

Puhinui Station Interchange

Tenancy Manual



Tenancy Manual - Purpose

This Tenancy Manual describes the requirements that tenant, and its contractors must comply with when designing and constructing the retail fit out for the retail kiosk at Puhinui Station Interchange.

This Tenancy Manual is to be read in conjunction with all other Lease or Licence and Health and Safety documentation.

It is essential that the requirements of these documents are strictly observed. Failure to comply will result in entry to site being denied and may result in extra costs being incurred by the tenant and/or the fit-out contractor and their personnel being banned from the site.

At all times during the completion of the fit out works the tenant and their fit-out contractor must observe the instructions and directions of AT representatives.

The purpose of this manual is to ensure that the tenant, its designers and contractors complete fit out works to a high standard with due consideration to AT Health & Safety requirements.

Design Process Review

The tenant's nominated fit out designer is to be approved by AT prior to commencing designs. Once approved the designer is to familiarise themselves and comply with all directions and conditions in this Tenancy Manual.

The tenant designer should oversee the entire fit out process, including construction monitoring and gaining final certification and compliance. Upon completion of fit out works and successfully gaining all relevant compliance certification, the designer is to submit final 'as-built' plans to AT.

The tenant will ensure a sufficiently experienced and qualified Project Manager leads the fit out works programme as approved by AT.

AT may, at its discretion, ask to review the nominated designer's portfolio and experience prior to granting approval.

Retail Designer requirements:

- Professional qualifications in Architecture or Interior Design, or other relevant qualifications.
- Recent relevant experience in designing and fitting out retail premises.
- Sufficient knowledge of the New Zealand Building Code and the ability to make submissions to relevant local

authorities for all approvals and permits.

- Sufficient knowledge and experience to ensure quality assurance and compliance with the approved fit out design documentation and all Local Authority requirements.
- The ability to project manage the fit-out process if necessary, including monitoring progress, reporting to AT on the fit out works and providing final works certification and evidence of compliance.

Design Approval Submissions:

- Submissions are typically submitted electronically in PDF format (A3 format to scale).
- The approved designer is to undertake a site measure to verify dimensions and services/utility connection locations and specification to align with fit out proposal.
- All drawings are to be submitted on the designer's title block. No drawings are to be submitted with the base build architect's title block or include the Auckland Transport logo.

Design Process Review

AT Design Approval Process

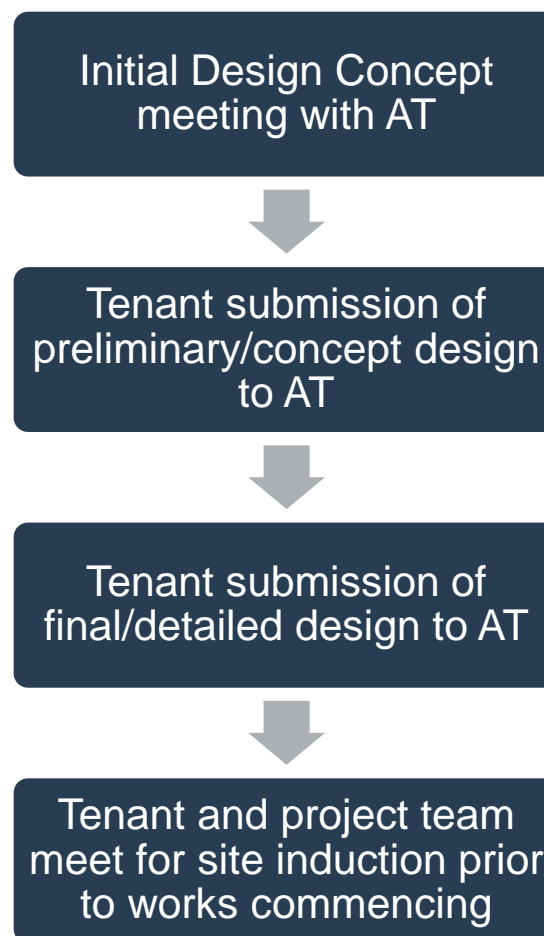
AT's Design Approval Process is as follows:

- a) Initial meeting with AT, the tenant and their retail designer;
- b) Tenant submission of preliminary/concept design for AT review and approval;
- c) Tenant submission of final/detailed design for review and approval;
- d) Tenant and Project team (including designer and fit out contractor) to meet with AT for site induction prior to commencing fit out works.

Preliminary/Concept Design Documentation Requirements

Submission of Preliminary/Concept Designs to include the following documents:

- Colour perspective sketch of the retail elevations.
- Floor plans, outlining main layout, flooring, ceiling (if applicable) and elevations
- Materials and finishes image board
- Fixtures, fittings and furniture overview.
- Signage proposal



Health and Safety Requirements

Landord Works

By commencing construction of any part of the fit out works the tenant accepts that prior work carried out by the Landlord is suitable for the execution of the tenant fit out works.

Fit out contractor approval – AT Authorisation to Work Permit

In accordance with the health and safety requirements of AT (**Attachment 1**), the tenant's nominated fit out contractor must be approved by AT prior to works commencing onsite. The tenant's nominated fit out contractor must submit an AT Authorisation to Work Permit (ATW) and all required documentation requested in the ATW under **Attachment 2**.

The ATW must be submitted in complete form to AT. **The Tenant and its contractor must allow at least 10 days for AT to process the ATW.** If the ATW is submitted incomplete, AT will request the required information. This will delay the approval process. Once all ATW documentation is in order, AT will issue an approved ATW Permit to the tenant's nominated fit out contractor. **Fit out contractors must be in receipt of an approved ATW permit before any works can start.** Fit out contractors must keep their authorised ATW permit on site at all times during the fit out works period.

Fit out contractor approval – Key Personnel

The tenant and fit out contractor shall jointly complete the 'Tenant/Fit out Contractor Contact Details' form included under **Attachment 3**. The completion of this form and the provision of all details is a pre-requisite to fit out works commencing on site.

The tenant and fit out contractor must confirm details of:

- The nominated on-site representative who is in control of the site, and
- The nominated Safety Warden for the works (NB: this may be the same person)

All contractors are to be certified in their field. No contractor is to undertake certified work or operate specialised plant and equipment unless they hold the appropriate valid certification or licence to do so.

Tenants shall maintain their own quality assurance programme throughout the tenancy fit out process.

Health and Safety Requirements

Insurances

No fit-out works may commence on site until the following insurance policies are in place and a copy of the relevant insurance certificate/written confirmation from the insurance companies has been received by AT.

Contractor Professional Indemnity Insurance:

- The limit of indemnity shall not be less than: \$2 Million Dollars.

Public Liability Insurance:

- The limit of indemnity shall be not less than: \$2 Million Dollars.

The policies shall remain in place from the handover date until the completion of the fit out including any maintenance defects liability period.

The tenant will be liable for any insurance deductible/excess that may become payable.

In the event of a claim the insurances arranged by the tenant and/the tenant's fit out contractor shall be primary and shall take priority to any insurances that are arranged by Auckland Transport.

Interior Base Build Inclusions

The Retail Kiosk is 18.7 sqm in area. The Kiosk Base build inclusions are as follows:

Item	Specification
Walls, Ceiling	Retail unit to be delivered with exposed timber framing ready for tenant lining/fitout (internal walls and ceiling).
Floor	Concrete floor finish.
Shopfront, Counter	Counter/bench is not included, tenant to install as part of internal fitout.
Electrical, Data	63A, 3 phase supply fed from the main switchboard to a dedicated distribution board (RU1) within the retail unit. Electrical outlets to be confirmed with tenant; to be run from distribution board (RU1) according to requirements of tenant. Dual data outlets are provided to the retail kiosk. 3x Thorn Lighting Luna (C1) fittings provided.
Water and Drainage	1x mains capped potable cold water connection and 1x sewer connection is provided to the retail kiosk.
Ventilation	1x outside air duct is via an in-ceiling fan drawing air in from an intake louvre located on the south façade of the retail unit. Mechanical exhaust is not provided to the retail unit; there is no allowance for food & beverage outlets requiring kitchen exhaust systems. There is no allowance for air conditioning of the retail unit.

Attachment 1 – AT Health and Safety Management Policy Statement

Health and Safety Management Policy Statement

(POL-HS01-STA) Uncontrolled when printed

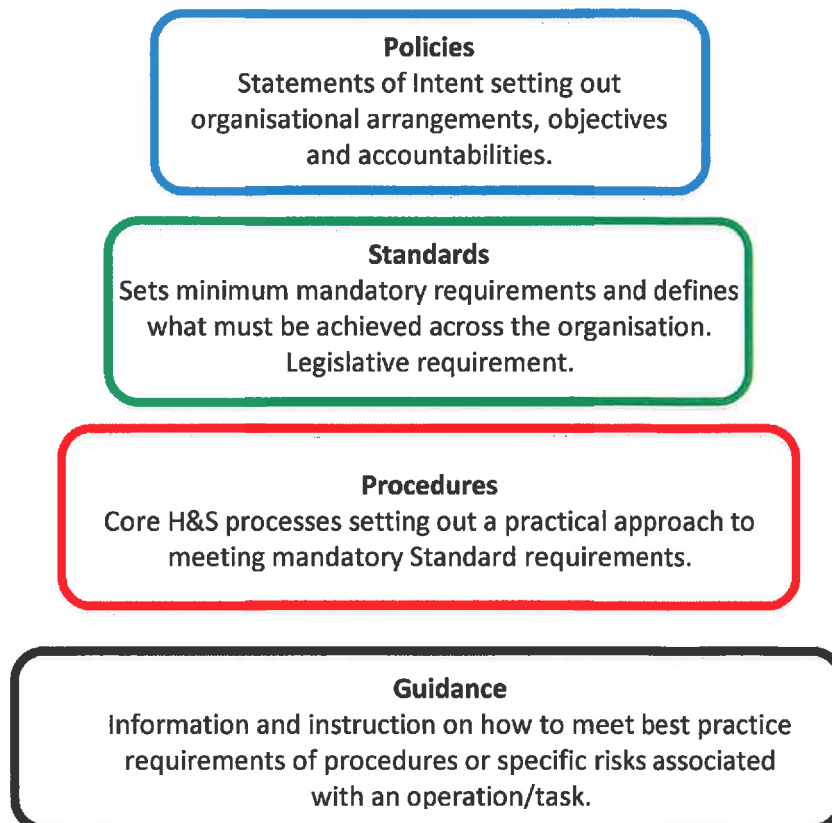
Purpose

To describe Auckland Transport's policy for managing health and safety associated with all its activities.

Scope

All workers, suppliers, and volunteers working for or on behalf of Auckland Transport, and all others present in Auckland Transport places of work.

It has been completed to align with Auckland Transport's Health and Safety framework (structure outlined below).



Policy Statement

To fulfil its duty of care, Auckland Transport is committed to providing a healthy and safe working environment for all those involved with its activities including workers, suppliers, volunteers and all others working in or visiting our places of work.

We will engage in effective co-ordination, cooperation and consultation, with all those working for us.

We will:

- Comply with relevant legislation, regulations, codes of practice, and industry standards;
- Commit our people, at all levels, to be responsible and accountable for the health, wellbeing, and safety of themselves and others;
- Establish, encourage, and support consultation and participation between managers and workers and their representatives in all matters relating to health and safety;
- Ensure that appropriate resources and processes are in place to effectively identify, manage and monitor health and safety risks including the effective communication of risk treatments.
- Design, construct, maintain, and operate our plant and assets to ensure a safe and healthy working environment and any consequential risks identified and managed;
- Establish, review, and continuously improve the Health and Safety Framework and its systems to manage health and safety in the workplace – including adopting applicable good practice standards and setting and measuring targets;
- Report, record, and investigate all incidents including: work-related ill health, injury, or discomfort, property damage, unsafe behaviours or conditions, and implement corrective actions;
- Ensure our suppliers and their workers have the capability and are competent or are supervised by a competent person and provide appropriate and timely training to ensure on going competence;
- Ensure workers are trained and equipped to deal safely with situations that may arise out of the work they are doing, or while they are at work;
- Promote and actively lead wellbeing initiatives at AT to ensure a healthy and safe workplace and to encourage balanced lifestyle choices; and
- Ensure effective treatment and rehabilitation of any injured employee to ensure an early and lasting return to work;

Through the above we will achieve a culture of zero harm and continue to build and foster a positive culture of excellence in health and safety.

Definitions

See H&S Definitions (STA-HS06-DEF) for full definitions.

Managers: Chief Executive, Divisional Manager; Group Managers, General Managers, and Department Managers at Auckland Transport.

Supplier: A universal term covering supplier / contractor / sub-contractor / operator to AT.

Workplace: A reference to a workplace includes all premises (whether owned, leased, or controlled by or on behalf of Auckland Transport), including offices, operational sites, and company vehicles.

Roles and Responsibilities

All Employees, Suppliers, and Consultants	<ul style="list-style-type: none"> ▪ All employees, contractors, and consultants are to be familiar with and give effect to this policy.
CE, Divisional, General, Group or Department Manager	<ul style="list-style-type: none"> ▪ Ensure that they and all staff understand and give effect to this Policy and any associated procedures.
Policy Owner/s Health and Safety Manager	<ul style="list-style-type: none"> ▪ Monitoring and updating of this policy and procedure. The Policy will be reviewed every two years.

Employees should make themselves familiar with Auckland Transport policies, standards, procedures, guidelines and business rules, particularly those which govern and guide processes and functions in relation to their specific role. Ignorance of any Auckland Transport policy or process is not an acceptable excuse if a breach occurs.


Breach of an Auckland Transport policy may result in disciplinary action being taken against employees, up to and including dismissal and the termination of a representative's agreement/arrangement with Auckland Transport.

Auckland Transport reserves the right to review, amend or add to this policy at any time upon reasonable notice to employees and representatives.

Related Legislation

Health and Safety at Work Act 2015 and associated Regulations

Authority and Classification

Owner (contact for updates, clarity etc.)	Group Manager Health and Safety	Ext:
Stakeholders for consultation		
Authorised by:	Chief Executive	
Name	David Warburton	Signature 
Version no:	1.01	
Issue date:	1/01/2017	
Review date:	1/01/2019	

Attachment 2 – AT Authorisation to Work Permit



Authorisation to work

Application form

This Authorisation to Work (ATW) form must be used for any work, activity or event that is planned by Auckland Transport (AT) or being undertaken on AT owned, leased or controlled sites. This ATW allows AT to meet its legal obligations as a PCBU under the Health & Safety at Work Act 2015 and amendments.

Note: Please allow up to **10 working days** between submitting the application to AT and approval being given. Failure to provide required or expected information may delay approval process. No work, activity or event may commence until this ATW is approved by AT. Please also refer to any Contract terms that may be in place for the work, activity or event being undertaken.

PART A

To be completed by the Contractor (person doing the activity) or the AT contact person who is filling out on behalf of.

Type of authorisation	
Event	Other:
Planned works	
Project	
Timing/activity includes	
Information can be found in Appendix: 1/D:1	
Peak	Work start date & time:
Off-peak	
Night (after last service)	Work finish date & time:
Block of Line	
Facility Type	General working requirements
Rail	A, B, C, D
Bus	A, D, E, F, G
Ferry	A, D, G
Infrastructure of line	A, D, E, F, G
Other	All as relevant
Location/facility where work/activity will take place:	
Number of people doing work/activity:	

AT responsible department / AT Contract name:

AT contact person: (T4/T5 manager or AT Project Manager)

AT contact number:

Contractor name / Reference number:

Key contact name / Contractor's Representative:

Key contact / Contractor's Representative's contact phone number:

Scope of work/activity:

Other relevant information to support the approval process?

Contractor/Supplier representative name:

Date completed:

Contractor authorisation: We agree to work/operate in compliance with the Authorisation to Work - general working requirements detailed in Appendix 1:

Signature

Authorisation to work application form



PART B

To be completed by AT person responsible for work/activity.

		Y	N	N/A
1	Does the work activity trigger Hazardous Works as indicated by WorkSafe? (attach copy of evidence to this authorisation form)			
2	Does this work require a KiwiRail Permit to Enter			
3	Does the Contractor/Supplier meet Auckland Transport's Pre-Qualification requirements?			
4	Has a signed copy of the Site Specific Health & Safety Management Plan (SSHSMP) been included? This must include the Scope of Work & Risk Assessment.			
5	Does the work, activity or event require a Traffic Management Plan (TMP)?			
6	Has a copy of the current Insurance Certificates been provided?			
7	Are any work permits required in order to complete this work safely? (Hot Works, Confined Space, Isolation, Working at heights, etc.)			
8	Are any other relevant permissions required? (Auckland Council, AT Harbourmaster, Ports of Auckland, Utilities (gas, power, water, telecoms), NZTA etc.)			
9	Have relevant training records been provided?			
10	Has the AT Contractor induction process been followed? See Working Safer Guidelines			
11	Will the work, activity or event have an Environmental impact as detailed in the Working Requirements (Appx. 1 C)?			

If you have marked YES to any of the above, **all supporting documentation must be provided** prior to approval of this ATW Application. (TMP's are not required for ATW approval as TMP's are approved by CAR Team)

Failure to provide the required documentation will delay the application

PART C ADDITIONAL CONDITIONS IMPOSED

Please forward a copy of the Approved TMP (when received/if applicable) to HealthSafetyATW@at.govt.nz using the Authorisation # in all correspondence. This will be kept on file for auditing & monitoring purposes.

PART D AT AUTHORISATION

To be completed by AT.

	Date	Name	Signed
AT manager responsible for the work/activity/event: (Approved By)			
Station/Facility operations manager* (Acknowledged by)			
Auckland Transport Health & Safety (Reviewed by)			
Train services notified*			
Bus services notified*			
Ferry services notified*			
Other stakeholder notified*			
Other stakeholder notified*			
Authorisation #			

* If applicable

A GENERAL

1. The Contractor must inform the Auckland Transport Operations Centre (ATOC) upon arrival and departure – this can be done via telephone (09 336 8194 / 09 448 7159 / 09 448 7160) or by the Emergency Help Points.
 2. Copies of any permits are to be provided with the AT Authorisation to Work application. A legible copy of any permit along with a copy of the approved AT Authorisation to Work and relevant documentation must be kept on-site and made available (if required) throughout the duration of the works.
 3. All requirements under the Authorisation To Work must be satisfied before entering the site to undertake any works, including use of appropriate Personal Protective Equipment (PPE) by workers (such as hardhat, safety glasses, safety boots (steel-capped, laced), work gloves, life jackets (as applicable) and orange hi-vis. AT PPE Guidelines apply.
 4. Any health and safety incidents must be reported to AT as soon as possible in line with the AT Health & Safety Incident Reporting Framework. All serious or potentially serious incidents must be reported to AT immediately by phone or text message.
 5. The work location must be kept in a tidy state free of any trip hazards, unattended tools, etc. at all times.
 6. All Contractor Contractual obligations must be maintained at all times.
 7. Any works that could generate sparks, heat or naked flames are to have a Hot Works Permit in place with the relevant controls including monitoring.
 8. Any intrusive (excavation, drilling, breaking out, etc.) works require a Permit to Dig/excavate/break ground/etc. to be in place and include relevant drawings, scanning & potholing as necessary in order to locate services prior to works starting.
 9. Any building constructed pre-2000 has the potential to contain Asbestos and/or ACM (Asbestos Containing Material) and is subject to the Health & Safety at Work (Asbestos) Regulations 2016. Ask the AT Contact Person for a copy of the Asbestos Register (if available). Should any material be suspected of being Asbestos/ACM, works are to IMMEDIATELY STOP and the details reported to the AT Contact Person. Under no circumstances is work to go ahead until a full assessment of the area has been conducted, the materials tested and if found to contain Asbestos, removed. Any work that involves Asbestos or ACM will only be undertaken by a trained, competent and licenced operator.
2. In addition to KiwiRail's PPE requirements, all members of the work crew must wear appropriate additional Task Specific PPE for the work being carried out (e.g. safety harness, life vests) and wear long sleeved top and long trousers.
 3. The Contractor must satisfy all requirements of the Health & Safety at Work Act 2015 and the Railways Act 2005.
 4. A need for at the least a basic risk assessment (in terms of the work) and for those risks that are more likely, have a contingency plan developed.
 5. Network Control to be included as an emergency contact as part of the emergency Response Plan – 0800 808 400
 6. Station CCTV coverage needs to remain unimpeded during works. If works block CCTV visibility, temporary CCTV relocations or presence of an AT-nominated security provider may be required at the permit holder's cost – in all cases seek AT advice before proceeding.
 7. No dangerous goods are to be stored on or near railway platforms
 8. Movement of any plant and/or equipment should only take place when access has been granted and it is safe to do so – all plant movements must be done by a trained and competent operator with a machine controller / dogman / spotter in place at all times.
 9. Long conductive materials (e.g. ladders, survey staffs, scaffold materials) must be carried horizontally at all times while working within the rail corridor or underneath OHLE – unless an isolation is in place.
 10. No high pressure water jetting will take place on a station platform – unless an isolation is in place.
 11. A Rail Protection Officer (RPO) may be required for any works within the Minimum Approach Distances (MAD). Sighting distances and times need to be observed at all times – As determined by the RPO.

B WORKING ON/NEAR THE RAIL CORRIDOR

1. If working outside of the public area or beneath overhead traction electrical lines, you must hold the appropriate training, permissions and permits from Kiwi Rail and comply with all conditions of these permits/permissions and training. These include, but are not limited to:
 - Kiwi Rail Permit to Enter
 - Kiwi Rail EF201 Permit to Work Near Railway Power Lines
 - Completion of the Electrification Awareness training course
 - The presence of Rail Protectors and/or Electrical Safety Observers (ESO) may also be required.

C ENVIRONMENTAL

If any of the works undertaken on site fall into the following categories, these need to be highlighted when making a permit application.

The Activities include:

1. **Use of environmentally hazardous substances** (e.g. refuelling, chemical storage, abrasive blasting/cleaning)
2. **Land Disturbance** (e.g. digging trenches, disturbing contaminated soil, drilling/installing bores)
3. **Waterways Works** (e.g. land/soil disturbance within 10m of waterway, coastal or culvert works, damming or diverting works, vegetation removal)
4. **Disturbance of Fauna & Flora** (e.g. native/protected vegetation removal, spraying weeds, tree removal, mulching or grinding, altering habitat of significant species)
5. **Waste Generation (liquid and/or solid)** (e.g. wash down areas/bays, sewage storage/transfer, trade waste, hydro-blasting, waste water treatment, welding or grinding, spray painting)
6. **Noise, Vibrations & Light Generation** (e.g. generation of excessive noise, vibration or light that may impact people outside KiwiRail boundaries)
7. **Works impacting Heritage & Archaeological site** (culverts, bridge, traditional burial sites and Māori cemeteries)

D WORKING REQUIREMENTS AT PT FACILITIES DURING OPERATIONAL HOURS

1. Noisy, impeding or disruptive work should be avoided during station peak hours of 7:00 – 9:30hrs and 15:00 – 18:00hrs. This includes Ferry (weekends only) from 10:00hrs to 13:00hrs and 15:00hrs to 18:00hrs for DTFT, unless otherwise agreed.
2. Station and wharf access and emergency egress must be maintained for all users, with minimum access width of 1.8m. The platform and pontoon surface must remain free of trip hazards and snags.
3. All work areas must be physically segregated from the public with any open electrical pits, plant, tools, etc. appropriately protected or stored. A safe walking route must be provided for the public around any work area with clear access/egress to and from the platform edge and facility entry and exit points.
4. Any fencing or hoardings (minimum ATF fencing or equivalent) should ensure 3m minimum clearance between the platform edge and the hoarding and the maximum length of any platform-hoarded section is must not be more than 12m, unless Auckland Transport gives specific approval.
5. Emergency Help Points, lights, fire points, etc. must remain operational at all times
6. Information boards, litterbins & HOP card readers must remain accessible and operational to all station users, including those whose mobility is impaired.
7. Any platform markings (platform edge paint, tactile dots) must remain in place or be updated to redirect station users around the station safely.
8. At all times work areas are to be supervised to ensure public safety – members of the public are not to be exposed to flying particles, excessive noise, excessive dust, welding flash, etc. at any time.

E WORKING ON/NEAR THE ROAD CORRIDOR

1. A Work Access Permit (WAP) is required for all activities that have more than minimal impact on the operation of any part of the road corridor.
2. An approved Traffic Management Plan (TMP) is required for all activities which vary the normal operating condition of the road. The TMP must be applicable for all stages of the activity.
3. A copy of the approved TMP (& WAP) must be present at all currently active sites.
4. Hours of work may vary depending on the WAP and must be adhered to at all times.
5. All non-emergency activities must have a relevant level of pre-planning. Pre-planning includes:
 - A reasonable assessment of the needs of the site (prior to the TMP being written and submitted)
 - A practical TMP developed that represents the TTM required for the expected work & workspace.
 - A need for at the least a basic risk assessment (in terms of the work) and for those risks that are more likely, have a contingency plan developed.

F WORKING WITHIN CAR PARKS

Some of the sites, e.g. Downtown, Victoria and Civic are manned from 7am to 5pm. Ronwood is manned from 7am to 10am and then from 4pm to 7pm. No other car park buildings are manned.

1. Upon arrival–on attendance at the Civic, Downtown, Ronwood and Victoria car parks, the contractor should press the “Help” button on the entry barrier machine. Pressing this will connect him/her to a member of the ATOC parking staff. The contractor will identify him/herself to the person at ATOC and ask to be signed in to the car park. The ATOC staff member will record this into their log book. The contractor will also give a short description of the task to be carried out. The contractor will then either take a ticket to open the barrier arm or ask the ATOC staff member to open it. The reverse of this procedure will apply when the contractor is leaving the car park. The ATOC staff member will then record this in the log book and let the contractor know that they have signed them out.
2. For the other unmanned car park buildings, contractor to call ATOC on 09 448 8910 on entering the car park, ask to be signed in and advise ATOC of the task at hand. The ATOC staff member will then record this into the ATOC log book. On leaving the car park the contractor should again phone ATOC and advise them that he/she is leaving the car park. The ATOC staff member will then record this in the log book and let the contractor know that they have signed them out.
3. Site induction for car park buildings should be carried out at the beginning of the contract with the managers and supervisors of the contracting company. They will then do their own in-house induction for a typical building and advise their staff of any known hazards or safety risks.
4. PPE – Should comply with AT PPE Guidelines as a minimum
5. Any Asbestos Register (if applicable) should be made available for review if required–please ask AT Contact Person for more details

G WORKING WITHIN AT FACILITIES

1. Upon arrival, report to the Facility Manager or notify ATOC Security and Surveillance or via Emergency Help Point.
2. A site induction/familiarity briefing should be given to all work parties to confirm nearest A&E, Emergency Evacuation Procedure, Assembly Points & any other relevant information.
3. Any on site attendance register should be signed.
4. Appropriate PPE to be worn at all times. See AT PPE Guidelines.
5. Any Asbestos Register (if applicable) should be made available for review if required.

At the end of each shift all areas must be left in a CLEAN, SAFE and TIDY condition–all relevant documentation is to be returned to the Auckland Transport Manager Responsible for the work/activity as required.

Attachment 3 – Tenant Fit Out Contractor Details

When complete please scan and return to Auckland Transport.

Tenant:

Contact Name:

Mobile phone: _____ Office phone: _____

Email: _____

After hours (24/7) phone: _____

Backup Contact Name:

Mobile phone: _____ Office phone: _____

Email: _____

Fit out contractor:

Approved fit out contractor:

Supervisor contact name: _____

Mobile phone: _____ Office phone: _____

Email: _____

After hours (24/7) phone: _____

Safety warden name:

Mobile phone: _____ Office phone: _____

Email: _____

After hours (24/7) phone: _____

Backup contact name:

Mobile phone: _____ Office phone: _____

Email: _____



Attachment 4 – Retail Unit 1 Puhinui Station Interchange Fitout Drawings

Thank you.

We look forward to your proposals!