed and implemented an effective lock out tag system for the machine;
- Developed, implemented and monitored compliance with a Standard Operating Procedure covering all aspects of the machine's operation;
- Ensured suitable and effective guarding was installed on the machine.

All of these steps have now been implemented and/or undertaken by Woods.

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### 1.3 Detail the events surrounding the contravention

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In 2008, Woods purchased a Lisec laminated glass cutting machine from the sole Lisec agent in New Zealand. Once the machine arrived in New Zealand it was installed at Woods' Auckland factory by the Lisec agent, then inspected and approved by an Lisec engineer. The engineer also provided full training to the sole operator of the machine, Mr West and took him through the safe use of the machine, and the acceptance protocol (handover of the machine and registering the machine on-line with Lisec).

Mr West operated the glass-cutting machine between 2008 and 2016 without incident. Due to increased production demands in 2016, Woods required an additional operator and due to it being unable to find an experienced operator locally, recruited and employed the victim to operate the machine. The victim had extensive previous experience with Computer Numerically Controlled glass cutting machines including Lisec and Botero cutting machines. Mr West provided on the job training to the victim, in accordance with the training he received from the Lisec engineer. Mr West and the victim were the only employees permitted to operate the machine.

On 28 January 2017, an incident occurred on the Lisec glass-cutting table. The victim was operating the cutting table and Mr West was working on the off-loading area of the table. On the morning of the incident, the table stop locators jammed and the glass could not be positioned correctly. The victim tried several times to fix the problem electronically but failed and ultimately resorted to jumping on to the table to manually free the stoppers. He did not power the machine down before doing so. Once the jam was cleared the cutting bridge completed its cycle and moved forward with enough speed and force to trap the victim's foot in the cutting bridge, causing a compound dislocation and laceration to his left ankle.

At the time of its purchase, the machine was considered "top of the line" glass cutting equipment that complied with the CE Safety Standards (European Standards). As a result, Woods was under the impression that the glass-cutting machine was also fully compliant with the equivalent New Zealand safety standards.

Woods acknowledges that it should have engaged a New Zealand trained professional to assess whether the glass-cutting machine complied with New Zealand safety standards as opposed to relying on the machines compliance with CE Safety Standards and the expertise of a European trained Lisec engineer. If it had done so this incident could have been avoided due to the guarding requirements under AS/NZS4024 Safety of Machinery series. Furthermore, it would have alerted Woods to the automatic restart issues with the machine, giving Woods an opportunity to address this safety hazard also.

Woods deeply regrets its failures as the incident could have been prevented by reviewing the machine for safety hazards and implementing effective guarding and lock-out tag-out systems.

#### 1.4 Detail any enforcement notices issued that relate to the contravention as detailed in term 1.2

DATE	NOTICE TYPE	NOTICE NUMBER	CONTRAVENTION OR PROHIBITED ACTIVITY	ACTION TAKEN IN RESPONSE TO NOTICE
28 / 01 / 2017	Prohibition	17898	Section 36 (1)	Review of machine.
30 / 01 / 2017	Non-disturbance	00105	Site disturbance.	Notice lifted 03/02/17.

#### 1.5 Detail the rectifications to the workplace or work practices made as a result of the contravention (1.2), events (1.3) and the enforcement notices issued (1.4)

- (1) The table was closed down immediately after the incident until 8 March 2017 (5 weeks).
- (2) A review of the table was commenced immediately to establish areas of non-compliance. This involved a full safety report from Framework Design Limited, specialist machinery consultants.
- (3) The table was non-operational for a total of 39 days during which time glass was cut and supplied by other companies. Twelve changes were required to be made to have the prohibition notice removed. They were:
- Installation of a sliding interlocked guard door.
  - Fitting of a cut-out reset switch on the guard door.
  - Installation of additional perimeter fencing.
  - Installation of a "lock-out tag-out" safety box.
  - Strengthening and fixing of the external sliding door to the glass loading bay and welding extra steel mesh to reduce gaps.
  - Use of a "pre-start book" introduced.
  - Introduction of a Maintenance Manual with Safe Operating Instructions to be completed by each operator before use.
  - Installation of "no entry" and "restricted entry" signs.
  - Clear marking of the "emergency stop".
  - Servicing of the table by the manufacturer's agent paying special attention to sensors and stop locators.
  - Installation of a fixed polycarbonate "no step" guard.
  - Introduction of staff certification for the operation of the machine with operators required to be trained by the Lisec approved trainer.

All of these changes to the machine have been implemented. And the Prohibition Notice was lifted on 8 March 2017.

- (4) Following the incident, Woods organised for Lisec to provide further training to Mr West and the victim in accordance with the Lisec Manual by a Lisec approved trainer. Upon completion, both operators received a Lisec training certificate as a competent operator. The victim has been certificated by Lisec as a competent operator.
- (5) The Standard Operating Procedure (SOP) for the machine has been reviewed and updated covering all aspects of the machine's operation, including pre-start procedures and a regular maintenance policy. Compliance with this SOP is being monitored.
- (6) A similar machine in Woods' Christchurch factory has similarly been upgraded and made compliant. There is no comparable machine in the Wellington branch.
- (7) Woods have reported to and met with Lisec's agent in New Zealand to highlight the machine's shortcomings so that they can advise other companies using the same or similar machinery. The Lisec agent has engaged a specialist consultant to carry out a risk assessment of the machine to New Zealand standards.
- (8) Woods is currently assessing all of its machinery for compliance with New Zealand safety standards.

#### 1.6 Total amount of money spent on rectifications

Direct table repair costs/ upgrades completed - Woods, Auckland	\$14,697.37
Direct table repair costs/ upgrades completed - Woods, Christchurch	\$20,125.15
Costs for production of SOP's by Sage Consulting Ltd (on going expense)	\$10,000.00
Management time on responding to the incident and organising rectifications	\$9,000.00

TOTAL \$53,822.52 (incl. GST)

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**1.7 Detail the injury sustained or illness suffered by victim(s) or other(s) as a consequence of the contravention or, (as applicable) the *potential* for fatal injury or future fatal illness**

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The victim suffered a major dislocation to his left ankle, causing a laceration of the skin. The victim was immediately taken to hospital where he had two operations.

The victim was in hospital for approximately two weeks following which he underwent 15 weeks of rehabilitation. Three of those weeks of rehabilitation also included undertaking light duties at work before returning to full duties on 7 May 2017.

The victim's injury was severe but he has now fully recovered. There is no permanent ongoing disability from the incident. Fortunately, there were no broken bones or severed tendons.

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**1.8 Detail any offer of amends or payments made to the victim(s) who sustained injury or suffered illness (the total monetary amount here is also to be included in the table at 3.12.3)**

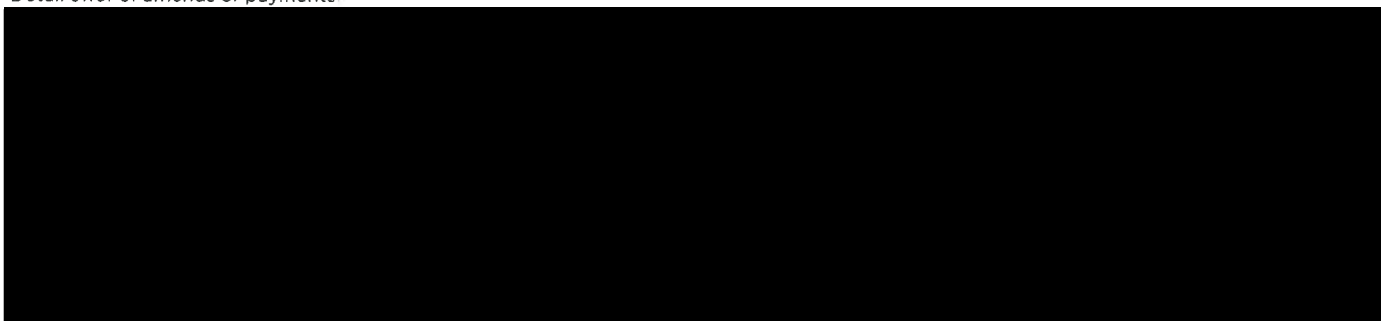
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Describe the victim(s) relationship to you/the entity in question; (eg employee(s)/shareholder/director/family member/contractor etc. If the relationship has more than one dimension, for example a family member who is also an employee and a director and/or shareholder of the business, or an employee who is a shareholder (etc) - then please describe this)

The victim was employed and supported by Woods through the Essential Skills Work Visa process and remains an important member of the Woods team today. He returned to full time work on 7 May 2017.

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Detail offer of amends or payments:



**1.9 Detail any consultation with the victim(s) as to their views on whether an enforceable undertaking would be an acceptable alternative to prosecution**

Woods has discussed the prosecution and this enforceable undertaking application with the victim. The victim is supportive of the application, is willing to assist Woods in undertaking some of the commitments contained within this application, and has made his own suggestions for improving health and safety practices in the workplace. One such suggestion was the replacement of the 'Glass break-out unloading table' next to the Lisec cutting machine. Woods has now invested \$100,000.00 in purchasing a brand new improved 'Glass break-out unloading table'.

**1.10 Detail any consultation with unions/sector/industry as to their views on whether an enforceable undertaking would be an acceptable alternative to prosecution**

Woods contacted National Aluminium Limited (NALCO) about their enforceable undertaking and sought its views as to whether an enforceable undertaking would be appropriate in Woods' circumstances. Based on its own experiences, NALCO advised that an enforceable undertaking would be an acceptable alternative to prosecution as Woods could effectively advance health and safety practices in the glass and glazing industry.

Woods also discussed with the Building & Construction Industry Training Organisation (BCITO) and the Glass and Glazing Institute of New Zealand whether an enforceable undertaking was an appropriate alternative to prosecution. Both institutes agreed and advised that apprentices within the glass and glazing industry would stand to benefit far more with an enforceable undertaking as opposed to a traditional prosecution.

**1.11 Detail the support provided or proposed by the person to the victim(s), other(s)**

DATE	DESCRIPTION OF SUPPORT	COMMENTS
28 / 01 / 2017	Emergency services called and visit to hospital by Operations Manager.	Unable to see the victim as he was in surgery.
29 / 01 / 2017	Operations Manager visited the victim in hospital.	Visit to find out what further help needed.
02 / 02 / 2017	Gifted iPad to the victim so he could contact family in Philippines.	
14 / 02 / 2017	Operations Manager visited the victim in hospital (several times).	To check on his well being and deliver gifts.
22 / 02 / 2017	Operations Manager took the victim to outpatient appointments.	Weekly while the victim recovered at home.
04 / 04 / 2017	Additional training and certification provided to assist with return to work.	Further training from Lisec on the machine.
01 / 05 / 2017	The victim was put on lighter duties until he felt able to return to full duties	



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## 1.12 Detail any current HSMS implemented and maintained by the person

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Describe how health and safety risks are managed, including types of procedures or policies or standards:

Woods is currently undertaking a comprehensive review of its health and safety documentation (HSD). The HSD is in the process of being significantly revised following the incident to align it with the principles of AS/NZS 4804:2001 Occupational Health and Safety Standard.

The following health and safety documents are maintained:

1. Health and Safety Policy Statement. This is signed by management and is reviewed annually. It is prominently displayed at each branch and all employees must read the Policy Statement before commencing work for Woods.
2. Standard Operating Procedures and Safe Operating Procedures. The number of SOP's and their quality has been significantly improved over the last year and cover various situations including, loading glass on trolleys, unloading glass from containers, operating machinery and glass handling. Woods external consultant from Sage Consulting & Management Limited has to date been reviewing and developing seventy-two new SOP's.

The National Health and Safety Manager of Thermosash Commercial Limited is responsible for maintenance of Woods' HSD on a national scale and has been tasked with creating a health and safety management system that meets the guidelines set out in AS/NZS 4804:2001. She is currently being assisted with this project by Sage Consulting & Management Limited. She is a graduate member of NZISM, regularly attends their meetings and CPD days, attends Safety Charter and Southern Liaison meetings. She has also achieved MMgt, PGDip and Level 7 Dip in occupational health and safety as well as a certificate in construction safety and ICAM course.

Woods is current holder of the ACC WSMP certification (ACC Workplace Safety Management Practices).

Woods has Health and Safety Committees for each of its branches along with a National Health and Safety Committee. The Committee's meet on a quarterly basis to discuss incidents, hazards, near misses and areas where improvements can be made. The Committee's encourage participation from all staff, including those working in the factory and on construction sites. The National Committee reports to the Board each quarter.

Health and safety training sessions for staff also take place each Friday and include reviews of existing and newly created SOPs. These sessions also afford employees the opportunity to participate and improve Woods' health and safety practices.

### Induction

All new-starters are required to complete an induction programme. The programme is used to educate employees about the health and safety risks at work and how Woods and its employees can respond to these hazards to ensure a safe working environment. The programme is currently being revised so that it is more user-friendly and comprehensible for Woods' multi-ethnic workforce.

### Toolbox meetings

Weekly toolbox meetings, run by senior managers, take place at each branch with a standard agenda covering health & safety, near misses and any other issues relevant to staff well-being. These meetings offer an opportunity for staff participation in a more informal environment. Similar toolbox meetings are held on construction sites where staff undertake task analyses and hold pre-start meetings to identify risks and how these will be managed. Toolbox talks occur daily or weekly depending on what is required. Staff also receive toolbox meeting books with relevant health and safety information.

In addition, Woods maintain a whiteboard where employees can note down any incidents, hazards, near misses or causes for concern.

### Certification

All staff are required to hold current certificates and licenses relevant to their position and work demands.

Woods also maintain health and safety standards required by their customers and suppliers. For example, the company has pre-qualified with the Auckland Council to complete their site maintenance glazing and re-glazing work. This included a health and safety compliance assessment.

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### 1.13 Detail the level of auditing undertaken on the HSMS, including compliance audits and audit frequency

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At the time of the incident, Sands Management Limited (a health and safety specialist consultant) carried out annual audits of Woods' health and safety practices.

Following the incident, Woods undertook its own internal audits under the direction of the National Health and Safety Committee. The Committee determined that further auditing and a comprehensive review and upgrade of its health and safety system was required.

As a result, Sage Consulting & Management Limited was instructed as an independent contractor to assist Wood's Health and Safety Manager with creating and maintaining a health and safety management system that complies with the objectives of AS/NZS 4804:2001.

Once the AS/NZS 4804:2001 guidelines are achieved, Woods proposes to engage SGS New Zealand to undertake an independent assessment of its health and safety performance to ensure that its health and safety system achieves the objectives of AS/NZS 4804:2001.

In addition to the above, Woods' Health and Safety Committees will now undertake twice yearly audits (as opposed to annual audits) of its newly created HSMS. Furthermore, Woods will continue to check and inspect machinery, fire protection systems, and hazardous goods on a frequent basis.

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### 1.14 Detail the consultation undertaken or proposed to be undertaken, in relation to this undertaking

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Woods has consulted with the victim, its employees, senior staff, health and safety officers (including its Health and Safety Committee representatives) and its board of directors concerning this undertaking and they have all expressed their support.

Woods has written to and met with the New Zealand Lisec agent advising it of the incident and how Woods' experience and learnings can be shared with other Lisec machine owners in order to prevent similar incidents from occurring in the future. The Lisec agent was also advised of Wood's intention to submit an enforceable undertaking application and expressed its support for the undertaking application. If successful, Woods will liaise with Lisec and experienced users of the machine regarding its Standard Operating Procedure (SOP)/guidelines and provide the SOP and guidelines to the Lisec agent so that it can be provided to all Lisec machine owners at no cost.

Woods has consulted with the Glass and Glazing Institute of New Zealand to discuss providing content for their apprentice training programmes and how it can further commit funding to the apprenticeship programme.

Woods has consulted with the Glass Association of New Zealand and the Windows Association of New Zealand about providing material for its industry publications and presenting at their industry events.

Woods has discussed with the BCITO (Building and Construction Industry Training Organisation) Training Board how it can provide content for their courses, particularly around the safety issues with glass handling and manufacture.

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## 2. General terms

The person acknowledges and commits to the general terms set forth in the sub-terms below.

### 2.1 Acknowledgement that WorkSafe alleges a contravention occurred as detailed in term 1.2

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Woods acknowledges that Worksafe NZ alleges that it has contravened the provisions of the Health and Safety at Work Act 2015.

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### 2.2 Statement of regret that the contravention occurred

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Woods acknowledges and regrets the serious injury caused to the victim and the total impact it has had on him and his family. This is particularly so given his family resides overseas in the Philippines. Woods sincerely regrets that the incident occurred and unreservedly apologises for its failure to prevent it from happening.

Woods acknowledges and accepts the importance of a safe workplace given the inherent risk in its industry. It accepts that better practices should have been undertaken to ensure workers were aware of hazards in the workplace, and to ensure controls required to eliminate or minimise those risks were in place.

Woods is using considerable resources to ensure an incident like this does not occur in the future. Woods considers that an Enforceable Undertaking is the most appropriate response to the contravention as it provides a means of ensuring that positive changes for Woods' workers and the industry come out of a very regrettable incident.



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**2.3 Statement of the reasons why, on balance, the person considers this undertaking is the most appropriate response to the contravention**

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See attached word document.

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## **2.4 Statement of commitment that the behaviour, activities and other factors which caused or led to the contravention has ceased and will not reoccur**

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Woods confirms that the behavior, activities and other factors that caused or led to the contravention have ceased and will not reoccur.

Woods has rectified the issues that led to this contravention and is committed to ensuring that the learnings from this incident continue to drive a range of changes throughout the organisation, including the creation of numerous updated Standard Operating Procedures for its machinery.

In particular, Woods has addressed all safety concerns with the glass cutting machine identified by Framework Design Limited and has made changes across all similar machines in the business. Woods has also provided further training on the use of the Lisec machine and employees operating it have been properly certified.

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## 2.5 Acknowledgment of the policy published by WorkSafe for the acceptance of an undertaking

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(write the name of the person(s) or entity giving the undertaking)

Woods Glass (New Zealand) Limited

has read and understood the Enforcement Undertaking Operational Policy.

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## 2.6 Acknowledgement that this undertaking will be published and publicised in full

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(write the name of the person(s) or entity giving the undertaking)

Woods Glass (New Zealand) Limited

acknowledges that the undertaking will, if accepted, be published on WorkSafe's website in full and referenced in WorkSafe material.

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## 2.7 Statement of the person's ability to comply with the terms of this undertaking and meet the projected costs of the activities

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(write the name of the person(s) or entity giving the undertaking)

Woods Glass (New Zealand) Limited

has the financial ability to comply with the terms of this undertaking and have provided evidence by way of

(type of evidence provided)

supporting letter from Woods Chartered Accountant and ANZ Bank

with this undertaking to support this declaration.

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in the event of impending receivership, liquidation or sale of the entity, (write the name of the person(s) or entity giving the undertaking)

Woods Glass (New Zealand) Limited

will advise WorkSafe of the relevant circumstances and its capacity to comply with the outstanding terms of this undertaking.

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## 2.8 Statement outlining any relationship between the person and any corporations, officers, employees, contractors, proposed beneficiaries of donations or scholarship or other recipient of financial benefit contained in this undertaking

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Woods confirms that there are no known current relationships with any of the beneficiaries outlined in this enforceable undertaking application save for the victim.

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## 2.9 Statement regarding Intellectual Property

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(write the name of the person(s) or entity giving the undertaking)

Woods Glass (New Zealand) Limited

grants WorkSafe a perpetual, non-exclusive, worldwide and royalty-free licence to use, for any purpose, all Intellectual Property Rights in relation to any material developed as a result of this undertaking. This licence includes the right to use, copy, modify and distribute the materials.

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## 2.10 Acknowledgement that the person may be required to provide a statutory declaration

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(write the name of the person(s) or entity giving the undertaking)

Woods Glass (New Zealand) Limited

acknowledges that it may be necessary for WorkSafe to obtain a statutory declaration outlining details of any prior convictions (safety related) outside of New Zealand and that it will provide such declaration if required by WorkSafe

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## 2.11 Statement of commitment from the person to participate constructively in all compliance monitoring activities for this undertaking

1. It is acknowledged that responsibility for demonstrating compliance with this undertaking rests with the person.
2. Evidence to demonstrate compliance with the terms will be provided to WorkSafe by the due date for each term.
3. The evidence provided to demonstrate compliance with this undertaking will be retained by the person until advised by WorkSafe, that this undertaking has been completely discharged.
4. It is acknowledged that any failure to meet the due date for an enforceable term will result in the matter being escalated and may lead to enforcement action.
5. It is acknowledged that WorkSafe may undertake other compliance monitoring activities to verify the evidence and compliance with an enforceable term, and cooperation will be provided to WorkSafe.
6. It is acknowledged that WorkSafe may initiate additional compliance monitoring activities, such as inspections, as considered necessary at WorkSafe's expense.
7. It is acknowledged that details of all seminars, workshops and training conducted by a non-registered training provider must be notified to WorkSafe, by email, at least one week prior. Notification should include time, date, location and the trainer/facilitator.

(write the name of the person(s) or entity giving the undertaking)

Woods Glass (New Zealand) Limited

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### 3. Enforceable terms

The person acknowledges all activities set forth in the enforceable terms below must be auditable and include a date for completion and an estimated cost for each activity.

The person commits to performing the activities below diligently, competently and by the respective completion date

#### **3.1 A commitment by the person to perform activities that will ensure the ongoing effective management of risks to health and safety in the future conduct of its business or undertaking**

Detail the management strategies to be employed that will satisfy and demonstrate to officer/s of the person that this commitment is being met

Woods is committed to perform the activities set out in this enforceable undertaking application.

Its health and safety contractor from Sage Consulting & Management Limited and its National Health and Safety officer, will be engaged to coordinate and oversee completion of all undertakings, provide guidance where appropriate and report to both Woods senior management and Worksafe when milestones are met and will closely monitor these undertakings.

These activities will ensure the ongoing effective management of risks to health and safety in the future conduct of Woods' business. This is particularly so given that Woods undertakes to:

- a. implement a health and safety management system compliant with the principles of, and maintained in accordance with AS/NZS 4804:2001.
- b. revise its induction programme so it is more comprehensible for its multi-ethnic workforce.
- c. introduce a "Nice One Mate" card system in order to reward good health and safety practices (has been introduced).
- d. implement the iAuditor health and safety inspection system across its business.



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### **3.2 A commitment by the person to disseminate information about this undertaking to workers, and other relevant parties**

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(this may include to work health and safety representatives and in the organisation's annual report, if applicable)

Dissemination will be achieved by doing the following:

Woods commits to disseminate information about this undertaking to its workers and the glass and glazing industry.

In particular, Woods undertakes to disseminate information about this enforceable undertaking application (if successful) in the articles it intends to publish for its workers and members of the industry, at the presentations it proposes to give internally and to other entities in the industry and at workshops it plans on holding for its employees and the wider industry and relevant educational institutes. These presentations, workshops and training sessions are detailed in the following sections 3.3 to 3.5 of this application.

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Dissemination will occur by: 31 / 03 / 2019

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### 3.6 Agreement to pay WorkSafe's recoverable costs

The actual dollar amounts will be provided by WorkSafe prior to finalisation of the enforceable undertaking.

(write the name of the person(s) or entity giving the undertaking)

Woods Glass (New Zealand) Limited

agrees to pay WorkSafe's costs associated with this undertaking, as itemised below, and it is acknowledged that payment is due 30 days after receipt of the WorkSafe invoice:

COSTS	MINIMUM SPEND
Administrative	
Legal	
Compliance Monitoring	
Publication (if any)	
<b>Total recoverable costs</b>	<b>\$ 10,300 (plus GST)</b>

### 3.7 Acknowledgement regarding any promotion of the person in relation to this undertaking

(write the name of the person(s) or entity giving the undertaking)

Woods Glass (New Zealand) Limited

agrees that it will not undertake any activities that may promote or benefit the person without explicitly linking that activity/benefit to this undertaking

### 3.8 Where WorkSafe considers appropriate in the circumstances, developing a commitment to (establish and maintain OR maintain) an HSMS

Please only complete the versions of 3.8.1 and 3.8.2 that apply in your particular circumstance.

If required contact the WorkSafe Enforceable Undertakings Team to determine which options are appropriate.

(write the name of the person(s) or entity giving the undertaking)

3.8.1

acknowledges there is no formal documented HSMS in place

(write the name of the person(s) or entity giving the undertaking)

3.8.2

commits to ensuring that an HSMS acceptable to WorkSafe that satisfies the principles of *AS/NZS 4804:2001 Occupational health and safety management systems - General guidelines on principles, systems and supporting techniques* will be implemented within 12 months of the acceptance of this undertaking

OR

(write the name of the person(s) or entity giving the undertaking)

3.8.1

acknowledges there is a formal documented HSMS acceptable to WorkSafe that satisfies the principles of *AS/NZS 4804:2001 Occupational health and safety management systems - General guidelines on principles, systems and supporting techniques*

(write the name of the person(s) or entity giving the undertaking)

3.8.2

commits to ensuring that the HSMS remains compliant with *AS/NZS 4804:2001 Occupational health and safety management systems - General guidelines on principles, systems and supporting techniques*

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OR

(write the name of the person(s) or entity giving the undertaking)

3.8.1 Woods Glass (New Zealand) Limited

commits to ensuring that within 12 months of the acceptance of this undertaking the HSMS shall be compliant with *AS/NZS 4804:2001 Occupational health and safety management systems - General guidelines on principles, systems and supporting techniques*

(write the name of the person(s) or entity giving the undertaking)

3.8.2 Woods Glass (New Zealand) Limited

acknowledges that the HSMS will be maintained in accordance with *AS/NZS 4804:2001 Occupational health and safety management systems - General guidelines on principles, systems and supporting techniques*

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### **3.9 If a HSMS is required, a commitment to ensure that the HSMS is audited by third party auditors**

Please only complete the version of 3.9.6 that applies in your particular circumstance

If required contact the WorkSafe Enforceable Undertakings Team to determine which options are appropriate

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(write the name of the person(s) or entity giving the undertaking)

3.9.1

acknowledges that the auditors selected to perform HSMS audits must meet the qualification requirements as set by WorkSafe

(write the name of the person(s) or entity giving the undertaking)

3.9.2

commits to ensuring the HSMS will be audited by certified third party auditors

(write the name of the person(s) or entity giving the undertaking)

3.9.3

acknowledges that details of the auditors' qualifications will be provided with audit reports submitted to WorkSafe

(write the name of the person(s) or entity giving the undertaking)

3.9.4

acknowledges that costs associated with these audits will be met by

(write the name of the person(s) or entity giving the undertaking)

as part of the undertaking

(write the name of the person(s) or entity giving the undertaking)

3.9.5

commits to ensuring the HSMS will be audited against criteria that meets the principles

---

(write the name of the person(s) or entity giving the undertaking)

3.9.6

acknowledges that the current HSMS in place, as detailed in term 3.8.1 is acceptable to WorkSafe and commits to ensuring that an initial third party audit will be undertaken within three months of this undertaking being accepted

OR

(write the name of the person(s) or entity giving the undertaking)

3.9.6 Woods Glass (New Zealand) Limited

acknowledges that there is no HSMS in place, as detailed in term 3.8.1 that is acceptable to WorkSafe and commits to ensuring that an initial third party audit will be undertaken within six months of this undertaking being accepted

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(write the name of the person(s) or entity giving the undertaking)

3.9.7 Woods Glass (New Zealand) Limited

commits to ensuring at least two further third party audits will be undertaken at 12 month intervals, commencing 12 months after the initial audit

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### 3.10 A commitment to provide a copy of each finalised HSMS audit report to WorkSafe

(write the name of the person(s) or entity giving the undertaking)

Woods Glass (New Zealand) Limited

3.10.1 Acknowledges that audit reports received from the auditor will be sent to WorkSafe within 30 days of the audit along with written confirmation that the report has not been altered from the copy provided to the person by the auditor

(write the name of the person(s) or entity giving the undertaking)

Woods Glass (New Zealand) Limited

3.10.2 Acknowledges that within 30 days of receipt of the auditor's written report, WorkSafe will be advised of the intended actions for addressing each of the report's recommendations

### 3.11 A commitment to implement the recommendations from third party audits

(write the name of the person(s) or entity giving the undertaking)

Woods Glass (New Zealand) Limited

commits to ensuring the recommendations resulting from the HSMS audits will be fully implemented within six months of receiving the audit report, unless WorkSafe grants an exemption due to the actions being unreasonable

### 3.12 Minimum spend

(write the name of the person(s) or entity giving the undertaking)

3.12.1 Woods Glass (New Zealand) Limited

commits to a minimum spend of \$ 327,238.00 for this undertaking.

(write the name of the person(s) or entity giving the undertaking)

3.12.3 Woods Glass (New Zealand) Limited

agrees to spend any residual amount arising from an original term not being completed or being less costly than estimated in this undertaking. Agreement on how to spend this residual amount will be sought from WorkSafe

(write the name of the person(s) or entity giving the undertaking)

3.12.3 Woods Glass (New Zealand) Limited

Acknowledges the minimum spend comprises of the:

TOTAL COST	MINIMUM SPEND
Financial amends paid to victims (if applicable)	\$22,248.00
Benefits to workers/others	\$208,040.00
Benefits to industry	\$51,650.00
Benefits to community	\$35,000.00
WorkSafe's recoverable costs	\$10,300.00
<b>Estimated cost of the undertaking</b>	<b>\$ 327,238.00</b>

#### 4. Execution

This undertaking is given by the person on the date it is accepted by WorkSafe as set forth in section 5 below.

##### Individual/sole trader

Undertaking given by

On the            day of            , 20

Signature of person:

Undertaking given before me:

Witness name:

Witness address:

Witness signature:

##### Director or authorised representative of a company

Undertaking given by

Patrick Harrison

In my own right and in my capacity as

Managing Director

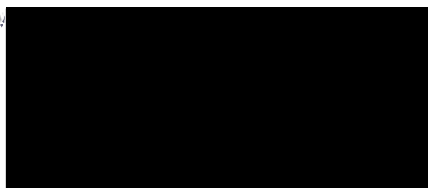
of            Woods Glass (New Zealand) Limited

On the    12    day of    June    , 20 18



Witness name: *Jan Cochrane*

Witness address: *11 Olive Road  
Penrose*



##### Partnership

Undertaking given by

On the            day of            , 20

Signature of partners:

Undertaking given before me:

Witness name:

Witness address:

Witness signature:

##### Individual trustee of a trust

Undertaking given by

In my own right and in my capacity as trustee of the

On the            day of            , 20

Signature of the trustee:

Undertaking given before me:

Witness name:

Witness address:

Witness signature:



**Authorised representative of an organisation**

Undertaking given by

*PATRICK HARRISON*

In my own right and in my capacity as

*MANAGING DIRECTOR*

of

On the *22* day of *JUNE* 20 *18*

Signature of Authorised Representative  


Witness name *Jan Cosgrave*

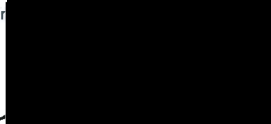
Witness address  
*11 Olive Road, Penrose*

Witness signature  


**5. Acceptance**

This undertaking is accepted by WorkSafe

On the *25* day of *June* 20 *18*

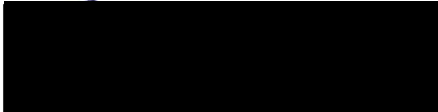
Signature  taking

Name of WorkSafe representative:

*S. Humphries*

*Cardell Weir*

*86 Custom House Quay  
WGTU*



This template is to be used in circumstances where one of the other legal entity descriptors (individual, company, partnership, trust) does not apply.

Possible examples, and there may be others, of when this could be used are for:

- unincorporated groups
- incorporated societies
- industrial and provident societies

If uncertain please seek the advice of the WorkSafe Enforceable Undertakings Team.



## 2. Benefit to workers, the workplace, industry and the community

The following actions will be undertaken to benefit workers, the workplace, wider industry and the community if this application is approved:

- Woods will create and maintain a HSMS that complies with the principles of AS/NZS 4804:2001, including implementing the iAuditor app system. Once created, Woods will engage SGS New Zealand to undertake an independent assessment of its health and safety system to ensure that the system complies with the principles of AS/NZS 4804:2001.
- Woods' National Health & Safety Manager will oversee and enforce implementation of the Enforceable Undertaking commitments to improvements and developments in the Woods health and safety systems.
- Following feedback sought from employees regarding the effectiveness of Woods' induction programme for workers who are not native to NZ, Woods will introduce an enhanced induction programme that:
  - i. presents the programme (including the health and safety standards) in a more digestible and comprehensible manner.
  - ii. offers interpretation services for all employees that request it.
  - iii. summarises the New Zealand health and safety landscape and the consequences that can result for the employer and employees in the event of a breach of the Health and Safety at Work Act 2015 (**Act**).
  - iv. addresses the cultural differences between NZ and other ethnicities with particular regard to health and safety and employer expectations.
- Woods has introduced a "Nice One Mate" card system rewarding good health and safety practices. On the recommendation of a fellow staff member, an employee can receive a "Nice One Mate" card, which entitles them to a prize, often a food voucher or other reward. An example of the "Nice One Mate" card is attached to the application.
- Woods is committed to the ongoing and continuing education and training of its staff in health and safety related matters. It is committed to and will continue to hold weekly Health & Safety training sessions, at each of its offices, for all employees, on health and safety in the workplace fundamentals and particularly in respect of Wood's business. These training sessions are an hour in length and the topics and content are reviewed regularly by the National Health & Safety Manager, to ensure they are relevant and up to date. Topics include and will include; SOPs for the Woods business, Workplace Risk Management, Hazard Identification, Health & Safety Awareness, Incident Response and Investigation and Developing and Maintaining a Health & Safety Culture. Woods will also continue with its fortnightly "on-site" system and procedure checks, which are followed up by a training session reminding employees of safe operating procedures.
- Woods Senior Management will present (with assistance from its external consultant) at each of its branches on the Act, the new Lisec machine SOP, other developed SOPs for other aspects of the Woods business and the new safety protocols arising out of the incident. Particular emphasis will be placed on the roles and responsibilities of employees and

employers under the Act and how they can work together to identify and address areas of risk in the workplace.

- Woods will erect multi-lingual signage at each Woods branch with emergency health and safety information including locations of first aid kits, spill kits, hazardous chemicals information and emergency call information.
- Woods is committed to ensuring that at least one staff member in every team of four will be fully trained in first aid, and will ensure a translation service is provided, if required for any employees taking the first aid course.
- Woods will engage an external specialist to develop an inclusion and diversity training programme, including using material from Employee Assistance Programme Services Ltd (EAP), that is tailored to the cultural and ethnic diversity of Woods staff. Training material will be distributed to employees and an internal training session will be held.
- Woods will actively promote within its workplace 10 Healthy Habits for living well. This will include putting together an information leaflet on healthy habits for employees to read and take home and Woods will arrange for a guest speaker, such as a sporting role model to address employees on healthy habits and personal wellbeing and workplace safety.
- Woods will provide a two-day health and safety external training course provided by the Employers and Manufacturers' Association (EMA) to all managers.
- After the incident, Woods instructed Safety Associates to assess its machinery at each of its branches in Auckland, Wellington and Christchurch to ensure compliance with all NZ safety standards.
- Woods will publish an article in the Windows Association newsletter and Contractor New Zealand magazine regarding the incident, the health and safety lessons for the industry, identify the variances between overseas and NZ standards and promote general discussion in the glass and glazing industry regarding risk in the industry and health and safety and prevention techniques.
- Woods will provide a workshop for the operators of the Lisec cutting machine within the glass industry at its Auckland, Wellington and Christchurch branches (or other suitable venue depending on numbers and logistical requirements) on the new SOPs for the Lisec cutting machine. The workshop will also include further general safety information aimed at owners and managers of small glass businesses, the importance of guarding and the issue of variances between overseas and NZ standards.
- In conjunction with the Windows Association of New Zealand and Glass Association New Zealand, Woods will present at, sponsor and contribute to a session at each Association's Annual Conference or similar industry events. The session will focus on health and safety issues in the industry including lessons learnt from this incident, particularly around the need to assess new machinery for compliance with NZ Standards.
- Woods will donate the new SOPs for the Lisec cutting machine to small and medium sized businesses, who own the Lisec cutting machine. The material will be distributed directly or through the Windows and Glass Associations.
- Woods has written a formal letter about the incident to the NZ Lisec agent warning them of design inadequacies in the glass cutting machine so that they can advise other users of similar machinery.

- Woods will work with the Glass and Glazing Institute of New Zealand to promote health and safety training for new entrants and apprentices in the industry. Woods will present two specialised training courses on health and safety issues in the industry and lessons from this incident, over the course of 2018/19, and will also supply funding for new equipment for GGI's courses.
- Woods will engage external consultants to produce (and make copies of) a series of approximately 10 short safety videos in the form of Toolbox Talks regarding health, safety and wellbeing, drug and alcohol use in the workplace, and other health and safety issues with a particular focus towards the construction industry. The videos will also show the importance of looking after personal health (sleep, nutritious food, exercise) during employment and how to handle stress and seek help where necessary. Once completed Woods will use these videos as both an internal training tool for its own staff and ensure they are available to other businesses free of charge. In addition, relevant videos relating to health and wellbeing, drug and alcohol use in the workplace will also be provided to Strive Community Trust of South Auckland, to assist in its provision of health and wellbeing and employment assistance services.
- In conjunction with EAP, Woods will produce a pamphlet on inclusion, diversity and discrimination in the workplace and measures to deal with and prevent discrimination. Wood's aim is for EAP to provide the pamphlet as a free resource for other New Zealand employers and make it available to Community Centres in South Auckland and the South Auckland Community Law Centre.
- Woods will also offer a \$10,000.00 scholarship to a high school student in need to assist them in enrolling at the Mount Albert Unitech Institute of Technology in mid-2018 to complete a trade qualification.
- Woods will provide sponsorship over an initial twelve-month period to CADS Auckland to assist it with providing interpreters in Asian, Maori and other Pacific Island languages for its counselling services to the South Auckland community.

### **3. Remedy the harm caused to the victim**

Woods has made ACC top up payments of \$2,248.00 to the victim.

Woods has made a reparation payment of \$20,000.00 to the victim for the harm caused and provided regular support during his rehabilitation. He was also provided with an iPad to enable him to communicate more effectively with his family and a surf-casting rod to help him relax during his rehabilitation period.

Woods has also encouraged the victim to contribute ideas for the improvement of Woods new HSMS. One suggestion from the victim was the replacement of the 'Break-out unloading table' next to the Lisec cutting machine. Woods has now invested \$100,000.00 in a brand new improved 'Break-out unloading table'.

### **4. Promotion of health and safety legislation.**

For over 31 years, Woods has committed itself to promoting the health and safety of its employees and has no previous convictions.

This undertaking will ensure there are real, long-term sustainable health and safety improvements and benefits to Wood's workplace, the glass industry and the wider community that offset the seriousness of the offending. In Woods' view, the proposed enforceable undertaking offers sufficient benefit when weighed against the seriousness of the incident and the need to hold Woods accountable for its actions via prosecution.

In terms of the health and safety legislation, one of the purposes of the Act is:

*'Promoting the provision of advice, information, education, and training in relation to work health and safety.'*

In terms of other relevant NZ Health and Safety policies, WorkSafe's Statement of Intent 2016 – 2020 sets out that one of its priorities is building an overall health and safety system capability within the workforce through employee engagement and participation:

*'Strong worker engagement and participation leads to healthier and safer workplaces. It is also good for business performance and productivity because it helps inform better decisions. When workers are part of shaping healthier and safer work systems, they can suggest practical, cost-effective solutions, and are more likely to make them happen in practice.'*

This is similar in WorkSafe's Strategic Plan for Work-Related Health 2016 to 2026 where 'Awareness, participation and learning', 'Partnering with others' and 'Workforce Development' are important objectives of the Strategic Plan.

'Awareness, participation and learning' is to encourage PCBUs and workers to collaborate and recognise exposure and harm as opportunities to improve risk management.

'Partnering with others' is to enable and support collaboration across the industry, government and society for more positive impact.

'Workforce Development' is to enable the workforce to understand the implications of work as a factor that can affect health, and health as a factor that can affect safety.

Finally, these collaboration concepts are also included in the Government's 'Working Safer: A blueprint for health & safety at work' document, where the concept of 'Working Together' and 'Workforce Capability' are stated as key focus areas. The document states as one of its visions:

*'Collective action and shared responsibilities throughout the system – by workers, business and government – will be needed to ensure the success of the new health and safety system'*

Woods considers that the acceptance of this enforceable undertaking application will directly support the objectives, visions and other strategies identified above and set out in the NZ Health and Safety policy documents.

Joint management and employee engagement and participation are key focus areas for Woods. This in Woods' view will provide better understandings and learnings of the critical role that health and safety has in the workplace.

The proposed enforceable undertaking application will provide an improved health and safety system both at management and worker level. It also provides for a greater understanding of the NZ health

and safety requirements, and the identification, discussion and rectification of any identified health and safety issues within Woods' workplace.

**3.3 Activities to be undertaken to promote the objectives of the health and safety legislation that will deliver benefits for workers and/or work and/or the workplace**

Activities Outline the activity and the expected outcomes	Cost (\$)	Timeframe
<b>General</b>		
<p>After consulting with all employees, and in particular those of different ethnicities, on effective ways to promote health and safety messages and provide information about workplace health and safety obligations, Woods is creating an enhanced induction programme, with an external health and safety consultant, Sage Consulting &amp; Management Ltd. The programme will have a particular focus on ensuring employees from overseas understand all health and safety requirements.</p> <p>The programme will cover the general health and safety requirements and landscape in New Zealand (NZ) (including the Health and Safety at Work Act 2015 (Act)), Woods' health and safety policies and procedures, and most importantly the process for identifying and reporting health and safety risks. It will focus on the importance of all employees in the creation of a safe workplace and the consequences that can result for employers and employees in the event of health and safety failures. It will contain a combination of pictorial, video and written information and will offer translation services so that messages are more accessible and relevant to the audience and where applicable, will be presented to employees by an employee from a similar ethnicity.</p> <p>The new induction programme will also address cultural differences between NZ and other ethnicities and employer expectations. For all employees and in particular Woods' international employees, it will be stressed that safety in the workplace is paramount and that all work needs to be done to the highest standard possible, in a timely manner, but at all times with safety in mind and within Woods' policies and procedures.</p> <p>Finally, the programme will also address general health and wellbeing, inclusion and diversity and discrimination topics and will offer suggestions on where to access services relating to health and wellbeing. In this way, the induction will aim to assist international employees, in particular, to adjust to their new lives in NZ their new employment positions.</p>	\$15,000.00	30 September 2018
Woods' National Health & Safety Manager will oversee and enforce implementation of the commitments to improvements and developments in Wood's health and safety systems and to enforce the enforceable terms of the undertaking, including but	Ongoing internal cost	Ongoing



<p>not limited to:</p> <ol style="list-style-type: none"> <li>1. Monthly reporting on improvements and achievements completed;</li> <li>2. Ongoing consultations with employees regarding equipment, machinery and any health and safety issue;</li> <li>3. Supervision of induction programmes;</li> <li>4. Supervision of iAuditor programme;</li> <li>5. Dissemination of health and safety information to employees;</li> <li>6. Reporting on incidents;</li> <li>7. Liaising with external health and safety consultant on improvements to the health and safety management system;</li> <li>8. Supervision of external training programmes for employees;</li> <li>9. Undertaking health and safety audits;</li> <li>10. Providing ongoing training on issues raised within the business or within the industry; and</li> <li>11. Ongoing review of safe operating procedures.</li> </ol>		
<p>Woods is implementing the iAuditor App system across its business. iAuditor is an inspection app, which provides visibility and insights into health and safety issues, to help raise safety and quality standards across an organisation. The workplace can collect consistent data, standardise operations, send reports, and identify risk areas, which resolves problem areas quicker and prevents incidents from occurring.</p>	<p>\$2,520.00</p>	<p>31 December 2018</p>
<p>An external health and safety consultant from Sage Consulting &amp; Management Ltd has been employed to assist Woods National Health and Safety Manager with creating a health and safety management system that complies with the objectives of AS/NZS 4804:2001 as a minimum. The tasks completed, currently being undertaken or to be undertaken include but are not limited to:</p> <ol style="list-style-type: none"> <li>1. Creation of seventy-two new SOPs for different aspects of the Woods business<sup>1</sup>;</li> <li>2. Creation of a sub-contractor management system and site induction process for sub-contractors;</li> <li>3. Reviewing and updating the safety materials relating to hazardous substances;</li> <li>4. Creating 'safety packs' for Woods work vehicles. These packs include materials on health and safety, emergency procedures, incident procedures and safety data sheets;</li> <li>5. Ongoing reviews of health and safety policies and</li> </ol>	<p>\$30,000.00</p>	<p>Ongoing. Health and Safety Management System to be fully implemented and compliant within 12 months of acceptance of EU.</p>

<sup>1</sup> Full list of SOPs annexed to this section.

<p>procedures to ensure they align with the principles of 4804/4801;</p> <ol style="list-style-type: none"> <li>6. Creating an updated incident and accident report and investigation system and investigating incidents and accidents;</li> <li>7. Creating a 'lockout tag out' procedure for machinery and/or equipment throughout the business;</li> <li>8. Assembling and drafting the health and safety section of Wood's prequalification report for industry clients requiring prequalification reports to assess suitability for projects;</li> <li>9. Conducting MPI audit to ensure Woods complies with MAF Biosecurity NZ requirements;</li> <li>10. Conducting regular evacuation drills and health and safety training (on topics prevalent within the business or in the industry) with staff.</li> </ol>		
<b>Safety</b>		
<p>Woods will hold, in Auckland, two internal education and training sessions on the new SOPs for the Lisec cutting machine, the other newly developed SOPs for the other aspects of Wood's business and on the Act. The sessions will be held over two days and senior staff and operating managers from Christchurch and Wellington will also attend. The training will bring staff up to speed with the new safety protocols implemented following this incident and particular emphasis will be placed on the roles and responsibilities of employees and employers under the Act and how they can work together to identify and address areas of risk in the workplace Senior Management will present the training sessions.</p>	\$15,000.00	31 December 2018
<p>Woods is committed to the ongoing and continuing education and training of its staff in health and safety related matters. It is committed to and will continue to hold weekly Health &amp; Safety training sessions, at each of its offices, for all employees, on health and safety in the workplace fundamentals and particularly in respect of Wood's business. These training sessions are an hour in length and the topics and content are reviewed regularly by the National Health &amp; Safety Manager, to ensure they are relevant and up to date. Topics include and will include; SOPs for the Woods business, Workplace Risk Management, Hazard Identification, Health &amp; Safety Awareness, Incident Response and Investigation and Developing and Maintaining a Health &amp; Safety Culture. Woods will also continue with its fortnightly "on-site" system and procedure checks, which are followed up by a training session reminding employees of safe operating procedures.</p>	Ongoing internal cost	Ongoing
<p>Woods will erect multi-lingual signage at each Woods branch with emergency health and safety information including</p>	\$4,750.00	31 July 2018

locations of first aid kits, spill kits, hazardous chemicals information and emergency call information. The signs will be erected in English, Filipino and Mandarin.		
Woods has introduced a "Nice One Mate" card system rewarding good health and safety practices. On the recommendation of a fellow staff member, an employee can receive a "Nice One Mate" card, which entitles them to a prize, often a food voucher (\$75 Pak'nSave voucher) or other reward. An example of the "Nice One Mate" card is attached to the application.	Ongoing internal cost	Process complete
<b>Health and Wellbeing</b>		
Woods is committed to ensuring that at least one staff member in every team of four will be fully trained in first aid, and will ensure a translation service is provided, if required for any employees taking the first aid course.	\$4,200.00	31 December 2018
Woods will engage an external specialist to develop an inclusion and diversity-training programme, including using material from Employee Assistance Programme Services Ltd (EAP) that is tailored to the cultural and ethnic diversity of Woods staff. Training material will be distributed to employees and an internal training session will be held with either a senior member of staff or specialist guest speaker presenting to the employees.	\$5,500.00	30 September 2018
Woods will actively promote within its workplace 10 Healthy Habits for living well. This will include putting together an information leaflet on healthy habits for employees to read and take home and Woods will arrange for a guest speaker, such as a sporting role model to address employees on health habits and personal wellbeing and workplace performance and safety.	\$8,250.00	31 December 2018
<b>Leadership</b>		
Woods will provide a two-day health and safety external training course, in Auckland, provided by the Employers and Manufacturers' Association (EMA) to its 15 to 20 managers. EMA have recommended the Health and Safety Representative – Stage 1 training (Essential training to become an effective workplace Health and Safety Representative). The topics covered include:  <ul style="list-style-type: none"> <li>• Introduction to workplace Health and Safety and the Act, the functions and wider roles of Health and Safety Representatives, and workplace Health and Safety cultures</li> <li>• Worker engagement and participation; good faith practices</li> </ul>	\$7,820.00	Within eight weeks of the EU being accepted

<ul style="list-style-type: none"> <li>• Hazard and risk management</li> <li>• Injury, illness and accident recording, reporting and investigation.</li> </ul> <p>Woods is committed to ensuring a culture of safety is developed and promoted within its organisation and acknowledges the importance senior management plays in this.</p>		
<b>Additional</b>		
<p>After the incident, Woods instructed Safety Associates to assess its machinery at each of its branches in Auckland, Wellington and Christchurch to ensure compliance with all NZ safety standards. Woods will rectify any deficient machinery or implement any other recommendations from Safe Associates.</p>	\$15,000.00	30 September 2018
<p>After the incident, Woods consulted with its employees, including with the victim, regarding Woods procedures, policies and worksites. After, this consultation, Woods assessed safety would be improved if the 'Glass break-out unloading table', next to the Lisec machine (but not related to the incident or prohibition notice) was replaced. Therefore, Woods purchased a brand new and improved 'Glass break-out unloading table' to assist the employees in this area of the business, and improve their safety.</p>	\$100,000.00	31 July 2018
<b>Total estimated cost of benefits for workers/others</b>	<b>\$208,040.00</b>	

## Annex 1: List of newly developed SOPs

Assembling A frames
Bay 2 Guys Jobs
Breaking Down Glass Cases
Certificate-Service Expiry
Cleaning Polishing Water Dunk
Cutting Steel Strapping
Disposing Of Reject Glass Into Skip Bin
Drills
Elevated Work Platform
Fastening Power Tools
Fins
Fins Assembly QA Checklist - East Elevation Fins
Fins Assembly QA Checklist - West Elevation Fins
Fins Prep
Fins Prep Assembly QA Checklist - East Elevation Fins
Fins Prep Assembly QA Checklist - West Elevation Fins
Fork Hoist
Fork Hoist Daily Pre-Start
Gantry Crane General Info
Gantry Crane Pre-Start Book
General Power Tools
Glaslift 250
Glaslift 351
Glaslift 471
Glaslift 500
Glaslift 500 Generuk
Glaslift 550
Glaslift Remote Control
Glass Cleaning
Glass Handling
Glass Transported To 5R Solutions
Grinders
Ladder
Lifting & Transporting Glass With A Plate Grab
Lifting & Transporting Glass With A Spreader Bar
Lisec Cutting Table & Loader Unit
Loading - Unloading Materials To Site

Loading A Frames Cases Endcaps Crates Onto Trucks
Loading A-Frames With/Without Poles Onto Trucks
Loading Lifting Moving Glass On Trolleys
Loading Packs, Stock Sheets Onto Trucks
Loading/Unloading Materials/Equipment/Machinery To Site
Lockout Procedures
Mangi Vehicle
Moving End Caps Cases With Slings
Moving Lifting Loading Glass On A Frames With Poles
Moving Lifting Loading Glass On A Frames Without Poles
Operating Gantry Cranes
Planer & Thickneser
Polisher
Sanders
Saws
Scaffolding
<b>Tools</b>
Transporting A-Frames, Cases, End Caps, Crates Nationally / Locally
Transporting Crates Nationally / Locally
Transporting Crates
Unic Crane
Unloading & Transporting Packs Using The Pack Lifter
Unloading A-Frames Cases End Caps Crates Off Trucks
Unloading Containers - Closed Top
Unloading Containers - Commercial Bay
Unloading Containers - Open Top
Unloading Containers - Open Top High Cube - Stock Sheets
Unloading/Stacking End Caps And Cases
Unpacking & Stacking Packs
Unpacking End Caps / Cases
Using The Vacuum Lifter / Sucker Unit
Walkie Fork Truck
Walkie Fork Truck - Pre Start Check List
Water-Blasting
Working At Heights

<b>3.4 Activities to be undertaken to promote the objectives of the health and safety legislation that will deliver benefits for wider industry or sector</b>		
<b>Activities</b> <b>Outline the activity and the expected outcomes</b>	<b>Cost (\$)</b>	<b>Timeframe</b>
<b>General</b>		
Woods will publish an article in the Windows Association of New Zealand newsletter and Contractor New Zealand magazine regarding the incident and the health and safety lessons for the industry and in particular to watch out for variances between overseas and New Zealand (NZ) standards. The article will aim to provoke discussion in the industry about health and safety and prevention techniques.	\$4,000.00	31 December 2018
Woods will provide a workshop for the operators of the Lisec cutting machine within the glass industry <sup>1</sup> at its Auckland, Wellington and Christchurch branches (or other suitable venue depending on numbers and logistical requirements) on the new SOPs for the Lisec cutting machine. The workshop will also include further general safety information aimed at owners and managers of small glass businesses, the importance of guarding and the issue of variances between overseas and NZ standards. Woods will also invite interested members from Worksafe and ACC and other health and safety organisations.	\$12,650.00	31 December 2018
In conjunction with the Windows Association of New Zealand and Glass Association New Zealand, Woods will present at, sponsor and contribute to a session at each Association's Annual Conference or similar industry events. The session will focus on health and safety issues in the industry including lessons learnt from this incident, particularly around the need to assess new machinery for compliance with NZ Standards. The session will also involve an international guest speaker to talk about health and safety issues in the glass industry or general health and well-being issues in the workforce. The CEO Windows Association of New Zealand is particularly enthusiastic about this project.	\$20,000.00	Within 12 months of the EU being accepted.
Donate the new SOPs for the Lisec cutting machine to small and medium sized businesses, who own the Lisec cutting machine. The material will be distributed directly or through the Windows and Glass Associations.	Donation	30 June 2018
Woods has written a formal letter about the incident to the NZ Lisec	Internal cost	Completed

<sup>1</sup> Woods understand those operators to be:

1. Glass Team;
2. NZ Glass;
3. Glass Relate;
4. Stake Glass;
5. Hagley Glass; and
6. Glass Projects.

<p>agent warning them of design inadequacies in the glass cutting machine so that they can advise other users of similar machinery. These operators can then take proactive steps to rectify these inadequacies.</p>		
<p>Woods will work with the Glass and Glazing Institute Of New Zealand (GGI) to promote health and safety training for new entrants and apprentices in the industry. Woods will present two specialised training courses on health and safety issues in the industry and lessons from this incident, over the course of 2018/19, and will also supply funding for new equipment for GGI's courses, to create an opportunity to bring new types of specialised training to meet the needs of the industry today and in the future.</p>	<p>\$15,000.00</p>	<p>30 April 2019</p>
<p><b>Total estimated cost of benefits for industry</b></p>	<p><b>\$51,650.00</b></p>	



**3.5 Activities to be undertaken to promote the objectives of the health and safety legislation that will deliver benefits for community**

Activities	Cost (\$)	Timeframe
<p>Woods will engage external consultants to produce (and make copies of) a series of approximately 10 short safety videos in the form of Toolbox Talks regarding health, safety and wellbeing, drug and alcohol use in the workplace, and other health and safety issues with a particular focus towards the construction industry. The videos will also show the importance of looking after personal health (sleep, nutritious food, exercise) during employment and how to handle stress and seek help where necessary. Once completed Woods will use these videos as both an internal training tool for its own staff and ensure they are available to other businesses free of charge. In addition, relevant videos relating to health and wellbeing, drug and alcohol use in the workplace will also be provided to Strive Community Trust of South Auckland, to assist in its provision of health and wellbeing and employment assistance services.</p>	\$10,000.00	31 December 2018
<p>In conjunction with Employee Assistance Programme Services Ltd (EAP), Woods will produce a pamphlet on inclusion, diversity and discrimination in the workplace and measures to deal with and prevent discrimination. Wood's aim is for EAP to provide the pamphlet as a free resource for other New Zealand employers and make it available to Community Centres in South Auckland and the South Auckland Community Law Centre.</p>	\$5,000.00	30 September 2018
<p>Woods will also offer a scholarship to a high school student in need to assist them in enrolling at the Mount Albert Unitech Institute of Technology in mid-2018 to complete a trade qualification.</p>	\$10,000.00	Within 12 months
<p>Woods will provide sponsorship over an initial twelve-month period to CADS Auckland to assist it with providing interpreters in Asian, Maori and other Pacific Island languages for its counselling services to the South Auckland community.</p>	\$10,000.00	Within 12 months
<p><b>Total estimated cost of benefits for the community</b></p>	<b>\$35,000.00</b>	

Nice one!!!!  
Thanks for being safe

Date: \_\_\_\_\_

Worker: \_\_\_\_\_

Supervisor: \_\_\_\_\_

This is for doing the following  
safe action or activity:

\_\_\_\_\_  
\_\_\_\_\_

**Examples of safe actions or activities:**

- Any safe act eg. securing a ladder, lifting properly, tidying site etc.
- Step Back 5x5
- Pre-start check
- Safety self-inspections
- Reporting a hazard or incident

