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EVENT MANAGEMENT & REPORTING GUIDELINES



1.0 Purpose

Contact care about everyone returning home healthy and safe to their whanau at the end of the working day and is committed to providing and maintaining a healthy and safe workplace.

Reporting H&S events and observations enables the business to quickly respond and provide support to affected persons and address any immediate risks.

Contact views events and events as an opportunity to learn, to discover where controls were weak or absent, giving us an opportunity to add or strengthen controls and try and ensure we prevent or minimise the chance of a repeat of the event.

At Contact, we aim to be a learning organization. This means we don't just learn from when things go wrong, but we also try to understand why things go right most of the time. We know that on only about 1% of our work results in an event. That means 99% of the time work happens without events. Most of the tasks go as planned, some are difficult and some even exceed our expectations.

Normal, difficult, and successful work also holds a goldmine of valuable lessons. We believe that if we can identify what makes us successful, we can strengthen these areas even more. This will likely lead to fewer events and greater operational excellence. We know that working well has efficiency, safety and wellbeing as outcomes.

This continual learning and improving is an important part of the Contact approach to health and safety management.

These guidelines outline the processes for Contact people to follow when a health and safety related event occurs. It enables senior leaders and the Board to fulfil their due diligence responsibilities and demonstrate their commitment to health and safety. The event management process includes:

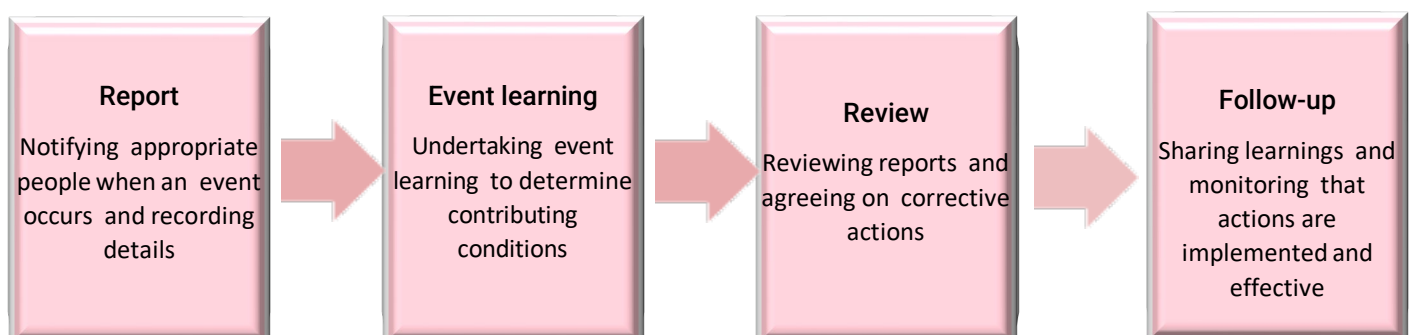


Figure 1: Event Management Process

2.0 Related Documents

[H&S Definitions](#)

Learning from Work Guide (Available on H&S SharePoint site)

[Shared Learning Template](#)

[Safety Alert Template](#)

3.0 Document Version Information

Owner:	Mark Green
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Current Version		Synopsis of amendments to previous version (brief commentary noting section)
Number	Date	
1	10/12/2025	First Issue

4.0 Responding to Events

Contact sites have Site Emergency Response Plans (SERP) in place for responding to the type of events that are likely to arise in their working environment. These plans clearly outline the steps the person in control of a work area (and any other support workers) should take e.g., first aid training, emergency response plan, machine shut down procedures, vehicle accident procedures.

You can find your sites SERP on the SAP Document Management System by searching for “site emergency response plan” and then look for your site. For ex Manawa sites you can find Emergency Action Plans (EAP’s) on the Manawa SharePoint. These will be aligned during the integration process.

5.0 Event Severity Classification

Contact has determined an event severity classification that guides reporting and event learning based on the actual severity of the event or the potential severity of the event (Table 1). This classification should be used to guide appropriate reporting and review of events.

6.0 Notification and Recording

Required notification of H&S events are detailed in Table 1. Please note that we also report production events, environmental events, process safety events, public safety events, equipment loss or damage and business disruption. We also record emergency drills conducted and learning opportunities. The correct classification of the actual and potential outcome for these types of events can be found on the Contact Enterprise Risk Matrix.

Our Significant Event Management Guide provides helpful advice on how to manage an event that might need notifying to the relevant regulator ([Significant Event Management Guide](#)) including who can notify. Notifiable events or events may require legal privilege to be enacted and liaison with our communications team. The Head of H&S can provide advice where required. Records of notifications to regulatory authorities **must** be retained and should be uploaded to the Cintellate report ensuring we respect privacy requirements. Any documents that contain sensitive information should be stored in a secure password protected location and details of this and who to contact for access added to the Cintellate Event record.

7.0 Logging Events in Cintellate

Events should be logged in Cintellate as soon as possible and preferably within 24 hours so that:

- Information can be passed on to relevant people leaders
- The appropriate response can be coordinated and supported
- Event level and severity & type of learning process required can be determined, and event ownership determined
- Immediate actions and controls can be established
- Other teams can be made aware of any identified risks

Cintellate reports should be concise and factual, ensuring no personal details are recorded and the details of the event are accurately explained. We need to understand the event in ten years' time so apply that test when entering the information. System-generated notifications are sent to relevant persons including people leaders

Once a week all events get reviewed by the H&S Team, site management teams and technical teams. Depending on the nature of the event and potential severity, the H&S team may follow up to offer support, discuss the event details, address any immediate risks, and assist in ensuring that the correct event level, owner, and investigation level have been selected. If an event is confidential in nature (e.g., psychological harm) report to your people leader or to the People Experience team by emailing peoplesupport@contactenergy.co.nz.

8.0 Learning from Events

Carrying out post-event learning helps us to:

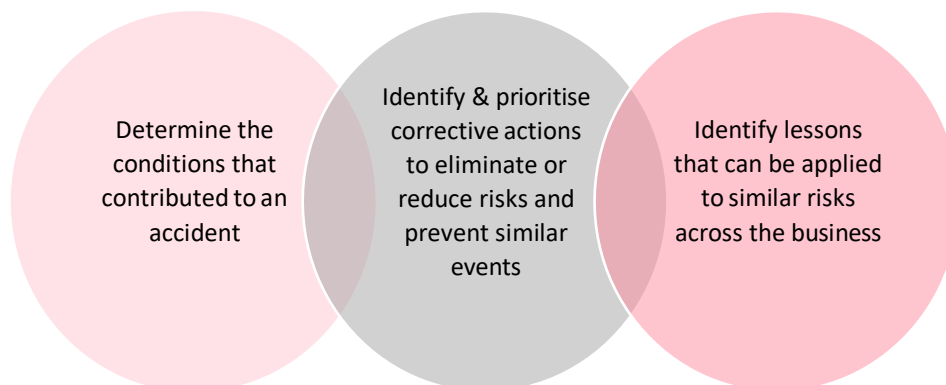


Figure 2: How Learning from Events Helps us Improve

Different learning methodologies may be used depending on the actual and potential harm of the event. The relevant manager is responsible for arranging post-event learning as outlined in Table 1.

Once the level of event learning required is determined, an appropriately trained lead should be assigned by the event owner. The scope of the learning process should be agreed and timelines established. In certain circumstances it may be appropriate to engage an external party or expert to run an investigation.

Table 1: Notification Requirements & Responsibilities

Event Level	People, Safety & Wellbeing Description	Notification by	To	Method	When
Level 3 Significant Event (Notifiable Event)	A Level 3 event is a notifiable event including those detailed in: Health and Safety at Work Act 2015 clauses 23 and 24 Maritime Transport Act 1994 clause (2) (1) accident Land Transport Act 1998 clause 22 (3)	People leader or site leadership	Head of H&S, GM and/or CEO.	Notification must be verbal, not by email. Entry into event Management system (Cintellate)	As soon as possible
	A level 3 event is a significant event which is classified as having an actual or potential outcome of either Catastrophic or Critical on the Contact Enterprise Risk Matrix. Catastrophic: Multiple fatalities and/or Multiple people cannot return to work unassisted and/or will never fully recover from disabling injury, psychological harm or occupational disease/illness. Critical: One fatality and/or individual cannot fully recover or return to normal work duties resulting from permanent/disabling physical injury, permanent or disabling psychological harm or permanent / significant occupational disease or illness, Individual can return to alternative work over time	Heads of Generation, Engineering or Technical Authorities, Head of Health & Safety, Head of HSW Major Projects, Chief Officers, CEO. They may choose to delegate this.	Appropriate regulatory authority (e.g., WorkSafe NZ, regional council, Maritime NZ, or Police).	Regulatory communication channels	As required by legislation (usually 24 hours)
Level 2 Serious Event	A Level 2 event is a serious event classified as having an actual or potential outcome of either Major or Serious on the Contact Enterprise Risk Matrix. Major: Individual requires 2-3 weeks specialist treatment or hospitalisation resulting from physical injury, psychological harm or occupational disease or illness. Individual may be signed off from work or put on restricted duties for 6 months+ before return. Serious: No permanent injury, Individual requires medical treatment and/or requires up to one month off work or is placed on restricted work duties resulting from physical injury, psychological harm or occupational disease/ illness Full recovery is expected in a short period.	Anyone	People Leader	Verbally and entry into Cintellate	Within 24 hours

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	Any Medical Treatment Injuries, Lost Time Injuries or injuries leading to a restricted work duty are classified as a Recordable injury.				
Level 1 Low Level Event	<p>A Level 1 event is a low-level event classified as having an actual or potential outcome of either Moderate or Minor on the Contact Enterprise Risk Matrix.</p> <p>Moderate: Single occurrence of medical injury resulting from physical, psychological or occupational disease/illness. No time off work.</p> <p>Minor: Illness or minor injury, no time off work. No medical attention required. Non-recordable injury</p>	Anyone	People Leader	Verbally and entry into Cintellate	Within 24 hours (within 24 hours of first diagnosis for occupational illness)
<p>All Events entered into Cintellate will require details of the following entering:</p> <ul style="list-style-type: none"> • What happened, • What could have happened and • What controls were in place that prevented the event from being worse • What controls were absent that could have lessened the consequence 					

9.0 Types of Learning Methodology

There are different types of learning methodologies that may be undertaken depending on the event level. At Contact the preferred learning methodology is Learning Teams but for more technical investigations methods like root cause analysis may be adopted.

A Learning Team is when a group of people who undertake the work, or have useful information about the work, come together with the purpose of learning and improving.

Contact has Learning Team and Root Cause Analysis trained facilitators available to assist teams in carrying out a suitable learning session. A list of these will be made available on the Learning from Work SharePoint page or you can seek help by emailing healthandsafety@contactenergy.co.nz.

A guide to the Contact Learning from Work framework is available on our Health and Safety SharePoint page under "Useful Resources". This is a comprehensive guide detailing the theory behind the learning team method along with a guide on how to use the tools to facilitate a learning team.

An in-depth learning process might not always be required depending on the potential severity or complexity of the event, but any learnings **must** be captured in the "step back learning:" tab when entering an event on Cintellate.

Any relevant information **must** be uploaded to the event in Cintellate in the "supporting documentation" tab. You cannot use links and **must** upload any documents or attachments.

10.0 Corrective Actions

The event learning process will generate a range of recommendations that the event owner will prioritise and decide which recommendations can be resourced and will enter these into the system as actions. Before assigning actions, it is recommended that they are shared with the people who will be responsible for implementing them so they have an opportunity for input. Those responsible should agree to the recommended timeframe and resources required to implement them.

Corrective actions should be:

- time bound. A reasonable timeframe should be allocated to the completion of an action,
- appropriate to the level of risk associated with the event,
- achievable to what might be considered reasonably practicable to mitigate any future occurrence.

10.1 Monitoring Corrective Action Implementation

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The event owner is to inform the Leadership Team on the progress of corrective actions for all **notifiable** events.

The H&S team will support the tracking and closing out of actions in Cintellate and will create a report to review any outstanding actions on a priority basis and determine the appropriate response.

Corrective actions will also be reviewed in other forums such as Generation Leadership Meetings and various Health and Safety meetings and committees.

Event owners are responsible for ensuring information on actions is up to date and accurate. Please note that events can be closed in the Cintellate system even if there are open actions as these are tracked in a separate module within the system.

10.2 Monitoring Effectiveness of Corrective Actions

To make sure corrective actions are effective in reducing risk, people leaders and event owners may arrange for corrective actions to be evaluated.

Evaluations should be documented and formally reported to the Leadership Team if related to significant events.

Evaluations can include but are not limited to:

- Formal audit or review
- Review of training records- updated training programs
- Reviews by site teams and H&S committee reps
- Review of risk assessments and operating procedures
- Safety Management System audits

11.0 Sharing Learnings

It is important that our learnings are shared so that that others can learn and consider if the learnings are appropriate to their own work or environment. The H&S team will work with event owners to ensure appropriate lessons are shared including but not limited to the following methods:

- Safety Alerts – issued as soon as possible after an event and distributed widely
- Shared Learnings – following an investigation or other learning process, a one or two page summary of the learnings
- H&S Newsletters or SharePoint News posts
- Regular team meetings
- Correspondence to teams
- Updates via email or Teams meetings
- Regular Company Wide Learning Seminars
- StayLive website

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Sharing learnings helps to reduce the likelihood of the same events occurring in other parts of the business or industry by sharing learned experiences and improving risk controls.

Templates for completing a safety alert or shared learning can be found on the H&S SharePoint page under Safety Alerts.

From time-to-time, industry wide safety alerts and shared learnings are issued through Staylive and other industry bodies such as the Electricity Engineers Association. Learnings from these safety alerts may be relevant to Contact operations and should be distributed to the appropriate business departments and teams.

12.0 Reviewing Event reports

All post-event learning reports including any event reports completed by contractors should be reviewed by a member of the H&S team and event owners before they are closed in the Cintellate system. The event owner with support from the H&S team will determine if the event has been investigated to the right level and that appropriate actions have been identified and entered into the Cintellate system.

Some events may require a more in-depth review based on one or more of the following:

- The potential consequences of the event
- A pattern of the same event reoccurring
- Unclear findings or inadequate actions from the learning process
- At the request of an external regulatory body
- As part of an audit process

Where deeper, wider systems improvement or understanding could occur, an in-depth review may be initiated by a people leader, a member of the Leadership Team or the H&S team. A review should take place once the initial event learning process is complete but may occur after the event has been closed. The review team will be nominated based on:

- Their expertise in the subject matter
- Their involvement in the event
- Technical knowledge

The review team may include external experts provided they are adequately experienced in the subject matter. The person leading the review should ensure the review is documented and that records are retained and attached to the Cintellate report for the event.

13.0 Event Close-Out and Completion

Please note that you can close an event that has open actions as these are tracked in a different module within Cintellate. Once the following are complete you can close an event in Cintellate:

- All Event details are accurately recorded
- All Event learning processes are complete and signed off by relevant stakeholders

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- Any associated documents, photos, correspondence, work orders etc are attached to the Cintellate report
- Heads of the relevant business unit are consulted (for Significant events) and agree the event may be closed
- Safety alerts and/or shared learnings have been distributed

An event may be re-opened pending any review.

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Figure 1: Event Management Process

Figure 2: How Learning from Events Helps us Improve

Table 2: Table of Definitions

A full list of H&S associated definitions can be found [here](#).

Term	Definition
Notification	Refers to contacting someone in person, by phone call or email.
Notifiable Event or Injury	An event or injury that must be notified to WorkSafe. This is a legal requirement and Worksafe guidance can be found through what events need to be notified?
Event owner or Learning Event Manager	The person who is responsible for ensuring the event learning takes place and that actions are assigned following the learning.
Hazard	Anything that has the potential to cause harm (injury or ill-health) or damage to property or equipment
Near-Miss	Any event that doesn't lead to harm but does have the potential to cause illness, injury or property damage.
Risk	Risk is the likelihood of an accident or event arising from a hazard. The significance of a risk depends on the potential worst outcome should such an accident or event occur, combined with how likely it is to happen.