



Unite  
against  
COVID-19

# MAINTENANCE SERVICES WORKSTREAM RESPONSE PLAN

COVID-19 Response Plan

27 August 2021

Version 6.1 [2021 Revision]

## Contents

MAINTENANCE SERVICES WORKSTREAM RESPONSE PLAN .....	1
Key Links .....	3
Purpose .....	3
Plan Context .....	3
Workstream Responsibility .....	3
Response Strategy – Level 4 .....	4
Critical Maintenance Services .....	4
Structures Management Consultants .....	5
Traffic Counting Contracts .....	5
Register of Active Worksites .....	5
OPM's .....	5
Health and Safety .....	5
Response Strategy – Level 3 .....	6
Maintenance Activities .....	6
Structures Management Consultants .....	6
Traffic Counting Contracts .....	6
OPM's .....	7
Response Strategy – Level 2 .....	7
COVID-19 Risk Management Plan .....	7
Civil Defence Checkpoints .....	7
Alignment to National Alert Level .....	8
Questions and Feedback .....	8

## Key Links

Live Maintenance Services Response Plan: [Live MS Response Plan](#)

Live Commercial Arrangements: [Commercial Arrangements](#)

Register of Active Worksites During Alert Level 4: [Register of Level 4 Active Worksites](#)

## Purpose

In 2020 this plan was developed and issued while COVID-19 was a largely unknown and developing situation, and Waka Kotahi and Suppliers worked through developing their COVID-19 protocols.

For the 2021 COVID Delta situation we anticipate that suppliers will call on previous protocols and have experience in this situation. The plan has been amended to support this better understanding and more developed procedures, but to largely reflect the significant change in priorities for which activities can occur under Alert Level 4 now.

## Plan Context

The New Zealand Government has issued the COVID-19 Public Health Response (Alert Level Requirements) Order (No 9) 2021. This order is made by the Minister for COVID-19 Response under section 11 of the COVID-19 Public Health Response Act 2020 in accordance with section 9 of that Act.

Contractors and Consultants working for Waka Kotahi NZ Transport Agency must comply with this order. This plan outlines Waka Kotahi's expectations for our Suppliers on which maintenance services will continue to proceed to support this order.

New Zealand's state highway system is the backbone of our transport system and must remain functional through periods of crisis. State highways carry the bulk of critical freight and provide access to essential utilities (e.g. hospitals, emergency services, etc). State Highways comprise 15 per cent of the road length in New Zealand, carrying 50 per cent of general vehicle traffic and 72 per cent of road freight.

COVID-19 Alert Level 4 restrictions limit work to critical maintenance services only. This response plan covers all the functions necessary to maintain and manage the state highway system for the efficient and safe movement of essential goods and services necessary to maintain and support life and limit virus spread.

Commercial details will be in line with the commercial framework used in the COVID response on 2020. Lump Sum payments for the contract works will continue. The other details are being reviewed and will be issued as soon as possible.

## Workstream Responsibility

This plan is applicable to the following NZTA Contracts:

- All Networks Outcomes Contracts (NOCs) and maintenance Alliance Contracts
- All Structures Management Contracts (SMCs)
- All Traffic Counting Contracts

The workstream scope includes all work typically undertaken under the above contracts in normal operating conditions. Previously regions identified critical assets or activities that required additional consideration and developed specific plans for activities such as:

- Tunnel management
- ITS asset maintenance
- Incident response and event management needs, specific to the region



- Management of critical assets, such as geotechnical protection structures
- Management of vulnerable points on the network, such as bridges or known flooding points, scour or rockfall sites.

## Response Strategy – Level 4

### Critical Maintenance Services

In order to keep the highways managed under this contract safe and functional for the purposes identified above, certain activities are permitted to continue. These may be classified as Critical Maintenance Services. Highway maintenance contractors are required to continue to provide these services.

The following activities shall continue during the period of the Level 4 restrictions:

- Response to incidents and emergencies
- Removal of slips and rockfall where they impact on the carriageway
- Winter maintenance activities including winter patrols, snow clearance and ice treatment
- General routine drive over inspections
- Repair of critical pavement defects such as potholes
- Removal of detritus where it poses a safety risk
- Close down of existing work sites where they can be disestablished without compromising safety.
- Sealing or surfacing of section of pavement that are currently unsealed as a result of maintenance activities where sealing of the unsealed patch is considered the safest and most practical option
- Maintain existing temporary traffic management controls on partially completed works, including site inspections in accordance with CoPTTM requirements
- Replacement of critical signs such as Stop and Giveaway or other signs when the absence of the sign poses a safety risk.
- Repair of damage to barriers, where the damage poses a risk to safety
- Unblocking of drains where the drain is holding water which becomes a threat to safety, property or the environment
- Removing or lopping trees that are damaged and pose a risk to safety or property
- Bridge maintenance activities where underway and cannot be safely ceased. (Approval to be given by the System Manager on advice from the Regional Bridge Consultant)
- Street light maintenance, to remove or make safe damage and to restore power when a pedestrian crossing light or belisha beacon not functioning or missing or more than 50% of the lights are not functioning at intersection. Only required where it is considered to be a risk to safety or when advised by a third party.
- ITS system critical maintenance including CCTV Cameras and Variable Message and other electronic signs
- Critical maintenance of tunnel mechanical and electrical systems
- Critical Maintenance of pumps and pumping systems.
- Critical engineering inspections. This would include site visits as a part of the fatal and Serious Crash reporting, inspection and monitoring of active geotechnical issues and urgent structures inspections.

If you are unsure if an activity is permitted, please elevate the question through your Contract Manager.

## Structures Management Consultants

It is expected Structures Management Consultant Contracts will continue all office-based work. Activity expected on the network during COVID-19 Alert Level 4 Restrictions include:

- Emergency inspections as requested by Waka Kotahi or the NOC
- Construction monitoring of emergency works that cannot be readily undertaken through review of contractor photos
- Construction monitoring of structures maintenance works that are currently underway or are deemed as an “essential service”, and that cannot be readily undertaken through review of contractor photos
- Special inspections, and inspections of structures necessary to ensure the ongoing safe performance of a structure.

Any scheduled general and principal inspections will be deferred. It is intended that physical works will only proceed if they are related to the priorities outlined in this response plan – incident response, safety and resilience

## Traffic Counting Contracts

We expect that traffic counting consultants will continue all office-based work. Any current count sites and loops can be left in place, to ensure data is available. Loops cannot be relocated, or any new sites/loops installed.

It is expected that traffic counting consultants should not be on the network.

Expectations during COVID-19 Alert Level 4 Restrictions include:

- Remotely collected data to continue
- Where site attendance is required to collect data, this is to be postponed until further notice
- Faults during this period are to be left. They will be fixed when it is deemed safe to do so and following the lifting of COVID-19 Alert Level Four restrictions

## Register of Active Worksites

For clarity, Waka Kotahi would like a register to be kept updated with worksites that are remaining active during the Level 4 lockdown. This register is not for recording minor works or incident response where we will only be on site for a day; the intent is that more significant sites where we will have a continued presence over multiple days or weeks should be added.

Register of Active Worksites During Alert Level 4: [Register of Level 4 Active Worksites](#)

## OPM's

OPM's will be placed on hold as an immediate action and will not be measured, but we ask that Contractors are still conscious of incident response and safety measures and do their best to keep in line with these. On the extension of the lockdown period this may be revisited.

## Health and Safety

In addition, Waka Kotahi expects you to be regularly accessing Construction Health and Safety New Zealand (CHASNZ) on their site: <https://www.chasnz.org/covid19>. and Government COVID 19 websites to ensure compliance with the latest available standards and protocols related to Alert Levels.

Waka Kotahi would also expect Contractors to confirm that they have communicated any changes under the CHASNZ Alert Level protocols to their workforce and their plans are up to date.



Waka Kotahi will be communicating with Contractors in order to determine that you have updated (if relevant) your Health and Safety Plans with the latest available protocols and their sites are compliant to commence or continue with construction.

Workers are to carry letters of authorisation, indicating that they are engaged on Critical Maintenance Activities and photo identification. Guidance on this is being finalised.

Further, as a requirement of the COVID-19 Public Health Response (Alert Level Requirements) Order (No 9) 2021 Contractors must have systems and process in place to ensure so far as is reasonably practicable that each person who enters the workplace—

- scans the QR code for the workplace; or
- provides details in a contact tracing record that the person in control of the workplace collects.

## Response Strategy – Level 3

Under Alert Level 3, we can perform more of our business as usual activities provided that all health and safety protocols can be met.

### Maintenance Activities

All the maintenance activities outlined in the [Critical Maintenance Services](#) section of this document can continue to be undertaken during Alert Level 3. Contractors are permitted to start undertaking additional activities including:

- Line marking
- Vegetation Maintenance: Safety related vegetation maintenance, sight lines and mowing. No landscaping/planting renewals
- Preseal repairs
- Pavement and Surfacing defects
- Pavement and Surfacing renewals, and other works associated with sites (drainage, guardrail etc).
- SCRIM programme
- Bin emptying and litter collection in rest areas, and removal of other litter and rubbish that poses a health hazard

Contractors must ensure that their NOC forward works programmes are maintained as frequently as possible and should be confirmed by the Maintenance Contract Manager that the programmed works are in line with Waka Kotahi's expectations of activities to be completed under Alert Level 3.

### Structures Management Consultants

It is expected that Structures Management Consultant's will largely operate in line with Level 4 requirements but may undertake high priority site-based work if COVID health and safety protocols can be met. Structures Management Consultants should continue to operate remotely where possible in line with Government guidelines.

Critical physical works should begin to be programmed or be ready to be re-established if works had already commenced.

### Traffic Counting Contracts

Traffic Counting Contracts may resume site-based work provided that all COVID health and safety protocols can be safely met.

## OPM's

OPM's will not be measured under Alert Level 3. Like level 4, Contractors are requested to still be conscious of incident response and safety measures so that the highest priority faults are being addressed on our networks.

## Response Strategy – Level 2

Under Alert Level 2 the full programme of works can proceed, subject to being able to be completed while adhering to all COVID health and safety protocols.

## COVID-19 Risk Management Plan

Waka Kotahi, New Zealand Transport Agency, will be checking your **Covid 19 Risk Management Plan** against a checklist summarising the Agency's key expectations of the principles and protocols needed to allow work to recommence under Alert Level 3 working environment. There will be a focus on "how" you will implement the CHASNZ protocols with roles and responsibilities clearly defined and articulated. Some examples (but limited too) include:

- How you will manage your work bubble with particular reference to maintaining physical distances during work and travel; maintaining records of people at work sites and who they are working with and personal protective equipment.
- How supervision and monitoring will place
- How deliveries will be conducted
- How site facilities such as lunchroom and ablutions will be managed
- How off-site operations eg quarrying and other material production activities are managed
- How visitors will be managed

We will be reviewing your Covid 19 Risk Management Plan against this checklist and Level 3 operations can only start once we advise acceptance of this plan through a subsequent NTC.

Once the New Zealand Government has moved a **specific region** into level 3 restrictions and the project, site or zone "plan" is accepted by Waka Kotahi then project works are ready to recommence.

It is expected that your Covid 19 Risk Management Plan will need to be maintained as a live document and amended accordingly as government requirements, guidelines, and alert levels change. There is also an expectation that Contractors and MSQA teams will be actively assessing and monitoring the controls and measures described within the plan for compliance, in a manner that is not too dissimilar current compliance monitoring. Failures in compliance may result in the worksite being shut-down.

## Civil Defence Checkpoints

Waka Kotahi and suppliers have been requested to aid NZ Police in the form of establishing and disestablishing checkpoints on the state highway network. This will be at the direction of NZ Police staff in consultation with Waka Kotahi staff. Police are aware that our suppliers are not available to supervise checkpoints for the following reasons:

- Our people have no enforcement powers;
- Our people are not qualified to supervise check points;
- Our people are required for essential service state highway network maintenance and management

## Alignment to National Alert Level

This plan has been developed based on the current situation and this plan is current at 18 August 2021. Due to the rapidly developing nature of this event, more details and further clarification will be provided when they become available.

## Questions and Feedback

For questions on whether a particular activity is permitted please contact your Contract Manager, who will elevate the matter to Peter Connors for confirmation.

For questions relating to this plan please contact [Jessica.Mcfarlane@nzta.govt.nz](mailto:Jessica.Mcfarlane@nzta.govt.nz) or [Cara.Lauder@nzta.govt.nz](mailto:Cara.Lauder@nzta.govt.nz)

For Structures or Tunnel Specific Queries please contact [Jessica.McFarlane@nzta.govt.nz](mailto:Jessica.McFarlane@nzta.govt.nz)