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Safety Business Report

For decision: For noting:

Te tūtohunga / Recommendation

That the Auckland Transport Board (board):

- a) Receives the report.

Te whakarāpopototanga matua / Executive summary

1. The purpose of this report is to assist the board to meet its due diligence obligations.
2. The dashboard currently reports on a set of metrics that are aligned with best-practice safety governance reporting. It provides a combination of quantitative and qualitative reporting with the intention of drawing attention to key insights and notes of concern. The future focus is to lift visibility on quantitative facts, trend identification and integrate best-practice data-points.
3. The dashboard comprises four sections, Auckland Transport (AT) people, AT physical works contractors, AT public transport (PT) operators and road safety performance. The metrics that do not have the data or process to support inclusion in the reporting period have been omitted. Commentary has been included where applicable to provide visibility of the next steps required to collect and report on the data.

Ngā tuhinga ō mua / Previous deliberations

4. There are no previous deliberations.

Te horopaki me te tīaroaro rautaki / Context and strategic alignment

5. In July 2022, AT's plan on a page (the organisational strategic focus) was refined to build further connection to AT's purpose of Easy Journeys and provide clarity of AT's strategic direction. The plan on a page outlines three strategic spotlights, recognising AT's unique position of influence and impact across Tāmaki Makaurau. The spotlights focus on the role AT plays impacting climate change, building trust, confidence and mana (Whirinaki) and a focus on safety and wellbeing in life, work and travel.

The Safety, Health and Wellbeing strategy brings together the building blocks for Transport Safety, Workplace Health, Safety & Wellbeing, and amplifies the combined scale of what safety is, how it fits, and where it happens within our organisation and across our services and delivery

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programmes. Its purpose is to set the overarching strategic direction and present ways to achieve the highest standards of safety and wellbeing in life, work and travel for the people we employ and work with, and those who use the transport infrastructure and services we provide.

AT has made the commitment to keep our people safe and enable them to keep others safe. We also have made the commitment to deliver a great customer experience and build pride in what we do here at AT. While AT has a number of safety related and targeted strategies and programmes, until now we have not had a fully integrated, over-arching and enterprise-wide strategy that sits across road, transport and our work activities and environments.

Ngā matapakinga me ngā tātaritanga / Discussion and analysis

Progress in reporting period

6. The enablement of the new AT Safety Management System (SMS) continues to produce measurable steps to facilitate improved data inclusion for the Safety Business Report. Within this reporting period, the following advancements have been made:
 - a. Two cohorts of the Leading at AT programme have undertaken the training in August; 58 Leaders have been trained, including 45 leaders within the high-risk business areas of Integrated Networks, Service Delivery and Customer Experience.
 - b. The Safety Strategy metrics have been integrated into the dashboard for visibility and measurement.
 - c. Safety reporting by AT has an increase of 35.3% in adverse work events and 62.5% in hazard reporting compared to previous reporting period.
 - d. Safety reporting by physical works has had an increase of 75% in Synergi compared to July. Data collection for physical works has improved leveraging the interim reporting tool.
 - e. Safety event reporting by PT operators has had a decrease of 21.1% for the month of August; there is a substantial improvement to the other safety performance metrics using the interim reporting tool.
 - f. Synergi 2.0 was released on 15 August 2022 to improve data collection and automation. PT operators have had learning sessions and a readiness assessment for the systems change. On-boarding physical works contractors will occur over the following months with the interim collection tool remaining to provide consistency in the interim.
 - g. The Safety team have been working closely with all AT people leaders to support them with the new upgrade of Synergi 2.0 as the system has increased visibility of all events; with event management ownership shifting to AT people leaders, supported by the Safety team. Due to this change in process, there is some incomplete data related to risk assessments, critical risk selection and hazard categories, this was anticipated as part of the change management process and will be worked through with AT people leaders.

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- h. AT people critical risk owners (Executive General Managers) are reviewing the findings of the engagement and feedback, with the safety team in the process of developing verification and implementation plans for each of the six identified risks. PT operator critical risk workstream has progressed to discovery and define stage; the Safety development team is working closely with the AT Metro team to:
 - i. Map out the AT's responsibilities as Persons Conducting a Business or Undertaking (PCBU).
 - ii. Identify PT critical risks and critical controls.
 - iii. Provide an improvement plan to PT operators where gaps are identified.
- i. Progression is being made on the gap analysis of the Ministry of Health (MOH) data, to enable better insights and opportunities in transport harm reporting.
- j. A safety assurance plan has been developed and submitted for approval to the Enterprise Portfolio Steering Group (EPSG). It will support the objective of 'leaders, leading safety' which is included in our Safety Strategy leadership pillar to achieve our FY23 target of ten safety observations per calendar year for senior leaders.

Key insights in reporting period

- 7. With the notable 43.75% increase from July in violence, threats, and aggression events to our AT people, the Safety Enablement team will undertake a learning review with key internal stakeholders across AT to understand what the key causes of the risk and work through mitigating controls that are to be implemented across the business to reduce the risk. The outcome of this learning review will be shared across AT and our PCBU partners.
- 8. The notable escalation in threats and aggression across PT is also evident, with 105% increase in our PT operators compared to July. Following the learning review with NZ Bus driver protection screens will be trialled on two bus routes in Tamaki Makaurau. The outcomes from the NZ Bus learning review will be shared with all PT operators.
- 9. There was one pedestrian fatality in Tāmaki Makaurau in August. An AT Bus was operating a rail replacement service on route 394 along Manukau road. The bus Closed Circuit Television (CCTV) footage indicated that the pedestrian stepped out behind a car, into the pathway of the bus. Passengers were on board the bus at the time of the incident but did not sustain any injuries. The pedestrian was taken to hospital however passed away due to the injuries sustained.
- 10. There was a 7% reduction in reported Death and Serious Injury (DSI) on Tāmaki Makaurau roads compared to the same time in 2021, with a 13% reduction in DSI attributed to vulnerable road users.

Ngā tūraru matua / Key risks and mitigations

- 11. There are no risks associated with accepting this report.

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Ngā ritenga-ā-pūtea me ngā rauemi / Financial and resource impacts

12. There are no financial or resource impacts associated with this report.

Ngā whaiwhakaaro ō te taiao me te panonitanga o te āhuarangi / Environment and climate change considerations

13. Safety is a key strategic spotlight alongside Whirinaki, Climate Change & Sustainability. These spotlights are intrinsically linked in terms of how we drive behavioural change and key outcomes across the system for our people, stakeholders, customers, and communities. Being able to provide assurance against AT's safety performance and progress on our safety ambitions will have a positive environmental impact in the links to supporting safer journeys, delivery of the Safer Speeds programme, and encouraging safer experiences of public and active modes of transport.

Ngā whakaaweawe me ngā whakaaro / Impacts and perspectives

Mana whenua

14. There are no impacts associated with this report.

Ngā mema pōti / Elected members

15. N/A.

Ngā rōpū kei raro i te Kaunihera / Council Controlled Organisations

16. N/A.

Ngā kiritaki / Customers

17. N/A.

Ngā whaiwhakaaro haumaruru me ngā whaiwhakaaro hauora / Health, safety and wellbeing considerations

18. The Safety Business Report relates directly to the health, safety and wellbeing of our people, stakeholders, customers, and communities.

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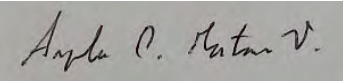

Ā muri ake nei / Next steps

19. The September Safety Business Report will be submitted to the board in October 2022.

Te whakapiringa / Attachment

Attachment number	Description
1	August Safety Business Report

Te pou whenua tuhinga / Document ownership

Submitted by	Anyela Montano Safety Systems and Process Improvement Lead	
Recommended by	Stacey van der Putten Executive General Manager Safety	
Approved for submission	Mark Lambert Interim Chief Executive	