

# Work Control Procedures



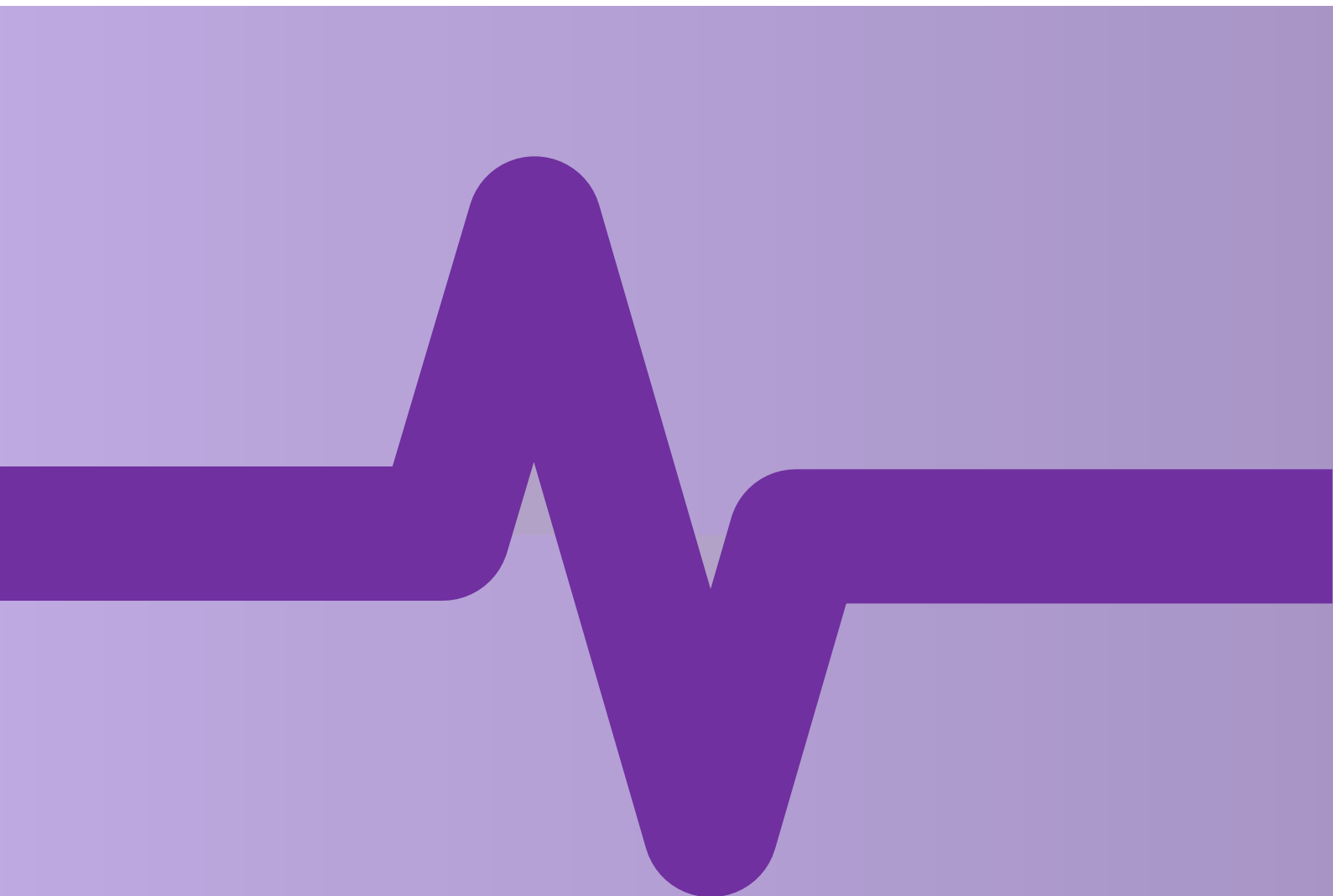
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## The Assurance

## March 2025

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**The Assurance is an administrative system between different asset owners used to confirm the agreed and defined state, of equipment not under the operational control of the Issuer, necessary for access or test permits.**



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## Preparation of Work Control Procedures

StayLive Work Control Procedures are prepared by a consensus process involving representatives nominated by major generating companies in NZ. These procedures may be derived from existing industry procedures, from established international procedures and practices or may be developed by the StayLive Work Control Procedures Working Group.

The following companies are represented on the WCP Group:

Contact Energy Ltd

Genesis Energy Ltd

Meridian Energy Ltd

Mercury NZ Limited

Manawa Energy Ltd

Nova Energy Ltd

Pioneer Energy Ltd

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## Disclaimer

This document has been prepared by a group of representatives of the electricity industry for the purpose of providing principles on safety and other practices for use by the generation sectors of that industry. It sets out standards considered to be appropriate for the electricity industry; in some instances, further procedures will need to be developed in order to implement those standards. Although this document is recommended by industry representatives, it is not legally binding; as such, the industry representatives involved in its development can accept no liability or responsibility for any injury, loss, damage, or any other claims caused by or resulting from any inaccuracy in or incompleteness of the document.

# 1. INTRODUCTION

## PURPOSE

StayLive adopts the Safety Manual – Electricity Industry (SM–EI) rules as its essential safety requirements for the control of hazards.

The Assurance process supports the Work Control Procedures.

This document defines the procedures for requesting, sending and receiving Assurances.

## OVERALL PHILOSOPHY

Achieving safe work practices on our worksites is conditional upon three key elements:

1. Personnel shall fully understand their individual roles and responsibilities and also an understanding of the roles and responsibilities of others.
2. Effective planning will drive efficient and safe work execution.
3. Clear, concise, and effective communication between all parties is essential to ensure the correct application of these work control procedures and the safe completion of site activities.

## SCOPE AND APPLICATION

These Work Control processes are mandatory on generating plant and facilities.

These Work Control processes take precedence wherever there is an optional requirement or ambiguity with the SM–EI rules and procedures.

In this document, the following terms apply:

- “shall” indicates a requirement (mandatory),
- “should” indicates a recommendation,
- “may” indicates a permission,
- “can” indicates a capability.

## STANDARD OPERATING PROCEDURES

If the implementation of these procedures results in sub-optimal or impractical outcomes, then Standard Operating Procedures (SOP) may be developed which provide an equivalent or greater standard of control of the work environment.

## THE ASSURANCE

The Assurance is an administrative system between different asset owners used to confirm the agreed and defined state, of equipment not under the control of the Issuer, necessary for access or test permits.

## ASSURANCE PRINCIPLES

The Assurance process shall be used where a permit requires safety measures that are not under the operational control of the permit issuer.

The Assurance relies on safety measures applied by third parties which does not always allow the receiver to physically check safety measure application. Diligence in the process is critical to achieve optimal safety.

Because it is so critical to safety, the term Assurance in the context of the Work Control Procedures is limited to use within the Assurance process only.

## 2. PRIMARY ROLES AND RESPONSIBILITIES

### PRIMARY ROLES

Primary roles for the Assurance are:

- Requester
- Sender
- Receiver

### RESPONSIBILITIES

It is the responsibility of each person, including persons scoping, scheduling, and implementing work to:

- fully understand their respective role and their associated responsibilities to provide safe access to equipment for the purposes of undertaking work
- be conscious of the hazards associated with, or introduced by, their work and have effective mitigations in place for those hazards
- plan and communicate effectively so that intentions are well understood, and risks can be effectively managed

### COMPETENCY

Each defined role shall only be performed by persons meeting the competency criteria for that role or by persons undergoing training, or competency assessment, or where they are under the direct supervision of a competent person.

The asset owner is responsible for ensuring those carrying out roles in relation to Assurances are competent.

### REQUESTER

It is the responsibility of the requester to ensure:

- They identify where an Assurance is required for safety measures controlled by a third party
- They liaise with any third party ensuring the Assurance requirements are agreed
- That a written request in an approved format is sent to the third party

### SENDER

It is the responsibility of the Sender to ensure:

- Confirmation with the requestor that the request can be completed
- Safety measures are applied to meet the required equipment status in the Assurance request
- The Assurance form is compiled and sent to the receiver
- The safety measures remain in place until the Assurance has been returned and cancelled

### RECEIVER

It is the responsibility of the Receiver to ensure:

- The Assurance statement meets the equipment status specified on the Assurance request
- the Assurance document is kept secure

### ISSUER

Issuers responsibilities are as prescribed in the StayLive WCP documents for Permits, Operating Orders and Isolation Instructions.

- Controls the Assurance as an issuer applied safety measure (IASM)

## The Assurance Process



## PLANNING FOR AN ASSURANCE

Once parties confirm there is a need for an Assurance, respective parties agree on timing and coordination of activities including but not limited to:

- Contact details
- Timing
- Outage coordination with third parties
- All parties may exchange draft documentation, including Operating Orders ahead of time to ensure correct sequencing of operating actions
- Management of operational control

### Requesting an Assurance:

When a permit requires safety measures applied to equipment controlled by a third party, an Assurance request is required.

Once the third party has been correctly identified confirm the following:

- Date & time required
- Duration
- Equipment to be covered under Assurance
- Required equipment status
- Senders contact details
- Receivers contact details
- Operational control transfer requirements
- Methods of communication

Once confirmed the Assurance request is compiled and forwarded to the third party.

Ensure the third party acknowledges receipt of this request.

### Receiving an Assurance request:

On receipt of the request, confirm with the requestor the Assurance requirements can be met, or agree any changes via a new Assurance request.

## SENDING AN ASSURANCE

Assurance safety measures are applied using the operating order/isolation instruction process.

### Compiling the Assurance

The sender shall ensure the Assurance is compiled in full, ready for sending.

- The Assurance safety statement clearly identifies the equipment and its status
- The safety measures section identifies all safety measures applied to achieve the equipment status
- The Assurance has a unique identifier

The Assurance should be compiled at least 24 hours prior to actioning to allow sufficient time for the planning and coordination of the proposed actions, whenever practicable.

Relevant documentation is to be consulted when compiling the Assurance e.g. Assurance request, operating orders and isolation instructions.

### Sending the Assurance

The following process is common for either hard copy or digital equivalent Assurances.

- Sender to verify safety statement meets the requirements of the Assurance request
- Completes senders' details section of the Assurance form
- Once the Assurance is sent, sender verbally verifies receiver has received the Assurance.
- Record receivers' details and method of communication
- Record the Assurance status in the log
- Ensure appropriate version control is maintained, and the current version is kept secure

## Methods for Sending and Receiving Assurances

### In person

The Sender has two copies of the Assurance and provides one to the Receiver.

Receiver checks the safety statement and verifies safety measures if possible.

The Sender and Receiver complete their respective name, time and date fields on both copies.

## Remotely

When an Assurance cannot be Sent and Received in person, the following methods can be used to ensure relevant and correct information is included, acknowledged, and confirmed. For example;

- The Senders completed copy can be sent to the Receiver remotely. The Receiver would confirm the details with the Sender using real time verbal communication then sign the acceptance section
- If a digital copy cannot be Sent, a real time verbal communication process may be used where blank Assurance forms are populated by the Sender and Receiver.

## RECEIVING AN ASSURANCE

Upon receiving an Assurance, the Receiver shall complete the following:

- Confirm the safety statement meets the requirements of the Assurance request.
- Contact the sender and acknowledge receipt of the Assurance using real time verbal communication
- Complete the receivers' details
- Ensure the receipt of the Assurance is logged
- Secure the Assurance as an IASM, lock in a lockbox
- Reference the Assurance unique number and safety statement on the IASM section of any applicable permits

## RETURNING AN ASSURANCE

Before any Assurance is returned the Receiver shall confirm the following:

- Applicable permit/s are returned and cancelled or, applicable permits are returned for alterations where the Assurance safety measures are no longer required
- Status of equipment and Operating Order sequence allows return of the Assurance

Once the previous steps are complete, the Receiver shall

- Remove the Assurance from the lock box
- Complete the Returned By section of the Assurance
- Return the Assurance to the sender
- Contact the Sender to confirm receipt of the returned Assurance, using real time verbal communication
- Record the Assurance status in the log

## CANCELLING AN ASSURANCE

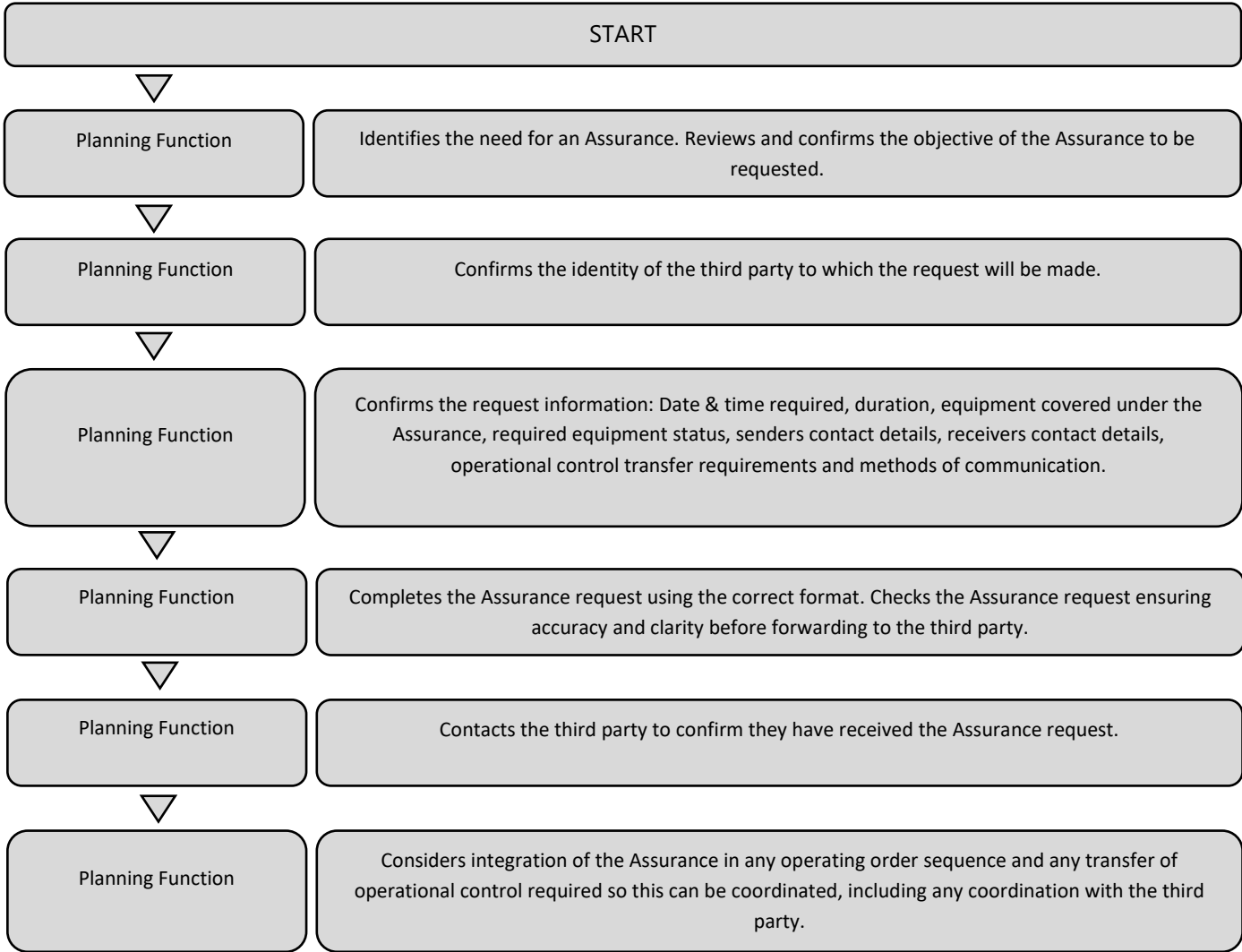
Upon receiving a returned Assurance, the Sender shall complete the following steps:

- Ensure the Returned By section of the Assurance has been completed
- Verbally confirm in real time with the Receiver that the Assurance is no longer required and will be cancelled
- Complete the Cancellation section of the Assurance
- Record the Assurance status in the log

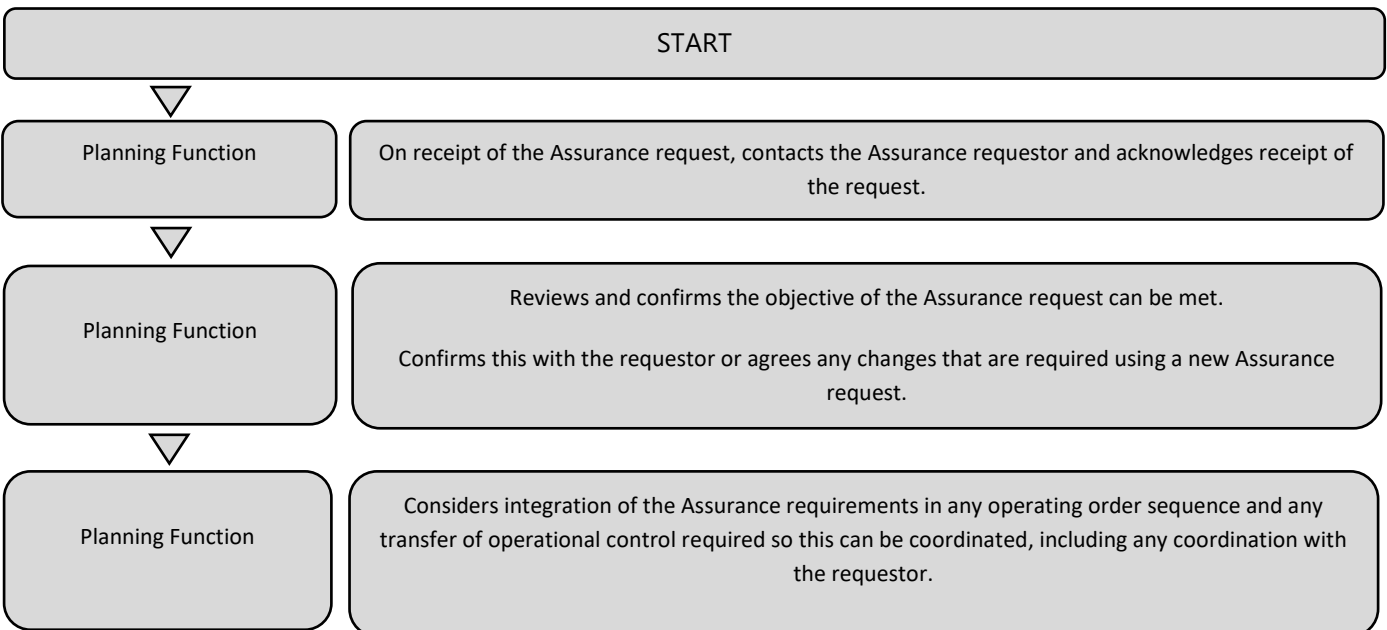


PROCESS FLOW CHARTS

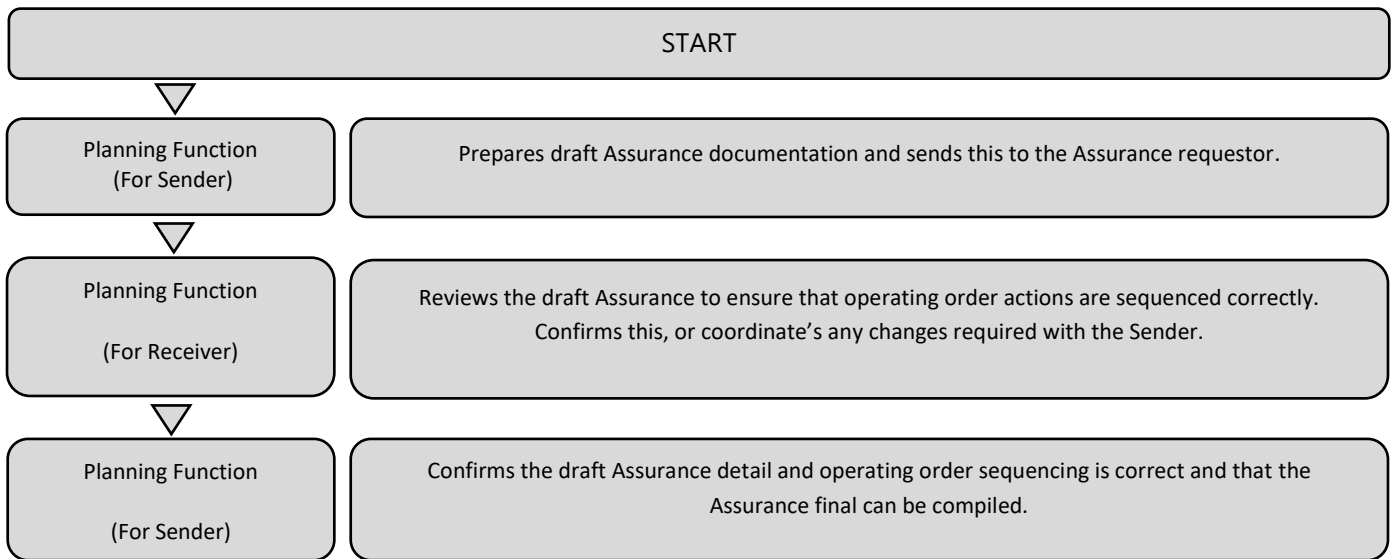
# 1. Completing an Assurance Request



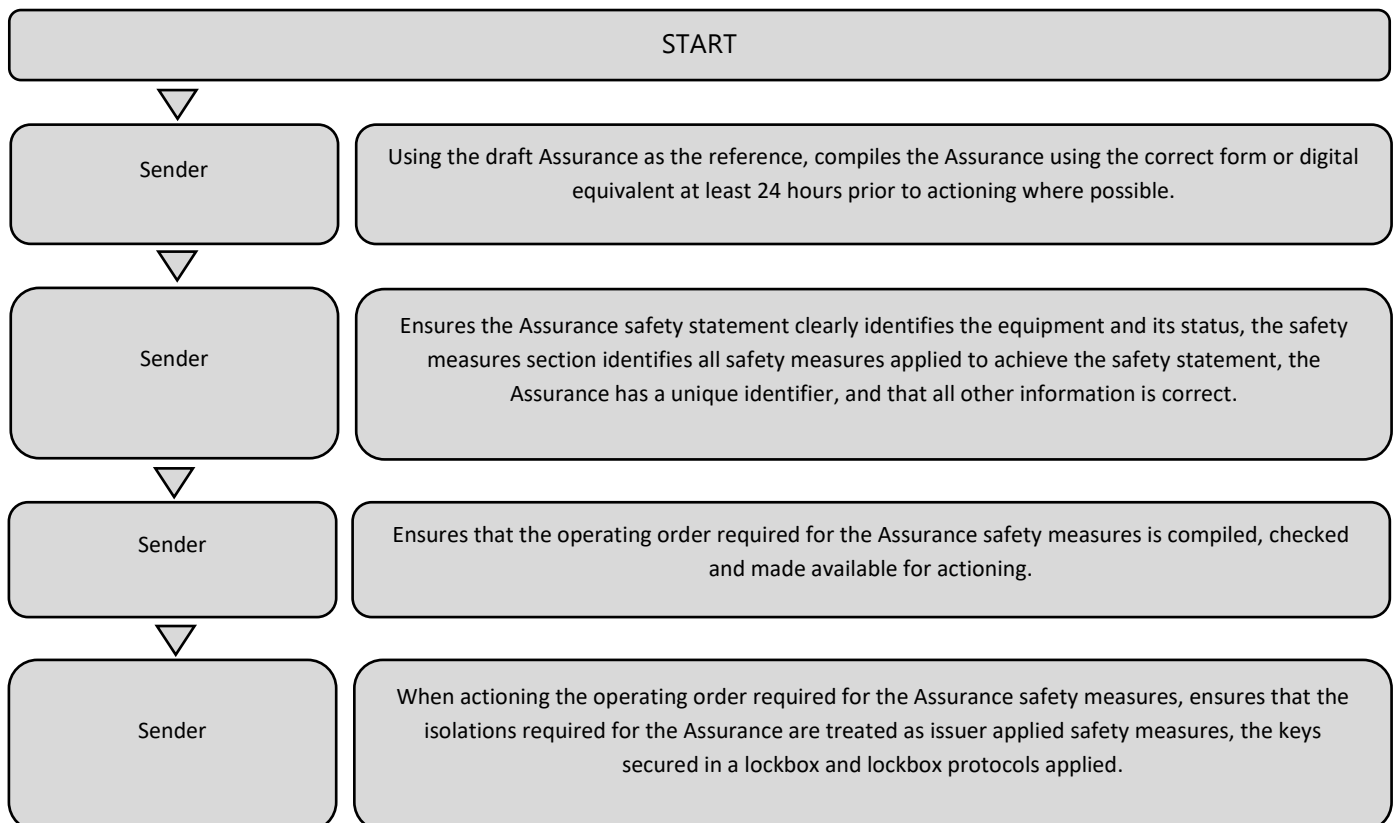
# 2. Responding to an Assurance Request



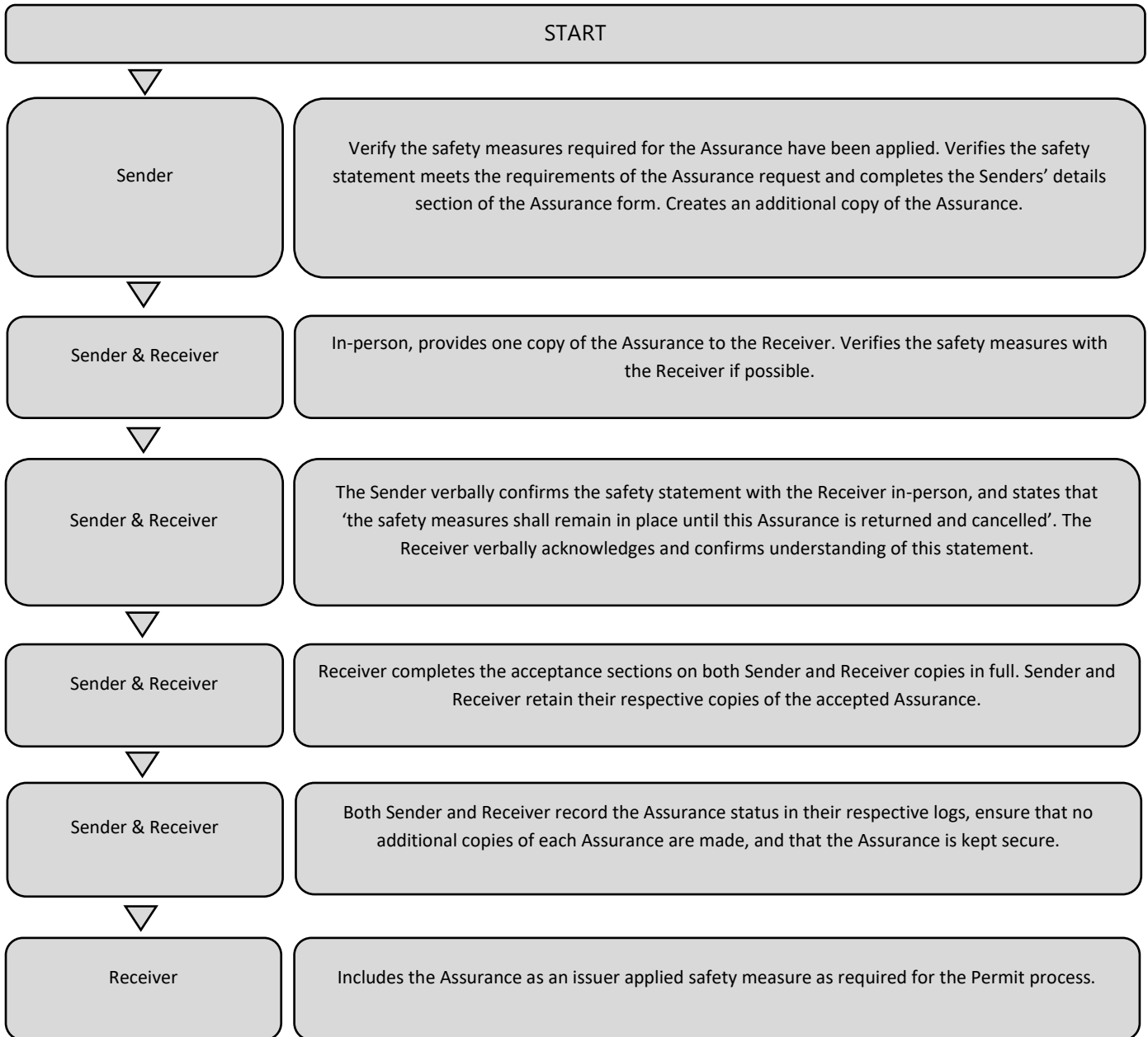
### 3. Coordination of Operating Orders



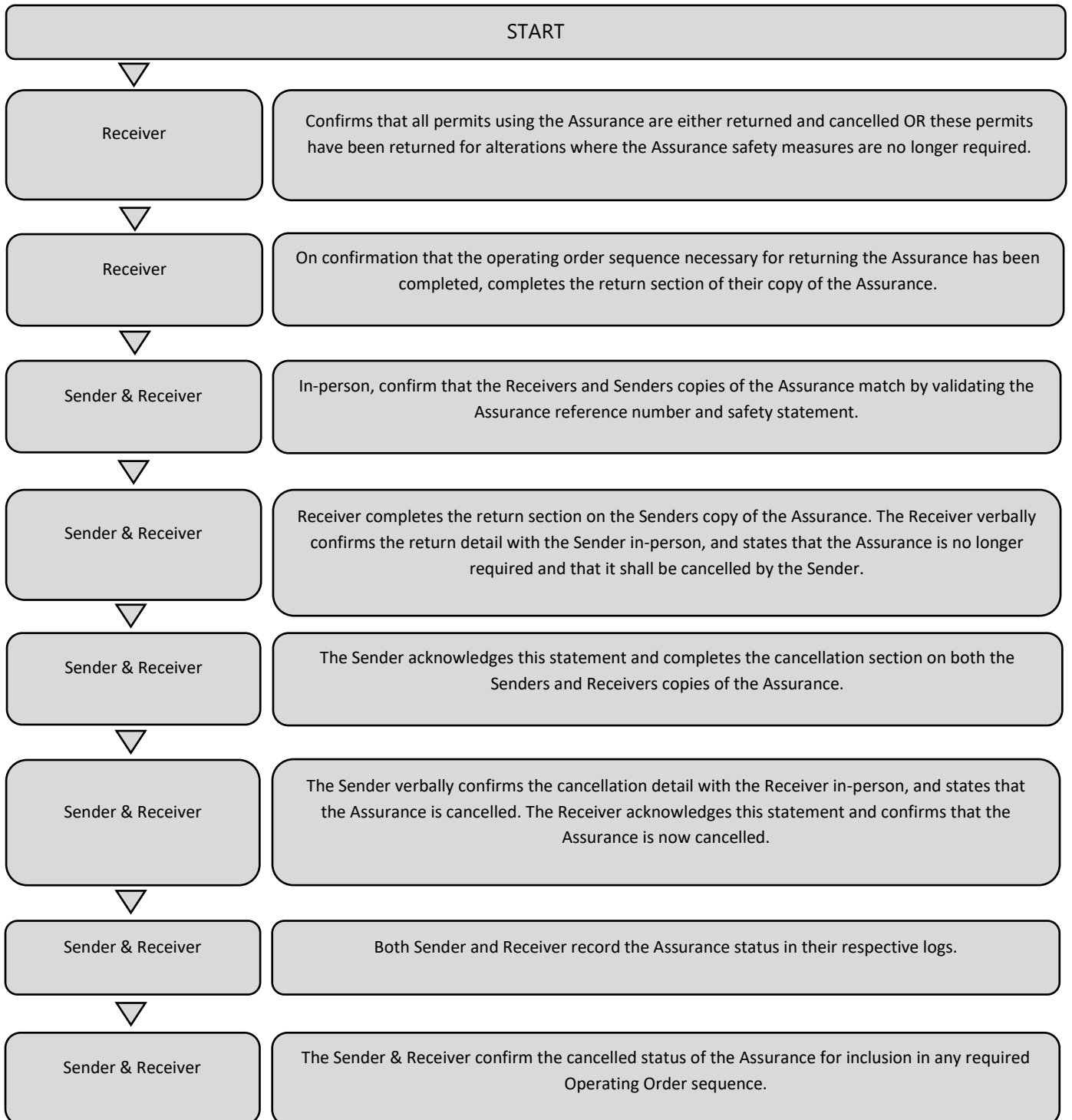
### 4. Compiling an Assurance



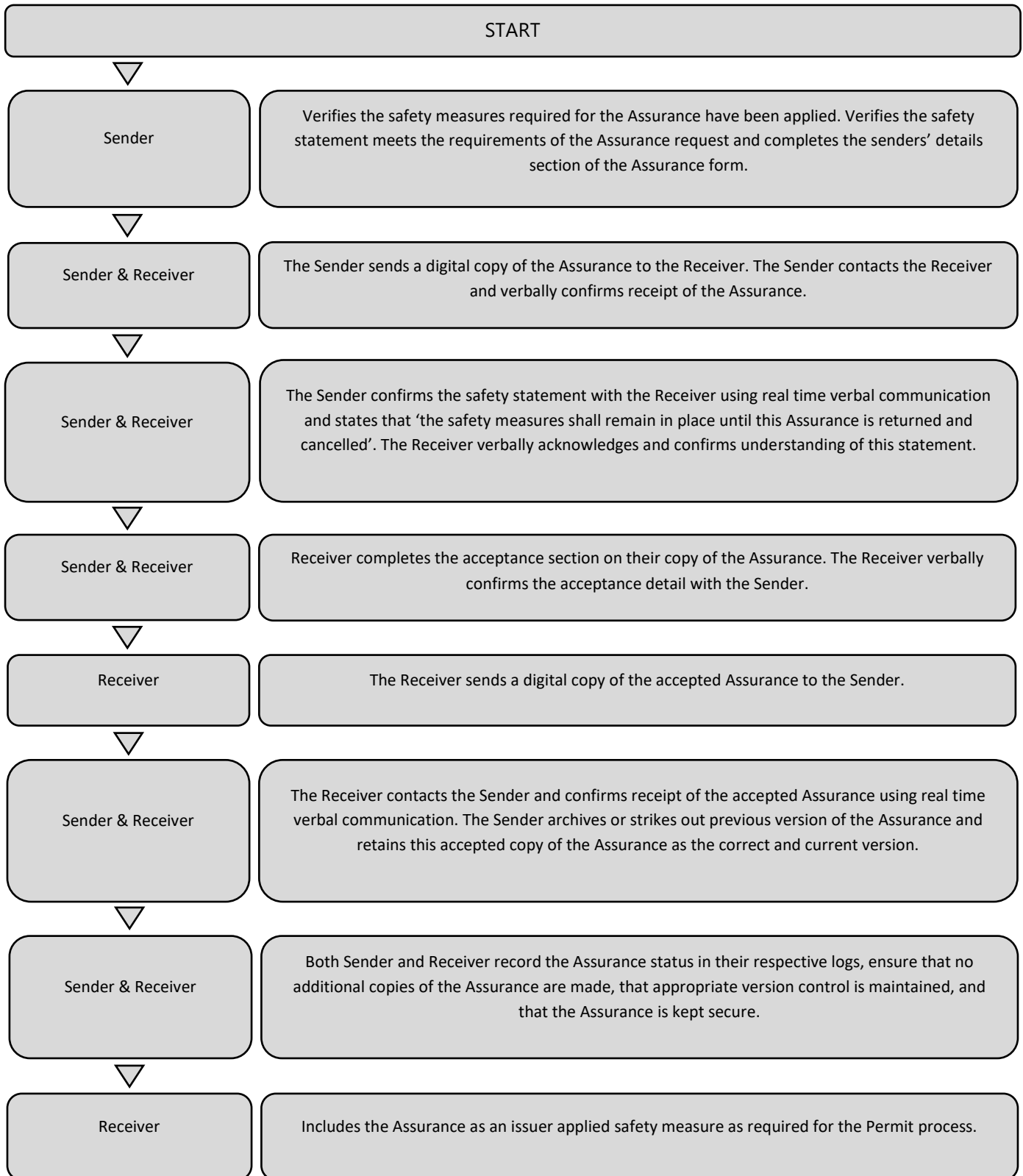
## 5. Sending and Receiving an Assurance in Person



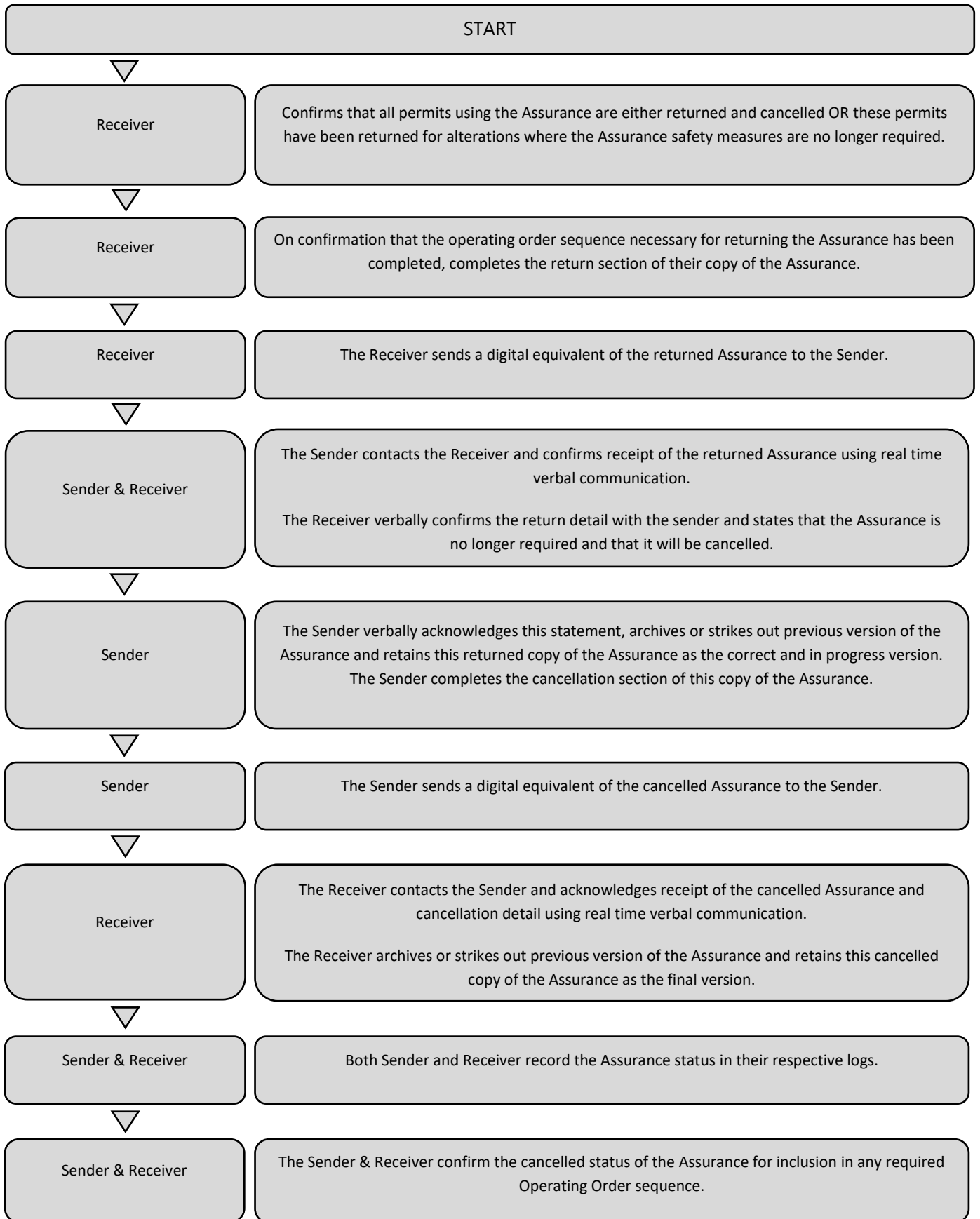
## 6. Returning and Cancelling an Assurance in Person



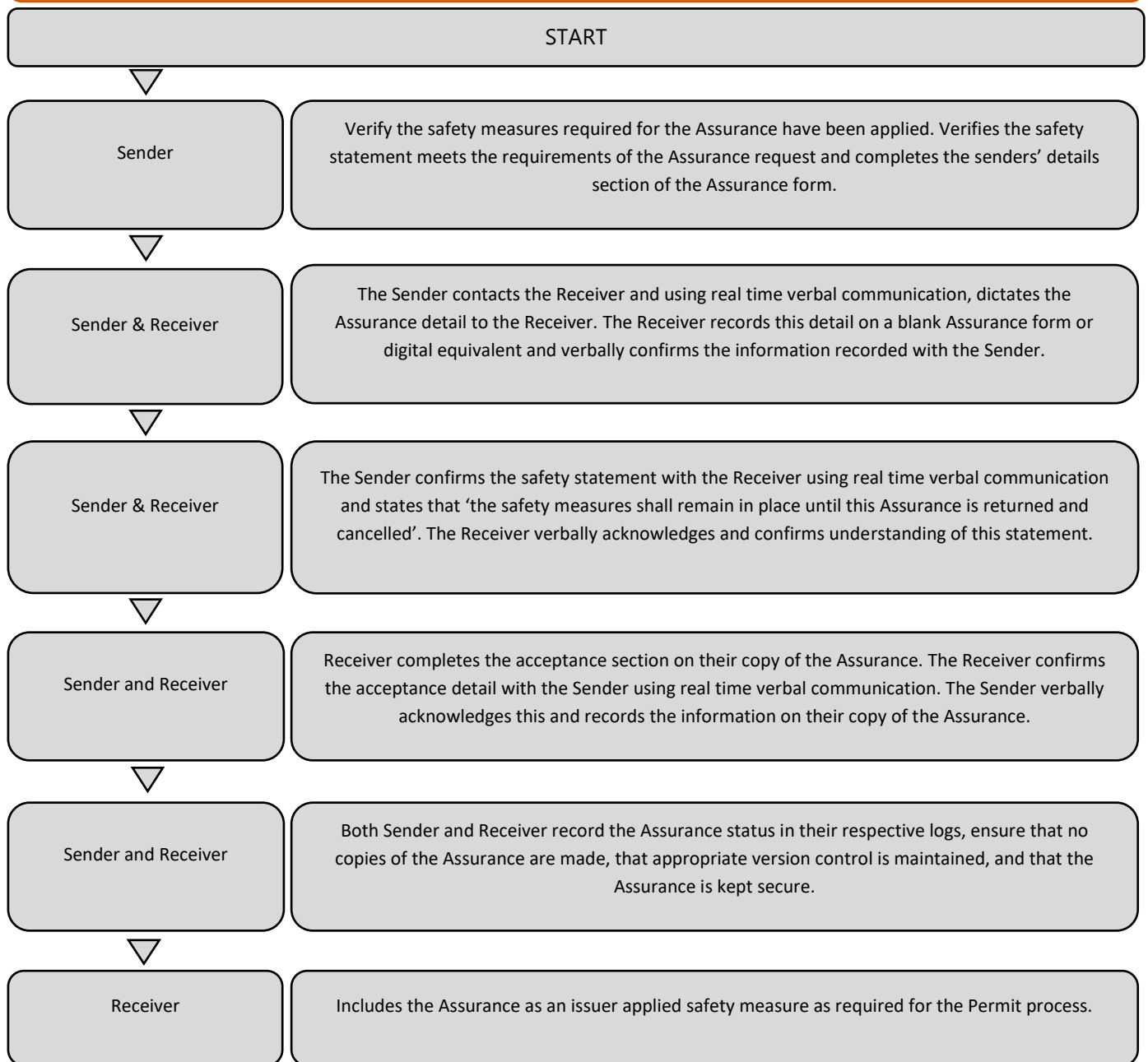
## 7. Sending and Receiving an Assurance Remotely



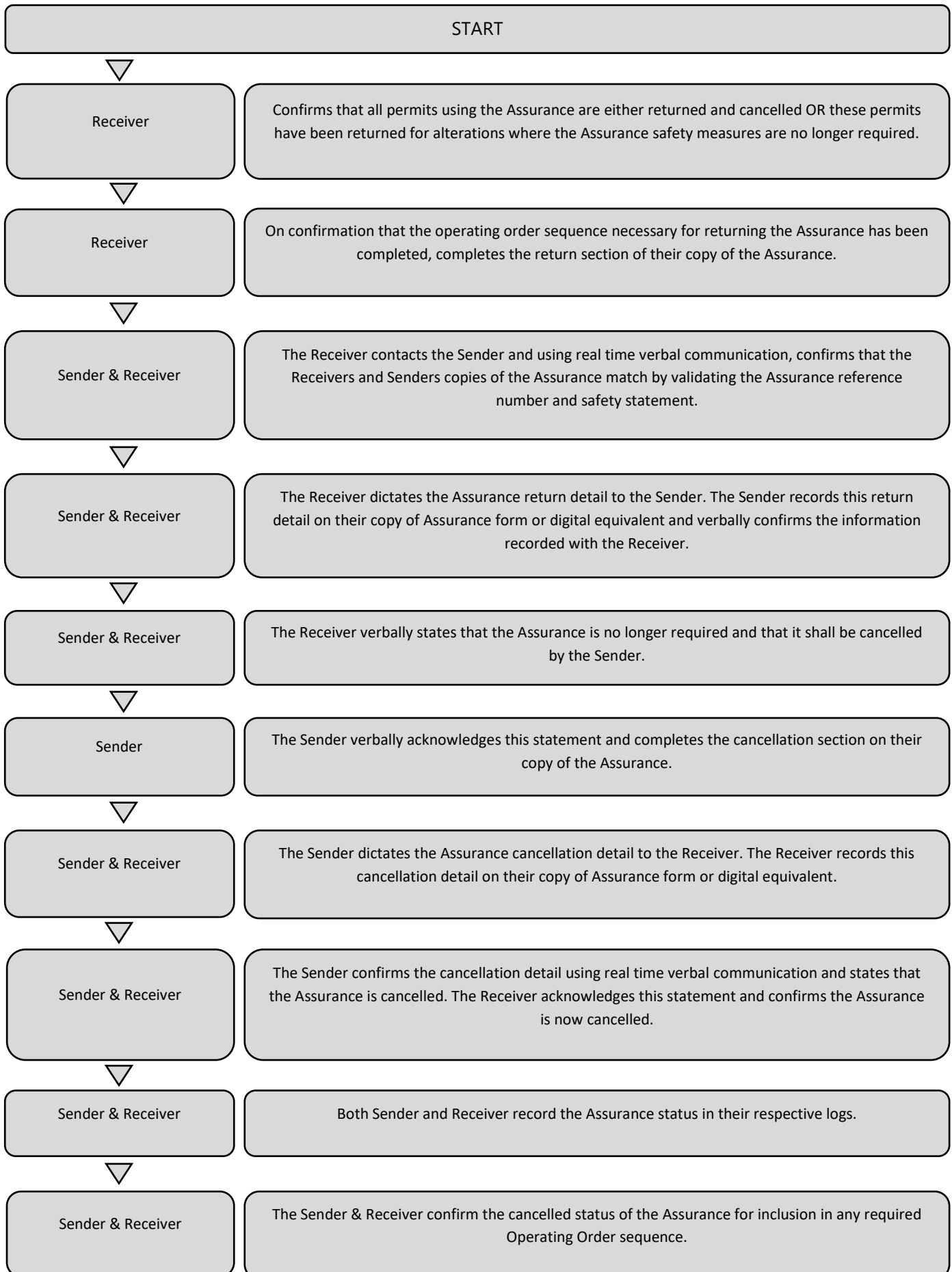
## 8. Returning and Cancelling an Assurance Remotely



## 9. Sending an Assurance Verbally

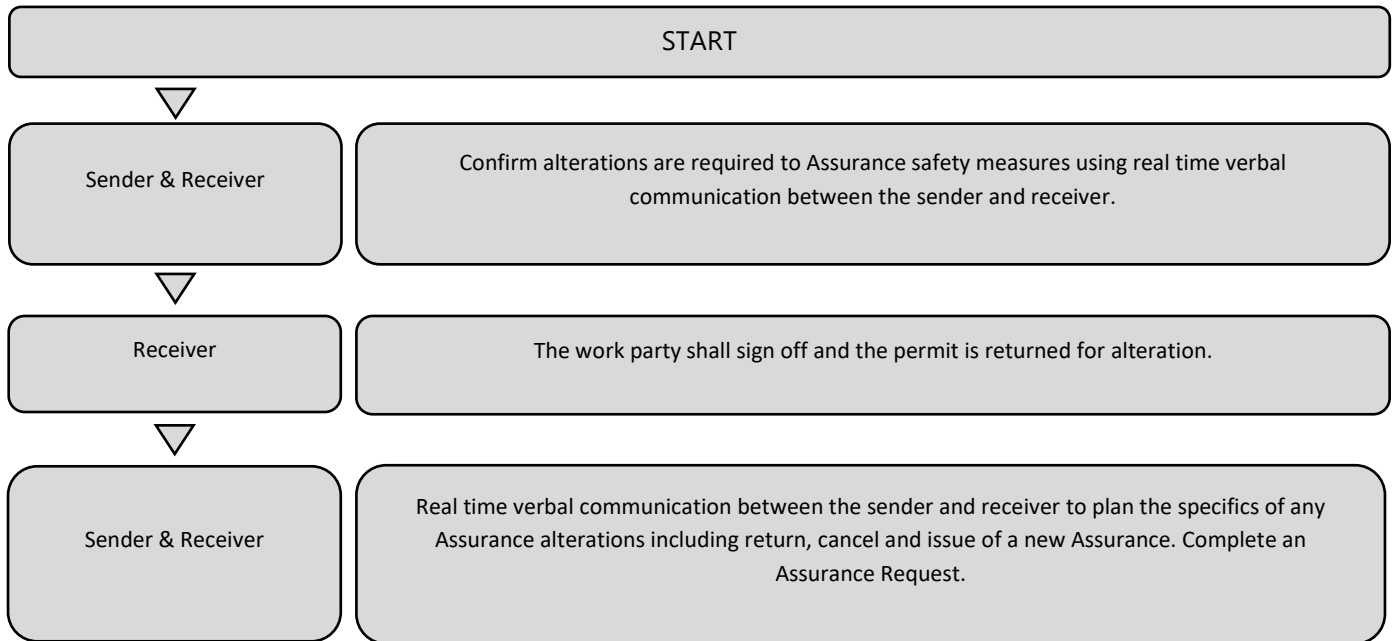


## 10. Returning and Cancelling an Assurance Verbally





## 11. Assurance Safety Measure Alterations



# ASSURANCE FORMS


		<div style="border: 2px solid yellow; padding: 5px; display: inline-block;"> <b>Assurance Request</b> </div>		<table border="1" style="width: 100%;"> <tr> <td style="width: 50%;">Assurance Request No.</td> <td></td> </tr> <tr> <td>Date</td> <td></td> </tr> </table>		Assurance Request No.		Date	
Assurance Request No.									
Date									
<b>Assurance Request</b>									
<b>To</b>		<b>Attention</b>		<b>Phone Number</b>					
	<i>Company Name</i>		<i>Contact Person Name</i>		<i>Phone Number</i>				
<b>From</b>		<b>Contact Person</b>		<b>Phone Number</b>					
	<i>Company Name</i>		<i>Contact Person Name</i>		<i>Phone Number</i>				
<b>Equipment Proposed to be Worked On</b>									
<b>Equipment Description</b>			<b>Requested Assurance Period</b>						
			<b>Start Date /Time</b>	<b>End Date / Time</b>					
<b>Purpose of Work</b>									
<b>Required Equipment Status</b>									
<b>Operational Control</b>									
<b>Transfer of Operational Control Required (circle)</b>		<b>Yes / No</b>							
<b>Operational Control Status Detail</b>									
<b>Comments</b>									
<b>Assurance Request Acceptance: I accept this request for assurance for the planned period.</b>									
<b>Acceptance Name</b>		<b>Acceptance Signature</b>		<b>Date</b>					
					<b>Time</b>				

Figure 1: Example of Assurance Request



# Assurance

<b>Assurance Number</b>	
<b>Lockout Box</b>	

SAFETY STATEMENT						
<b>I</b>	<i>Senders Name</i>	<b>of</b>	<i>Company Name</i>	<b>send this ASSURANCE to</b>	<i>Receiver Name</i>	<b>of</b>
						<i>Company Name</i>
<b>that the</b>						
<i>Equipment Description</i>						
<b>is in the following state</b>						
	<i>Isolated, Earthed, Disabled, etc.</i>	<b>in the</b>	<i>Company Name</i>	<b>network at</b>	<i>Location</i>	
<b>Signature</b>						
		<b>Date</b>		<b>Time</b>	<b>Hand / Verbal / Digital</b>	
<b>and confirm that the safety measures listed below shall remain in place until this ASSURANCE is returned and cancelled</b>						

SAFETY MEASURES				
Item No	Equipment Code	Isolation Point	Isolation Method	Lock No.

<b>ACCEPTANCE</b> I understand that the the equipment detailed above is in the state described, and that the safety measures listed will remain in place until this Assurance is returned.						
<b>RECEIVERS Details:</b>						
<b>Name</b>		<b>Signature</b>		<b>Date</b>		<b>Time</b>
						<b>Hand / Verbal / Digital</b>

<b>RETURN</b> I now return this ASSURANCE. The safety measures on the on the equipment listed above are no longer required and this Assurance can be cancelled.						
<b>Returned By:</b>						
<b>Name of Receiver</b>		<b>Signature</b>		<b>Date</b>		<b>Time</b>

<b>CANCELLATION</b> This ASSURANCE is now cancelled and the safety measures can be removed.						
<b>Cancelled By:</b>						
<b>Name of Sender</b>		<b>Signature</b>		<b>Date</b>		<b>Time</b>

Figure 2 Example of Assurance

## WCP GLOSSARY

Terms	Definition
<b>Access Permit [AP]</b>	A Works Management System used to present out of service equipment in an agreed and defined state for work, using issuer applied safety measures, where the work does not include the introduction of primary energy sources, test voltages or potentially lethal hazards.
<b>Actioner</b>	The competent person physically carrying out actions defined in the operating order or isolation instruction.
<b>Allocate</b>	To pass from one operating employee to another the instructions for carrying out defined operating actions.
<b>Approved</b>	Having an asset owner's or employer's endorsement for a specified function or purpose.
<b>Asset Owner [AO]</b>	A participant in the electricity supply industry who owns plant or equipment used for generating or conveying electricity ultimately responsible for safety at site.
<b>Assurance</b>	The Assurance is an administrative system between different asset owners used to confirm the agreed and defined state, of equipment not under the control of the Issuer, necessary for access or test permits.
<b>But Note That:</b>	Field on a permit where the Issuer indicates any remaining hazards.
<b>Checker</b>	The second competent person that verifies the draft operating order or isolation instruction sequence and content achieves the objective.
<b>Competent</b>	Has the necessary ability, knowledge, and skill to carry out work safely and to the quality and standard required.
<b>Compiler</b>	The competent person developing a draft operating order or isolation instruction.
<b>Conductor</b>	Material used for the conveyance of electricity.
<b>Daily Meetings</b>	A meeting to communicate the key aspects for the intended work.
<b>De-energised</b>	Not connected to or containing a source of energy, e.g., electrical, steam, compressed air, hydraulic.
<b>Departing Recipient</b>	The Recipient of a Permit that is to be transferred to a New Recipient.
<b>Entry Approval Competence</b>	Competence for unsupervised access to a site.
<b>Earthed</b>	Effectively connected to the general mass of earth.
<b>Earthing Device</b>	An approved device to effectively connect equipment to the general mass of earth.
<b>Earth switch</b>	A switch that when closed provides an electrical connection between equipment and the general mass of earth.
<b>Energised</b>	Connected to or containing a source of energy, e.g., electrical, steam, compressed air, hydraulic.
<b>Equipment</b>	Electrical and mechanical apparatus and civil infrastructure, which is typically fixed in location, and used for generation, transmission, or distribution of electricity.
<b>Extra Low Voltage [ELV]</b>	Any voltage normally not exceeding 50 volts AC or 120 volts ripple-free DC.
<b>Gate</b>	Spillway, sluice, headgate, control gate or valves performing the same (or similar) function.
<b>General Work</b>	A Minor Works Management System, applied to manage work that presents no risk to equipment operation, or resource consent compliance.
<b>Generation Controller (Function)</b>	An employee at a Generation Control Centre with Point of Control for plant operation within their area of responsibility.

<b>Hazard</b>	Anything that can cause harm, including a person's behaviour, that has the potential to cause death, injury, or illness to a person.
<b>High Voltage [HV]</b>	Any voltage exceeding 1000 V ac. or 1500 V dc.
<b>In Service</b>	The state of equipment that is not isolated: and is in a state to perform its designated function.
<b>Isolated</b>	Deliberately disconnected from external sources of harm, e.g., energy (electrical or mechanical) or asphyxiating, toxic or flammable gas, and rendered incapable of being reconnected without deliberate action.
<b>Isolation (De-isolation) Instruction</b>	An Isolation (De-isolation) Instruction is a list of non-sequential operating instructions compiled in an approved format required to isolate or de-isolate defined plant or equipment.
<b>Isolation Point</b>	A location designed as a facility to safely disconnect, separate, or provide a barrier between an energy source and intended work area for any work management system.
<b>Issuer</b>	A competent worker that administers WA/AP/TP and Assurance documentation as prescribed within Issuer responsibilities.
<b>Issuer Applied Safety Measures [IASM]</b>	Safety measures under a Work Management System applied by, or on behalf of the issuer for work or testing on equipment presented in a defined state, removed from and unavailable for service.
<b>Hazard ID and Risk Management Process</b>	Summary of work scope, associated hazards and their controls and work party acknowledgement, understanding and compliance with these controls. Includes Job Safety Analysis and Worksite Safety Plans.
<b>Limited Testing</b>	Limited testing is permitted under an AP, but only after a risk assessment has been completed to ensure such testing has insufficient capacity to cause harm.
<b>Live</b>	Connected to a source of electrical supply or subject to hazardous induced or capacitive voltage.
<b>Live Work</b>	Work performed inside the minimum approach distance of equipment that is live.
<b>Lock Box</b>	A lockable facility for securing keys, fuses etc. associated with safety measures controlled under a Works Management System.
<b>Low Voltage [LV]</b>	Any voltage exceeding 50 V ac. or 120 V ripple free dc. but not exceeding 1000 V ac. or 1500 V dc.
<b>Main Boundary Isolation</b>	IASM's on energy sources that form the main perimeter of isolations for a permit. These are of a nature that if altered, would introduce a safety risk to a work party.
<b>Major Isolations</b>	IASM's that isolate a primary or significant energy source or are of a nature that if altered would introduce a safety risk to a work party. Can be a main boundary isolation or within the perimeter.
<b>Minimum Approach Distance [MAD]</b>	The MAD is the minimum safe distance that workers, vehicles, and mobile plant shall be separated from live conductors to prevent the risk of accidental contact and electric shock.
<b>Minor Works Management System [MWMS]</b>	A system used to manage work where an access permit, or test permit is not required, and the supervisor manages the control measures. General work or a work authority is used in this context.
<b>Daily Meeting</b>	Meeting for all work party supervisors to meet with the asset owner to discuss and document the nature and location of each party's work and the hazards that may be created through their work.
<b>New Recipient</b>	A Recipient accepting a Permit via the Recipient transfer process.
<b>Objective</b>	The purpose or outcome required for an operating order or isolation (de-isolation) instruction.
<b>Operating Action</b>	An action that changes the status of equipment. Achieved automatically, manually, remotely, or actioned through an operating order or isolation instruction.

<b>Operational Control</b>	The assigned authority and ability to change the status of equipment.
<b>Operating Order [OO]</b>	A planned sequence of operating actions (or a single action) that has been compiled in an approved format.
<b>Outage</b>	The release of equipment or plant via a formal request and approval process.
<b>Permit Area</b>	The defined work area for an Access Permit or Test Permit.
<b>Permit Competency</b>	An employer recognition of training and experience stating a person is competent to be an AP/TP recipient, issuer, or both.
<b>Planning Function</b>	Roles that support planning and coordination of work.
<b>Plant</b>	Additional to equipment, infrastructure at or associated with a generation facility.
<b>Plant Status Control</b>	Measures required for managing changes to the status of plant rather than personal safety during a Work Control Procedure. Managed under RASM protocols.
<b>Plant Outage Request [POR]</b>	Formal request for an outage on generation equipment.
<b>Point of Control [POC]</b>	The responsibility from which operational control of equipment is held within an organisation.
<b>Portable Earth</b>	An approved portable earthing device for temporarily earthing isolated equipment.
<b>Pre-Work Planning [PWC]</b>	The process of developing a work plan prior to work commencing.
<b>Primary Energy Source</b>	The main source(s) of energy used to energise equipment e.g. live high voltage, high pressure steam, penstock pressure water
<b>Production</b>	Continuity of planned generation.
<b>Receiver</b>	The person receiving an Assurance that safety measures have been applied as requested to assets under the control of the sender.
<b>Recipient</b>	A competent worker that receives and manages work authorities, access, or test permits.
<b>Recipient Applied Safety Measures [RASM]</b>	Safety measures applied by or on behalf of the work site Supervisor for General Work, or Recipient for Work Authorities, Access, and Test Permits.
<b>Recipient Applied Safety Measures Register</b>	Formal record of all recipient-applied measures to ensure safe management of isolation points or plant status.
<b>Remote Access</b>	Access to plant and equipment systems (e.g., control, protection, communication) via a network when physically located elsewhere.
<b>Risk</b>	Potential exposure to situations that may affect people's health and safety, plant and equipment operation or the environment.
<b>Safety Manual - Electricity Industry [SM-EI]</b>	Guidance on safety practices published by the electricity supply industry.
<b>Safety Measures</b>	Actions taken to present equipment in an agreed state.
<b>Safety Measure Competence</b>	Competence to apply safety measures as specified in the applicable WCP.
<b>Sender</b>	The person sending an Assurance that safety measures have been applied as requested to assets under the control of the sender.
<b>Standard Operating Procedures [SOP]</b>	A documented and approved procedure or instructions for an established routine or specific operational activity.
<b>State of Equipment</b>	A description of the current status of the equipment.
<b>Supervisor (Access Permit)</b>	A role performed by the Recipient, or competent person(s) agreed with the Recipient, with specific responsibilities for the access permit process, safety, and integrity.

<b>Supervisor (Test Permit)</b>	A role performed by the Recipient with specific responsibilities for the test permit process, safety, and integrity.
<b>Supervisor (Test Permit Work Position)</b>	An additional role appointed by the Test Permit Recipient with specific responsibilities for work position process, safety, and integrity for every working position that the recipient of a test permit cannot supervise directly.
<b>Supervisor (Work Party)</b>	A role performed by a competent person at the worksite responsible for the safety, quality, and control of the work activity.
<b>Suspension</b>	Status of an AP when it is returned by the Recipient to the Issuer but not reissued or cancelled. A TP shall not be returned for suspension.
<b>Switchyard</b>	A restricted area, enclosed by a security fence or other secure boundary, containing normally energised conductors and equipment.
<b>Tag</b>	A label used to visually identify a safety measure or isolation point.
<b>Test Permit [TP]</b>	A Works Management System used to present equipment in an agreed and defined state for testing, using issuer applied safety measures, where testing includes the introduction of primary energy sources, test voltages or potentially lethal hazards. The process allows for the agreed alteration of IASM's.
<b>The Log</b>	A complete record of all operating actions and events, time stamped as they occur.
<b>Third Party</b>	Term used to describe an entity external to the organisation completing a WCP process. The terms third party, 3rd party or connected party are equivalents used in WCP documents.
<b>Work Authority [WA]</b>	A Minor Works Management System, for work on or near in service or available for service equipment where that work may present a risk to equipment operation or affect resource consent compliance.
<b>Work Authority Competence [WAC]</b>	An employer recognition of training and experience stating a person is competent to be a work authority recipient, issuer, or both.
<b>Work Management System</b>	A documented system to control risks for work on or near equipment which is presented in an agreed and defined state. An access permit, test permit or Assurance is used in this context.
<b>Work Position</b>	The location(s) where work activity is taking place.