

Application for an enforceable undertaking

June 2019

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

Citywide Electrical Ltd

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:

Fatu Fuatavai (Director)

On behalf of:

Citywide Electrical Ltd

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

Citywide Electrical Ltd

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)

Fatu Fuatavai

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

Citywide Electrical Ltd (CWE)

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

Company

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

Simon Coulam

Physical address:

5/5 Workspace Drive, Hobsonville, Auckland

Postal address: (if different from physical address)

PO Box 317082, Hobsonville, Auckland, 0664

Work phone: 09 444 5300

Mobile phone: XXXXXXXXXX

Email: simon.coulam@citywideelectrical.co.nz

Industry: Electrical

Workers (enter numbers):

Full-time: 51

Part time:

Casual: 2

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

CWE are a licensed electricians firm based in Auckland, specialising in Commercial and Industrial electrical work.

Comments:

1.2 Detail of the contravention

On 11 February 2025, a CWE worker sustained serious harm from an arc flash while working on the Main Switchboard at 15 Te Kapua Drive, Mangere. CWE acknowledges that from this incident, WorkSafe have alleged a failure to ensure that all reasonably practicable steps were being taken to ensure the health and safety of its workers, in particular by failing to identify the risk of arc flash and implement appropriate controls, failing to provide workers with adequate instruction and information on the risks associated with arc flash and related suitable controls, and failing to ensure that only approved and periodically checked test equipment was available to and used by workers.

1.3 Detail the events surrounding the contravention

A CWE worker, sustained serious harm from an arc flash on the February 11 2025 while working on the Main Switchboard at 15 Te Kapua Drive, Mangere.

CWE representatives arrived on site at approximately 6:15 p.m. on February 11, 2025, the day of the incident. They were met by CWE site supervisor and accompanied by a representative from the switchboard manufacturer.

Upon arriving at where the incident occurred, (MSB-Room) checks and tests confirmed that the switchboard was still energized, prompting precautionary measures to isolate the main incoming ACB (Air Circuit Breaker). This isolation process included disconnecting the transformer's incoming ACB and racking out both ACBs to ensure complete safety.

The Site Supervisor, padlocked the transformer's incoming ACB breakers.

CWE has noted that the main incoming ACB breaker had not tripped, since the arc fault was contained within the sub-main MCCB W5. Further investigation was conducted, and the following findings were established:

The W5 door was open, and the line-side terminal cover had been removed, revealing visible burn marks in the surrounding area.

The inside of the W5 MCCB indicated faults that originated between the L1 (Red) and L2 (White) phases.

Other than the necessary precautions to ensure the area was safe and the switchboard isolated, no further work was conducted.

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
21 / 02 / 2025	Improvement Notice	23005.001	Arc flash risk	See Attachment
21 / 02 / 2025	Improvement Notice	23005.002	Testing Systems	See Attachment

DD / MM / YEAR

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)

Two improvement notices were issued on Friday 21st February which were marked compliant on 29 April 25.

CWE has looked closely at its systems and equipment after this incident, and considered in detail how these could be improved to prevent further incidents. To date, CWE have purchased \$15,355.00 worth of PPE and safety equipment, invested a further \$2,810.00 into supervisor training and seminars for our workers to learn about the risks of arc flash, recalibrated and updated our electrical testing equipment at the cost of \$4,680.00, and engaged Site Safe to conduct a thorough audit of our health and safety management systems at the cost of \$1,050.00.

Refer to the appendix for further information about rectifications made.

1.6 Total amount of money spent on rectifications

1.6.1: Rectifications to work practices and the workplace: \$23,895.00

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

The victim suffered 3rd degree burns to his hands, arms and face. In the months following the incident the victim underwent multiple skin grafts and spent months in recovery. Recently he has completed his mobility rehabilitation. He is expected to return to work by the middle of November.

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)

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)

Employee, no personal relation to the shareholders or the director.

Detail offer of amends or payments:

[REDACTED]

As part of the enforceable undertaking application, Citywide Electrical commits to a further \$30,000 in reparation.

As part of the enforceable undertaking application, Citywide Electrical also commits to a ACC top up payment of [REDACTED] for consequential loss.

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

The general manager reached out to the victim by phone to explain that Citywide Electrical have been invited by WorkSafe to submit an application for an enforceable undertaking. The victim was provided with a detailed explanation of Citywide Electrical's proposed commitments to the workers, wider industry and community as an alternative to prosecution. The victim stated that he believes an enforceable undertaking is an acceptable alternative to prosecution.

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

Citywide Electrical have requested feedback from ETCO as the foremost education provider for the electrical industry. An email was sent advising of WorkSafe's invitation to submit an application for an enforceable undertaking and a request for feedback as to whether ETCO believe this is an acceptable alternative to prosecution. We have not received a response.

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

DATE	DESCRIPTION OF SUPPORT	COMMENTS
[REDACTED]	[REDACTED]	[REDACTED]
DD / MM / YEAR	Reparation proposed (Will be paid within 30 days of acceptance of EU)	\$30,000.00
[REDACTED]	[REDACTED]	[REDACTED]
DD / MM / YEAR	Consequential Loss ACC Top Up	[REDACTED]
DD / MM / YEAR	(Will be paid within 30 days of acceptance)	
DD / MM / YEAR		
DD / MM / YEAR		
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DD / MM / YEAR		
DD / MM / YEAR		

1.12 Detail any current HSMS implemented and maintained by the person

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

CWE has a comprehensive Health and Safety Management System designed by HSE Connect, our Health and Safety consultant and online platform.

The current HSMS is both paper-based and electronic, maintained and recorded within an electronic system by way of our online platform and company server. This includes regular training modules and incident reporting forms as well as a SOP archive available both online and on the mobile app.

All workers view, acknowledge and sign our Health and Safety Policy including employee expectations when they are inducted on our online platform when they start work with us. This is available to them on the online platform and mobile app should they need to view it.

As well as an overarching Health and Safety policy statement, there are procedures in place which cover planning, risk management, training, incident management, emergency management, contractor management and site supervision. Hand and power tools as well as other frequently used equipment are covered by Standard Operating Procedures for regular tasks. Training assessments are conducted semi-regularly by site supervisors to ensure our apprentices and other staff under their care are sufficiently trained for tasks assigned to them.

Risks are identified and managed in a number of ways, depending on when and where the risks are presented.

Site risks:

- Site Specific Safety Plans (SSSP)
- Task analysis
- Work permits
- Toolbox talks and site inspections
- Energisation procedures
- Tool tests/checks and registers
- Regular inspection of equipment in use

Admin/Office Based:

- Compliance registers
- Company tool register
- Learnings from incidents and investigations communicated to site supervisors
- Review of existing risk register
- Regular review and revision of SSSPs and task analysis

CWE also conducts yearly milestone reviews with apprentices to work out how far through their training they are and any additional on site training that would suit the worker. CWE have ensured all supervising staff have attended a 2 day Supervisor course with Site Safe to ensure they are leading their sites with safety in mind.

All registered electricians have attended a training seminar run by an industry expert on 14th March 2025 around appropriate testing equipment, testing procedures and arc flash risks and prevention.

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

CWE have consulted with Site Safe on 6th March 2025 to ensure our HSMS is up to date and up to industry standards.

Site supervisors are responsible for engaging in monthly monitoring of HSMS including:

- Review of PPE
- Ensuring testing and compliance of all power tools on site
- Updates to the tool register
- Updating hazard and hazardous substances registers
- Updates to the competency register
- Review of staff training
- Subcontractor competency and safety practices
- Ensure supervision levels are correct

Any updates or changes or necessary training recommendations are communicated to the office who will facilitate bookings or orders.

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

Citywide Electrical have commenced consultation with an industry expert regarding two major initiatives to be offered as part of this application:

- Proposed training seminars for the wider industry specific to commercial and industrial electrical best practice and safety concentrated on arc fault current, and the PPE required when working in these situations among other items of safety. (Please see Appendix 3.4.3)
- Proposed "lessons learned" article to be published regarding risk and prevention of arc flash and advice on the key messages for readers in order to alert them to the risk of arc flash injuries and ways of preventing these. (Please see Appendix 3.4.1 & 3.4.2)

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

CWE acknowledges that WorkSafe alleges CWE contravened section 36(1)(a) of the Health and Safety at Work Act 2015 which resulted in a serious incident where the victim sustained serious burns on their hands, arms and face.

CWE have taken the alleged contravention very seriously. The incident has prompted us to conduct a full review of our health and safety management system. With the importance of continuous improvement in mind, changes have been made to systems that build on our existing health and safety capabilities.

2.2 Statement of regret that the contravention occurred

CWE is extremely disappointed that a work practice that WorkSafe alleges exposed one of its workers to a risk of harm was allowed to occur. CWE is acutely aware of the severe impact of this incident on the victim's life and the life of his close family. CWE genuinely regrets that one of its valued team members was injured while carrying out work for it.

While CWE is deeply saddened by the impact of the incident on the victim, we acknowledge the opportunity it has provided to CWE to improve its safety performance and understanding and sharing their learnings across the wider electrical industry to drive improvement in risk management around arc flash dangers and prevention.

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

Citywide Electrical considers that following detailed consultation and careful development of health and safety initiatives, an enforceable undertaking is the most appropriate response to the alleged contravention.

Citywide Electrical are dedicated to using the enforceable undertaking process to make a meaningful, positive impact on workers, the community and the wider electrical industry. Citywide Electrical acknowledges the immediate health and safety improvements that needed to be made following the incident and promptly made these arrangements to prevent any further harm to workers.

The enforceable undertaking process will allow the resources that would otherwise be required to respond to a prosecution, to be directed towards safer outcomes in the electrical industry. While engaging in an enforceable undertaking can be time-intensive, Citywide Electrical sees immense value in following the process through and is more than willing to commit to this.

At the heart of this enforceable undertaking is a strong motivation to protect our team. The carrying out of the initiatives specified in this enforceable undertaking will:

- Provide amends to the victim
- Increase industry awareness of the risk of arc flash injuries by disseminating an article about the incident
- Improve industry-wide worker knowledge through delivering training seminars
- Allow workers to benefit from new safety equipment and recalibration/updating of test equipment
- Provide additional supervisor and registered electrician training
- Enhance the safety of Citywide workers through an external health and safety audit
- Provide benefits to a broad range of deserving community organisations
- Giving our staff the ability to make meaningful contributions to our Health and Safety systems.

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

Following the incident, CWE has reflected on how to enhance and further develop our existing health and safety systems, recognising that if an incident does arise when conducting electrical work, this can result in serious harm to our team members. This is unacceptable – put simply, our workers need to go home safely at the end of the day. It is CWE’s responsibility to foster a positive health and safety company culture and to make sure all of our workers have the skills and equipment to do their work with as little risk to themselves as possible. CWE is fully committed to ensuring that the behaviours, activities and other factors that led to the incident are not repeated.

CWE recognises that to foster a culture of continuous improvement, systems of work, equipment and training must be regularly reviewed and given critical thought as to where they can be improved. The importance of continued investment into the abovementioned areas is a factor that CWE is acutely aware of.

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

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

Citywide Electrical Ltd

has read and understood the Enforcement Undertaking Operational Policy.

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

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

Citywide Electrical Ltd

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

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

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

Citywide Electrical Ltd

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

(type of evidence provided)

Copy of CWE Balance Sheet October 2025

with this undertaking to support this declaration.

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

Citywide Electrical Ltd

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

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

N/A

2.9 Statement regarding Intellectual Property

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

Citywide Electrical Ltd

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.

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

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

Citywide Electrical Ltd

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

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)

Citywide Electrical Ltd

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:

Citywide is committed to continuous improvement to ensure the ongoing effective management of risks to health and safety now and in the future, by implementing all reasonably necessary human resources, funds, equipment to ensure the best results are achieved.

Citywide's director and senior management are committed to prioritising the importance of Health and Safety practices and are facilitators of this application and of health and safety matters within the business.

Citywide management recognise the EU undertaking as an opportunity to significantly improve health and safety practices focused on:

1. Risk identification and management, in consultation with the team.
2. Regular staff training on best safety practices.
3. Providing PPE gear relevant to the tasks undertaken.
4. Testing/Calibration/Maintenance of Equipment on regular basis.

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

(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:

Citywide commits to disseminate information about this undertaking to workers and other relevant parties.

The General Manager will oversee and implement all activities and will be responsible for disseminating all information about the incident, the terms of this undertaking, and the lessons learnt to managers, workers, and the wider industry, holding trainings etc.

The General Manager will be the point of contact for people if they have any questions in relation to the application and its terms and communicating to staff within 30 days of the EU being accepted (if it is accepted).

This will be communicated to the following groups:

Site Staff: All supervisors will include information about this undertaking in their weekly toolbox meeting to ensure they are aware of risk and prevention for arc flash and the tools provided when conducting similar works to prevent repeat behaviours that could cause a similar incident.

Staff and management of Citywide Electrical: A company-wide Health and Safety meeting will be held on our premises to disseminate information about this undertaking and reiterate updated procedures to ensure behaviours are not repeated and staff are able to address any concerns they have with the scope of the undertaking and support provided to workers.

Dissemination will occur by: DD / MM / YEAR

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	COST (\$)	TIMEFRAME
Outline the activity and the expected outcomes		
3.3.1 Director Health and Safety Governance Training	205.00	12 Months
3.3.2 Worker Engagement & Health and Safety Improvements (See Appendix)	5,000.00	12 Months

A number of activities to promote the objectives of health and safety legislation in the workplace were made immediately after the incident, as we saw value in completing these as early as possible rather than waiting to commit to these in the EU.

Please refer to 1.5 and the Appendix for an outline of rectifications already made.

Total estimated cost of benefits for workers/others \$ 5,205.00

3.6 Where WorkSafe considers appropriate in the circumstances, undertaking a SafePlus Onsite Assessment

Further information about SafePlus can be found here: worksafe.govt.nz/about-us/who-we-are/our-priorities/safeplus/about-safeplus

- 3.6.1 The suitability of a SafePlus assessment will be determined by the Enforceable Undertakings Panel when your application is considered.
- 3.6.2 In addition to the total cost below (3.7) all costs of a SafePlus Onsite Assessment will be met by the person making this undertaking. The fee charged for an Onsite Assessment is a commercial matter between your business and the SafePlus Accredited Assessors that you commission.

3.7 Minimum spend

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

3.7.1 Citywide Electrical Limited

commits to a minimum spend of \$ 88,624.00 for this undertaking.

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

3.7.2 Citywide Electrical 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)

3.7.3 Citywide Electrical Limited

Acknowledges the minimum spend comprises of the:

TOTAL COST	MINIMUM SPEND
Financial amends paid to victims (if applicable)	67,419.00
Benefits to workers/others	5,205.00
Benefits to industry	9,000.00
Benefits to community	7,000.00
Estimated cost of the undertaking Plus GST (if any)	\$ 88,624.00

4. Execution

Authorised representative of an organisation

Undertaking given by (name of authorised representative)

Simon Coulam

In my own right and in my capacity as (eg President, Chairperson, etc)

General Manager

of (eg organisation name) Citywide Electrical Ltd

On the (day) 24 day of (month) November , 2025 (year).

Signature of the person giving the undertaking:



Undertaking given before me:

Witness name: Xanthe Bach

Witness address:

5/5 Workspace Drive, Hobsonville

Witness signature:



5. Acceptance

This undertaking is accepted by WorkSafe.

On the (day) day of (month) , 20 (year).

Signature of person accepting the undertaking:



Name of WorkSafe representative: (General Manager, WorkSafe (or delegate))

Undertaking given before me:

Witness name:

Witness address:



Witness signature:



Appendix to Citywide Electrical Ltd's EU Application

Activities to be undertaken to promote the objectives of the health and safety legislation that will deliver benefit to the workers and/or work and/or the workplace.

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)

Rectifications to work practices and the workplace:

Citywide Electrical has looked closely at its systems and equipment after this incident and considered in detail how these could be improved to prevent further incidents.

To date, following the incident, a total of: \$23,895.00 has been spent on rectifications to work practices and the workplace.

Investment into PPE: To date, following the incident, Citywide Electrical have purchased **\$15,355.00** worth of PPE and safety equipment.

- As a start, the required PPE for tasks being undertaken by Citywide staff was reviewed following the incident by an industry expert who provided comprehensive advice around the situations in which full arc-rated PPE should be worn.
- Training was also provided to all registered electricians around the appropriate use of PPE for situations where an arc flash may occur.
- New arc-rated PPE was purchased for electricians authorised to access areas where arc-rated PPE is required.
- Additional arc-rated PPE was purchased for apprentice electricians to learn testing procedures and sign off on job assessments.
- Hazard exclusion zone safety equipment and signage have been purchased to reinforce site safety measures.
- Lanyards and harnesses were certified and replaced as necessary.

Supervisor and registered electrician training: Since the incident, Citywide Electrical have invested **\$2,810.00** into supervisor training and seminars for our workers to learn about the risks of arc flash.

- Citywide Electrical have also engaged an industry expert who has carried out training for registered electricians in relation to testing and electrical safety.
- This included appropriate CAT ratings for various prescribed electrical work (PEW) based on distance requirements and types of prescribed electrical work (PEW).
- In addition to this, our five supervisors have now attended risk assessment and supervisor training with Site Safe to further bolster our safety practices.

Calibration and updating of electrical testing equipment: Following the incident, Citywide Electrical testing equipment was updated and monitored, at a cost of **\$4,680.00.**

- All testers were calibrated following the incident and checked for appropriate use.
- Tester leads and probes were replaced with CAT IV equivalent.

Audit of health and safety management systems: Following the incident, Citywide Electrical engaged Site Safe to conduct a thorough audit of health and safety management systems, at a cost of **\$1,050.00:**

- A consultation with Site Safe was conducted on-site to verify that the risk assessments and associated documentation for the work performed at this particular client's site adheres to health and safety standards and industry best practices.
- Recommendations put forth by the Site Safe consultant have been successfully integrated into our energisation procedure, SSSP task analysis, and lockout/tagout procedures to make information clearer and easier to understand for site workers.
- The arc flash safety manual has been incorporated into the safety documentation for all sites to enhance awareness and compliance.
- The SSSP has been updated to clearly define the protocols for isolating or de-energising switchboards and work areas communicated to the team via site toolbox talks immediately after updates occurred.
- Job Safety Analyses (JSAs) are developed by site supervisors and reviewed in collaboration with affected workers when engaging in high-risk tasks. All documentation is thoroughly reviewed and signed off by management as well as the client to ensure accountability.

Worker engagement and monitoring: Citywide Electrical have invested a significant amount of time following the incident to improve worker engagement and monitoring:

- Supervisors are now to review tools and provide SOPs when assigning tasks.
- Electricians are providing trainees with supervision around tool safety and use.
- Supervisors are to assign work based on experience and task competency and review staff competency and supervision levels on a task basis quarterly.
- Management is to review the site tool register on a six-monthly basis
- Management is to conduct site audits on a three-monthly basis, to ensure that new processes are complied with.

Verification of testing equipment/plant and routine checks: As a starting point for verifying plant and site safety, a site visit to the site where the injured worker was injured was carried out by management. A full review of the tools on the site was conducted to determine appropriateness of use and to check all tools that require testing had been tagged, entered into the register and the register of tools at the site was updated.

- Verification of testing equipment / plant and routine checks have also been implemented, as follows:

- Tools are to be inspected by supervisors every time they are tested and tagged, which is every three months. This is to add an additional layer of safeguarding for team members using these tools. Supervisors have been provided with a test checklist for carrying out these checks consistently.
- Internal processes have been updated to require site supervisors to review the appropriateness of equipment being used for assigned tasks. During toolbox talks and pre-start meetings, appropriate choice of equipment is discussed.
- SOPs have been prepared in relation to all equipment expected to be used on sites available to staff on our online Health and Safety platform.
- A hazard register has been created specifically for tools used on site, with associated risks that workers need to be aware of and included in the site documentation folder issued to all active sites.

3.3.1 Director Health and Safety Governance Training

The director of Citywide Electrical will attend Health and Safety Governance training provided by an industry expert to better understand his role and duties in the management of our HSMS.

3.3.2 Worker Engagement and Health and Safety Improvements

CWE commits to a further initiative to proactively include workers in health and safety processes in their work environment. We know that our team members have a wealth of industry knowledge. If there are health and safety initiatives that they would like to see implemented, we want to hear about it.

This initiative is designed to take our high-quality and recently revised health and safety systems and make them even better through the experience of our workers. We want to reinforce to our workers the ongoing need to think proactively about health and safety, with the assurance that we are going to act on their suggestions through dedicated funding.

A further \$5000 will be invested into health and safety action points, as nominated by our workers. To determine the action points that will receive the funding, we will hold a company-wide meeting, in which our workers will be invited to put forward ideas. These could include as examples,:

- Investing into psychosocial health initiatives e.g. hosting mental health seminars
- Investing into extra worker-recommended safety gear that provides extra protection on the job (in addition to the comprehensive PPE already provided)
- Sending our workers to health and safety programmes and training

- Funding company-wide health and safety awards, with incentives for winning these. For example, prizes could be awarded for health and safety leadership, most improved health and safety performance, and commitment to health and safety training.

The aim is to go over and above with engaging our workers in health and safety. We want our workers to feel not only like they can speak up about health and safety matters, which they can do any time, but to have a separate opportunity to help shape the health and safety tools, systems and learnings of Citywide Electrical with dedicated funding to do so.

At the completion of the activity, Citywide will prepare a report to WorkSafe, outlining how the suggestions of workers were heard, considered, and implemented as part of this initiative.

3.4.1 Arc flash risk management article (Safeguard) and 3.4.2 Article Write up by Vernacular

Article to be written by Vernacular, a professional writing service who will cross check information given with an industry expert to ensure accuracy, to disseminate lessons learned from incident published through Safeguard magazine as an Advertorial upon acceptance of the EU application. The advertorial will cover risk assessment of arc flash faults and the importance of proper testing procedures and health and safety protocols to help prevent reoccurrence.

Proposed Expense	Amount
Run advertorial in Safeguard magazine	\$3,000.00
Writing services for article (Vernacular)	\$2,000.00
Total	\$5,000.00

3.4.3 Seminars onsite with an industry expert for the wider electrical industry

Proposal to provide training to the wider industry with an industry expert.

Invitation to multiple electrical companies to participate in 3 x seminars focussed on arc flash risk and prevention and testing practices for up to 25 attendees per seminar.

Training will be specific to commercial and industrial electrical best practice and safety concentrated on arc fault current, and the PPE required when working in these situations among other items of safety.

Proposed Expense	Amount
Training Seminars x 3	\$3,000.00
Total	\$3,000.00

3.4.4 Offer of onsite Seminar with an industry expert at EWRB meet and greet

CWE have sent an enquiry to offer an additional training seminar with an industry expert to EWRB as part of their meet and greet initiative. We have yet to receive a reply due to the time constraints of the EU application.

Training will be specific to commercial and industrial electrical best practice and safety concentrated on arc fault current, and the PPE required when working in these situations among other items of safety.

Proposed Expense	Amount
Training Seminar at EWRB meet and greet	\$1,000.00
Total	\$1,000.00

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

Organisation	Rationale	Value and date
Sponsorship of the Peer Support and Personal Guidance Support Groups – Burn Support Group	Burn support provides education and advocacy to prevent burn injuries and provide emotional support for survivors through their recovery. As our worker was the victim of severe burns, we believe supporting this service who supported our worker and others like him is a worthy cause.	\$7,000.00 <i>Proposed</i>
Donations proposed:	Total	\$7,000.00

These initiatives reflect our commitment to maintaining a safe work environment and adhering to best practices in health and safety.