Public safety health and safety guidelines for inspecting organisations and vehicle inspectors

August 2021

## Introduction

Within the Inspecting Organisation and Vehicle Inspector Notices of Appointment, there are obligations for workplace health and safety including risk management. There has been feedback at Industry forums that there is a need for a consistent approach for public and customer safety within and around the workplaces of inspecting organisations.

These guidelines have been developed by Waka Kotahi on behalf of, and in consultation with, industry representatives. They outline the expected risk management approach to ensure a consistent customer experience at inspecting organisations. However, every workplace is different, and each business is responsible for putting in place effective risk management for their operation.

## Legislation

The Health and Safety at Work Act 2015 outlines the responsibilities for workplace health and safety. Businesses (Persons Conducting a Business or Undertaking – PCBU) have the primary responsibility for ensuring the health and safety of workers. The PCBU must also look after others who could be put at risk at or near a workplace including customers, visitors and the general public.

Risks that arise from work must be eliminated so far as is reasonably practicable. If a risk can’t be eliminated it must be minimised so far as is reasonably practicable.

## Management of Public & Customer Safety

To prevent customers or members of the public being exposed to workplace hazards, it is important to review the safe access and security of the workshop, office, testing lanes, compound, reception, toilet facilities and emergency exits.

Focus on the critical risks first before managing less serious risks, and review work activities on an ongoing basis to identify any new risks that need to be managed. Select the most effective control measures that are proportionate to the risk and appropriate for the work situation. Workers should also be asked for input to identify risks and implementing solutions.

For further information on risk management see [Worksafe guidance](https://worksafe.govt.nz/managing-health-and-safety/managing-risks/how-to-manage-work-risks/)

The following are examples of possible health and safety risks and guidance for management:

### Moving vehicles

Develop a traffic management plan for the site that allows for the safe movement of vehicles around and through the site. Wherever possible, keep pedestrians and moving vehicles apart. Consider:

* Clear parking areas that do not encroach on testing lanes and workshop entrances
* Areas of poor visibility – are there any blind spots, tight corners etc?
* Defined walkways and outdoor areas for customers. Use barriers or guardrails to stop pedestrians entering vehicle areas
* Separate entrances and exits for pedestrians and vehicles
* Maximum speed limit based on worksite and industry accepted limits. 10 km/h suggested maximum. Consider how speed limits will be monitored and enforced plus measures such as speed cushions and rumble strips to reduce speeds on site.
* Maintenance of painted markings and signage

For further information, see [Worksafe guide on managing work site traffic](https://worksafe.govt.nz/topic-and-industry/manufacturing/traffic-management-manufacturing/)

### Workshops and Testing Lanes

Restrict access to the workshop or testing lanes to **workers only** through:

* Signage at all entrances warning of risks and no unauthorised access. This should direct visitors to the office/reception area. Ensure the access doors between reception and workshops are marked Staff Only and are monitored by reception staff.
* Where possible use a barrier, chain or cone at each workshop entrance to impede unauthorised areas
* Workers should be alert to unauthorised access and approach and escort visitors from restricted areas

For trucks and large vehicles, wherever possible the vehicle inspector should be in charge of the vehicle while the driver stays in the waiting area. When this is not possible, the driver is to remain in the cab of the vehicle unless escorted to and from a safe zone by the inspector.

When it is necessary to show a customer any vehicle issues, consider the use of photographs or videos in the first instance. Any access by customers to and from these restricted areas will require:

* completion of a customer worksite induction
* wearing hi-vis vest and sturdy covered footwear
* escort to and from the restricted area by the inspector

## Management of Contractors and other PCBUs

All PCBUs have a duty under section 34 of the Health and Safety at Work Act 2015 to consult, cooperate and coordinate with each other to ensure the safety of everyone. Contractors should be inducted to your worksite and made aware of the health and safety requirements onsite. Contractors should report to reception every time they visit and sign in and out. Manage any non-compliance through reinforcing health and safety expectations.

For further information on contractors see [Worksafe guidance](https://worksafe.govt.nz/managing-health-and-safety/getting-started/understanding-the-law/overlapping-duties/pcbus-working-together-advice-when-contracting/)

## Working with other PCBUs in shared or neighbouring sites

All PCBUs are required so far as reasonably practicable to consult, cooperate and coordinate with each other about the duties they share in relation to the same matter. These overlapping duties could include responsibilities for site access and maintenance. Together the PCBUs should identify the health and safety risks, plan and agree on controls, responsibilities and roles and monitor to ensure the arrangements are working.

For further information on overlapping duties see [Worksafe guidance](https://www.worksafe.govt.nz/managing-health-and-safety/getting-started/understanding-the-law/overlapping-duties/overlapping-duties-quick-guide/)

## Further Information

WorkSafe New Zealand – [www.worksafe.govt.nz](http://www.worksafe.govt.nz)

* [Managing work site traffic – Good practice guidelines](https://www.worksafe.govt.nz/topic-and-industry/vehicles-and-mobile-plant/site-traffic-management/managing-work-site-traffic-gpg/)

Safe Work Australia

* [Workplace traffic management guidance material](https://www.safeworkaustralia.gov.au/doc/workplace-traffic-management-guidance-material)