

Part E: For Field Staff

This part is for use by field staff who set up and look after temporary traffic management, such as Site Traffic Management Supervisors (STMSs).

Here, you will find easy steps to help make sure your sites are safe for people walking, cycling, and using other ways of getting around that are not in cars (like scooters and wheelchairs).

This part includes the following guidance:

What do you need to do? Make it SAFE	Page E1
How to safely install TTM when VRUs are around	Page E2
Checking the level of safety for VRUs on-site	Page E6
Dealing with changes, incidents, or emergencies on-site	Page E7
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The following appendices are relevant to this part:

Distances, Dimensions and Geometric Guidance	Appendix F
A pedestrian on-site risk tool for TTM field staff	Appendix H
A cyclist on-site risk tool for TTM field staff	Appendix I



Part E: For Field Staff



You **MUST** (these are legally required, not a choice):

- Take care of your health and safety.
- Make sure nothing you do (or fail to do) causes harm to someone else.
- Keep looking for ways to make things safer for other people on site and choose the best solutions, not just the easy or quick ones.
- Follow instructions from your company and your client
- Follow the policies and procedures of your company and client.



You **SHOULD** (follow these unless you have something better):

- Talk with your team about how to make things safe and listen to their ideas.
- Keep an eye out for new problems and help fix them to keep everyone safe.
- Learn from any mistakes or incidents to help stop them from happening again.
- Ask questions and talk to others if you are not sure how to do something safely. It is better to be sure than to guess and risk someone's safety.

What do you need to do?

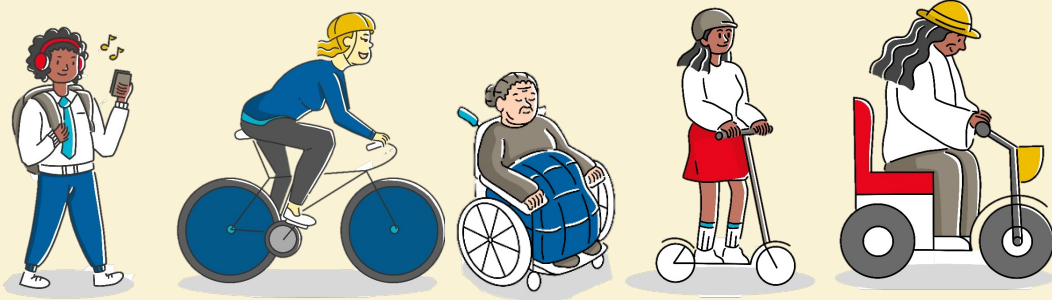
Make it SAFE

S	A	F	E
<p>Set it up right Install the TMP accurately as designed.</p>	<p>Always look around Keep scanning for hazards and ways to improve safety.</p>	<p>Fine-tune and fix Keep making improvements and fix anything you find that could be better.</p>	<p>Explain and Engage Discuss with your team and client what you have changed and record it.</p>



How to safely install TTM when there are vulnerable road users around

What is a vulnerable road user?



Someone walking, on a bike, in a wheelchair, on a scooter, or on a mobility scooter.

Anyone not in a motor vehicle, that's not part of the work or TTM crew.

These people get hurt the easiest on site. You need to focus on keeping them safe.

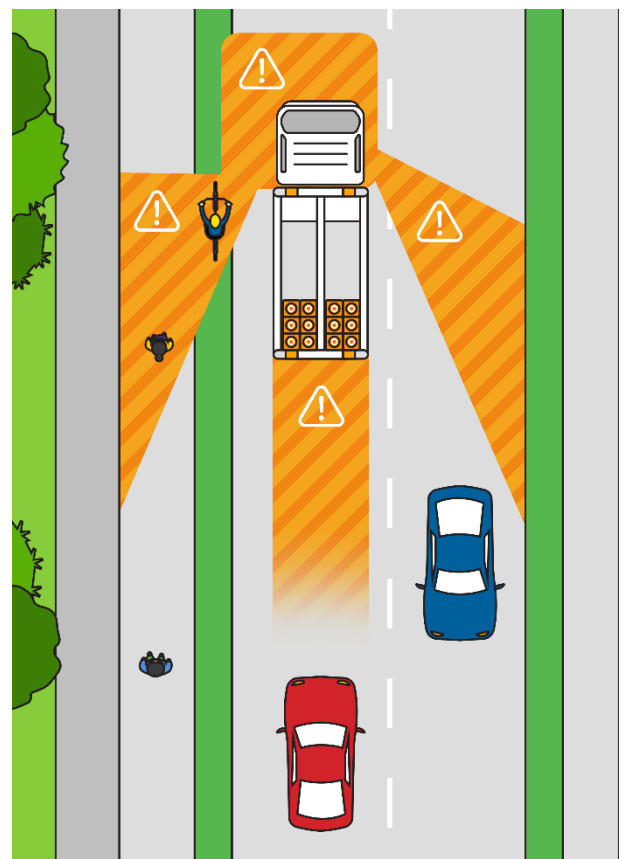
These next topics show a few big dangers for vulnerable road users while you are setting up. But there are more risks out there.

Always check the TMP, use what you learned in training, and talk to your boss and client so you have all the dangers covered.

Driving around to set up

Blind Spots: Know where your blind spots are. Vulnerable road users, especially cyclists, can sneak up quickly and catch you unaware. Constantly check your blind spots for people who could be there that you did not see (especially your blind spots).

Safe Speed: Drive super slowly, especially near crossings, cycle lanes, and busy footpaths, so you have time to spot and react to vulnerable road users like pedestrians, cyclists, or people on scooters who might come out unexpectedly.



Stopping and parking

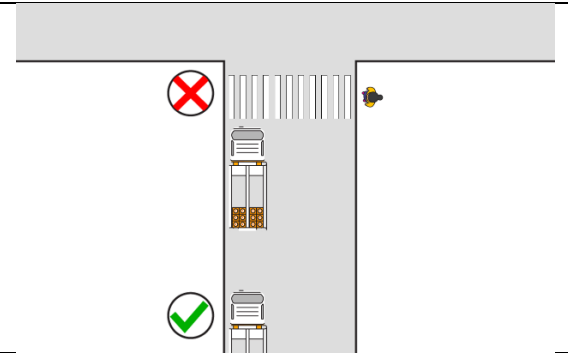
Do not block sight lines for people:

Make sure you park so people can still see oncoming cars and bikes. If they cannot see, they might walk or ride into danger.



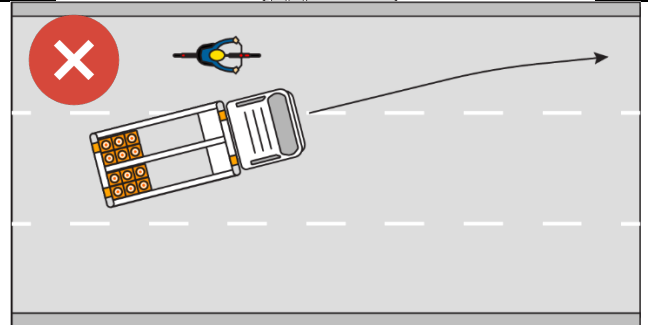
Watch your distance from crossings and intersections:

Do not park too close to where people cross the road or where roads meet. Give space so cars, bikes, and walkers can see each other.



Be visible, and no unexpected movements:

Park where people can see you easily. Do not suddenly move your truck without checking for people walking or cycling nearby.



Do not block access to bus stops or walkways:

Make sure you do not park in front of places where people catch buses or walk through. This makes it hard to see for safety and buses to enter and exit the stop safely.



Watch your doors:

Always check for people on bikes or walking before you open your door. Open slowly so you and others have time to react if someone is coming too close.



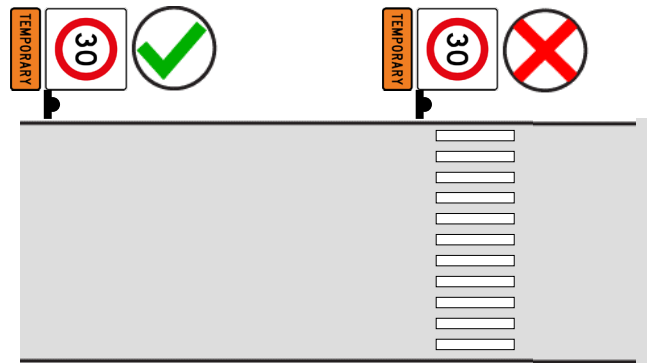
But how do I get my signs out?

Park safe – and use the footpath to walk it out.



Putting signs out

Plan your site: As you drive through the site before setting it up, pay extra attention to finding the best spots for placing signs that will not obstruct or endanger anyone. Remember, you can increase the distance between signs to pick a safer spot.



Safety space and trip hazards: Make sure there is enough space around your signs so people can still use all pathways fully. Keep the area clear of anything that could cause a trip.



Image Credit Ixix: Parallaxx

Use a spotter: While you are busy placing signs or moving equipment, a spotter can watch out for people coming and going, warning you and them to prevent incidents.



Check your work: Be critical of your work. After setting up a sign, step back and look. Is it clear? Can people see it easily? Does it hide other signs? Taking extra time to check now can save you trouble and extra work later. Make sure what you have done is safe and works well.



Letting the client/contractor in and out

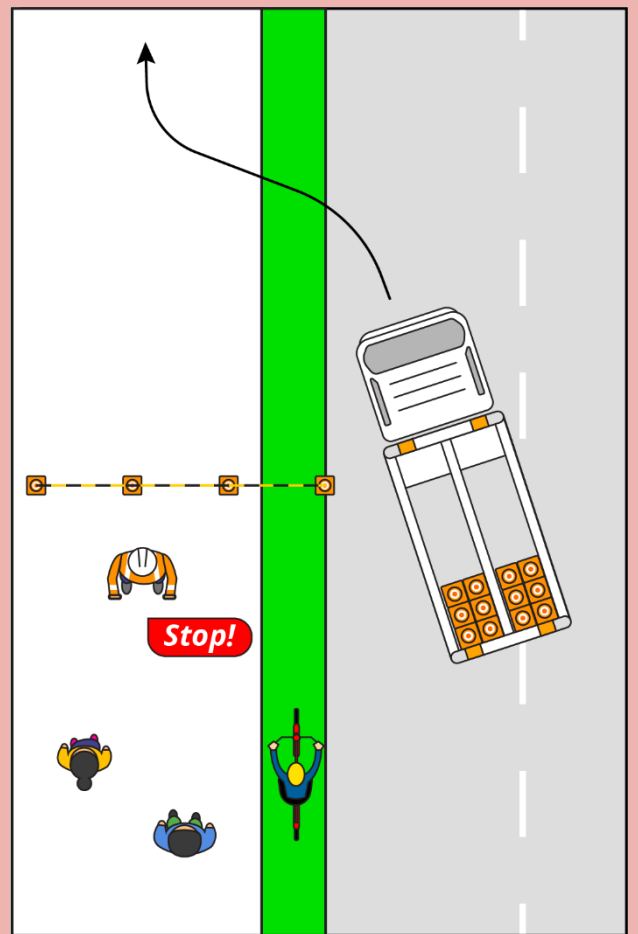
Pre-arrival communication: Tell your clients about the TTM set-up before they arrive. Let them know where to enter, park, and areas to stay away from.



Control the process: Make sure you know when entry and exit movements are taking place. Make sure it does not happen without your knowledge, and you instruct exactly how it has to happen, including using spotters or TTM workers where needed.



Clear information for vulnerable road users: Make sure you have a system for letting people know about vehicles entering and exiting. Vulnerable road users will often continue on their path unless they know something is going on - place spotters, signs, or even better, cones and cone bars to stop and hold pedestrians if there is a risk of traffic crossing their path to enter or exit a site. People have been killed by trucks entering and exiting worksites - this is a highly risky task, and you need to be hyper-aware of these movements on site. They might happen multiple times daily, so focus on your site entry and exit procedures and prioritise them for safety.



Checking the level of safety for vulnerable road users on-site

Are all the routes for pedestrians and cyclists safe, obvious, smooth, and stable?

- 1 **Check the Control Measures:** Are the safety measures actually working? Watch how people move and behave around the site. Do they seem unsure or have close calls? Look for spots where people get confused or where accidents might happen.



2 If you make it safe for people with disabilities, you make it safe for everybody

- 3 **Use this Guidance:** Check Appendices H and I. These are your guides to make sure things are safe for footpath users (Appendix H) and cyclists (Appendix I).
- 4 **Ask Them:** Want to know if it is safe? Just ask the people using the site. Talk with as many as you can, find out how they feel, and what could be better.

- 5 **Watch for Changes:** Keep an eye out for anything new or different on site. New risks often come from changes.



- 6 **Act Quickly:** If you see a risk, do not wait. Fix it right away.

- 7 **Teamwork:** Your crew can help spot safety issues, too. Remind them to keep an eye out and tell you about risks straight away. It shows you are a leader who cares about safety. **Create a safety-focused culture with your team.**

How to offer help to people navigating your site

If you suspect someone might need help, ask them, **“Would you like some help?”**.

They will indicate whether and what form of help they might need. If a blind person asks to be guided, offer them your arm to hold as you walk through the site.



Dealing with changes, incidents, or emergencies on-site

Make Safe Changes

Most changes you will need to make onsite will not be because of emergencies – they will be small things that make things safer.

You are allowed to make changes on-site; if you see something that should be safer, and you are in charge of it, you must try to make it safer.

Any change you make onsite must result in it being safer than it was before.

Have a look on the next page for how to document changes.

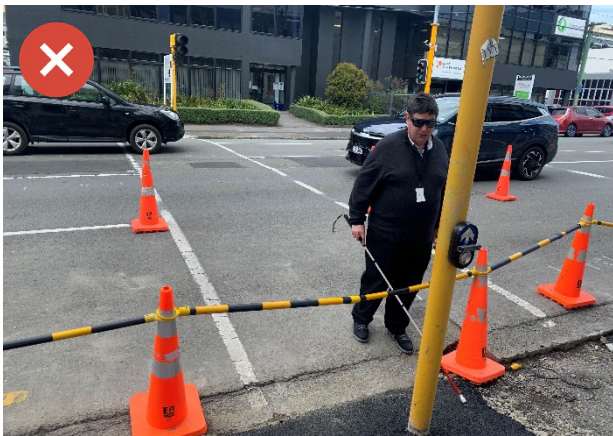
Always be ready for the unexpected.

This means having your radio within reach, your vehicles being parked where they are safe but accessible, and your crew being briefed fully on emergency procedures.

A site that is prepared for an emergency is safe.



Vulnerable road users can come from anywhere at any time. Image Credit Ixx: Mellissa Ramsay.



For example, what if a visually impaired person crossed here? Image Credit Ixxi: Waka Kotahi

Anticipate 'What If'

Do not wait for an issue to figure things out. Regularly walk through potential scenarios and discuss them with your team. Ask yourself, 'What if this barrier fails?' or 'What if traffic suddenly increases?' By thinking ahead, you can have a plan of action that prevents panic and ensures a swift, safe response.

Maintain Clear Communication

Talk is not just talk; it is a safety tool. Keep everyone on the same page with clear, direct communication. Whether it is a change in traffic patterns or a new risk spotted, let your team know immediately. Regular safety talks can turn a good team into a great one.



Image Credit Ixxii: Parallaxx



Documentation and reporting

Why do we have paperwork?

There are three primary reasons why STMSs have paperwork in TTM

Process Tools	Legal Requirements	Recording of Activity
<p>Some documents serve as your roadmap to doing things right. They are checklists and guides, like Appendix H & I in our guidance, designed to help you make good decisions.</p> <p><u>Some examples are:</u></p> <ul style="list-style-type: none">• Hazard ID form• The 2-hourly checklist in the on-site record• Equipment checklist	<p>Certain records are legally required. They prove that things are legally correct, like temporary speed limits.</p> <p><u>Some examples are:</u></p> <ul style="list-style-type: none">• TSL requirements in the on-site record form.• Incident report.	<p>Recording what happens on-site—the wins and the challenges—is about learning and improving. It helps us understand what works and what does not. This knowledge is invaluable for making all our future sites safer.</p> <p><u>Some examples are:</u></p> <ul style="list-style-type: none">• When you record what is changed on the TMP.• STMS diary of activity.

Make sure you know what the purpose of each of your documents is. This will help make sure you record the right things and do not waste time.



You **MUST** (this is legally required, not a choice):

- Install temporary speed limits following the approved Traffic Management Plan (you cannot modify from the approval).
- Record the location from where the temporary speed limit has been installed and where it finishes. This includes if you are using different TSLs (each has a start and a finish that must be recorded).
- Record the time that all the temporary speed limit signs were finished being installed (this is when the TSL is 'active' from), and the time that the first TSL sign was removed (this is when the TSL is no longer active from).



When things go wrong

Reporting	Urgent Reporting protocol
<p>If something does not go to plan, report it. Record what happened, whether a close call or an actual incident. Ask yourself:</p> <ul style="list-style-type: none">- What went wrong?- When and where did it happen?- Who was involved or saw it?- Was anything damaged, and how?- How did we fix it?	<p>You should have an agreed list of "critical notifications" that, if they happen onsite, you are required to notify your supervisor/manager immediately. This makes sure you and your company agree on what will be considered a critical event. This could include:</p> <ul style="list-style-type: none">- Any injury to anyone- A vehicle breaching the site- Equipment failure- Traffic disruption is above a certain level.

Keeping track of your solutions

The value of recording what you have done is that others can learn from it, including other STMS and the TTM Designers who prepare the TMPs you use.

More than Words

Your phone's camera is a powerful tool. Snap a photo or shoot a quick video to capture what is happening.

If you are making a video, talk through what you see. It is easier and often tells more than a written report.

Videos can be gold. Walk through your site, record, and narrate what is going on.

It can be as simple as saying, *"Here is where we put the new signs, and that is how we are making sure everyone can walk through safely."*





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