Risk Mentor
New Zealand

We partner with clients to create the wisdom that improves decision making from the frontline to the boardroom

# Delivering Performance Improvements with People Centric Intelligent Solutions

Introducing Risk Mentor New Zealand

- We have assisted PowerNet with their critical control management and workflow digitization journey since 2016

- We provide content, consulting, and intelligent solution digitization services and products

- We are a team of experienced consultants supported by a highly skilled technical team

- We are a New Zealand company with offices in Invercargill and Wanaka (incorporated as Oreti Group Ltd and trading since 2016)

- We are supported by a growing Australian parent with a $2 million turnover and a global multiple-sector client base.

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The EDB Value Proposition

- Field deployment configuration and performance reporting within weeks
  - Begins with task level workflows and a focus on critical risks and their controls
  - Confirms processes and information required to make good task step decisions
  - Field staff then adapt, codesign, test, and iteratively improve content and process

- An approach tailored to meet your needs and optimise business performance
  - Digitize and rationalise current company processes and documentation
  - Link and operationalise business systems information (harvest from and report to)
  - Governance mapping and digitization of legislative and other external expectations
  - Future compatibility with digital business ecosystem upgrades and redesigns
  - Working with your people to solve today's problems, while building for tomorrow

- Positive ROI from year 1, with year 2+ tangible savings of between 2 to 5 x costs

- Operational performance step changes within months from
  - Connecting decision makers, across all levels, and
  - Supporting them with timely, concise, usable, and contextual information
  - Active critical risk and control monitoring supported by next generation assurance reporting
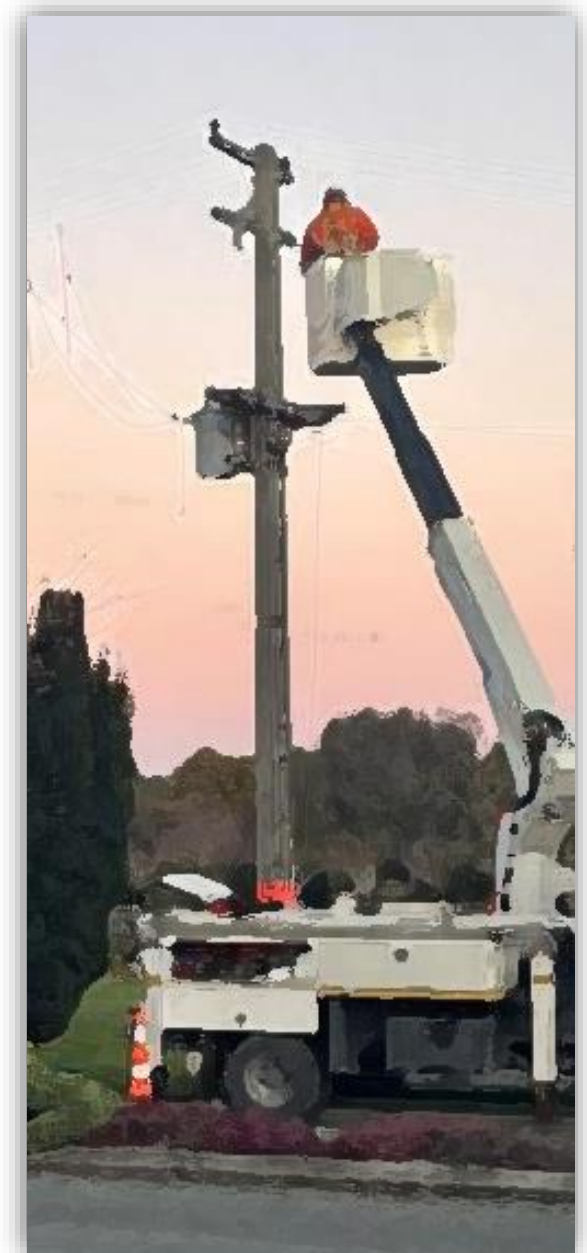
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+ Engaged workforce

Using the Control Framework Architecture, Risk Mentor NZ worked directly with experienced personnel to identify pathways to fatal events. Outputs were then reviewed, updated, and validated across the company.

+ Digitised operations

Supported by Risk Mentor digital platforms, PowerNet now consistently controls operational risks by providing timely and relevant information to decision makers at all levels.

+ Enhanced performance

The capacity for work teams to self-monitor and record that tasks steps are completed to standard has delivered ground-up performance improvements. Accurate and contextual task execution information is used to continually improve business processes.

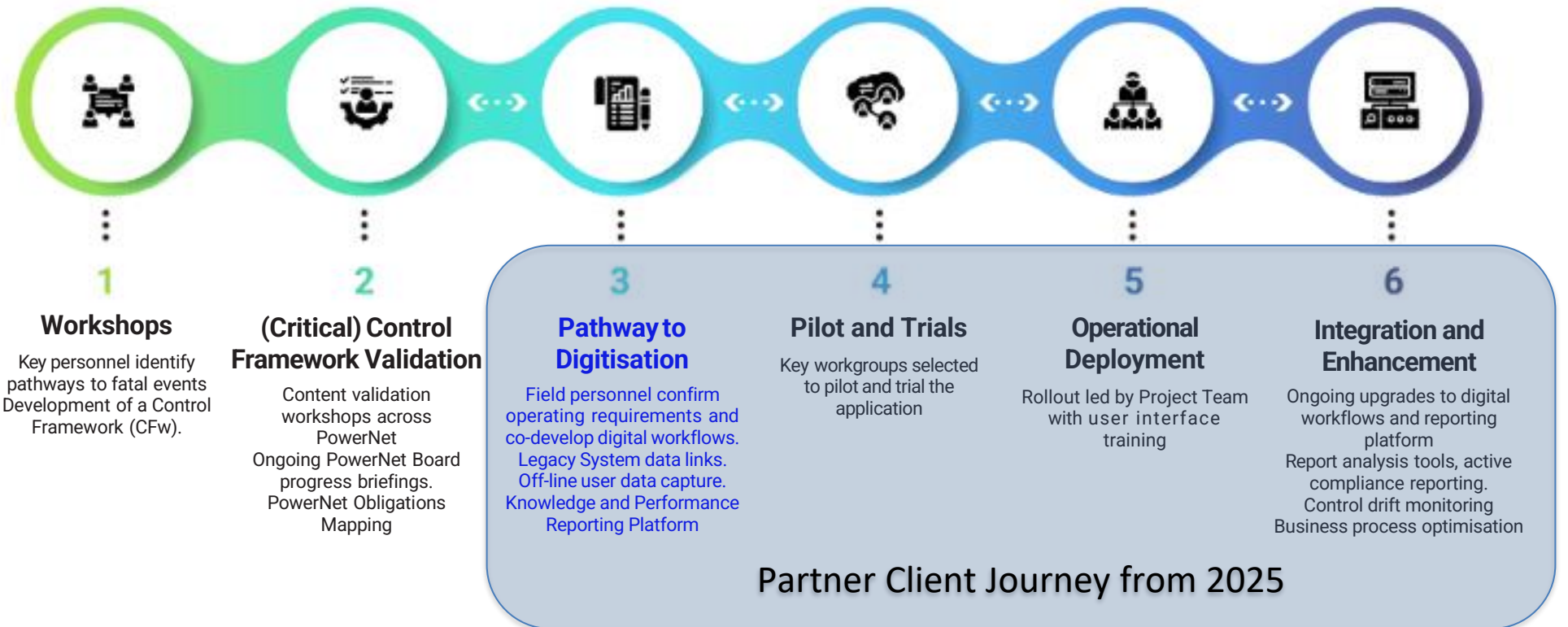**The PowerNet Journey**

Critical Risk and Control Improvement

PowerNet Critical Risks

- Electricity (3) - isolation (outages), insulation (live work), and MADs (safe distances)
- Working at height (ladders, MEWPs, scaffolds, trees)
- Travel (3) - on road, off road, movements around site (vehicle and plant movement)
- Lifting and manoeuvring loads (cranes, forklifts, stored energy)

- Tree maintenance work (arborist activities)
- Confined spaces (reducing risk as sites are removed)
- Helicopters (low frequency occurrence, but high risk)
- Explosives (Contractors)
- Long term health effects (herbicides, solvents, silica dust, asbestos, noise, manual handling, stress, fatigue, etc.)

External Review

Key Recommendation:

"PowerNet should base its design thinking for all improvement steps around improving the reliability and practical implementation of known operational controls."

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1 Workshops

Key personnel identify pathways to fatal events
Development of a Control Framework (CFw).

2 (Critical) Control Framework Validation

Content validation workshops across PowerNet
Ongoing PowerNet Board progress briefings.
PowerNet Obligations Mapping

3 Pathway to Digitisation

Field personnel confirm operating requirements and co-develop digital workflows.
Legacy System data links.
Off-line user data capture.
Knowledge and Performance Reporting Platform

4 Pilot and Trials

Key workgroups selected to pilot and trial the application

5 Operational Deployment

Rollout led by Project Team with user interface training

6 Integration and Enhancement

Ongoing upgrades to digital workflows and reporting platform
Report analysis tools, active compliance reporting.
Control drift monitoring
Business process optimisation

Partner Client Journey from 2025

The PowerNet Control Framework Digital Backbone

Operational digitisation with a focus on **Critical Control** deployment

Total Incident Frequency Rate Performance 2020-2023

An **80% sustained decrease** after RM Platform implementation

Required Operating States
13
Aligned with company mission critical risks, and incident experience

Obligations and Assurance
1,490 +
Company and external requirements mapped and monitored

Business Inputs
150 +
Required for safe and productive electrical power distribution

Digital Workflow Templates
45 +
Developed, piloted, and implemented with sub-forms
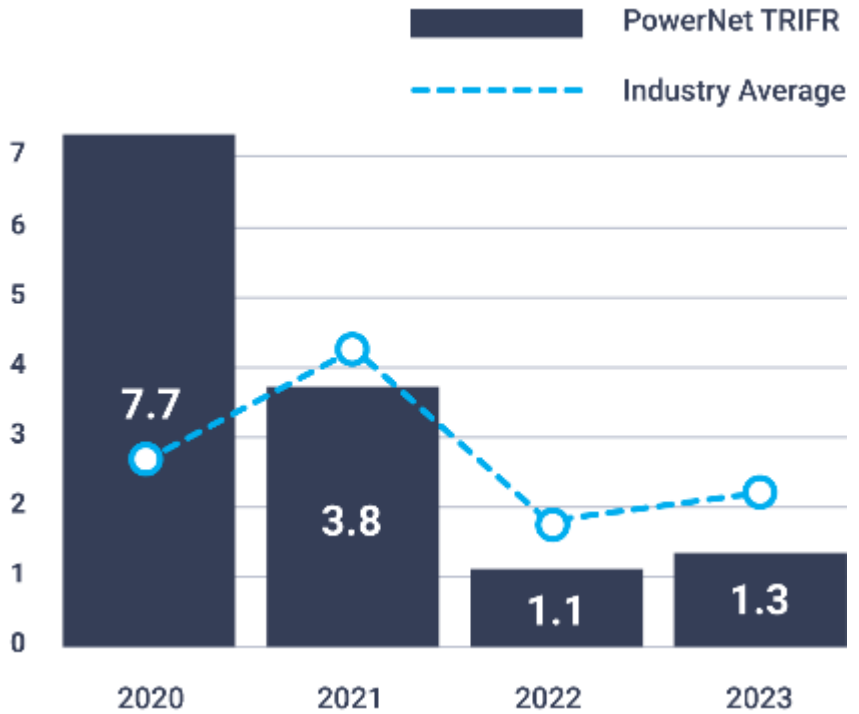
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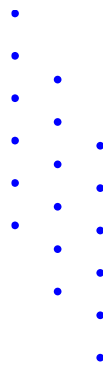
External Expectations – Typical New Zealand EDB.

Obligations and Assurance

1,490 +

Company and external requirements mapped and monitored.

Source	Expectations Count
Electricity Act 1992	14
Electricity Amendment Act 2001 and 2006	6
Electricity Industry Act 2010	15
Electricity (Safety) Regulations 2010	78
Fire Safety and Evacuation of Buildings Regulations	8
Health and Safety at Work Act 2015	46
Health and Safety at Work Regulations	47
ISO 45001 Occupational Health and Safety Management System	15
New Zealand Institute of Directors Health and Safety Governance - A Good Practice Guide, September 2024	13
NZS7901:2014 Electricity and gas industries – Safety management systems for public safety	34
Safety Manuals – Electricity Industry 2022	1082
Maintenance of trees around powerlines COP	96
EEA– High Voltage Live Line Work Auditing and Inspection Guide	11
Electricity (Hazards from Trees) Regulations 2003	20
Heritage NZ Pouhere Taunga Act 2014	5
Total	**1490**

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Support for the Task Level Decision Maker

For **field teams,** being supported by digital workflows assists with work planning, hazard management and task step execution.

Introducing the capacity to **self-monitor and record** that tasks are being completed to standard delivers ground-up performance improvements.

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Support for the Task Level Decision Maker ◄ ◄ ◄ ◄ ◄ ◄

Workflow Information Interface:

- Structured workflows with prompts that confirm:

  - Work activity planning and approval
  - Required equipment and materials
  - Personnel are competent
  - Contractors are prequalified
  - Work environment hazards are controlled
  - Job set up

- Guidance for workflow steps

- Confirmation tasks are completed to standard

- Provides task relevant information harvested from existing Business Systems

- Full off-line functionality

- Contextual and precise workflow information streams are pushed to Knowledge and Performance Reporting Platform.

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Support for the Supervisor Level Decision Maker

For line managers, a digital Knowledge and Performance Reporting Platform assists with managing **performance across multiple teams** while identifying improvement opportunities, before incidents and other losses occur.

Supervisors are provided with **concise and contextual information** so they can support field teams to consistently deliver safe and productive outcomes.

Supervisor Level Decision Maker – Examples of Work Team Performance Monitoring

Team Workflow Summary
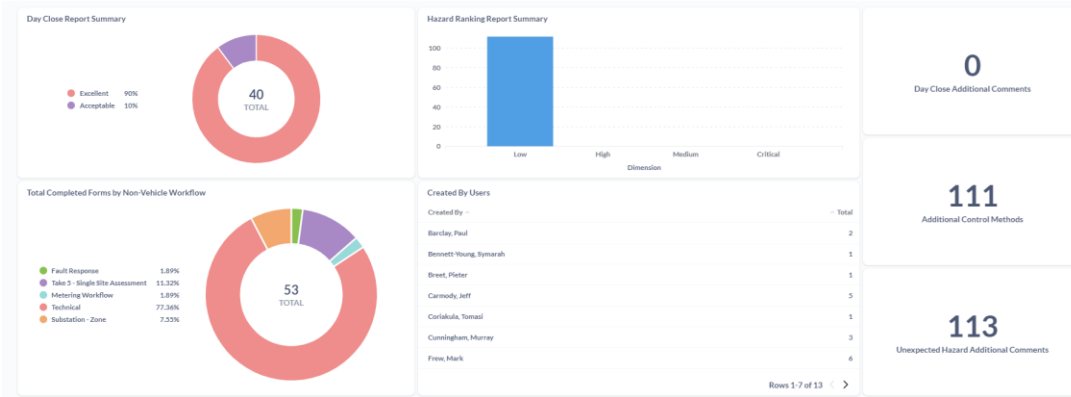
Overview of Vehicle Prestart Checks
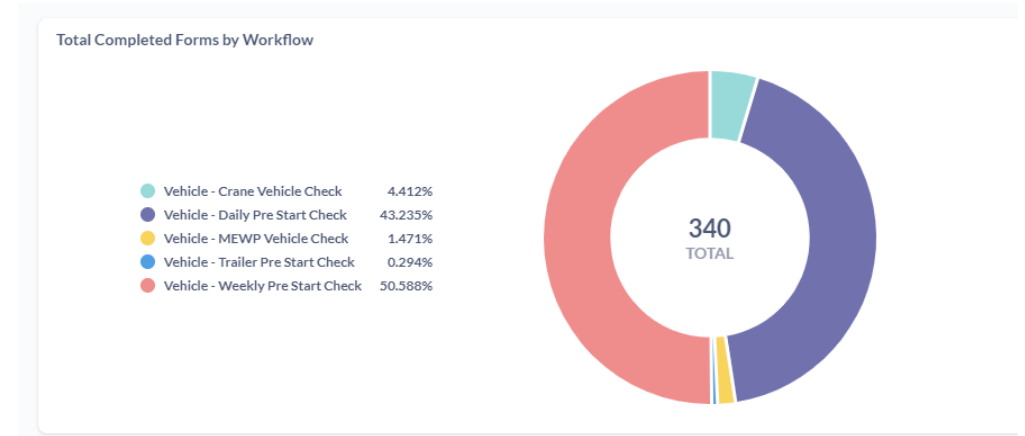
Close of Day Report - Count
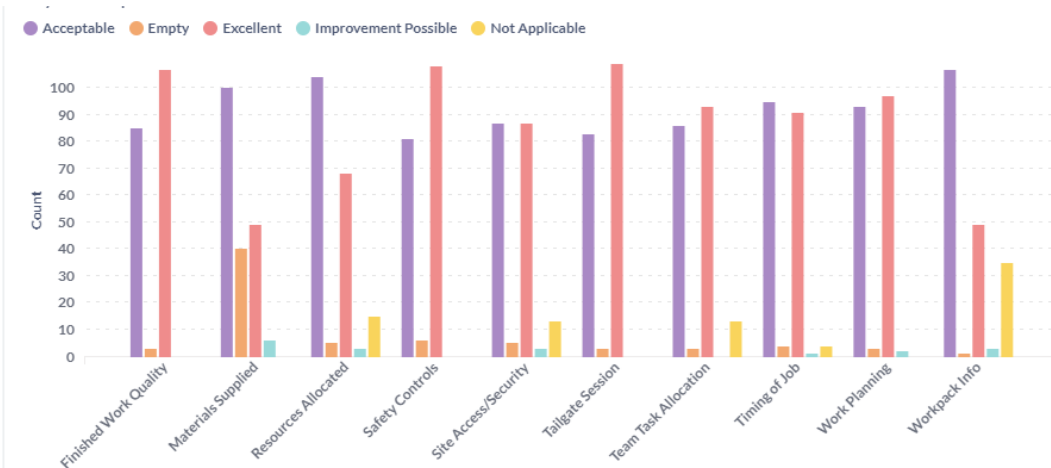
Overview Field Team Specific Activity Focus
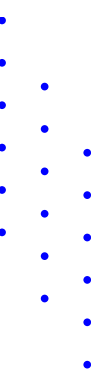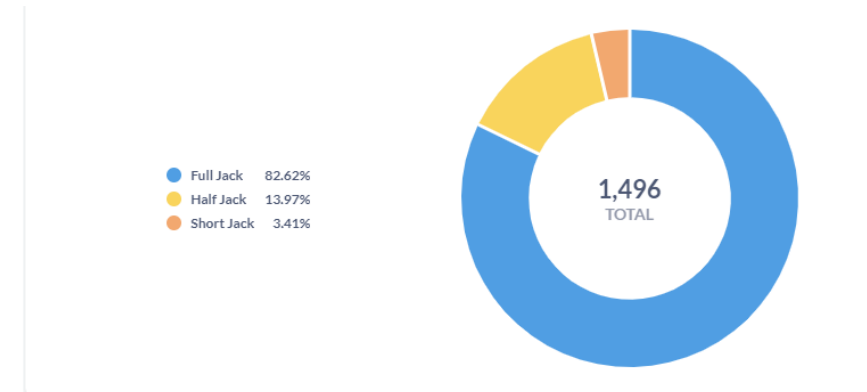
Support for the Executive Level Decision Maker

For **senior leaders and directors,** information is aggregated into the RM Knowledge and Performance Reporting Platform.

The Platform provides a range of comprehensive and **up-to-date reports** covering performance monitoring, analysis, assurance, and other outcomes.

PowerNet is continuing to expand and leverage this information for **broader business benefits**.

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Executive Level Decision Maker – Performance Information Summary

Date Filter

Previous 3 Months ✕

6,944
Workflow Forms - Completed

Workflow Forms - Breakdown

● Vehicle - Daily Pre Start Check	21.62%
● Vehicle - Weekly Pre Start Ch...	13.23%
● Fault Response	12.67%
● Vehicle - Crane Vehicle Check	7.63%
● Low Voltage Minor Works	7.37%
● Vehicle - MEWP Vehicle Check	7.36%
● Technical	5.99%
● Line Work with Shutdown - LV-...	5.65%
● Asset Inspection	5.26%
● Take 5 - Single Site Assessment	4.15%
● Line Work no Shutdown - LV-HV	3.47%
● Substation - Zone	2.33%
● Vehicle - Trailer Pre Start Check	1.97%
● Other	1.30%

6,944
TOTAL

Individual Forms - Breakdown

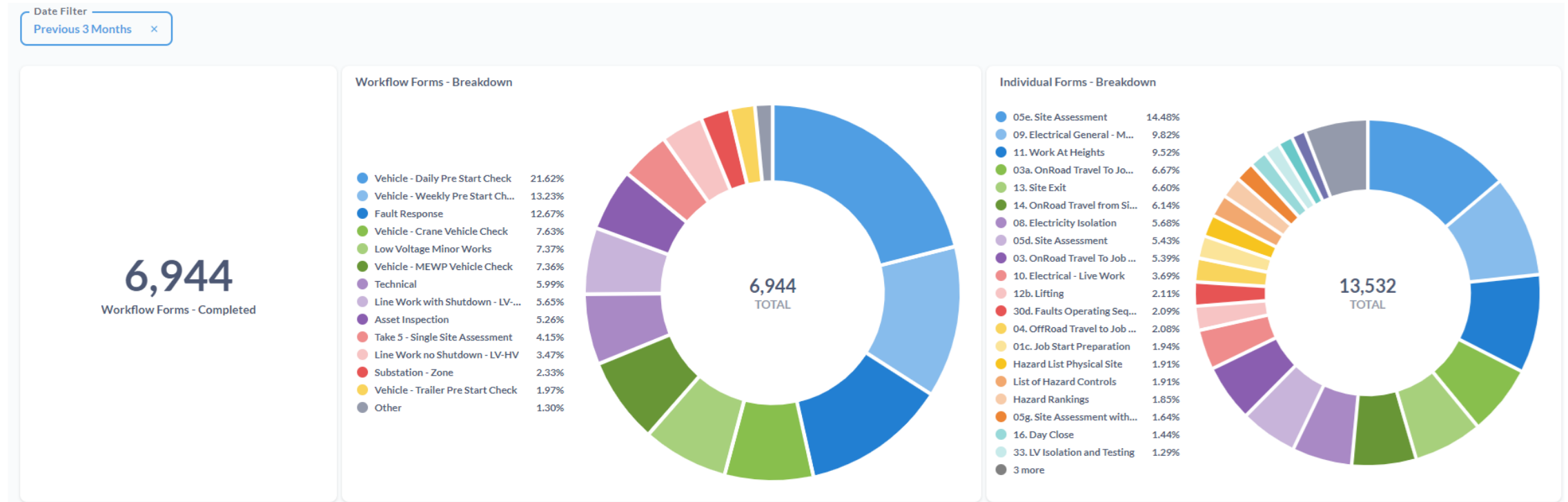|	
● 05e. Site Assessment	14.48%
● 09. Electrical General - M...	9.82%
● 11. Work At Heights	9.52%
● 03a. OnRoad Travel To Jo...	6.67%
● 13. Site Exit	6.60%
● 14. OnRoad Travel from Si...	6.14%
● 08. Electricity Isolation	5.68%
● 05d. Site Assessment	5.43%
● 03. OnRoad Travel To Job ...	5.39%
● 10. Electrical - Live Work	3.69%
● 12b. Lifting	2.11%
● 30d. Faults Operating Seq...	2.09%
● 04. OffRoad Travel to Job ...	2.08%
● 01c. Job Start Preparation	1.94%
● Hazard List Physical Site	1.91%
● List of Hazard Controls	1.91%
● Hazard Rankings	1.85%
● 05g. Site Assessment with...	1.64%
● 16. Day Close	1.44%
● 33. LV Isolation and Testing	1.29%
● 3 more	

13,532
TOTAL

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Executive Level Decision Maker – Critical Risk Assurance and Active Compliance Reporting

Total Completed Forms by Workflow

Workflow	
001 - Electrical Insulation Safety Observation – H	5
002 - Electricity - Isolation Safety Observation	54
003 - Minimum Approach Distances Safety Observatio	18
004 - Long Term Health Effects Safety Observation	2
005 - Travel Movements Around Site Safety Observat	19
006 - Off Road Travel Safety Observation	5
007 - Travel - on public road	40
008 - Working at Heights Safety Observation	29
009 - Lifting and Manoeuvring Loads (cranes, forkl	17
010 - Tree maintenance work (arborist activities)	2
011 - Confined spaces (reducing risk as sites are	0
012 - Helicopters (low frequency occurrence, but h	0
013 - Control of Hazardous Energies (Kinetic, hydr	1
HSE02. Substation Inspection: Public Safety & Envi	10

Broader Business Benefits

Step change improvements in:

- Management of critical risks and their controls

- Employee engagement

- Information capture, reporting, analysis, and archiving

- Governance and assurance reporting and monitoring

- Improved decision making at all levels

- Continuous improvement of business process design and deployment:

    – Connecting business systems

    – Digital discipline agreed points of truth

    – Streamlining and decluttering of field processes

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What becomes possible when:

- In the field decision makers have access to the right information as they complete their work?

- 'As it happens' data is collected as each task step is executed?

- Your workforce is fully engaged and provides constant feedback on how things are really working?

- Company systems and processes are de-cluttered, streamlined, and fully integrated with how work is done?

- There is wisdom available for leaders at all levels, with operationally integrated monitoring, reporting, analysis, and improvement?

- Compliance and assurance reporting is built-in and derived directly from operational practice

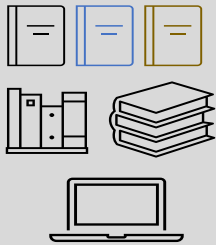- *'Work as Digitized' = 'Work as Done' = 'Work as Documented.'*

RM NZ Road Map for Deploying People Centric Intelligent Solutions

Current Business Systems

Alignment with EBD Digital Strategy. Initial Digital Conversion push for field use followed by build and link for ongoing two-way data flows

Analogue Business Processes including Risk Management

Initial Digital Conversion for field use

External Expectations

Sector Good Practice

Initial Digital Conversion and Linking

Ongoing Review and Update

External Requirements e.g. General and Specific Legislation and ISO Standards

Business Configured Digital Model - Outcome 3 (Year 1 Build)

3a Operationalize Company Processes

- Identify, review, and digitize the company standards, processes and systems required for successful field work execution.
- Map to relevant NZ EDB Control Framework elements
- Develop data links to and from Field Portal workflows

3b Critical Risk and Control Verification

- Update, digitize, and link company critical risk and control management analysis, experience, and processes to NZ EDB Control Framework elements and Field Portal workflows
- Activate data flows from Field Portal for control status and performance drift reports

3c Assurance and Governance

- Identify and digitize external expectations (e.g. legal obligations and ISO Standards)
- Map external expectations to NZ EDB Control Framework elements and link to company processes and Field Portal workflows
- Develop assurance and obligation reports e.g. legislative compliance, ISO 45001, public safety and other accreditations

Field Planning and Work Execution Portal - Outcome 1

- Tablet interface with task execution digital workflows that support infield decision making.
- Risk and control requirements reinforced with status capture
- Business system information harvested, sorted into workflows and pushed to field.
- Field staff codesign, test, and update digital workflows.

Field Planning and Work Execution Portal
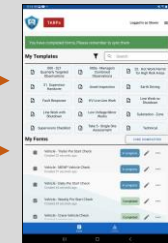
Knowledge and Performance Reporting Platforms - Outcome 2

Supervisor and Manager

- Work team performance logs
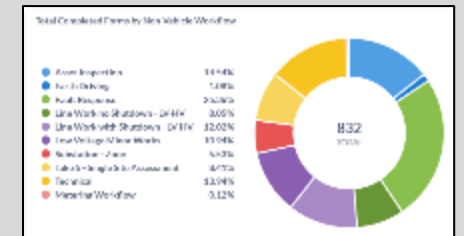- Critical risk management

Senior Leader and Director

- Performance metrics with drill down capability
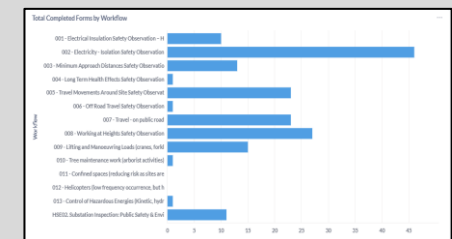- Assurance and compliance
- Business improvement analysis

Functional Manager

- Accreditation management
- Business Improvement Analysis

Supervisor and Manager KPR Platform

Senior Leader and Director KPR Platform

About RM People Centric Intelligent Solutions

People centric intelligent solution approaches develop a dynamic digital model of how company processes and systems support task execution.

Once the digital model is stabilised, digital task-level workflows are built to support in-field decision makers. The build process makes connections between business systems so that current data can be harvested and pushed to relevant workflow steps for use by task level decision makers.

At a task level the person becomes both a sensor and a local processor, and **providing that the workflows are codesigned, accepted, and can be improved by field staff** then this people centric design delivers three essential outcomes:

1. The process introduces the capacity to self-monitor and record that tasks are being completed to standard

2. The digital workflows provide precise and contextual information that reports back business systems and assists decision makers at the supervisor, manager, senior manager, and director levels.

3. The approach is backwards and forwards compatible with existing company business systems and future digital ecosystem upgrades and redesigns

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Graeme Webby
NZ Consulting Director

Henry Boyle
Application Support Coordinator

Mike Boyle
CEO and Managing Director

Steven Ducat
Operations Director

Risk Mentor New Zealand – Key Personnel

Graeme – After a 45-year career in leadership roles across the power distribution sector including construction, contracting, and asset management while making industry contributions, Graeme is now an RMDE Director and lead consultant,

Henry –provides client application support and holds a BSc in Psychology, an MA in Innovation and Commercialisation, and a Diploma in Software Development. He is experienced in technical writing, business improvement, stakeholder management, and full stack development.

Steven – is the Risk Mentor NZ Operations director with extensive improvement design and client support experience from his senior roles with Original Equipment Manufacturers (OEM) of mining equipment.

Mike - provides strategic advice to clients based on his executive management experience in resources and mining service companies along with a decade of business improvement consulting. He holds a BSc in Chemistry, Master of Occupational Health and Safety supported by a Post Graduate Diploma of Ethics and Corporate Governance, and professional qualifications in Risk Management and Industrial Hygiene.

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