



Safety Business Report – July and August 2020

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1. Recommendation

That the Board notes the Safety report for Auckland Transport (AT) for July and August 2020.

Prepared by: The AT Safety Team

Endorsed By: Bryan Sherritt, Executive General Manager Safety

1.1 Strategic Alignment

AUAHATANGA <i>Better, Bolder, Together</i>	<i>This report details business-wide actions, and Key Performance Indicators to assist the board in meeting their due diligence obligations.</i>
MANAAKITANGA <i>We Care ... Full Stop</i>	<i>This report demonstrates integrity associated with meeting ethical and legal obligations.</i>
TIAKITANGA <i>Safe with us</i>	<i>This report comments on the work our people are undertaking and the Critical H&S Risk areas facing AT, including the work being done to address these.</i>
WHANAUNGATANGA <i>We Connect</i>	<i>This report details workplace safety audit results and reports findings and updates to the Executive Leadership Team and Board.</i>

1.2 Executive Summary

This report provides a summary of Safety activities across the organisation, including:

- There were ten major events during this reporting period (six in July and four in August). The Safety team continue to operate at a high tempo due to many high priority activities taking place, e.g. the Safety Division Operating Model.
- Work is continuing on the Health & Safety (H&S) Case Management and Reporting system project, which is being facilitated by Business Technology (BT). The initiative consists of facilitated workshops being conducted and included key business functions within AT and our external partners. There have been six two-hour workshops with up to 12 more still to come.



- **H&S Performance – The trends for all indicators are generally stable or improving up to August.**
 - More external providers are now able to upload their data to Synergi after AT successfully implemented the resolution in Synergi in March to improve reporting from external contractors.
 - Drug and Alcohol (D&A) testing numbers (contractors and operators) have had an overall upward trend (evident for March and June)
 - There were two ‘not negative’ D&A test results over the reporting period, from a ferry operator and a sub-contractor.
 - A Fullers360 staff member tested not negative for Cannabis during a random D&A test in July. As per Fullers360 internal process, the staff member underwent a rehabilitation programme and has since been re-integrated back to the roster with negative test.
 - A D&A test was done as a result of an asset strike incident, BRS-INC185932 18 August 2020. The worker who returned a non-negative test result no longer works for Ventia. The incident report has been sent to AT but for privacy reasons information regarding the non-negative test result was not included.
 - Total Recordable Injury Frequency Rate for all AT suppliers continues to be stable. Total Recordable Injury Frequency Rate for AT employees continues to have an improving trend since February 2020 (being lowest in August at 3.5 per 200,000 hours worked in the last 12 months). This is probably due to the Covid-19 pandemic. It is worth noting that the Lost Time Injury (LTI) rate has remained stable since February 2018, even with increased H&S reporting through Synergi.
 - There was a total of seven LTI’s (six in July and one in August) resulting in 25 days of time off work. In addition, almost 8 LTI days have carried over from four historical incidents.
- **Transport Safety**
 - 19 Auckland road deaths on Local Roads and State Highways from 1 January – 31 August, 18 fewer than the five-year average.
 - Vulnerable road user deaths, particularly people on foot and people on bikes, are higher than the five-year average.



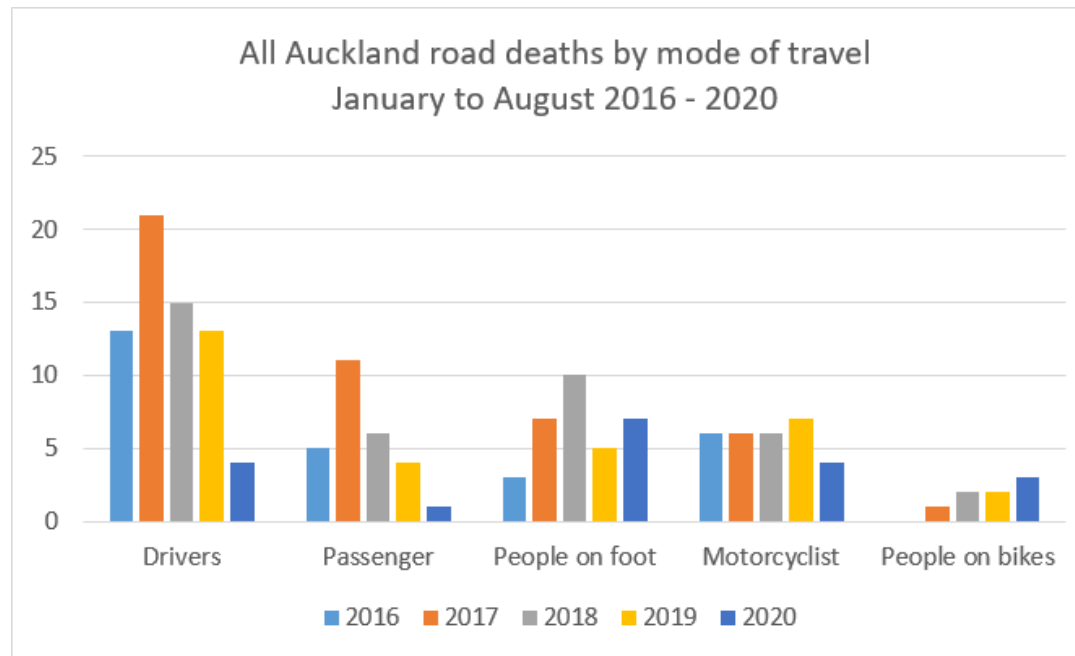
1.3 Statistical Snapshot

The data in this report is accurate until the end of August.



There was a total of five WorkSafe notifiable events over the reporting period (four in July and one in August).

See Section 4 WorkSafe NZ Notifications for details.



See Section 7.1 Research, Monitoring and Evaluation for details.



2. H&S Scorecard for August 2020

The following section describes key performance areas across AT.

2.1 Lead Indicators

- **Required Certifications**

The Health, Safety and Wellbeing (HS&W) Essentials online training module has been completed by 94% of employees who have been with AT for 90 or more days. The H&S Synergi online training module has been completed by 89% of employees who have been with AT for 90 or more days. The Learning and Development team in Culture and Transformation continue to push for completion of all Required Certifications.

- **Audits**

With the move to Covid-19 Alert Level 3 at the beginning of August, the AT Metro team prioritised all activities relating to the public transport response. Health and safety auditing was paused for the duration of the lockdown to allow our operators to focus their effort on this.

TranzUrban management has been approached to provide their action plan for the findings from the earlier audit. This process is being managed by the AT Metro team.

An independent audit of the Downtown project in relation to health & safety performance and notifiable incidents was completed and recommendations are being actioned.

- **Authorisation to work (ATW)**

23 of the 25 ATW requests submitted in July were processed within the 10-working day timeframe and 29 of 33 ATWs were processed in August. The six that were not processed were due to delayed start dates.

	Aug-20	Jul-20	Jun-20	May-20	Apr-20	Mar-20	Feb-20
HS&W Essentials module e-learning for active staff	94%	94%	93%	93%	91%	91%	94%
H&S Synergi module e-learning for active staff	89%	89%	87%	86%	82%	83%	83%
ATW completed (within 10 working days)	88%	92%	82%	94%	57%	95%	95%



2.2 Lag Indicators

Lag indicators are those indicators which measure AT's incidents in the form of past incident statistics. They are a traditional safety metric and are a snapshot in time.

2.2.1. H&S Injury Scorecard in August 2020 for AT Staff

	August 2020	July 2020	June 2020
Total Recordable Injury Frequency Rate (TRIFR)	3.52	3.69	3.8
Medical Treatment Injury Frequency Rate (MTIFR)	2.6	2.7	2.7
Lost Time Injury Rate (LTIFR) (Benchmark is 1.48 ¹)	1.9	1.7	1.9
Number of Lost Time Injuries (LTI)	1	6	2
Lost Time Injury Duration	9 days (3.72days carried over)	16 days (4.26days carried over)	6 days (9.9 days carried over)

2.2.2. Lost Time Injuries

In August 2020 there was one AT employee injury which resulted in time away from work:

- A parking operations employee hurt his lumbar spine whilst chalking vehicles and incurred nine days of lost time from work. He is a mature worker who has a history of lumbar sprain injuries and co-existing health conditions. The Occupational Health & Safety Specialist (OHSS) has initiated physiotherapy treatment (with surcharges covered by AT) and his return to normal duties is being coordinated and monitored carefully within AT.

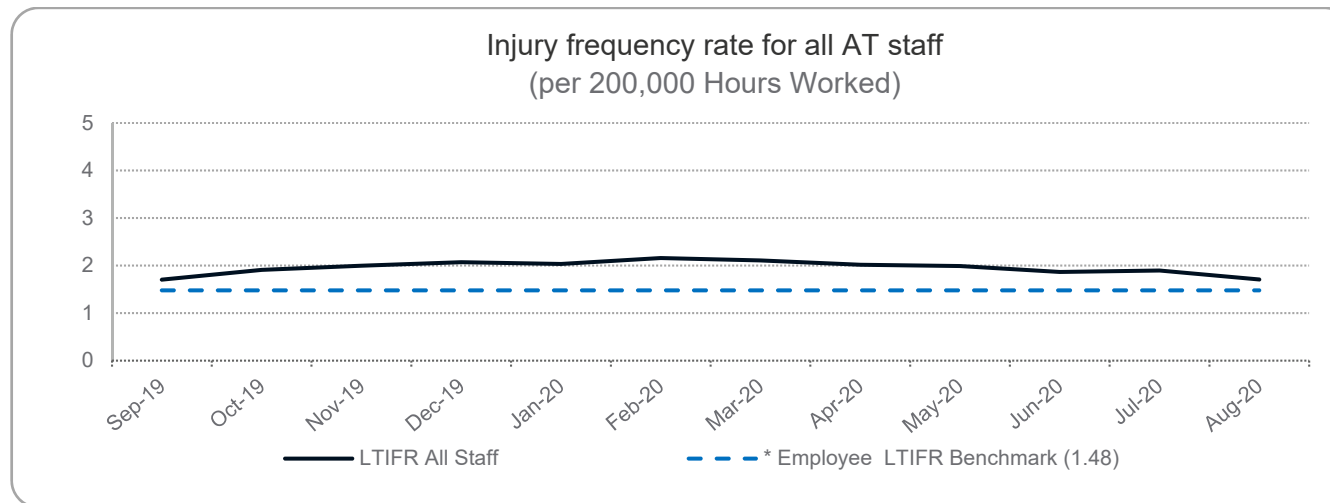
¹ Business Leaders H&S Forum Benchmark 2018

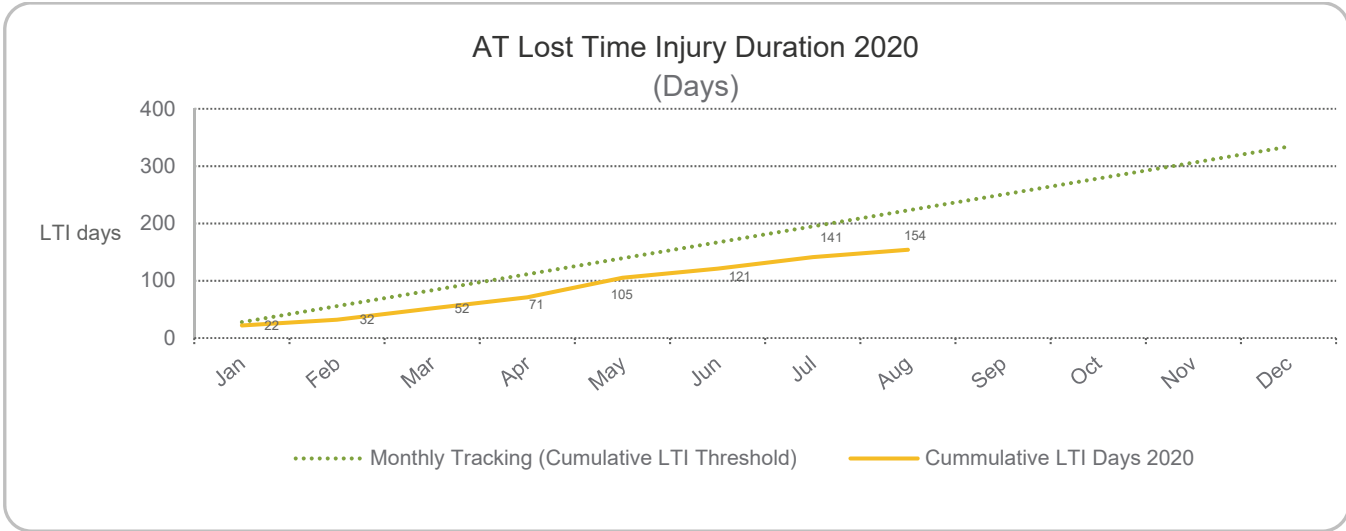


There are three lost-time injury cases carried over from previous workplace injuries, as follows:

- A parking officer suffered a fall in late July 2020, with a late diagnosis of an avulsion fracture (an injury to the bone in a location where a tendon or ligament attaches to the bone). With an avulsion fracture, the tendon or ligament pulls off a piece of bone resulting in four days of time lost from work, two days of which were taken in July and two in August 2020. The OHSS ensured light duties were made available as part of a successful return-to-work programme.
- A parking officer took a fall whilst walking and chalking on an uneven surface and suffered bruising and an avulsion (bone splinter) fracture of his lower leg. One day was lost from work in July and after a further two days in August, the OHSS ensured that he returned to work on light duties.
- An integrated network employee, whose injury stems from smoke inhalation whilst working during the Sky City Convention fire in October 2019 and had made a full return-to-work in May 2020, incurred 13.26 hours of lost-time from work, as certified by his GP. ACC issued a decision on 23 August declining any further episodes of incapacity based on the employee's claim. C&T are working to resolve ongoing performance and fitness for work concerns.

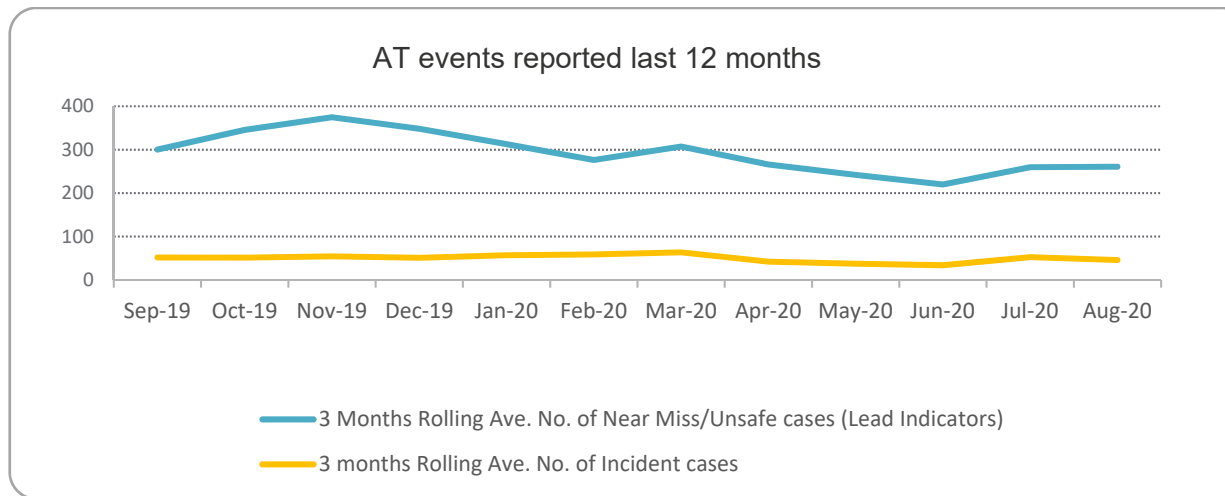
Actions completed by the OHSS and H&S Specialist have been to provide in-depth 1:1 training to the Parking Area Supervisor, and a training package has been run for 18 other parking area supervisors on incident reporting, injury and illness management.





2.2.3. Incident Reporting

Overall, the total number of cases being reported in the last 12 months are stable. The number of cases reported by Public Transport operators, Integrated Networks and Service Delivery Teams is consistent compared to previous reports.



A total of 606 cases was reported in Synergi over the reporting period (338 cases in July and 268 cases in August) with 85% of the total H&S events reported in the last 12 months being classed as lead indicators (near miss or unsafe behaviour/condition events). There were 34 unsafe cases reported to the H&S team via Synergi over the August period. There has been a continued downward trend in near miss reporting since October 2019 and work with the HSWR network will be undertaken to improve this. Reporting has increased slightly since March after AT successfully implemented a resolution in Synergi to improve reporting from external contractors, and the team will continue to monitor this.

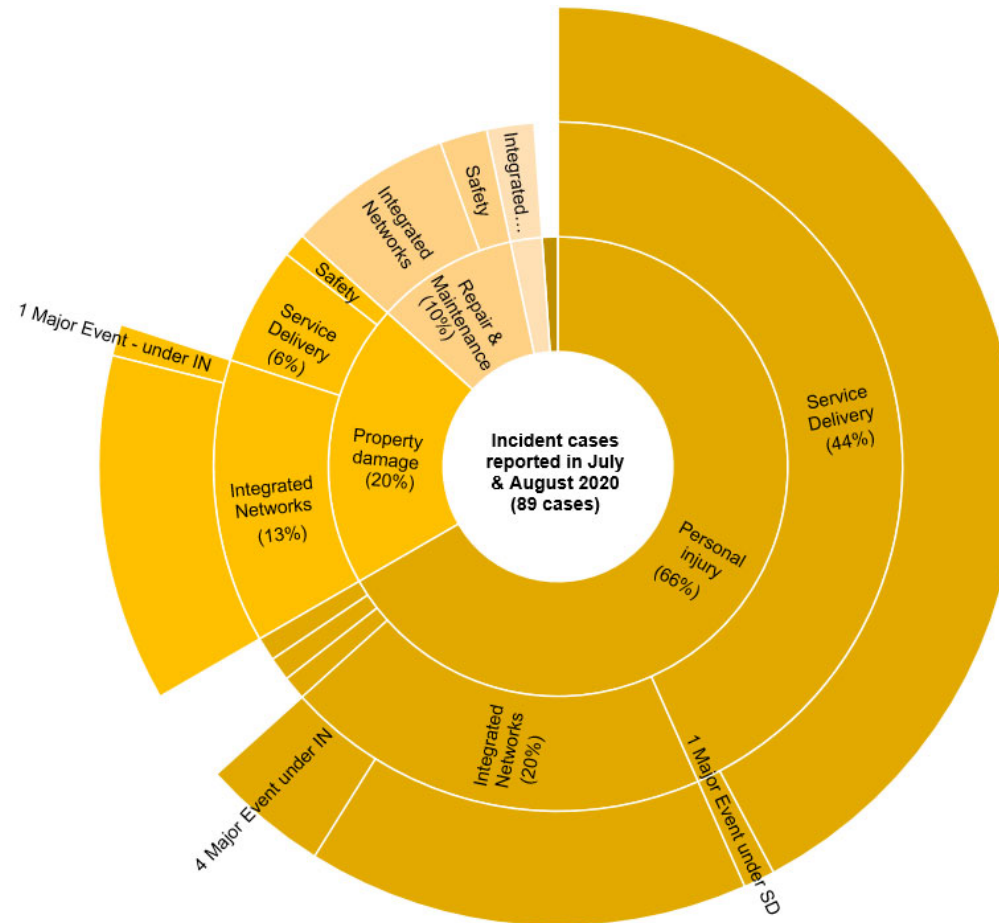
Approximately 15% (89 out of 606) of the cases reported were incidents involved our workers and customers. Outcomes of these cases were:

- More than half (66%) were injuries – with Service Delivery (44%) and Integrated Network (20%) as the department in charge of.
- Others resulted in property damage (20%) and repair & maintenance work (10%).

Major Events

There were eight major events over the reporting period – seven involving our workers and one with a cyclist at Tamaki Drive.

- Five resulted in personal injuries – Integrated Network (four) and Service Delivery (one).
- One resulted in property damage – Integrated Network (one).
- In addition to the above incident cases, there were two unsafe working conditions which could be a precursor for a serious incident in the future.



Recent system improvements in Synergi, including updating the organisational structure and improving the process around organisational change updates, will ensure better reporting. Work will continue with BT to ensure contractors are able to log into Synergi and report in a timely manner. The top three incident classifications are listed in the next section.



2.2.4. Top three incident classifications

The top three incident classifications for September 2019 – August 2020 are:

Event Classification	Incident	Near Miss or Unsafe Behaviour/Condition	Total Sept 19 - Aug 20
Vehicle incident	112 (-2%)	560 (+2%)	672 (16%) (+1%)
Violence & abuse	183 (+4%)	388 (-4%)	571 (13%)
Anti-social behaviour	7 (-1%)	525 (+1%)	532 (12%) (-1%)

(Percentage change compared to the previous report)

Vehicle incidents, violence and abuse, and anti-social behaviour remained the same top three events over the last few months. The current 12month period saw a slight improvement in lead indicator (near miss or unsafe behaviour/conditions) reporting for vehicle incidents and anti-social events. However, there is a shift in violence & abuse event reporting from the lead indicators to actual incidents. Although this is a minor shift (4% when compared to the last report), Safety will continue to work with the business to encourage reporting lead indicators.


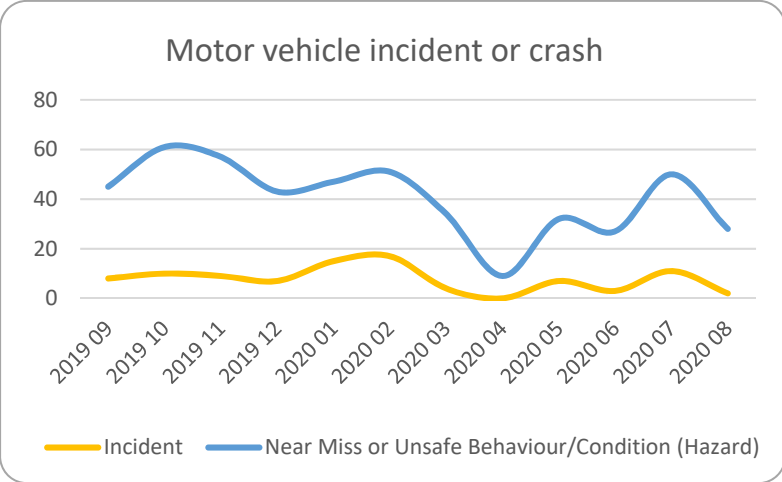
Over the last 12 months, the majority (337 out of 571 or 59%) of the total violence & abuse reported are aggression and verbal abuse related; the remaining are assault (21%), intimidation or threats (9%), theft - cash box (9%) and theft – related to staff personal belongings (1%).

Work on the Threats and Aggression programme is ongoing and a Behavioural Experimental programme relating to de-escalation training for customer facing AT staff is being conducted. Thirteen workshops (an additional six workshops since last reported) have been delivered with positive feedback on the new skills and strategies to mitigate aggressive interactions from the public.


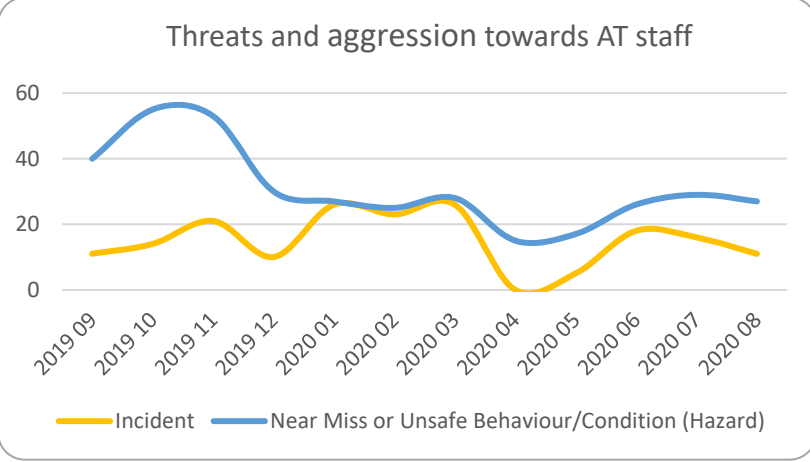


3. Safety Critical Risk Areas Update


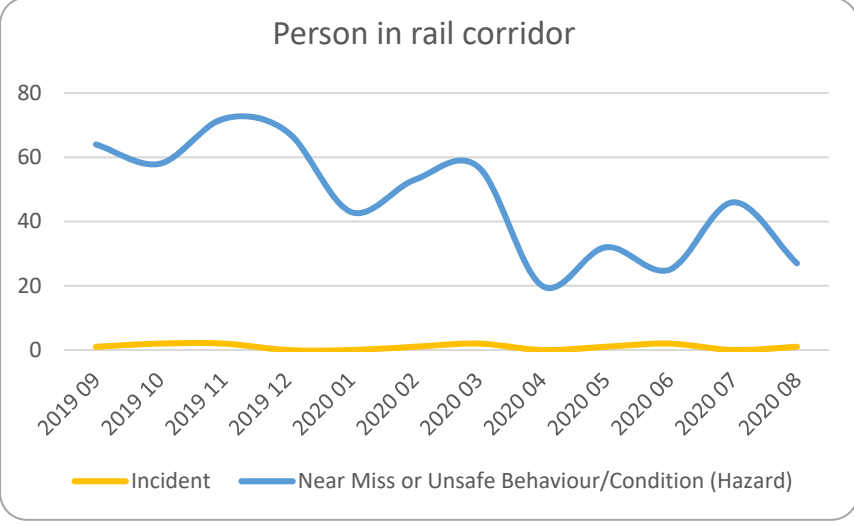
A Critical Risk (CR) is a risk that has an assessed risk score of 15 and above on the AT Risk Matrix. AT's CRs are the risks that are most likely to cause single or multiple significant or disabling injuries, and/or a fatality. The table on the following pages highlight the AT CR areas that have had notable events during July and August 2020.

AT Critical Risk (Hazard)	Current status/Issues	No.	Action	No.	Reported case last 12 months trends
 Motor vehicle incident or crash (Motor vehicle operation)	<ul style="list-style-type: none"> Motor vehicle incidents or crashes are the top Critical Risk in AT. Worth noting that majority of the cases are near miss or unsafe behaviour or conditions. 13% (12 out of 91 events) are broken down by: <ul style="list-style-type: none"> ➢ 1 personal injury requiring treatment ➢ 10 property damage ➢ 1 repair & maintenance 		The H&S team to work with Business Account Managers and Project Managers to identify causes and mitigations.		
	Incidents	12	Near Miss	13	
	Unsafe Behaviour/Condition (Hazard)	66	Total	91	


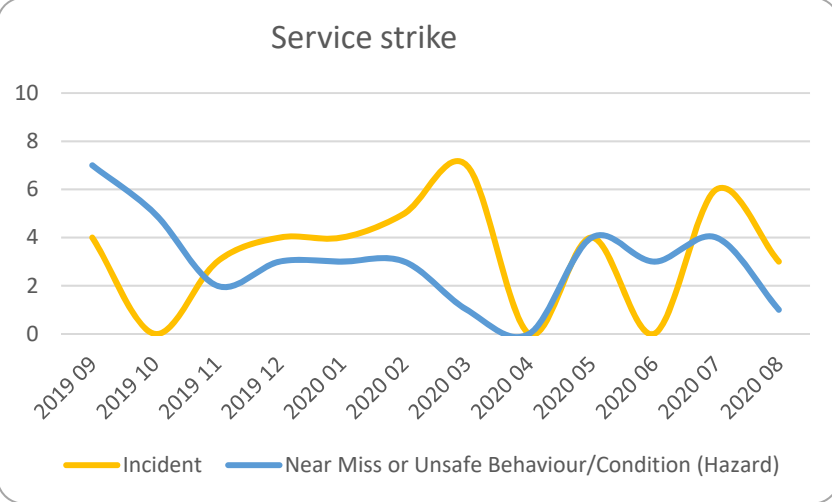

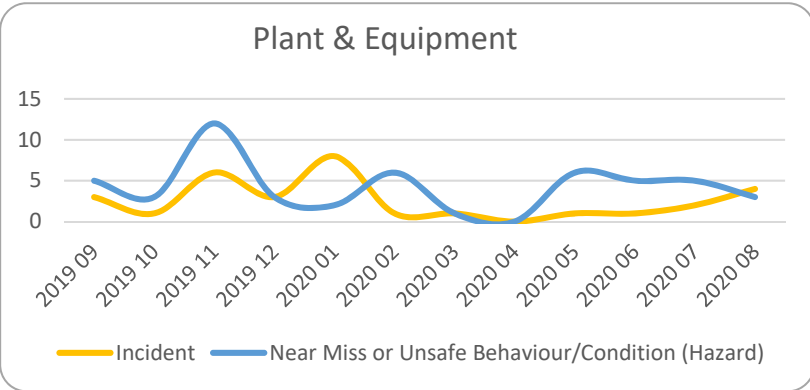


AT Critical Risk (Hazard)	Current status/Issues	No.	Action	No.	Reported case last 12 months trends																																							
 <p>Threats & aggression towards AT Staff (Violence towards staff from public)</p>	<ul style="list-style-type: none"> All the cases in July and August involved assaults, threatening, verbal abuse towards AT workers and theft involving a bus driver. The previous incidents of cashbox theft have tapered off (13 in Feb 10 in March, none subsequently) due to the buses remaining cashless and it is hoped that this situation will continue. 		De-escalation training for our workers is being implemented. All sessions up to August are fully subscribed.		 <p>Threats and aggression towards AT staff</p> <p>Legend: Incident (Yellow), Near Miss or Unsafe Behaviour/Condition (Hazard) (Blue)</p> <table border="1"> <caption>Approximate data from the line chart</caption> <thead> <tr> <th>Month</th> <th>Incident</th> <th>Near Miss or Unsafe Behaviour/Condition (Hazard)</th> </tr> </thead> <tbody> <tr><td>2019 09</td><td>10</td><td>40</td></tr> <tr><td>2019 10</td><td>15</td><td>55</td></tr> <tr><td>2019 11</td><td>20</td><td>45</td></tr> <tr><td>2019 12</td><td>10</td><td>30</td></tr> <tr><td>2020 01</td><td>25</td><td>25</td></tr> <tr><td>2020 02</td><td>20</td><td>25</td></tr> <tr><td>2020 03</td><td>25</td><td>30</td></tr> <tr><td>2020 04</td><td>5</td><td>15</td></tr> <tr><td>2020 05</td><td>10</td><td>20</td></tr> <tr><td>2020 06</td><td>15</td><td>25</td></tr> <tr><td>2020 07</td><td>10</td><td>30</td></tr> <tr><td>2020 08</td><td>10</td><td>25</td></tr> </tbody> </table>	Month	Incident	Near Miss or Unsafe Behaviour/Condition (Hazard)	2019 09	10	40	2019 10	15	55	2019 11	20	45	2019 12	10	30	2020 01	25	25	2020 02	20	25	2020 03	25	30	2020 04	5	15	2020 05	10	20	2020 06	15	25	2020 07	10	30	2020 08	10	25
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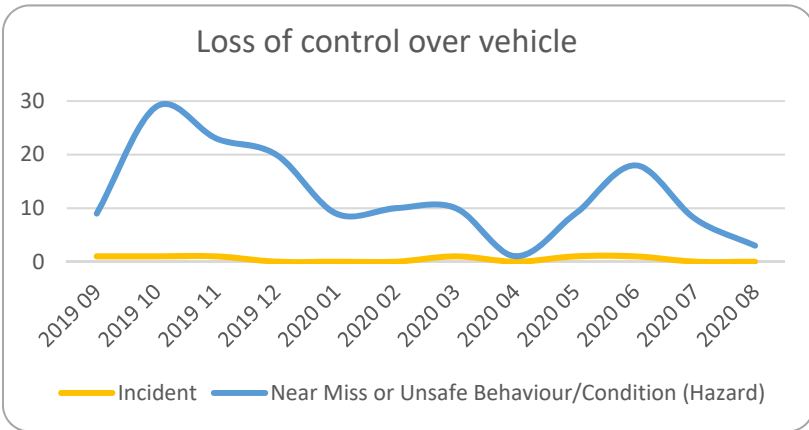

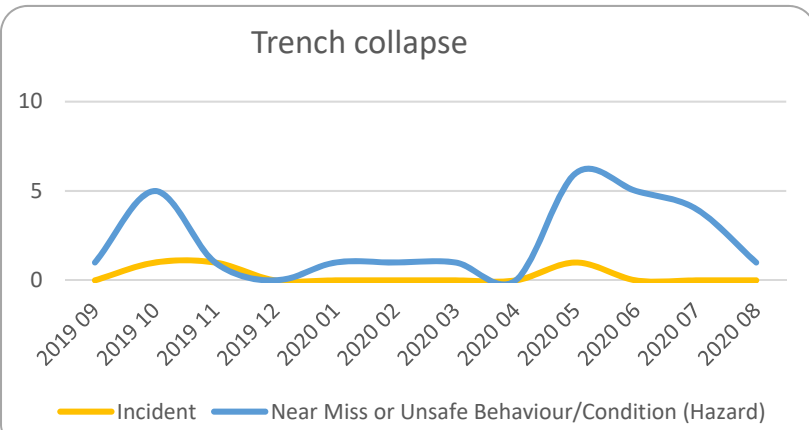


AT Critical Risk (Hazard)	Current status/Issues	No.	Action	No.	Reported case last 12 months trends																																							
 <p>Person in rail corridor (Train Operation)</p>	<ul style="list-style-type: none"> Majority cases (99%) reported over July and August are lead indicators, 12 near miss and 62 unsafe behaviour/conditions across the train station network. 1 potential self-harm occurred on live rail corridor at Swanson. Police were called to the incident. In addition to the incidents above, there were 20 level crossing events on live tracks, including vehicles or customers, 34 trespasses and 19 other train operations (such as school kids/youth standing at the edge of the train platform) in July and August. 		<p>There was one fatality at Henderson train station in the month of May.</p> <p>Over the last 5 years (since 2016), there were 145 self-harm attempts recorded at our train stations:</p> <p>Middlemore (19), Papakura (9), Glen Innes (9), Papatoetoe (8), Otahuhu (6), Panmure (6), Greenlane (6), Avondale (5), Orakei (5), Newmarket (5), Takanini (5) and Swanson (1).</p> <p>The H&S team continues to work with Transdev, TrackSafe and KiwiRail to determine early interventions to address near miss and unsafe behaviour/conditions. Further work is required to minimise such incidents.</p>		<p style="text-align: center;">Person in rail corridor</p>  <table border="1"> <caption>Reported case last 12 months trends</caption> <thead> <tr> <th>Month</th> <th>Incident</th> <th>Near Miss or Unsafe Behaviour/Condition (Hazard)</th> </tr> </thead> <tbody> <tr><td>2019 09</td><td>1</td><td>65</td></tr> <tr><td>2019 10</td><td>1</td><td>60</td></tr> <tr><td>2019 11</td><td>1</td><td>75</td></tr> <tr><td>2019 12</td><td>1</td><td>70</td></tr> <tr><td>2020 01</td><td>1</td><td>45</td></tr> <tr><td>2020 02</td><td>1</td><td>55</td></tr> <tr><td>2020 03</td><td>1</td><td>60</td></tr> <tr><td>2020 04</td><td>1</td><td>20</td></tr> <tr><td>2020 05</td><td>1</td><td>35</td></tr> <tr><td>2020 06</td><td>1</td><td>25</td></tr> <tr><td>2020 07</td><td>1</td><td>45</td></tr> <tr><td>2020 08</td><td>1</td><td>30</td></tr> </tbody> </table>	Month	Incident	Near Miss or Unsafe Behaviour/Condition (Hazard)	2019 09	1	65	2019 10	1	60	2019 11	1	75	2019 12	1	70	2020 01	1	45	2020 02	1	55	2020 03	1	60	2020 04	1	20	2020 05	1	35	2020 06	1	25	2020 07	1	45	2020 08	1	30
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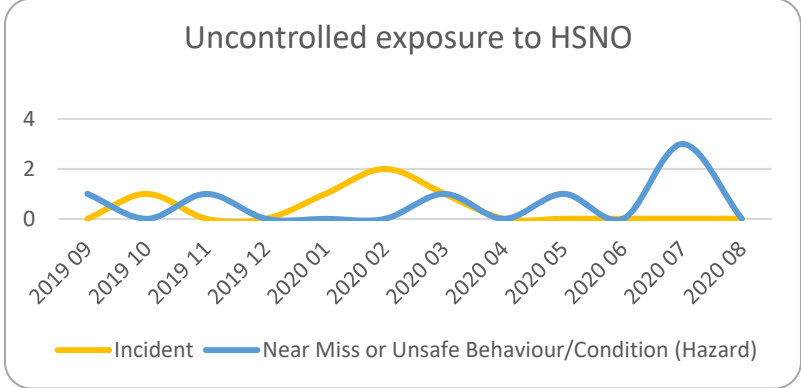

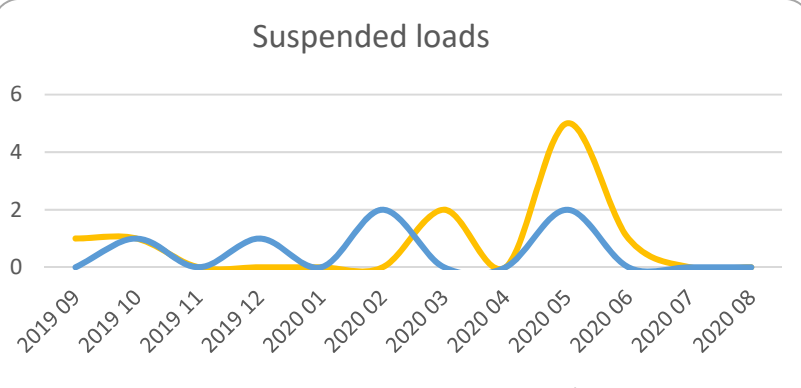


AT Critical Risk (Hazard)	Current status/Issues	No.	Action	No.	Reported case last 12 months trends
 <p>Service strike (Work area with services pass)</p>	<ul style="list-style-type: none"> Service strikes in July and August involved underground services in the Pukekohe Central, Albany Heights, Panmure, Dairy Flats, Puhinui train station, Glendowie, Hillsborough and Warkworth areas. Historically, a total of 8 events reported for the February month, including one water service strike. One major event in March this year involving a digger, who came in contact with a live high voltage cable in Sunnyhills, Manukau. WorkSafe were notified. 		IMPAC has been commissioned to audit the AMETI site to include all stakeholders, AT, Fulton Hogan, Northpower and Vector.		<p>Service strike</p>  <p>— Incident — Near Miss or Unsafe Behaviour/Condition (Hazard)</p>
	Incidents	9	Near Miss	4	
	Unsafe Behaviour/Condition (Hazard)	1	Total	14	
 <p>Plant & Equipment (Struck by road roller)</p>	<ul style="list-style-type: none"> 5 of the major events occurred over the reporting period involved operators with plant and equipment at Downtown (4) or Mt Roskill worksites; resulting 3 injuries. 		The H&S team is working with Project Managers to identify causes and mitigation		<p>Plant & Equipment</p>  <p>— Incident — Near Miss or Unsafe Behaviour/Condition (Hazard)</p>
	Incidents	6	Near Miss	4	
	Unsafe Behaviour/Condition (Hazard)	4	Total	14	



AT Critical Risk (Hazard)	Current status/Issues	No.	Action	No.	Reported case last 12 months trends
 Loss of control over vehicle (Temporary traffic management)	<ul style="list-style-type: none"> Majority of the cases reported are lead indicators, mainly relating to non-complying traffic management on site and speed. 		Work has begun with a Behavioural Scientist to identify trials that could work in reducing speed around the AMETI project		 <p>Loss of control over vehicle</p> <p>Y-axis: 0, 10, 20, 30</p> <p>X-axis: 2019 09, 2019 10, 2019 11, 2019 12, 2020 01, 2020 02, 2020 03, 2020 04, 2020 05, 2020 06, 2020 07, 2020 08</p> <p>Legend: Incident (Yellow), Near Miss or Unsafe Behaviour/Condition (Hazard) (Blue)</p>
	Incidents	0	Near Miss	3	
	Unsafe Behaviour/Condition (Hazard)	8	Total	11	
 Trench collapse (Excavation)	<ul style="list-style-type: none"> All 5 events reported were unsafe condition/behaviour in AMETI and Downtown Joint Venture Programme (e.g. edge protection around open spaces needs improving or working in a trench without shoring). 				 <p>Trench collapse</p> <p>Y-axis: 0, 5, 10</p> <p>X-axis: 2019 09, 2019 10, 2019 11, 2019 12, 2020 01, 2020 02, 2020 03, 2020 04, 2020 05, 2020 06, 2020 07, 2020 08</p> <p>Legend: Incident (Yellow), Near Miss or Unsafe Behaviour/Condition (Hazard) (Blue)</p>
	Incidents	0	Near Miss	3	
	Unsafe Behaviour/Condition (Hazard)	2	Total	5	




AT Critical Risk (Hazard)	Current status/Issues	No.	Action	No.	Reported case last 12 months trends
 <p>Uncontrolled exposure to HSNO (Substances harmful to health)</p>	<ul style="list-style-type: none"> All 3 cases reported for AMET1 and Auckland Central involved dust or asbestos and workers are not wearing appropriate PPE. 				<p data-bbox="1429 440 1883 475">Uncontrolled exposure to HSNO</p> 
	Incidents	0	Near Miss	2	
	Unsafe Behaviour/Condition (Hazard)	1	Total	3	
 <p>Suspended loads (Loss of control of lad when suspended)</p>	<ul style="list-style-type: none"> There were no incidents reported for this CR. Focus has been on the other CRs and this will continue to be monitored. 				<p data-bbox="1496 882 1738 917">Suspended loads</p> 



AT Critical Risk (Hazard)	Current status/Issues	No.	Action	No.	Reported case last 12 months trends																																							
 <p>Person in water (Sea water)</p>	<ul style="list-style-type: none"> • There were no incidents reported for this CR. • Focus has been on the other CRs and this will continue to be monitored. 				<p>Person in water</p>  <table border="1"> <caption>Person in water - Reported case last 12 months trends</caption> <thead> <tr> <th>Month</th> <th>Incident</th> <th>Near Miss or Unsafe Behaviour/Condition (Hazard)</th> </tr> </thead> <tbody> <tr><td>2019-09</td><td>0</td><td>0</td></tr> <tr><td>2019-10</td><td>0</td><td>3</td></tr> <tr><td>2019-11</td><td>0</td><td>0</td></tr> <tr><td>2019-12</td><td>0</td><td>0</td></tr> <tr><td>2020-01</td><td>0</td><td>0</td></tr> <tr><td>2020-02</td><td>0</td><td>21</td></tr> <tr><td>2020-03</td><td>0</td><td>5</td></tr> <tr><td>2020-04</td><td>0</td><td>0</td></tr> <tr><td>2020-05</td><td>0</td><td>2</td></tr> <tr><td>2020-06</td><td>0</td><td>0</td></tr> <tr><td>2020-07</td><td>0</td><td>0</td></tr> <tr><td>2020-08</td><td>0</td><td>0</td></tr> </tbody> </table>	Month	Incident	Near Miss or Unsafe Behaviour/Condition (Hazard)	2019-09	0	0	2019-10	0	3	2019-11	0	0	2019-12	0	0	2020-01	0	0	2020-02	0	21	2020-03	0	5	2020-04	0	0	2020-05	0	2	2020-06	0	0	2020-07	0	0	2020-08	0	0
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 <p>Any fall from height (Working at height)</p>	<ul style="list-style-type: none"> • There were no incidents reported for this CR. • Focus has been on the other CRs and this will continue to be monitored. 				<p>Any fall from height</p>  <table border="1"> <caption>Any fall from height - Reported case last 12 months trends</caption> <thead> <tr> <th>Month</th> <th>Incident</th> <th>Near Miss or Unsafe Behaviour/Condition (Hazard)</th> </tr> </thead> <tbody> <tr><td>2019-09</td><td>0</td><td>0</td></tr> <tr><td>2019-10</td><td>0</td><td>1</td></tr> <tr><td>2019-11</td><td>1</td><td>3</td></tr> <tr><td>2019-12</td><td>0</td><td>0</td></tr> <tr><td>2020-01</td><td>0</td><td>3</td></tr> <tr><td>2020-02</td><td>0</td><td>0</td></tr> <tr><td>2020-03</td><td>0</td><td>0</td></tr> <tr><td>2020-04</td><td>0</td><td>0</td></tr> <tr><td>2020-05</td><td>1</td><td>7</td></tr> <tr><td>2020-06</td><td>0</td><td>0</td></tr> <tr><td>2020-07</td><td>0</td><td>0</td></tr> <tr><td>2020-08</td><td>0</td><td>0</td></tr> </tbody> </table>	Month	Incident	Near Miss or Unsafe Behaviour/Condition (Hazard)	2019-09	0	0	2019-10	0	1	2019-11	1	3	2019-12	0	0	2020-01	0	3	2020-02	0	0	2020-03	0	0	2020-04	0	0	2020-05	1	7	2020-06	0	0	2020-07	0	0	2020-08	0	0
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AT Critical Risk (Hazard)	Current status/Issues	No.	Action	No.	Reported case last 12 months trends
 <p>Asphyxiation (Confined space)</p>	<ul style="list-style-type: none"> There were no incidents reported for this CR. Focus has been on the other CRs and this will continue to be monitored. 				<ul style="list-style-type: none"> There was no confined space Health and Safety case reported in the last 12 months.

4. WorkSafe NZ Notifications

There were two WorkSafe notifiable and eight other major events during this reporting period (six in July and four in August).

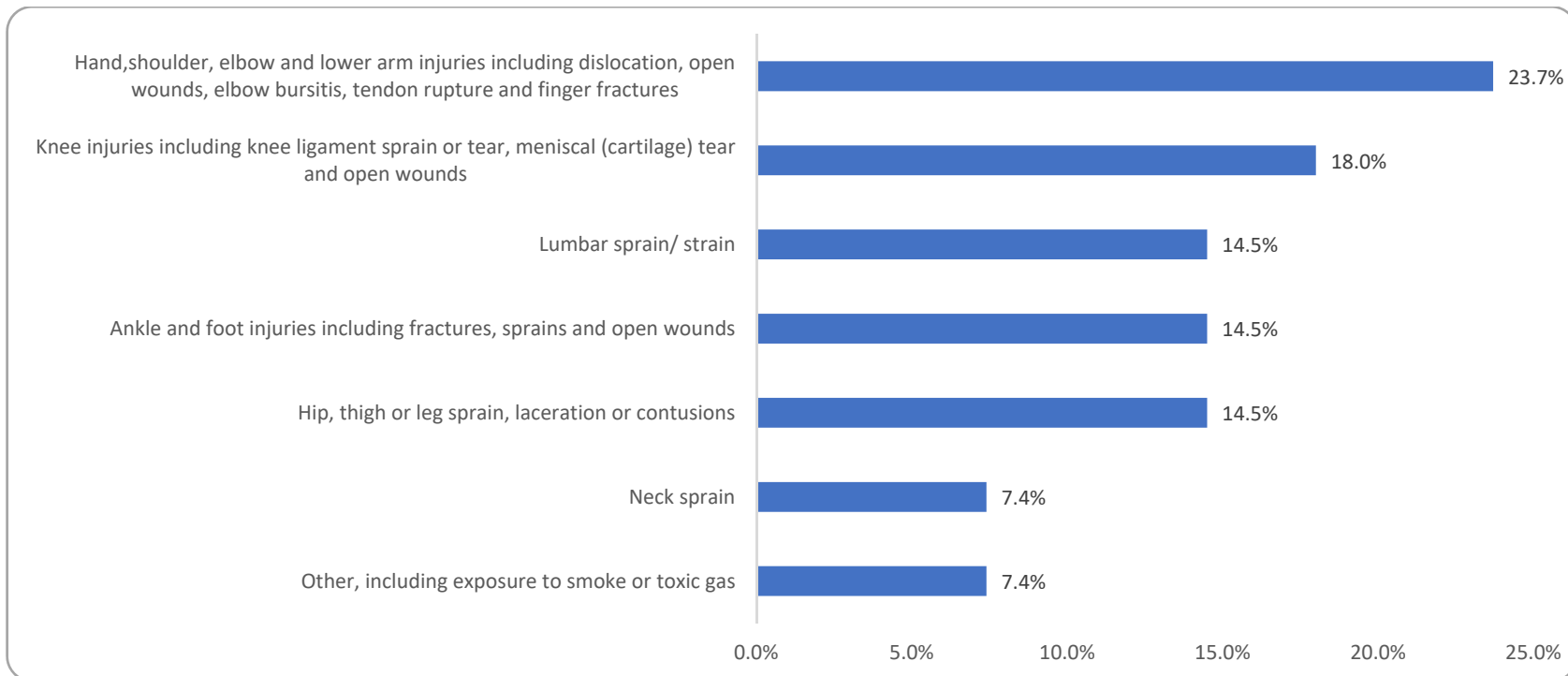
- 4 July – Bus caught fire at Manukau bus station (Synergi 22451, WorkSafe notification No. unknown)
- 7 July – Rope Guide became detached from piling rig and landed on footpath at CRL piling link alliance (no Synergi case, WorkSafe notification No. unknown)
- 10 July – Collapsed shipping container
- 11 July – Cleaning contractor burnt at Civic car park (Synergi 22622, WorkSafe notification No. unknown)
- 27 July – Person on bike hit by truck at Tamaki Drive TTM site (Synergi 22747, Police reference 43067237)
- 27 July – Worker had his foot runover by excavator at Mt Roskill (Synergi 22743, WorkSafe notification 5785639)
- 10 August – Over extended boom on 6 tonne excavators (Synergi Number 22974)
- 17 August – A worker was hit on the head when fencing collapsed at DIPD (Synergi Number 23050)



- 28 August – A worker had their finger amputated after the cage they were in, made contact with the pylon (Synergi number 23126, WorkSafe Notification 614160)
- 31 August – A worker left suspended in main cage (Synergi number 23114)
- Further detail regarding updates of these events can be found in Attachment 1 “Update on Notifiable Events”.

5. AT Staff Related Injury Incidents

The injuries that employees most commonly sustain are dependent on their job tasks, fitness for work and control of ergonomic hazards within the workplace. The seven highest injury claims over the past 12 months were:



AT staff body area and injuries ACC claims last 12 months (up to August 2020)



The most frequent mechanism of injury, which is disproportionate to other injury mechanism, is 'slips, trips and falls' while stepping or walking on uneven or moving surfaces, followed by poor manual handling/ergonomics including performing of repetitive tasks with awkward postures. Other mechanisms of injury contributing in descending order were collision with stationary objects, followed by assaults and toxin exposure. Service Delivery continues to be the business unit with the highest proportion of injuries.

Injury Management, Wellbeing and Health Promotion Activities

The flu vaccination report was received from Vitality Works on 21 August. Covid-19 lockdowns and restrictions from the Ministry of Health on release of stocks of flu vaccinations for workplaces contributed to delays in the administration of the vaccinations and a much higher number of employees redeeming flu vaccination vouchers in 2020, compared to 2019. Overall, there was a 23% decline in employees' uptake of flu vaccinations compared to 2019. Survey results indicated that employees rated the vaccination experience 4.9/5 and the process of redeeming a voucher 4.7/5 at the few onsite clinics held and the booking experience as very positive.

Well-being and health promotion incentives continue to be developed within AT, focussing on the more vulnerable employee groups that have the highest incident of injuries, i.e. Parking Officers and Transport Officers. There has been a 65% uptake from employees for the skin check clinics held at 20 Viaduct Harbour by NZ Skin Health as follows:

- 117 Parking Officers
- 32 Transport Officers
- 9 employees from Harbourmaster
- 9 Temporary Traffic Management Employees from Services and Performance

Podiatry Services scope of practice has been refined to include the following interventions for Transport Officers and Parking Officers:

- Pre-employment Podiatry Assessment which may include recommendations on footwear and insoles, and suitability for the role, for all 'beat workers'
- Annual Podiatry Reviews, including provision of anti-fungal cream and standard insoles
- Foot hygiene workshop

108 Parking Officers attended Podiatry reviews, and Transport Officers are still in the early stages of booking their reviews. 10 applicants for Transport Officer roles are booked to undergo pre-employment Podiatry assessments in October 2020.

The local physiotherapist is providing physiotherapy for a small number of employees requiring rehabilitation for workplace injuries, with cost of surcharges in addition to ACC-covered costs being covered by AT. This allows for feedback and recommendations via the OHSS to people leaders to make informed decision on return-to-work.



Further development of an “Early discomfort notification” system between Service Delivery and H&S, is now ready for roll-out, as an injury prevention initiative. Service Delivery employees will be able to complete a form on their mobile devices and their responses notified to the OHSS who will review their complaints and refer them for either physiotherapy clinic on-site or to podiatry.

Ergonomic workstation assessments slowed during August 2020 with the subsequent lockdown. There was only 1 request for equipment for working from home under level 2.5 Covid-19 lockdown, and another for a review of an employee’s seating. The OHSS has been in liaison with ATOC Smales and is coordinating trials of 4 different ergonomic chairs from the AT furniture supplier shortly.

Melanoma NZ has developed an online education portal which is being trialled in Health and Safety, which provides excellent information for New Zealanders but is tailored for workplaces to promote this important health concern in New Zealand. The purchasing of the education portal which all AT employees will be able to access for a year is being followed up by OHSS. Skin health promotion activities will begin in November/ December 2020.

AT partnered with “Mates in Construction” and was involved in ‘Flying the Flag” initiative for Suicide Prevention Day on 11 September, ahead of the Mental Health Awareness Week, which was from 21 – 27 September. A Mental Health and Wellbeing Portal has been developed on the Engine Room sharing activities by Mental Health Foundation, and questions / answers to our mental health and wellbeing leaders at AT.

6. H&S Activities

6.1 Audit Activities

6.2 H&S Audit Schedule

Audit activities will resume in level 1, following consultation with members of the bus services team in AT Metro

6.3 Board H&S Engagement Activities

A programme / calendar schedule has been developed following changes to the structure of Committee meetings. The schedule is being finalised, and the Safety team will set appointments with individual Board members and the project teams for selected sites. ELT site visits have resumed in October.



6.4 Programmes of Work

Current areas of major work ongoing within the Safety Team:

- Health, Safety, and Wellbeing Reps (HSWRs) nominations, elections and welcome took place in July, and we now have over 60 engaged HSWRs across AT for 2020-22. The first of these forums was held on 29 September; and opened by AT's CE – Shane Ellison and AT's EGM Safety – Bryan Sherritt.
- The project for the replacement of the H&S Case Management and Reporting system is ongoing and was paused during Covid-19 lockdown. Workshops to identify the attributes of a best practice system are continuing.
- Asbestos Service Level Agreement for management and training with Auckland Council has been received and is being reviewed
- AS/NZS ISO45001 H&S Accreditation – This was started mid-September with a fresh Stage 1 audit. We are in a better position for the initial assessment than previously.
- The drafting of various policies and procedures are being reviewed by Risk and Assurance. These include:
 - H&S Policy (Interim whilst AS/NZS ISO45001 is progressed)
 - Rehabilitation Process and Return-to-Work Processes for workplace injuries, non-workplace injuries and illness
 - Allergy Management Procedure
 - Smoking Policy
 - Fatigue Management policy
 - Drug and Alcohol policy



7. Transport Safety

The content of the safety section of this report has been aligned to the focus areas of the Vision Zero for Tāmaki Makaurau strategy and action plan.



Key Vision Zero actions

Currently, we have several activities all being delivered by different organisations. This focus area aims to bring together all these activities and align our work across all partners. We expect this will make the largest contribution to our death and serious injury reduction targets.



Build capability

We need to build our skills and capacity, so we have the tools and ability to deliver the safety gains from future action plans and achieve our long-term goals.



Lead conversations

Only with our communities will we be able to create a truly safe Tāmaki Makaurau.



Research and evaluation

We will work to continuously improve performance through evaluation, research and an annual report of the strategy's performance.

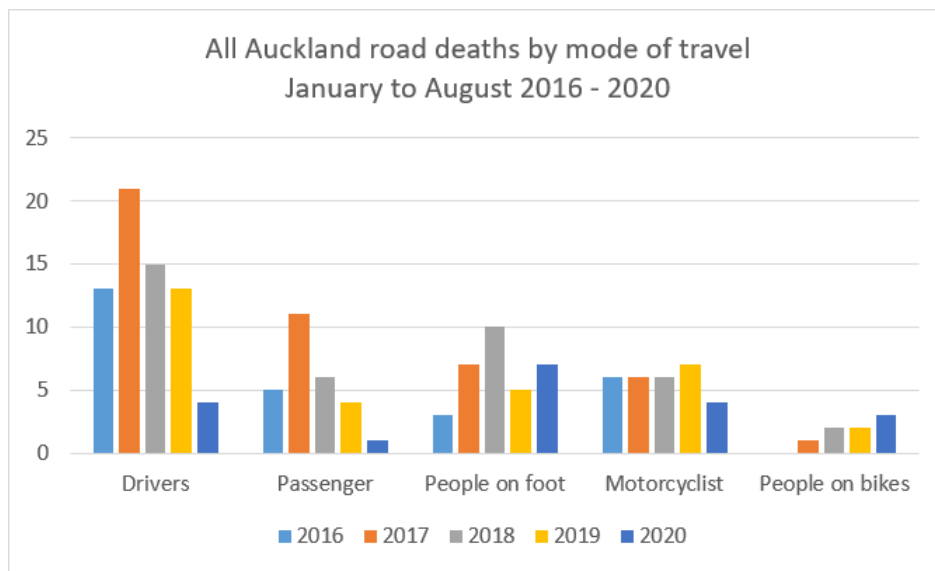


7.1 Research, Monitoring and Evaluation

All Auckland road deaths overview – January to August 2020

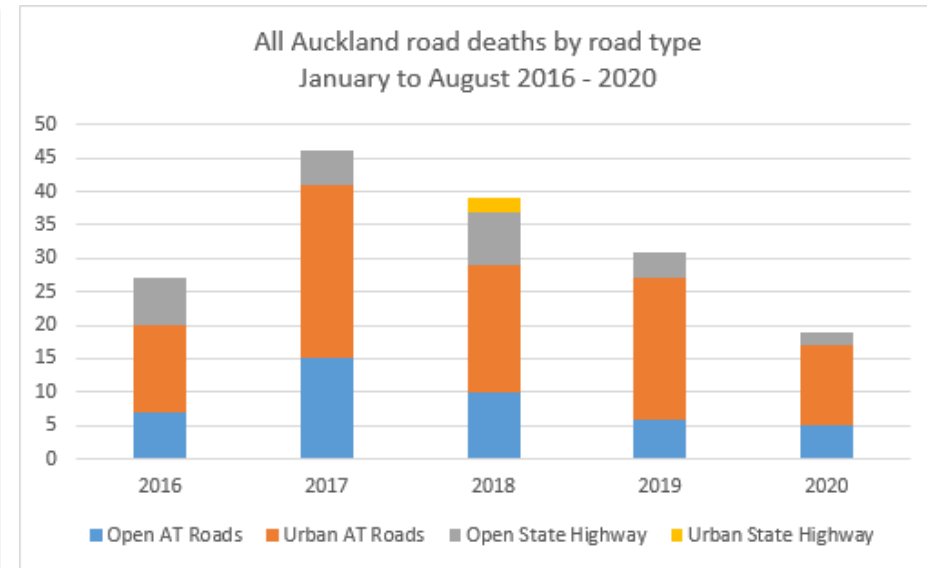
19 Auckland road deaths were recorded on Local Roads and State Highways from 1 January to end of August 18 fewer than the five-year average.

In 2020 compared to the five-year average, the year-to-date deaths are down but our vulnerable road user deaths are up, particularly people on foot and people on bikes (each by one respectively).



So far, the number of people on foot killed in 2020 is one more than the five-year average.

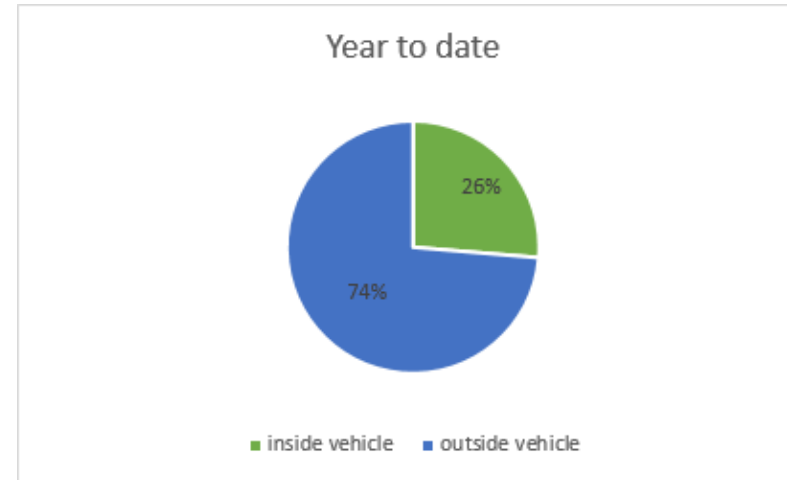
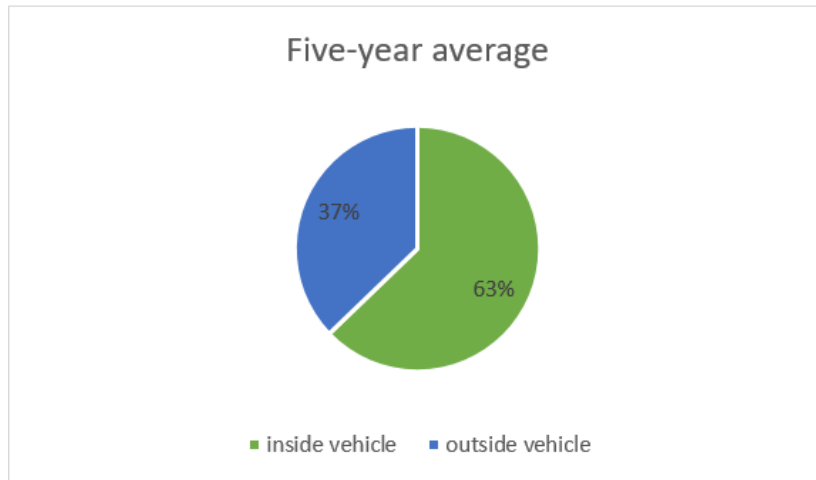
The next two largest road death categories are motorcyclists, followed by drivers. These are two and 12 fewer than the five-year average respectively.



In 2020 so far, 89% of road deaths occurred on AT roads, 63% on urban AT roads and 26% on open AT roads.



Proportion of road deaths outside a vehicle higher in 2020 than the five-year average



In 2020, 74% of deaths are of people travelling outside of vehicles. This proportion is significantly higher than the five-year YTD average where 38% of deaths were outside a vehicle. This reflects two trends in 2020 to date; one that deaths inside a vehicle are significantly lower than the five-year average and two, deaths for people on foot and bikes are higher than the five-year average. Serious injury data is currently only available till May and does not currently show such a strong shift to people outside a vehicle.

One impact of Covid-19 restrictions this year has been a drop-in vehicle kilometres travelled and exposure, which appears to have reduced vehicle deaths.

The majority of people on foot fatalities were on 50km/hr roads. Two were on 100km/hr state highways. There was also one death on a 30km/hr road and one on a 40km/hr road. The 30km/hr death was between a person walking and a rubbish truck. The 40km/hr fatality occurred on Ponsonby Road at a controlled intersection, involving a person walking and a SUV.

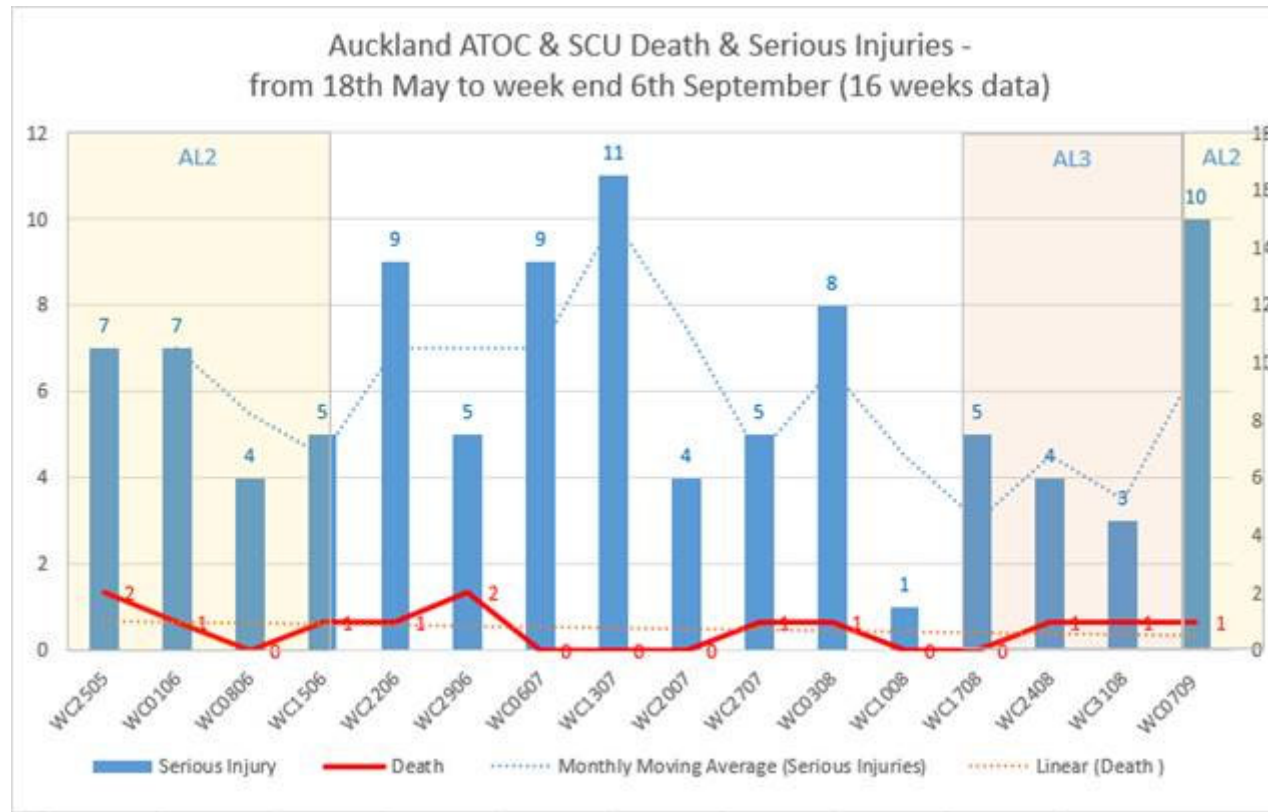
All three cycle fatalities occurred on 50km/hr roads. One cycle fatality was between a cyclist and truck at an intersection on Glenfield Road. The lanes through the intersection move to the left by approximately 1.3 metres, with the lane narrowing on the southern side around the area of the impact. One cycle fatality was between a cyclist and a Nissan travelling on the cycle lane on Great South Road. At impact, the cyclist went onto the bonnet of the Nissan, then continued forward and went underneath a parked truck and trailer unit. One cycle fatality was found lying on a lawn on Beach Road, Auckland City.

We are prioritising safety for people outside a vehicle in our road safety capital programme for both the current financial year and three year programme.



Auckland ATOC Death and Serious Injury (DSI) to week ending 6 September 2020

Serious injuries on our network had decreased significantly in August. This could be due to fewer vehicles and people out on the network under the Alert Level 3 lockdown restrictions and has been followed in the first week of Alert Level 2.5 with an increase in serious injuries.



*ATOC Reported – ATOC assisted road crash incidents ONLY and road crash serious incidents attended by SCU. It does not include serious road crashes not reported by ATOC / SCU (i.e. police reported serious crashes recorded in the NZTA Crash Analysis System) due to a 3-month lag.

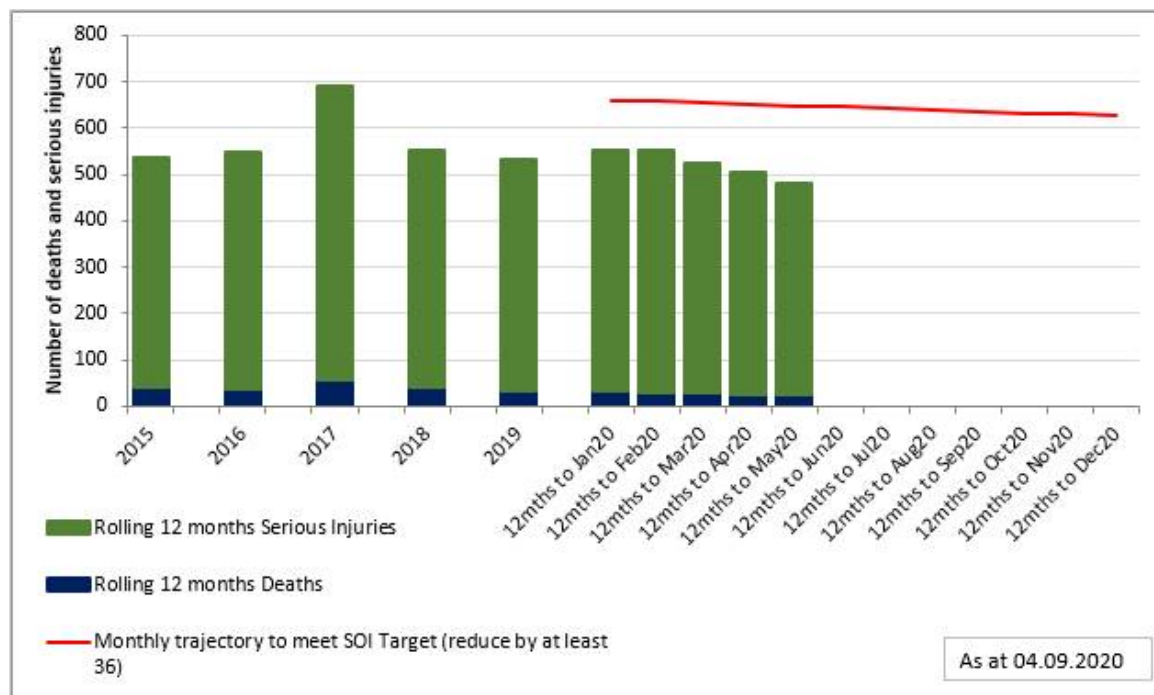


Local Road Death and Serious Injury (DSI) SOI Update to May 2020

The Local Road* DSI target for the 2020 calendar year is 627. The 12month rolling total for DSI to May 2020 is 481, 26% lower than the SOI May target of 648 for 2020. The 12-month rolling total for DSI to May 2020 is also lower than the five-year average by 91 DSI or 16%, though it still remains higher than our strategic Vision Zero target trajectory. The 12-month rolling total of DSI to May 2020 is lower than the DSI total for the year 2019 by 10%. This will be largely due to fewer vehicles and people out on the network under the Covid-19 Alert Level 3 & 2 restrictions during the month of May.

In the 12 months to the end of May 2020, 25 people died on Auckland Transport roads. This is 20 less than the 12 months to the end of May 2019. In the 12 months to the end of May 2020, 456 people sustained serious injuries on AT roads. This is 38 less than the 12 months to the end of May 2019.

**Local Roads are roads that are operated by Auckland Transport. Please note that there is a three-month time lag for local road death and serious injuries information, and that monthly figures can vary over time due to Police investigation outcomes and reporting timelines.*





7.2 Key Vision Zero Actions

Community Engagement in August 2020

Careers Expo and Educating Young Drivers

- Community Transport engaged with young drivers at the Careers Expo and partnered with Waitemata Police to trial proactive driver licence checkpoints with several high schools in the district. The purpose of these checkpoints was educating and talking to young drivers about the importance of progressing through the graduated licence programme.

Safe School Streets Pilot

- At Willow Park School the Community Transport team held a one-day demonstration event as part of the Safe School Streets Pilot and celebrated the opening of the school's new bike track with the community.

Walking School Bus - Winter Wizard promotion

- Throughout August, coordinators ran weekly themed competitions to celebrate participation of students and volunteers and to encourage schools to set up new walking school buses.

Walking & Cycling Safety

Sustainable Mobility Team – Active Modes

Community events

- There was one community event in August (as other events were cancelled due to Covid-19). We supported Bike to Soccer in Devonport with 46 attendees.

Schools Cycle Training

- There were four Grade 1 training sessions, reaching 381 students, and two Grade 2 training sessions, reaching 106 students (a further two Grade 1 and two Grade 2 sessions were cancelled due to Covid-19). Grade 1 teaches basic bike riding and safety skills such as stopping, indicating and moving around obstacles and Grade 2 teaches safe on-road riding.

Adult Bike Skills

- Our Adult Bike Skills courses include Bronze (off-road skills), Silver (quiet road skills), Gold (on-road skills) and bike maintenance sessions. 4 courses ran in August with 32 participants (6 courses were cancelled due to Covid-19).



Ride Leader Workshop

- One planned Ride Leader Workshop was cancelled due to Covid-19 and will be rescheduled.

7.3 Build Capability

Safety Integration

- The design and build of the Safety Integration portfolio is underway. A cross-functional working group within the safety team has been created to progress the work and to set the high-level approach. The safety integration approach has a strong focus on our people, processes and system.

Grow our People – Vision Zero Learning update

- The Vision Zero (VZ) learning journey has now kicked off with the launch of our VZ eLearning module to all AT staff in mid-July. More than 700 of our people have completed this.
- The VZ Principles module is being built and this helps us understand how our roles contribute to the VZ journey in Auckland, explains the ethics-based approach and why VZ was adopted by AT. Delivery is set for end-October and the target audience is made up of VZ key influencers within our organisation.
- Work began on the production of a VZ video to support the learning strategy, and a series of interviews was undertaken with key stakeholders including Dr Hamish Mackie from Mackie Research, Colin Brodie, Dr Michael Hale from Auckland DHB, Dr Sam Charlton from Waikato University and Caroline Perry from Brake.
- The Speed eLearning micro-module (15 mins) is being built and will take participants through the relationship of speed to crash outcomes and supports our Safe Speeds programme.

Leadership & Governance - Partnerships update

- Two new projects kicked off in August under the Partnership Agreement with ACC: the Walking Programme Business Case and Micro-Mobility Risk Assessment. These projects will provide valuable insights into the safety of active road users on the Auckland network.
- Work has continued with Waka Kotahi to align the road safety infrastructure programme with the national Road to Zero strategy and Safe Networks Programme. The successful delivery of the road safety infrastructure programme in Auckland is key to the overall success of the national strategy.
- In August we began weekly reporting of DSI on the Auckland network to all agencies overseeing the delivery of Vision Zero for Tāmaki Makaurau. While there are limitations to this data, this is a key step in raising the visibility of trauma on our network.



- The Auckland Safety Collective were invited to present to the Auckland Council Parks, Arts, Community and Events Committee. Transport Safety is one of the three focus areas in the Safety Collective strategic plan for 2020-2022, with Auckland Transport as the lead agency. Due to Covid-19 alert levels, this meeting was postponed to latter October.
- Speed around Marae was included in the Speed Management Scope and Planning document for Tranche 2 of the Safe Speed Programme. This is being developed by Service Delivery.
- Road policing was again been pulled into Covid-19 response duties, such as roadblocks and providing high visibility in public areas as Auckland entered Alert level 3 on 12 August and remained until the end of the month.
- Feedback was provided to Ministry of Transport on the Proposed Approach to Speed Management discussion document.

8. Glossary

HSWA	H&S at Work Act (2015)
LTI	Lost Time Injury (work injury)
LTIFR	Lost Time Injury Frequency Rate
MTIFR	Medical Treatment Injury Frequency Rate
TRIFR	Total Recordable Incident Frequency Rate
PCBU	Person Conducting a Business or Undertaking
ICAM	Incident Cause Analysis
OHSS	Occupational H&S Specialist
A/A	As Above



Appendix 1 – Definitions

Definitions for Monthly Performance Scorecard

Lost time injuries	Includes all on-the-job injuries that require a person to stay away from work.
Lost Time Injury Duration	Measure of how much time in day(s), is lost for work related injury
Lost Time Injury Frequency Rate (LTIFR)	<p>LTIFR refers to the number of lost time injuries occurring in a workplace per 200,000-man hours worked. An LTIFR of seven, for example, shows that seven lost time injuries occur on a job site for every 200,000 man-hours worked. The formula gives a picture of how safe a workplace is for its workers.</p> <p>To further ensure that we see a trend in the LTIFR, this formula is applied over a 12-month rolling period, this way we can see a trend and eventually, the impact of initiatives on the LTIFR.</p>
Medical Treatment Injury Frequency Rate	<p>MTIFR refers to the number of medical treatment injuries occur per 200,000-man hours worked.</p> <p>To further ensure that we see a trend in the MTIFR, this formula is applied over a 12-month rolling period, this way we can see a trend and eventually, the impact of initiatives on the MTIFR.</p>
Total Recordable Incident Frequency Rate	<p>TRIFR is the rate of recordable injuries that occur per 200,000-man hours worked</p> <p>To further ensure that we see a trend in the MTIFR, this formula is applied over a 12-month rolling period, this way we can see a trend and eventually, the impact of initiatives on the TRIFR.</p>
Bowtie methodology	A risk evaluation method that can be used to analyse and demonstrate causal relationships in high risk scenarios. It takes its name from the shape of the diagram that get created, which looks like a bowtie.
Required Certification	Mandatory training for all appropriate staff – can be conducted face to face or online where available via ThinkTank.



Attachment 1

Notifiable Incidents

BS(3)

Manukau Bus Fire

Date	Description	Root Cause	Lessons Learned	Status
Saturday 4 July 2020	At approximately 16.00 on Saturday 4 July, RMTS bus 9815 was about to commence the first trip of duty at Manukau Bus Station. The driver noticed smoke coming from the rear of the bus while he was parked at the bus layover area inside the Bus Station. The Fire Brigade was immediately called, arrived quickly and extinguished the fire. The bus suffered fire damage to the engine bay, and rear exterior. The engine bay fire wall prevented the bus interior from being damaged.	An engine fire due to an undetermined cause. Should insurers require additional investigation, this will be done.	N/A	Specialised fire investigator hired by RMTS was unable to determine the cause, but suspects a fuel leak onto the exhaust or diesel particulate filter. CLOSED



Extent of fire damage to the engine bay



Extent of fire damage to the rear of vehicle

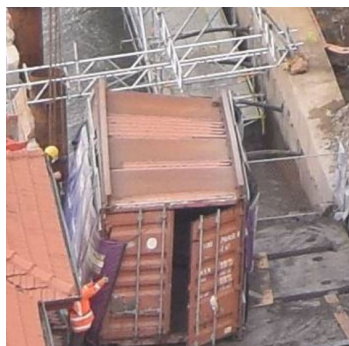


Interior of the vehicle unaffected. Access hatch opened by FENZ to extinguish the fire.

AT response: The operator has adequately performed their due diligence of this incident. The vehicle had a current certificate of fitness at the time of the incident. Maintenance has been regularly carried out leading up to the incident, with the vehicle serviced on 13 August 2020.

Collapsed shipping container

Date	Description	Root Cause	Lessons Learned	Status
Friday 10 July 2020	<p>A modified shipping container was used as a containment unit while doing hydro demolition on the edge of the pier. The bottom and sides of the container were modified.</p> <p>When repositioning the container, the hook came loose, causing the container to warp and it went over the edge of the pier. It came to rest against a previously completed pile.</p>	<p>Structural integrity of container was lost due to modifications made.</p> <p>Cable ties could never have sufficient breaking strain for this application.</p>	<p>When any equipment is modified to be used in a situation other than its intended purpose, the equipment must be certified by an engineer to ensure that it is safe.</p> <p>As this was an unusual incident, there are no common learnings to share with the industry as a whole.</p>	<p>Investigation has been completed by the contractor.</p> <p>CLOSED</p>



Warping of container is evident even before collapse



Container viewed from above

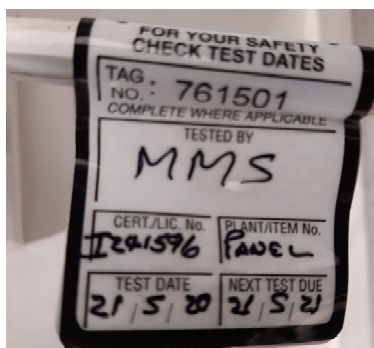


Container has gone over the edge of the wharf

AT response: Incident is closed as no further information is forthcoming.

Worker burned on heater

Date	Description	Root Cause	Lessons Learned	Status
Saturday 11 July 2020	<p>A worker from MMS burnt her buttocks and fingertips while warming herself with the wall mounted heater in the staff room. The full extent of the injury only became apparent after the blister popped two days later.</p> <p>Investigation by contractor management was unable to replicate the injury given the circumstances described.</p>	The contractor employee was untruthful about the cause of the burn.	N/A	<p>Investigation has been completed by the contractor. Incident is considered to be resolved.</p> <p>CLOSED</p>



Electrical tag on heater



The type of heater in question

AT response: while it is disheartening to learn that the employee felt the need to be untruthful about the cause of the burn, no fault was found with AT equipment and there was no need to carry out any remedial work.

Tāmaki Drive cyclist

Date	Description	Root Cause	Lessons Learned	Status
Monday 27 July 2020	While transiting through an active TMP along Tāmaki Drive, it is suspected that a truck/trailer cut off a cyclist, after overtaking the cyclist. It is unclear whether there was an impact or not. The cyclist came off the bike, probably after hitting the kerb. Emergency services were called and the cyclist was taken to hospital.	Improvements to the TMP were recommended, as there were non-conformances noted when an audit was conducted.	The requirements of the Privacy Act mean that NZ Police is unable to provide other than very limited information.	A traffic management audit was conducted with minor deficiencies noted. The contractor is still in the process of clearing these. BS(5)

AT response: only limited information can be provided by NZ Police with regards to the state of injured persons.

Fencing strikes worker on the head

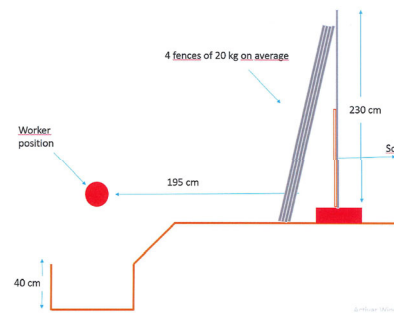
Date	Description	Root Cause	Lessons Learned	Status
Monday 17 August 2020	A worker was struck on the head while working in or near a trench. Fencing materials stored nearby fell over.	The risk of collapse was not considered. Inadequate planning when storing unused fencing.	Planning is essential when working on a constrained worksite. Changes must be risk assessed before changes are made to standard operating procedures (SOPs).	Investigation has been completed by the contractor. Safety alert was issued to all contractors. BS(6) CLOSED



Minimal damage to hard hat



Fencing being dismantled and moved



Drawing of scene

AT response: this is an incident that, with better planning and risk assessment on site, would never have caused an injury. Luckily the incident was minor and the worker was discharged from hospital without injury.