

Overview

Citycare Property (CCP) is committed to meeting the requirements of [Health and Safety at Work \(Hazardous Substances\) Regulations 2017](#) that form part of the [Health and Safety at Work Act 2015](#) framework and place requirements on organisations to manage hazardous substances and hazardous waste.

Some of the requirements are:

- Inventory – a list of all hazardous substances and hazardous waste held at each site.
- Inventory available to workers and emergency services
- Safety data sheets readily available to workers
- Training for those workers exposed to hazardous substances.
- Shared duties with shared PCBUs managed.

Purpose

The purpose of this standard operating procedure (SOP) describes how to eliminate or minimise the risks of fatalities, injuries and incidents arising from hazardous substances work at Citycare Property.

This SOP includes guidance on how to manage the risks associated with hazardous substances work by following a systematic process that involves:

- Identifying risks,
- Assessing the hazards associated with these risks,
- Implementing risk control measures,
- Reviewing risk control measures.

This standard sits alongside the [Health and Safety at Work \(Hazardous Substances\) Regulations 2017](#). The Health and Safety at Work (Hazardous Substances) Regulations 2017 came into force on 1 December 2017.

Scope

This SOP sets out minimum requirements that must be observed by Citycare Property workers or any person undertaking work on any Citycare Property worksites or jobs.

Introduction

Hazardous substances management represents a critical health and safety risk for Citycare Property; therefore, this SOP applies to all Citycare Property activities, whether reactive or planned.

A hazardous substance is any product or chemical that has explosive, flammable, oxidising, toxic or corrosive properties – and they're everywhere. They are commonly used products such as petrol, diesel, LPG, oil, solvents, resins, paint, cleaning solutions, herbicides, and agrichemicals.

Hazardous substances are a major contributor to the estimated 600-900 deaths and 30,000 cases of serious ill health from work-related disease each year in New Zealand. This is in addition to the fatalities and immediate harm through accidents, such as fires and explosions, and unsafe use.

Exclusions

For the purpose of this SOP, a hazardous substance does not include radioactive, infectious, or cytotoxic substances as CCP does not hold or use these substances. Medicines in finished dose form are regulated under the Medicines Act 1981 and CCP does not have a laboratory onsite.

How Hazardous Substances Are Classified

Hazardous substances are classified based on the hazards they pose to people and the environment due to their hazardous properties. This helps determine how to manage the risks they cause.

Most hazardous substances have more than one hazardous property and as a result, more than one classification. Based on this classification, controls are placed on a substance to manage the risks.

Hazardous substances can be classified under several similar systems. New Zealand uses the HSNO (Hazardous Substances and New Organisms) system, based on the United Nations (UN) system for classifying dangerous goods for transport and the Globally Harmonised System of Classification and Labelling of Chemicals (GHS) based on the seventh revised edition of the Globally Harmonised System (GHS 7), which came into effect on the 30th of April 2021

[HSNO GHS7 Correlation Table](#)

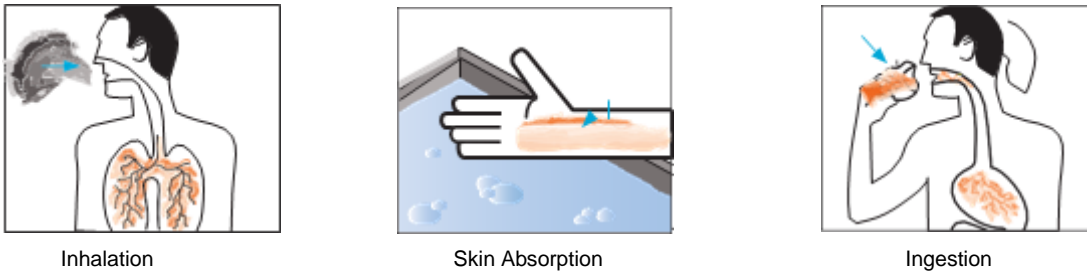
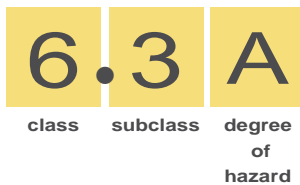
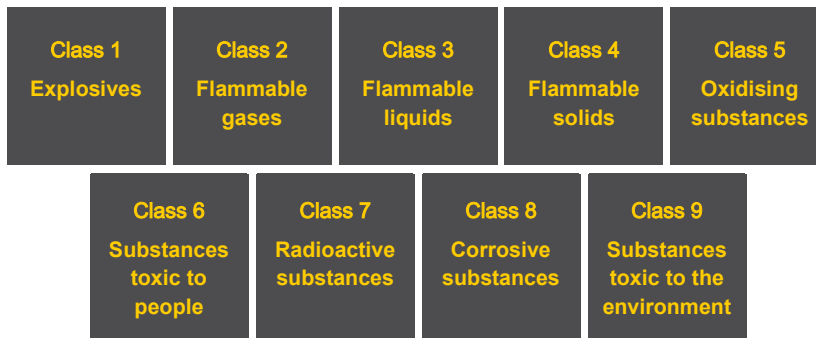


Figure 1. How hazardous substances enter the body.

Hazardous Substances and New Organisms (HSNO) classes



For example, for a substance classified as **6.3A**:

- 6 is the class, which indicated the substance is toxic to people;
- 3 is the subclass, which indicated the type of toxicity, e.g., irritating to the skin; and
- The letter A indicated the degree of hazard, with A being the highest hazard.

Therefore, a hazardous substance classified as 6.3A is highly irritating to the skin.

Figure 2. Hazardous substance classification.

[Guide to Classifying Hazardous Substances in New Zealand](#)

How Hazardous Substances Are Controlled

The controls vary depending on the risk of the hazardous substance, its hazardous properties, how much of it there is and how it is used.

The following critical controls must be in place: preparing an inventory, safety data sheets available, labelling, signage, safe storage, emergency plan in place and training workers about PPE and hazardous substances safety.

Other controls, such as certified handlers, apply only if you have specific hazardous substances over certain quantities (thresholds). In other words, the controls you need to follow depend on the type and amount of hazardous substances you have.

Inventory: A requirement in the Regulations is to keep an inventory of the hazardous substances you use, handle, manufacture, or store at your workplace. refer Hazardous Substances Approvals Procedure

For each substance in your inventory, you must include:

- the product or chemical name and UN number, if available
- the maximum quantity likely to be at the workplace.
- the location of the substance
- any specific storage or segregation requirements
- a current safety data sheet (SDS) or condensed version of the key information from it (e.g., a product safety card).

Your inventory must also include any hazardous waste in your workplace and:

- describe the hazards of the waste as closely as possible (e.g., flammable waste, corrosive waste, chlorinated solvent waste)
- list the maximum quantity of the waste likely to be at the workplace.
- the location of the waste
- any specific storage or segregation requirements.

The inventory must be readily accessible to any emergency service worker attending your workplace during an emergency and after the workplace has been evacuated. A compliance certifier or inspector may also ask to see your inventory. You do not need to keep an inventory: – for a transit depot (or designated transfer zone), but you must be able to provide the product or chemical name and quantity of each hazardous substance at the depot or transfer zone to an emergency service worker if they ask for it.

To access, create and maintain inventory use [ChemWatch](#). To access the site, enter the following: *Domain:* citycare; *Username:* EVERYONE; *Password:* Property 2023. (note it does include the full stop). When creating inventory also create QR codes for each location and attach at prominent entry location, inform workers on how to access QR code to show inventory.

Create Site Maps: for each depot and record all Hazardous Substance Locations HSL's and display at site entry (reception). refer to Health and safety for support.

Safety Data Sheets: A safety data sheet (SDS) provides information on the hazards posed by a hazardous substance and safe ways to use, store, transport and dispose of it. Each substance needs a SDS or a product data sheet or card. Safety data sheets shall be obtained when a hazardous substance is first supplied to the workplace and must be readily available. To find the SDS's for the substances you have to go to [ChemWatch](#). QR codes posted on each HSL and selected vehicles that hold hazardous substances will show the inventory and SDS.

Even when you don't need an SDS, you still need to make sure your workers have information about how to safely handle, use and store these substances. You could do this using a product safety card.

Risk Management: You have a duty to manage the risks associated with the hazardous substances in your workplace. Consider whether you need hazardous substances in your workplace. If you can, eliminate hazardous substances from your workplace. Then, consider whether you can substitute any that remain for less hazardous ones. Then, make an inventory of your substances to know what you have in your workplace and the requirements you need to put in place. These requirements are found in the Regulations. They specify where and how you must store substances, who can handle them, measures to manage the risks associated with them, and other ways to keep workers and others safe.

However, even with these requirements in place, your hazardous substances may still present risks to workers and others. You must manage these remaining risks using the risk management process known as the hierarchy of controls and considering specific aspects of your substances such as:

- the amount you have in your workplace and the specific hazards (i.e., are they flammable or toxic) and their possible reactions with other substances.
- any ignition sources in the workplace and the structures, plant, or systems that you use when handling or storing the substances.
- what workers do with the substance, the risk of workers being exposed to the substances and how serious that exposure could be
- any specific controls for working with the substances, such as prescribed exposure standards and restricted entry intervals.

Use [ChemWatch](#) risk assessment module to complete risk assessment module, refer to Health and safety for support.

Health Monitoring and Worker Exposure Assessments: Some substances, e.g., agrichemicals may require monitoring and assessments. The Health and Safety team will assist in identifying the substances that require monitoring.

Information, Instruction, Training and Supervision: You must make sure your workers have and understand the information, training, and instruction they need to do their work safely. Refer to Health and Safety for information on training content.

Workers need information about:

- any work happening in their work area involving hazardous substances.
- where to find information about the hazards of each hazardous substance in the workplace and how to handle and store those substances safely. This includes the SDS but is not limited to the SDS.

Training will be given to workers covering:

1. How to identify hazardous substance and read an SDS.
2. Issues relating to high-risk substances used including:
 - Health risks and procedures for safe use, handling, manufacturing, storing, or disposing.
 - How to use, maintain, store, replace PPE and any equipment or plant associated with the substance
 - Location and access of reference material on the hazards, refer ChemWatch Gold
 - What to do in an emergency involving the substance/s and where any emergency equipment needed

Once training has been completed for the identified substances then workers are to be assessed as to their competency. [ChemWatch](#) provides a system of control, training, and management of hazardous substances. Once training has been completed. *This is recorded in payglobal and managed by Human Resources (HR). Also [SafetyHub](#) has resources for hazardous substances training.* You must keep a record of training and instruction and make sure it's available for inspection by inspectors or compliance certifiers.

You can use the Information on Hazardous Substances Checklist (refer *Appendix A*) with workers to cover the topics they need to know about.

Labelling Containers: Make sure all containers in your workplace are labelled. This means keeping the manufacturers or importer's label on original containers of hazardous substances, labelling workplace containers and providing information about substances in transportable containers. Make sure the label is legible, in English, and has all the information required for the type of container and substance.

You need to label the following workplace containers:

- small portable containers for substances that are decanted or transferred from their original containers.
- containers of hazardous waste; and
- stationary tanks and process containers.

If you find an unlabelled or incorrectly labelled container that contains or suspected to contain hazardous goods attach a label to the container with the following statement: **Caution - Do Not Use - Unknown** Substance. Isolate the

container from other hazardous goods to avoid any incompatibility issues and to prevent inadvertent use. Refer to ChemWatch as you can print compliant labels.

Stationary tanks are used for storing or supplying hazardous substances; and are normally located at specific places. Stationary tanks do not include packages, intermediate bulk containers (IBC), transportable containers, compressed gas cylinders or tank wagons.

Process containers are stationary containers that contain a hazardous substance during manufacture or use, for example, a mixing container, reaction vessel, distillation column, drier, or dip tank. For further information on stationary tanks, click [HERE](#)

Personal protective equipment (PPE): For most substances, PPE is required, and you must make sure it is provided and always used. Refer to the hazard information on the label or the SDS.

Signs are required when you have hazardous substances over certain limits. However, its best practice to always have them as they warn other people at the workplace and emergency services that hazardous substances are present. Emergency services use signs to plan their response and select appropriate PPE. Follow these guidelines:

- When hazardous substances are stored inside a building, place signs at each entrance to the building. If hazardous substances are stored in a particular room within a building, place a sign at the entrance to the room.
- You must also place a sign at the entrance to the land where the building is located.
- If the hazardous substances are located outdoors or in a tank, a sign must be positioned immediately next to that area or tank.
- To be sure that your signs are correctly placed, look outside the building and inside around where hazardous substances are stored (around storage cabinets or dangerous goods stores) and ask, 'How will emergency services know about the hazards they will face?'

Further information on [hazardous substances signs](#)

Certified Handlers: Certain substances require workers to undertake specialised training and are referred to as a Certified Handler.

These substances are:

- Class 1 – Explosives
- Class 6.1A and 6.1B – Acutely toxic substances
- Persons holding controlled substance licence this is limited to vertebrate toxic agents (VTA) and fumigants e.g., cyanide baits.

Certified Handlers are required to:

- Attend specific training and updates to maintain competence and certification by an approved provider.
- Once certified, Certified Handlers are required to have;
 - Knowledge for hazardous substance uses;
 - Practical knowledge of the substance including use of protective clothing and equipment;
 - Knowledge of the Health & Safety at work (Hazardous substances) Regulations 2017 in relation to the substances and general knowledge of certain parts of the regulations
- Guide all staff and contractors to comply with the regulations in their area
- Ensure tracking of hazardous substances (that require tracking) in their area is documented appropriately.

Further information on becoming a Certified Handler is available by contacting the HSW service, and further information available on the [WorkSafe website](#)

Location Compliance Certificate: If you have flammable, oxidising, toxic or corrosive substances at your workplace you may need a location compliance certificate. A location compliance certificate certifies that the hazardous substance location (HSL) where the substances are used and stored is safely managed, according to the rules. If you need one, you must arrange for a compliance certifier to visit your workplace.

Storage: Keep the number of hazardous substances you store to a minimum. This will make it easier to manage what you have and may reduce your compliance needs and costs.



The most important thing to remember is to:



Keep your flammables
(such as petrol, turps, solvent paints and thinners)



Away from oxidisers
(such as hydrogen peroxide, pool chemicals).

Figure 3. Storage information.

Stationary Container System Compliance Certificate: A stationary container system is a fixed tank or process container and its associated pipework and fittings, covering above and below-ground tanks, fuel tanks connected to burners, stationary internal combustion engines and direct fired vaporisers.

If you have a stationary container system containing a gas or liquid hazardous substance you may need a stationary container system compliance certificate to certify that your tank and associated equipment is safe and complies with the rules.

Emergency Response Plan: To minimise the effects of an emergency, workplaces that deal with certain substances must have a written emergency response plan (ERP) and be tested at least every 12 months (or within three months if there is a change to your plan). Refer Appendix B and C for checklists you can use. You can use the [Hazardous Substances Calculator](#) to work out if you require an ERP. See [HERE](#) for an example of a Plan.

Spill Kits: You need to be prepared to deal with a spill or leak of the hazardous substances you use, handle, manufacture, and store. For small spills, a spill kit might be sufficient to contain the spill. You can purchase spill kits from safety equipment suppliers or make a kit to suit your needs. The equipment needed in your spill kit will depend on what hazardous substances you have and the amount that could possibly be spilled. Refer Appendix D for a checklist you can use.

Secondary Containment: A spill kit will not be sufficient to contain a large spill. All stationary tanks and process containers which contain liquid hazardous substances must have secondary containment when the tank capacity is above the threshold quantities. Secondary containment ensures that liquid substances can be contained if they escape from the container in which they are stored. An example is a compound with bund walls.

The secondary containment system prevents hazardous liquids, or hazardous substances that may liquefy in a fire, from escalating to a point where staff at the site, the public, or the environment can be harmed. The capacity of your secondary containment system depends on the type of container and the amount of hazardous substance stored.

Bulk Containers

Below ground tanks	100% of container capacity
Above ground tanks	110% of capacity of the largest container in the secondary containment system

For further information see [Secondary Containment Systems Threshold Limits](#)

Fire Extinguishers: Put out fires before they reach your hazardous substances to prevent a more serious situation from occurring. You must have fire extinguishers if you have amounts of flammable or oxidising substances over certain limits. However, you should always have suitable fire extinguishers if you use or store any flammable, oxidising or toxic substances. If you need fire extinguishers, you need to make sure:

- you have the correct number of fire extinguishers.
- your fire extinguishers are clearly seen and readily accessible in an emergency.
- your fire extinguishers are of a sufficient standard. Fire extinguishers must have a rating of at least 30B.

You can make your fire extinguisher readily accessible by placing it in a prominent place along pathways people usually use in your workplace and where it will be easily accessible to emergency services in an emergency.

Transporting Dangerous Goods: If you carry dangerous goods as tools-of-trade, for agricultural use or for a commercial purpose, then you are responsible for:

- making sure the goods are properly packaged and identified (labelled clearly),
- segregating incompatible dangerous goods (keeping them apart to prevent dangerous reactions),
- securing the load on your vehicle,
- carrying emergency response information and having safety data sheets available,
- safe handling practices and emergency procedures.

For further information see the NZTA Fact Sheet Dangerous goods – transported as tools-of-trade [HERE](#).

See Schedule 1 of the Rule (see Table 2) for information on quantities.

Hazardous Waste: The regulations apply to the use, handling, and storage of hazardous waste. You do not need a SDS for hazardous waste; however, you need to:

- Include hazardous waste in your inventory of hazardous substances. This includes a name that best reflects what the waste is, the amount, its location, and any specific storage requirements.
- Ensure any hazardous waste in containers is [correctly labelled](#).
- Provide workers with the relevant [information, training, instruction and supervision](#) before they carry out work involving hazardous waste.
- Store hazardous waste as you would store any other hazardous substance with the same hazards.
- Risk manage hazardous waste the same as any other hazardous substance.

Further information on see [Tracking Hazardous Substances](#)

Monitoring

All control measures must be monitored regularly to ensure that they are working effectively and managing the risks associated with this work. The Site Manager needs to make regular checks throughout the course of the work to make sure the work is being done safely and the risks are being well managed. A Safety Observation (within SafetyNet) can be completed, and any issues identified should be followed up immediately.

If a contractor is involved in the work, it is important to monitor their performance, refer contractor audit tool in SafetyNet.

Hazardous substances storage sheds need to be inspected regularly (e.g., 3 monthly) to ensure they comply with the regulations. A form that can be used for this the Hazardous Substance Storage Checklist [HERE](#).

Regulations, Codes and Standards

If you require more detailed information on any of the above, see:

- [Health and Safety at Work Act 2015](#)
- [Health and Safety at Work \(Hazardous Substances\) Regulations 2017](#)
- [Health and Safety at Work \(General Risk and Workplace Management\) Regulations 2016](#)
- [Hazardous Substances and New Organisms Act 1996](#)
- [Dangerous goods transported as tools-of-trade \(Factsheet 68\)](#)
- [Land Transport Rule: Dangerous Goods 2005](#)
- [Environmental Protection Authority](#)

Additional Information

- [WorkSafe Hazardous Substances Guidance](#)
- Suite of guidance on understanding the hazardous substances regulations, WorkSafe NZ, November 2017 [HERE](#)
- FAQs [HERE](#)
- [WorkSafe Hazardous substances Safe Work Instrument \(SWI\)](#)

Citycare Property Documents:

- Hazardous Substance Storage Checklist [HERE](#)
- Respirable hazards fact sheet
- Site location Maps
- Hazardous Substances Management – Minimising Spills SOP
- Emergency Response Plan
- Hazardous Substances Spray Record
- Hazardous Substances Approvals Procedure
- Incompatible Hazardous Substances Separation Locations Chart
- Training tools

Appendix A

Information on Hazardous Substances Checklist

What your workers need to know	✓
1. Does the worker know the harm that can be caused from each hazardous substance they use at work?	Yes <input type="checkbox"/> No <input type="checkbox"/>
2. Does the worker know how to safely store, use, or dispose of each substance they use?	Yes <input type="checkbox"/> No <input type="checkbox"/>
3. Does the worker understand what control measures are in place at the workplace to reduce exposure and keep safe?	Yes <input type="checkbox"/> No <input type="checkbox"/>
4. Has the worker been provided with the correct safety gear and PPE, and does it fit properly?	Yes <input type="checkbox"/> No <input type="checkbox"/>
5. Has the worker been trained to use the safety gear and PPE?	Yes <input type="checkbox"/> No <input type="checkbox"/>
6. Does the worker know where the safety data sheets are kept and have access to them?	Yes <input type="checkbox"/> No <input type="checkbox"/>
7. Has the worker been trained to use safety data sheets?	Yes <input type="checkbox"/> No <input type="checkbox"/>
8. Does the worker know what to do in an emergency involving the substances they use?	Yes <input type="checkbox"/> No <input type="checkbox"/>
9. Has the worker been trained to use the first aid equipment to deal with splashes and other incidents?	Yes <input type="checkbox"/> No <input type="checkbox"/>
10. Has the worker had an appropriate period of practical experience under direct supervision before working on their own?	Yes <input type="checkbox"/> No <input type="checkbox"/>
11. Does the worker understand the importance of asking their supervisor questions if they are unsure about how to safely use, handle or store a hazardous substance?	Yes <input type="checkbox"/> No <input type="checkbox"/>

Appendix B

Emergency Preparation Checklist

To be ready for and prevent emergencies

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| 1. Train your workers about what to do in an emergency. They also need to know where the safety and first aid equipment is stored and how to use it. | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| 2. Make sure your inventory is accessible to any emergency service worker, both during an emergency and after the workplace has been evacuated. | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| 3. Label all hazardous products and make sure the label is readable and stays on the container. If you transfer a hazardous product from one container into another one, you must make sure that the new container is also labelled. | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| 4. Have a safety data sheet for each hazardous product at your workplace. Store the SDS in a place where workers and emergency services can easily locate them. | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| 5. Store incompatible products separately. Make sure you keep hazardous substances that can react with one another separate. Check the SDS to find out what your product is incompatible with. | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| 6. Store oxidisers safely. There are particular precautions for storing oxidisers, such as keeping them away from combustible material. | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| 7. Be prepared for a spill or leak of the hazardous substances you use, handle, manufacture, and store. | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| 8. The safety data sheet for each of your substances will give you information about how to clean up spills. | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| 9. Make sure any hazardous waste is labelled. | Yes <input type="checkbox"/> No <input type="checkbox"/> |

Emergency Response Checklist

Your plan must include a description of what you will do to



1. Call emergency services. Yes No
2. Warn people at the workplace and nearby about the emergency. Yes No
3. Advise people how they can protect themselves and how they can help other people involved in the emergency. Yes No
4. Help or treat anyone who is injured in the emergency. Yes No
5. Manage the emergency to restrict the adverse effects to the initial area, reduce their severity and if possible, eliminate them. Yes No

The plan must also:

1. Name the people with specific responsibilities (such as fire wardens or first aiders) and provide contact information for these people and for emergency services. Yes No
2. List the skills, information, training, and instruction these people need to have to respond to emergencies involving the substances, and the actions they are expected to take. Yes No
3. Describe how to get information about the hazardous properties of the substances involved in the emergency and how to control these properties. Yes No
4. State where to find emergency equipment and its purpose. Yes No
5. List the actions for each potential emergency and the order in which they need to be taken. Yes No
6. Be available to all people listed in the plan as having responsibilities, and to emergency services. Yes No
7. Include an inventory of hazardous substances. Yes No
8. Include a site plan. Yes No

You also need to:

1. Test your emergency response plan at least once a year to check that it works and is effective. If any problems are identified, you need to update your plan. You must keep records of tests for at least two years. Yes No

Spill Kit Checklist

Generally, your spill kit should contain:



- | | |
|--|--|
| 1. PPE like overalls, gumboots, gloves, goggles, and facemasks. | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| 2. Spill handling equipment like shovels, but be aware that metal shovels could spark, which is dangerous when you are cleaning up a spill involving flammable substances. | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| 3. Spill containment equipment like drain guards or barriers, or drip pans. | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| 4. Absorbent material like absorbent pads, sand (note that sawdust is not a suitable absorbent for flammable or oxidising substances because it acts as a fuel in a fire). | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| 5. A leak-proof disposal container to put the waste in once the spill is cleaned up. | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| 6. You need to make sure that your workers know where the spill kit is kept and how to use it. | Yes <input type="checkbox"/> No <input type="checkbox"/> |