



# Safety Business Report – September to October 2020

## Contents

<b>1. Recommendation</b>	<b>3</b>
1.1 Strategic Alignment	3
1.2 Executive Summary	3
<b>2. Policy, Planning &amp; Improvement</b>	<b>5</b>
<b>3. Safety Scorecard</b>	<b>6</b>
3.1 Summary	6
3.2 Lead Indicators	6
3.3 Lag Indicators	7
3.3.1 Health and Safety Injury Scorecard for AT Staff	7
3.3.2 Lost Time Injuries	8
3.4 Incident Reporting	10
3.4.1 Top three incident classifications	11
3.4.2 AT Staff Related Injury Incidents	12
3.5 Auckland Road Death and Serious Injury (DSI) Overview	13
3.5.1 Current Status	13
3.5.2 Auckland DSI per Vehicle Kilometres Travelled (VKT) to September	17
3.5.3 Local Road DSI Statement of Intent (SOI) Update to July 2020	18
<b>4. Safety Critical Risk Areas Update</b>	<b>19</b>



<b>5. Notifications to NZ Regulators</b>	<b>26</b>
<b>6. Health and Safety Activities</b>	<b>28</b>
6.1 Audit Activities	28
6.2 Health & Safety Audit Schedule	29
6.3 Board Health & Safety Engagement Activities	29
<b>7. Key Vision Zero Actions</b>	<b>29</b>
7.1 Community Engagement	29
7.2 Build Capability	30
7.3 Leadership & Governance - Partnerships update	31
<b>Appendix 1 – Definitions</b>	<b>32</b>



# 1. Recommendation

That the Board:

- Notes the Safety report for Auckland Transport (AT) for September and October 2020.

Prepared by: AT Safety Team

Endorsed by: Bryan Sherritt, Executive General Manager Safety

## 1.1 Strategic Alignment

<b>AUAHATANGA</b> <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>
<b>MANAAKITANGA</b> <i>We Care ... Full Stop</i>	<i>This report demonstrates integrity associated with meeting ethical and legal obligations.</i>
<b>TIAKITANGA</b> <i>Safe with us</i>	<i>This report comments on the work our people are undertaking and the Critical H&amp;S Risk areas facing AT, including the work being done to address these.</i>
<b>WHANAUNGATANGA</b> <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 an overview of Auckland Transport’s (AT) health and safety performance for the period September and October 2020. It is intended that the structure and content of this report will continue to evolve further over the coming months, as well as increase alignment with Vision Zero for Tāmaki Makaurau.

This reporting period has observed an increasing trend in the number of safety incidents that meet the threshold for notification to NZ regulators. Nine incidents were notified to NZ regulators, eight of which relate to AT’s contractors and public transport operators. The remaining notified event related to injuries sustained by an AT employee while undertaking enforcement activities.



AT's safety performance in TRIFR<sup>[1]</sup> and LTI<sup>[2]</sup> remains stable, with improving trends when compared to previous years and the last 12 months respectively. There were 26 road deaths on Auckland Local Roads and State Highways from 01 January to 31 October, 18 fewer than the five-year average. Of the 26 road deaths, 17 were related to vulnerable road users (VRU) and this represents a steadily increasing trend for the year. Our approach to improving the safety of these road users will be a significant focus in the reforecast of the road safety programme business case, which is now underway.

Of note in relation to notifiable incidents, the Downtown Infrastructure Development Programme (DIDP) has incurred four safety incidents during this reporting period. Senior and Executive AT management have raised the safety leadership conversation to Downtown Joint Venture (DJV) partner executive levels and DJV have responded by accepting the recommendations of an independent safety review, which was recently completed by IMPAC Consulting.

As part of this response, the AT and DJV Framework Agreement was signed on 28 October 2020, and seeks to further embed Consultation, Cooperation and Coordination not only between AT and DJV, but other PCBUs that are impacted by DIDP activities. Independent verification of the embedment of the IMPAC recommendations are required next steps, as is further assurance activity regarding the sustainability of critical risk controls, including those relating to emerging risk. In February 2021, at the next Board report, a consolidated assurance section will be incorporated.

The continued enhancement of the Framework is also required to ensure that it can respond to the dynamic nature of the safety risk environment. AT's oversight in this context and others, highlights the opportunity that the 'Fit for the Future' organisational restructure brings. AT initiated consultation in October, this reporting period, and it is anticipated that the revised structure will begin implementation from early December.

This also includes the Safety Division, which will seek to enhance structure and capability under a revised safety operating model. This gives important weight to embedding the recommendations of the Road Safety Business Improvement Review 2018 and the IMPAC Consulting Health and Safety Review 2018. This includes an optimised assurance footprint across AT's critical and catastrophic risk, as well as safety communications and lessons learned to prevent reoccurrence across AT's span of responsibility.

Fundamental to risk mitigation are both Tāmaki Makaurau Transport Safety Governance and Leadership Groups, which sat in September. In parallel, the annual Health, Safety and Wellbeing Representatives Forum was also conducted in September, supporting strong workforce engagement in safety. This forum was supported by WorkSafe and an AT Director, the Chief Executive and led by the Safety Team.

In conclusion, as the AT restructure is finalised, noting the further opportunity this will bring to embed the recommendations from the Reviews mentioned above, as well as strong governance and participation in safety, 2021 presents the opportunity for incremental change. This includes health and safety strategy and framework development, a focus upon effectiveness of safety performance and system to continue to mitigate the AT safety risk profile as well as maturing our governance and leadership groups alongside Worker Participation.

<sup>[1]</sup> Total Recordable Injury Frequency Rate

<sup>[2]</sup> Lost Time Injury



## 2. Policy, Planning & Improvement

The following represents the key pathways of development to support the maturing of the AT safety framework. This section will be expanded upon in the next Board report (Feb 2021) to provide a visual representation of this framework and development.

<b>Safety Strategy Development</b>	In early 2021, the safety strategy development process will be initiated with the Board. This will be post implementation of the new AT Fit for the Future structure and new Safety Division.
<b>Health and Safety Policy</b>	A draft H&S Policy was tabled at the AT Board 29 October session and will be updated with Board feedback. This Policy will set the high-level policy expectation for AT's span of responsibility. Further to this, there will also be revisions to the Fatigue Management Policy, Drug and Alcohol Policy. Resource has been allocated.
<b>AT Fit for the Future Organisational Restructure 2020</b>	Divisional structures have now been confirmed. The Safety Division aims to stand up the new structure early December, which will support both strategic safety development as well as frontline safety support.
<b>Road Safety Business Improvement Review 2018</b>	The status of these recommendations is currently under review and will be re-aligned to the new Fit for the Future organisational responsibilities.
<b>IMPAC Consulting Health and Safety Review 2018</b>	The status of these recommendations is currently under review and will be re-aligned to the new Fit for the Future organisational responsibilities.
<b>AT Safety System Development</b>	AS/NZS ISO 45001 Health and Safety Accreditation Stage 1 Audit was undertaken in September 2020 by Telarc as part of initial drafting. A number of recommendations were made, which are currently being reviewed. This provides an initial benchmark. The revised safety system architecture, commensurate with the AT risk profile, will be considered by the Board in due course.
<b>Engagement &amp; Health and Safety Representatives</b>	The AT annual HSWR forum took place in September. The forum received presentations from Shane Ellison, Kylie Clegg (Board member), Bryan Sherritt, Melanie Dale (WorkSafe) and Rodger Murphy/Jeremy Cooper (Covid-19 Learnings & Achievements).



### 3. Safety Scorecard

#### 3.1 Summary

Total Recordable Injury Frequency Rate (TRIFR) for all AT suppliers continues to be stable. Total Recordable Injury Frequency Rate for AT employees continues to improve since February 2020 (being lowest in October at 3.5 per 200,000 hours worked in the last 12 months). Lost Time Injury (LTI) rate has a steadily reducing rate for the year. Four people lost their lives on Auckland roads in October, three of which were Vulnerable Road Users (VRU) and the fourth fatality was a vehicle driver.

The above is in contrast to an emerging picture regarding the continued reduction in near miss reporting. This is coupled with a reducing number of employees who have undertaken Health, Safety and Wellbeing online training module (including refresher) and a H&S Case Management System that does not currently operate to an optimum level, including at the interface with contractors. The implications are that a transparent and timely view of safety events across the AT span of responsibility may not be complete or timely. A priority is being placed upon the revision of Synergi with a business case underway.

In relation to Death and Serious Injury (DSI), section 3.5.2 highlights that whilst the actual numbers of DSI reduced significantly during the Covid-19 lockdown in April, they did not reduce as significantly when compared to DSI per vehicle kilometres travelled. This is overlaid with an increasing trend in VRU DSI, of which interventions are being considered through a business case.

The following sections detail key performance areas across AT.

#### 3.2 Lead Indicators

- Required Certifications**

The Health, Safety and Wellbeing Essentials online training module has been completed by 61% 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 emphasise the importance of completion of all Required Certifications.

	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20
HS&W Essentials module e-learning for active staff	94%	91%	91%	93%	93%	94%	94%	83%	61%
H&S Synergi module e-learning for active staff	83%	83%	82%	86%	87%	89%	89%	88%	89%
ATW completed (within 10 working days)	95%	95%	57%	94%	82%	92%	88%	87%	83%



- **Audits**

Refer to section 6.1 for details of the audit activities for the reporting period. An audit of temporary works management is in the process of being finalised.

- **Authorisation to work (ATW)**

48 of the 58 ATW requests submitted in October were processed within the 10-working day timeframe and 20 of 23 ATWs were processed in September. Those that were not processed were due to more information being needed or other administrative requirements.

### 3.3 Lag Indicators

Lag indicators measure past incident statistics. They are a traditional safety metric and are a snapshot in time.

#### 3.3.1 Health and Safety Injury Scorecard for AT Staff

Total Recordable Injury Frequency Rate (TRIFR) for all AT suppliers continues to be stable. Total Recordable Injury Frequency Rate for AT employees continues to improve since February 2020 (being lowest in October at 3.5 per 200,000 hours worked in the last 12 months). Lost Time Injury (LTI) rate has a steadily reducing rate for the year.

	August 2020	September 2020	October 2020
Total Recordable Injury Frequency Rate (TRIFR)	3.52	3.56	3.51
Medical Treatment Injury Frequency Rate (MTIFR)	2.6	2.7	2.8
Lost Time Injury Rate (LTIFR) (Benchmark is 1.48 <sup>1</sup> )	1.7	1.8	1.7
Number of Lost Time Injuries (LTI)	1	2	3
<b>Lost Time Injury Duration</b>	<b>9 days</b> (3.72 days carried over)	<b>14 days</b> (3.5 days carried over)	<b>5 days</b>

<sup>1</sup> Business Leaders H&S Forum Benchmark 2018



### 3.3.2 Lost Time Injuries

There were five new ACC employee workplace injuries in September and October 2020, four of which involved Parking Officers and one Transport Officer. One LTI from August was carried over into September 2020. A slightly reducing trend is noted.

Figure 1

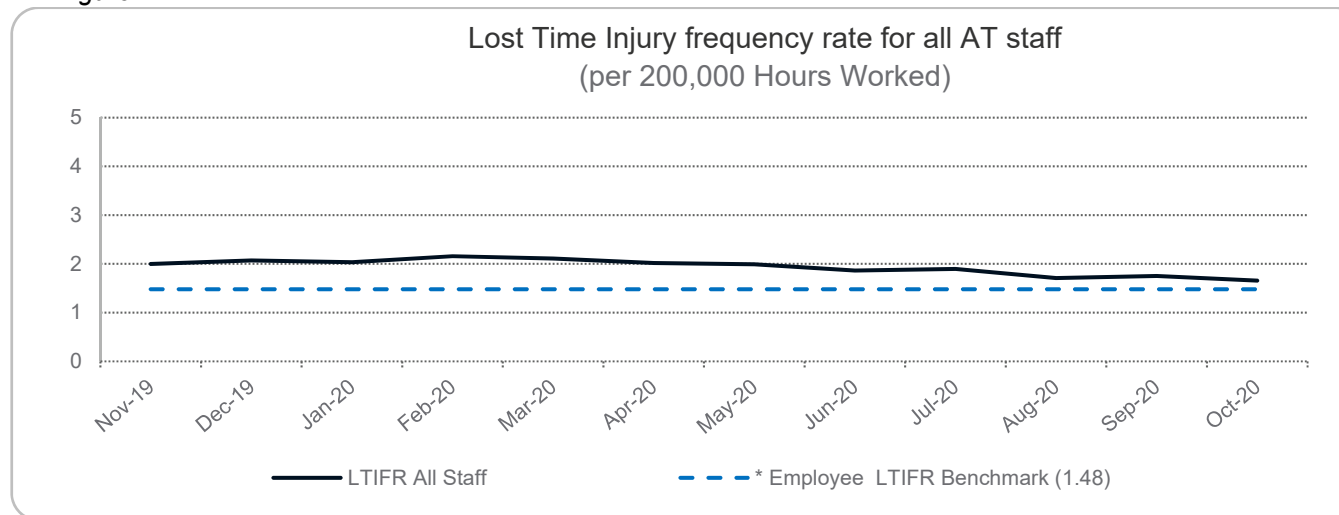
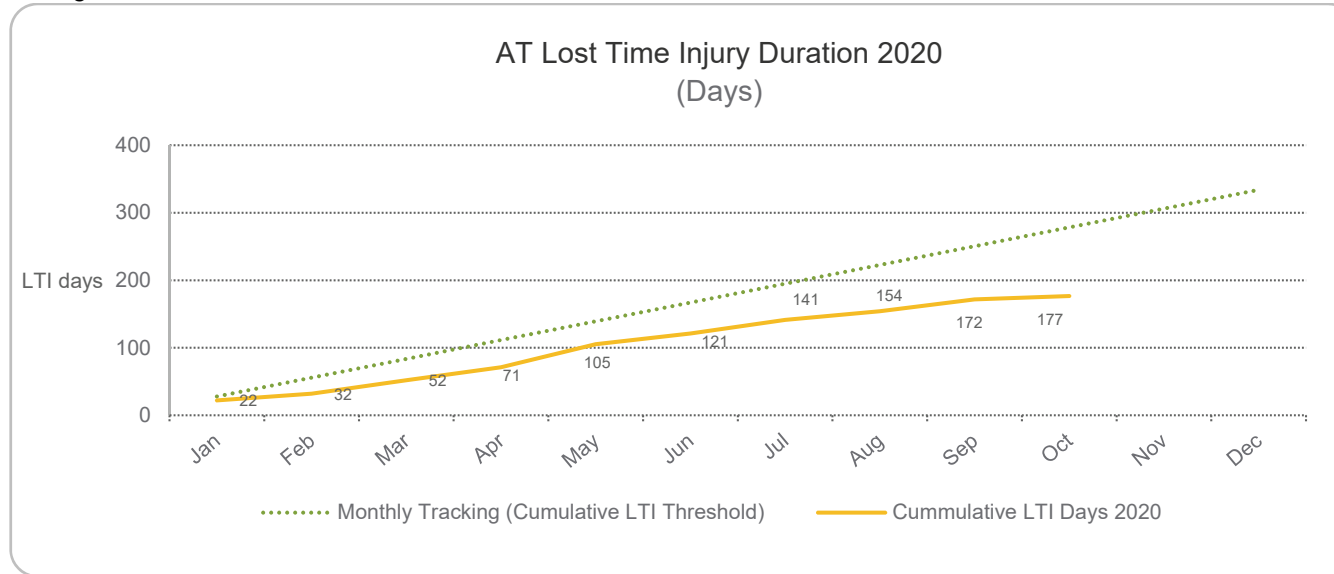






Figure 2



There were two AT employee injuries in September 2020, which resulted in time lost from work:

- A parking officer fell on his wrist while trying to save his mobile phone from falling. This resulted in ten days of time lost from work.
- A parking officer was concussed from an assault in the CBD. This resulted in three and a half days of time lost from work. The incident is being investigated further, with attempts to obtain camera footage. WorkSafe was notified.

There were three AT employee injuries in October 2020, which resulted in time lost from work as follows:

- A transport officer sprained their knee when they stepped onto a bus. This resulted in two days of time lost from work. The circumstances around this incident are being investigated further to determine the validity of the claim, which was not reported or witnessed.
- A parking officer fell when they stepped over a chain, suffering a knee sprain and wound to their hand. This resulted in a one day of time lost from work.
- A parking officer slipped over the curb and suffered an ankle sprain. This resulted in two days of time lost from work.



One LTI was carried over from August 2020, with 3.5 days of time lost from work in September 2020, as the employee was on a gradual return to work following a lumbar spine injury from chalking vehicles. This employee has had several similar injuries in the past and suffers from multiple comorbidities.

The AT Safety team has provided training on incident reporting and injury management to 19 parking area supervisors and are planning to expand this training further to other business areas including Transport Compliance, Parking Facilities and Customer Services.

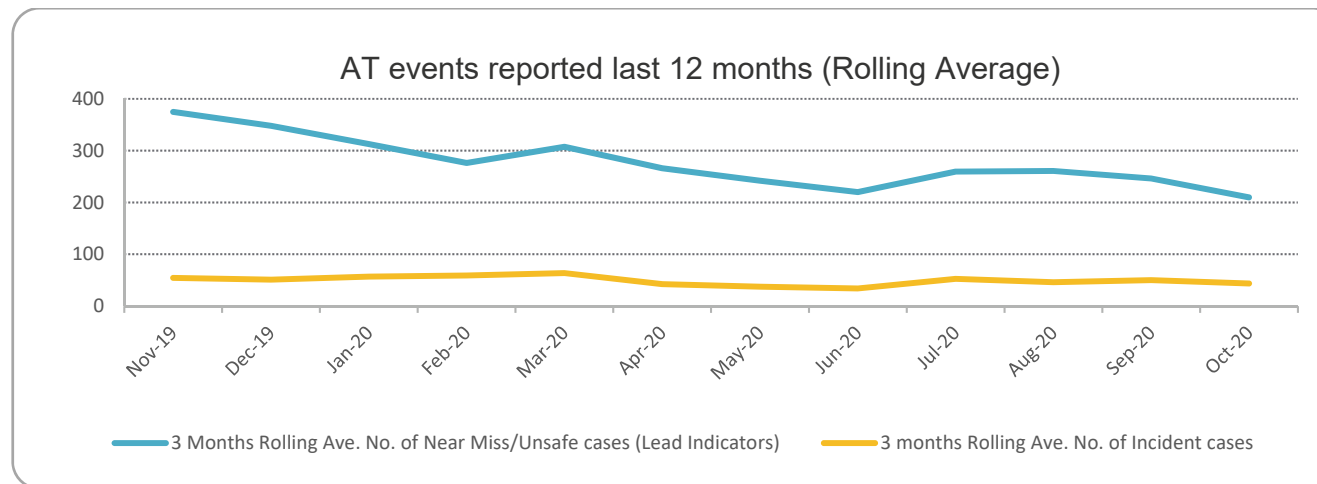
### 3.4 Incident Reporting

The number of cases reported in Synergi in the past 12 months has been steady. Four hundred and ninety two cases were reported in Synergi over the reporting period (two hundred and eighty three cases in September and two hundred and nine cases in October), with an average of 85% of the events reported in the last 12 months being lead indicators (near miss or unsafe behaviour/condition events).

There has been a continued downward trend in near miss reporting since October 2019 and work with the Health, Safety and Wellbeing Representatives will be developed to improve the communication regarding the imperative of near miss reporting. Training and Refreshment review is also required with the Learning and Development team.

Equally, Synergi, the H&S Case Management System, does not currently operate to an optimum level including at the interface with contractors. The implications are that a transparent and timely view of safety events across the AT span of responsibility may not be complete or timely.

Figure 3





## Major Events

There were nine major events over the reporting period – eight involving AT suppliers and one AT staff member. These events are noted further at Section 5 – Notifications to NZ Regulators.

- One resulted in a fatality – Integrated Networks (Karangahape Road)
- Three resulted in personal injuries – Integrated Networks (two) and Service Delivery (one)
- Two resulted in property damage – Integrated Networks
- In addition to the six incidents above, there were three unsafe working conditions which could be a precursor for a serious incident in the future.

### 3.4.1 Top three incident classifications

The top three incident classifications for November 2019 – October 2020 are:

Event Classification	Incident	Near Miss or Unsafe Behaviour/Condition	Total Nov 19 - Oct 20
Vehicle incident	100	504	604
Anti-social behaviour	6	523	529
Violence & abuse	199	329	528

Vehicle incidents, anti-social behaviour and violence and abuse remain the top three events classes over the last few months. The current 12-month period saw a consistent trend in lead indicator (near-miss or unsafe behaviour/conditions) reporting for vehicle incidents and anti-social events. However, there is a shift in violence and abuse event reporting from the lead indicators to actual incidents. Although this is a minor shift (6% when compared to the last report), the Safety Team will continue to work with the business to encourage reporting lead indicators.

Over the last 12 months, there has been a similar trend for violence and abuse cases. The majority (307 out of 528 or 58%) of the total violence & abuse cases reported are aggression and verbal abuse related. The remaining are assault (23%), intimidation or threats (10%), theft – cash box (7%) and theft – related to staff personal belongings (1%).

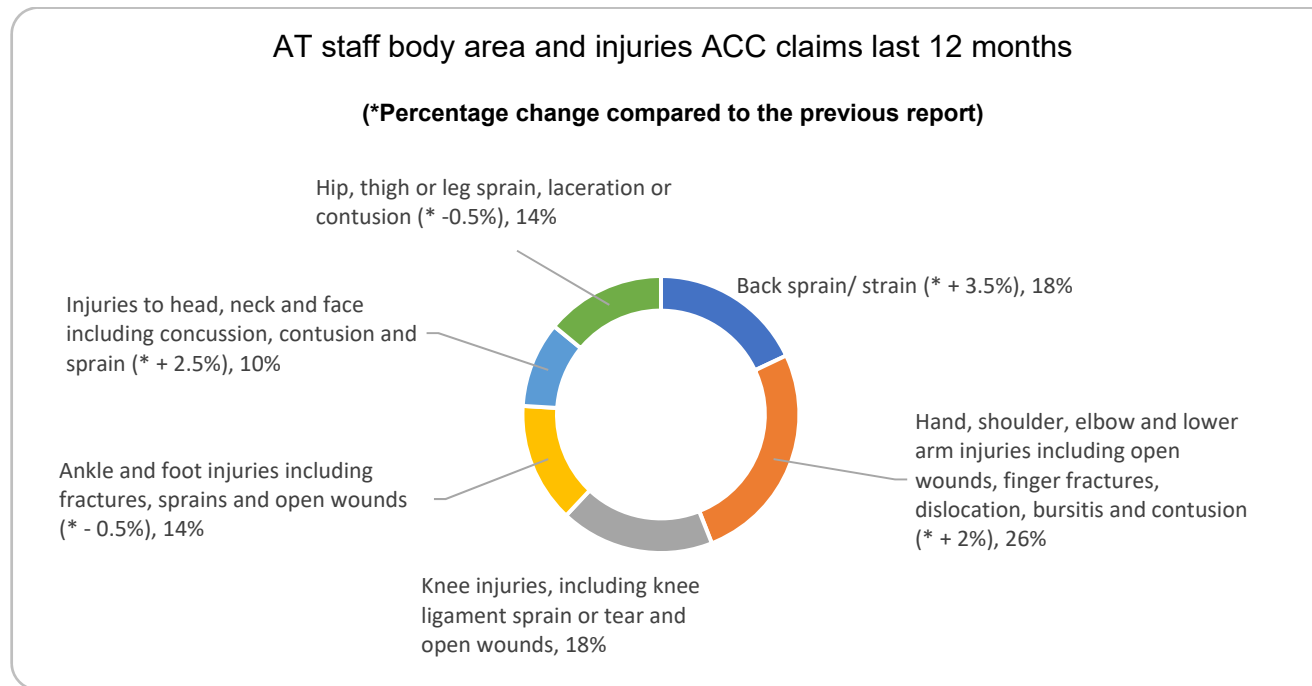
Work on the Threats and Aggression programme is ongoing and a Behavioural Experimental programme relating to de-escalation training for customer facing AT staff is being conducted. Thirteen workshops (an additional six workshops since last reported) have been delivered with positive feedback on the new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



### 3.4.2 AT Staff Related Injury Incidents

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

Figure 4



The most frequent mechanism of injury, which is disproportionate to other injury mechanism is 'slips, trips and falls' while stepping over/walking on or down from an uneven surface. This is followed by manual handling and ergonomics including performing repetitive tasks or prolonged activity using awkward postures. Other mechanisms of injury in descending order were collision with stationary objects, followed by assaults and reduced fitness for the required tasks. Service Delivery continues to be the business unit with the highest proportion of injuries.



## **Injury Management, Wellbeing and Health Promotion Activities**

- Skin Checks were completed for 167 outdoor employees within Service Delivery during September 2020.
- AT partnered with “Mates in Construction” and was involved in ‘Flying the Flag’ initiative for Suicide Prevention Day on 11 September 2020, ahead of Mental Health Awareness Week, which was from 21 – 27 September 2020.
- The Big Blood Pressure Van Check visited 20 Viaduct Harbour Avenue, providing free blood pressure checks as part of Stroke Awareness Month in October 2020.
- Melanoma NZ released an education portal which was purchased for all AT staff during October 2020, valid for 12 months. This provides a series of lessons on preventing melanoma and strategies for protecting one’s skin against sun damage. This topic is being developed on the Wellbeing page on the intranet (pending completion by the digital team) and the Auckland Walk Challenge is incorporating ‘Sunsmart’ strategies into their health promotion activities.

## **3.5 Auckland Road Death and Serious Injury (DSI) Overview**

### **3.5.1 Current Status**

There were 26 road deaths recorded on Auckland Local Roads and State Highways from 1 January to end of October 2020, which is 18 fewer than the five-year average. This may be, in part, related to Covid-19 effects.

At the national level, there was a reduction in road deaths through the Level 4 and 3 periods during March and April. Since then, road deaths have been increasing steadily. The national year to date and 12 month rolling numbers are now getting close to 2019 figures.

At this stage, Tāmaki Makaurau appears to be tracking at lower levels of road deaths when compared to previous years, in comparison to other parts of NZ. It is possible that some of this is related to Auckland’s second lockdown. However, this reduction is in deaths of motor-vehicle occupants only.



In 2020, compared to the five-year average, our vulnerable road-user deaths are trending upwards, particularly people on foot and people on bikes (increases of two and one respectively).

In 2020 so far, 85% of road deaths occurred on AT roads, 62% on urban AT roads and 23% on open AT roads.

Figure 5

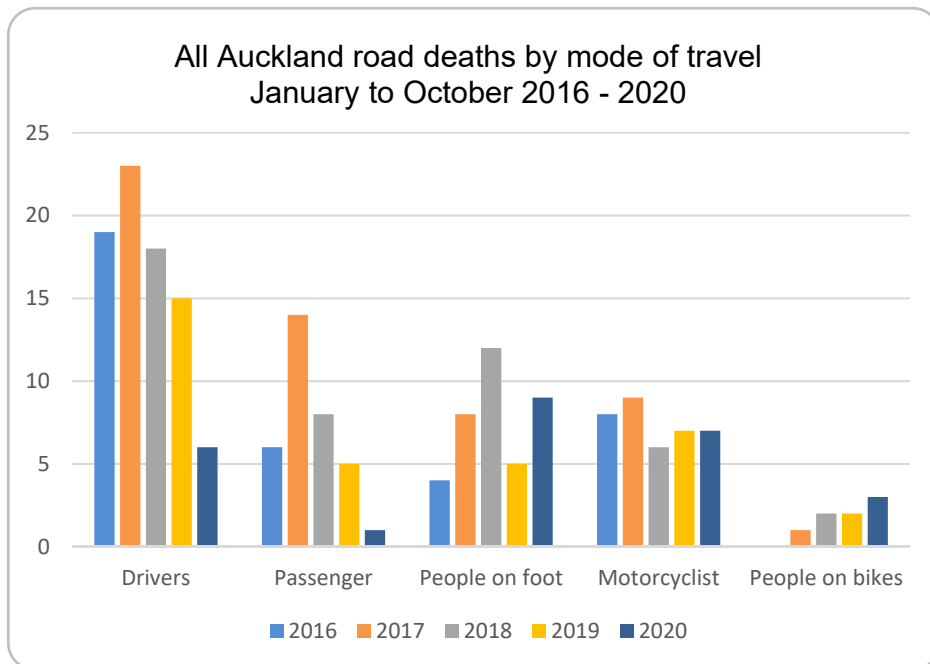


Figure 6

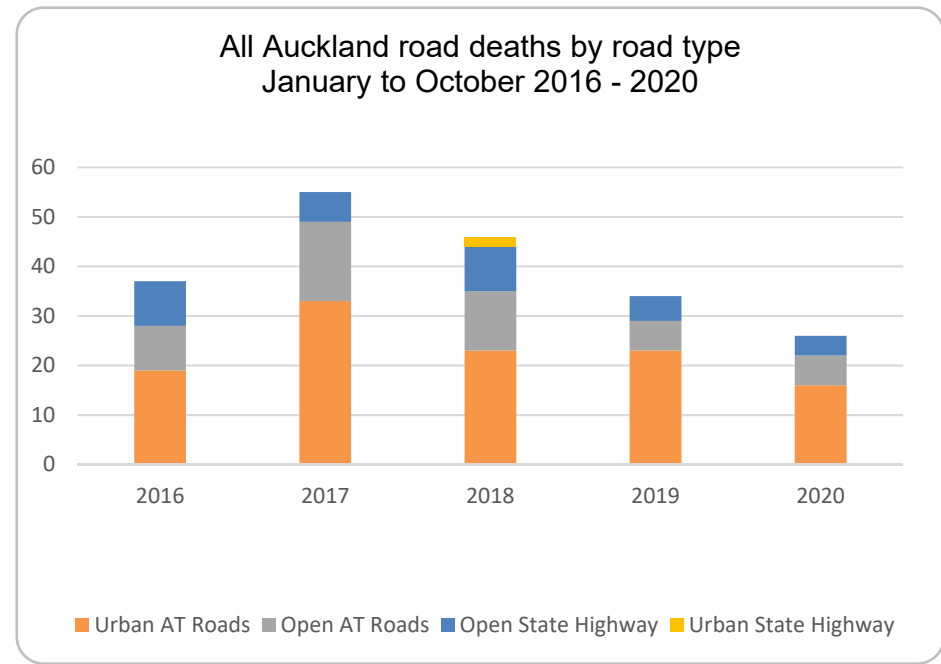




Figure 7

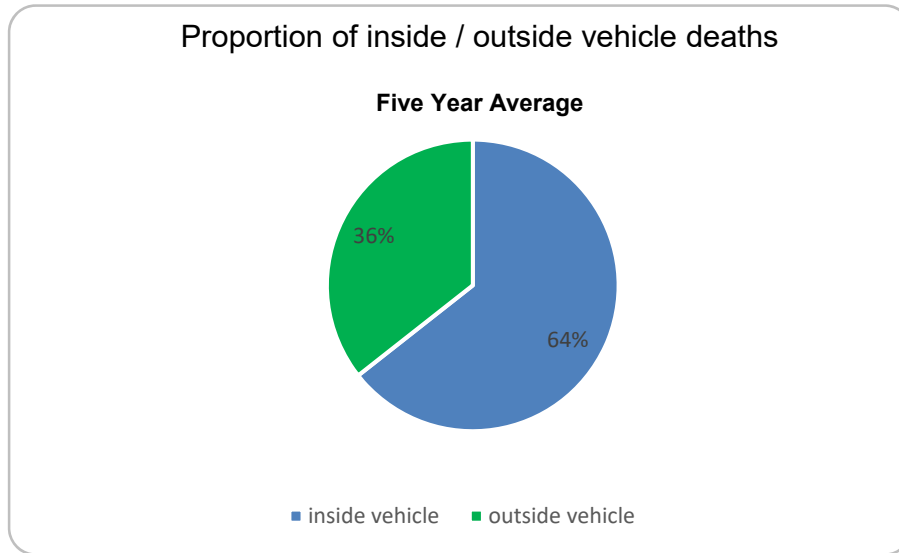
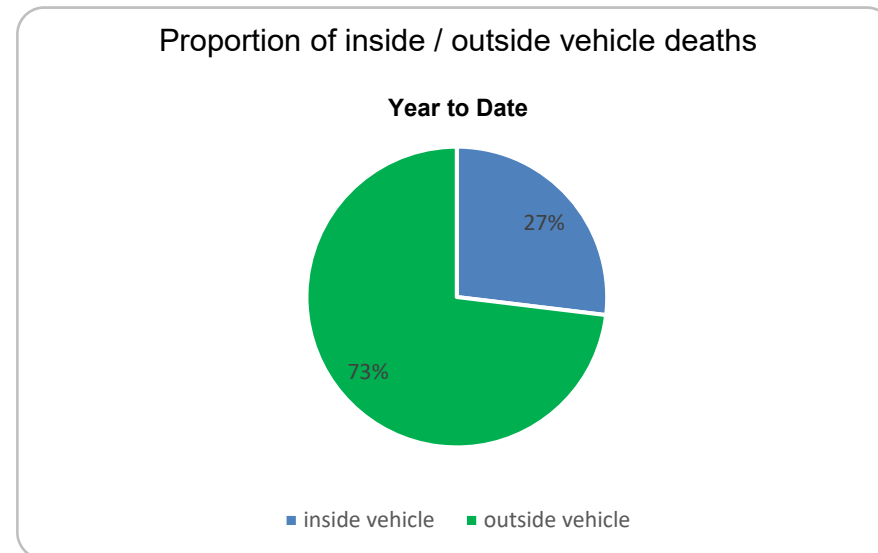


Figure 8



### Year to Date

In the year to date, there have been 26 deaths; 9 have been motor-vehicle occupants (7 drivers, 2 passengers) while 17 have been VRUs (6 motorcycle riders, 8 pedestrians and 3 cyclists). This may be, in part, Covid-related with less driving and potentially more walking and cycling. It is also consistent with national and international trends where improved vehicle technologies and infrastructure improvements have been more successful in protecting those inside the vehicles than outside.

This reinforces the importance of progressing elements of the Vision Zero strategy that targets improvements for vulnerable road users such as urban speed management, place making, pedestrian and cycle facility improvements. In the month of October, four people lost their lives on Auckland roads. Three were related to vulnerable road users, one being a baby in a pram and a further two motorcycle drivers. The fourth fatality was a vehicle driver.



### Further commentary regarding investigation into details of outside vehicle fatal crashes

The Safety team is undertaking further investigation into details of outside vehicle fatal crashes in 2020. One cycle fatality occurred in May at the intersection of Glenfield Road and Bentley Road, a site where AT has made a number of safety improvements, such as removing a left turn slip lane and installing raised pedestrian crossings. The Safety team is working collaboratively with teams across the organisation to explore ways to share learnings from this incident, in a positive and constructive way to achieve better outcomes in cycle safety.

We would also like to acknowledge that the Police are aware of the increase in risk to VRUs as shown in recent AT data. In part, this is an outcome of Road Policing Officers being deployed into other duties such as checkpoints, the monitoring of people's activities and not being available to enforce RIDS (Restrains/Impairment/Distracted and Speed) during Covid-19 alert levels. Specifically, in relation to motorcyclists, the Police encourage safe riding and largely take an education approach, particularly over the summer months. Police do enforce 'lane splitting' however this is a contentious issue given the potential risk to riders and other road users.

At the next Vision Zero Tāmaki Makaurau Governance group meeting, the Safety team have requested a deep dive from Police that focuses upon impairment and police number allocations across Tāmaki Makaurau. We are enquiring about Policing numbers both in general and during times where priorities take Road Police away from enforcement of RIDS on our roads.

Additionally, we have recently gained access to Police infringement data from pre-speed management changes, which will act as an input into the Speed Management Monitoring and Evaluation framework. This will assist us in determining the effectiveness of the speed management changes, enforcement levels and ultimately the safety of road users, including VRUs across those locations where speeds have been reduced.

The Monitoring and Evaluation Framework that AT is developing will measure progress with all Safety Performance Indicators (SPIs) listed in the Vision Zero for Tāmaki Makaurau Transport Safety Strategy. This work is being done with Waka Kotahi, the NZ Transport Agency, to align the SPIs and the Monitoring Framework with the national Road to Zero Strategy, where possible, to avoid duplication of effort. This may include a new dashboard reporting framework for SPIs but also to provide greater Vision Zero insights as to where the system may be failing to protect our road users.



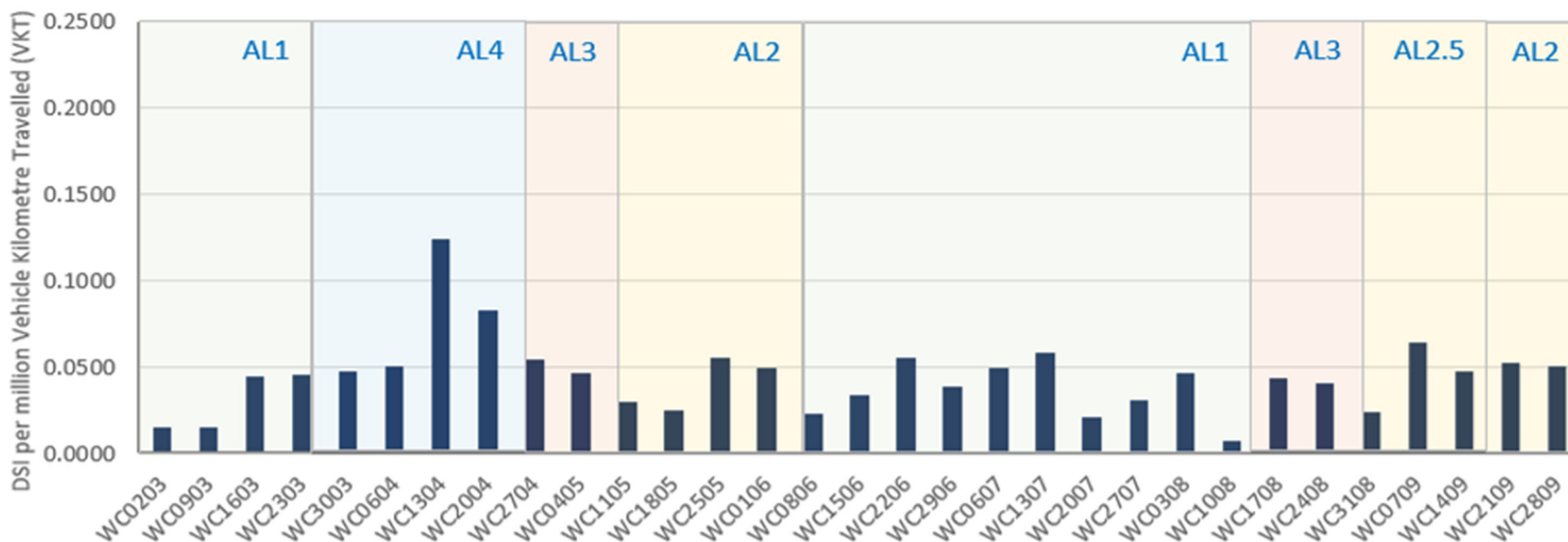


### 3.5.2 Auckland DSI per Vehicle Kilometres Travelled (VKT) to September

Road crashes are closely related to the amount of travel. The DSI rate per VKT fluctuates on a weekly basis due to relatively low DSI numbers. This graph indicates that whilst the actual numbers of DSI reduced significantly during the Covid-19 lockdown in April, they did not reduce as significantly as the amount of travel. Hence the DSI/VKT rate was higher. This may have been a result of higher travel speeds across the network. However, the DSI/VKT rate seems to have stabilised again, albeit potentially a little higher as traffic flow rates are still slightly lower than pre-Covid levels.

Figure 9

DSI per million VKT on Auckland Network (Including State Highways)



*Disclaimer: The VKT is derived from a limited number of counts across the motorway network and local road arterials and hence is an estimate only. However, the change in relative risk for each week and Covid-19 level is representative.  
WC = Week concluding Sunday before*



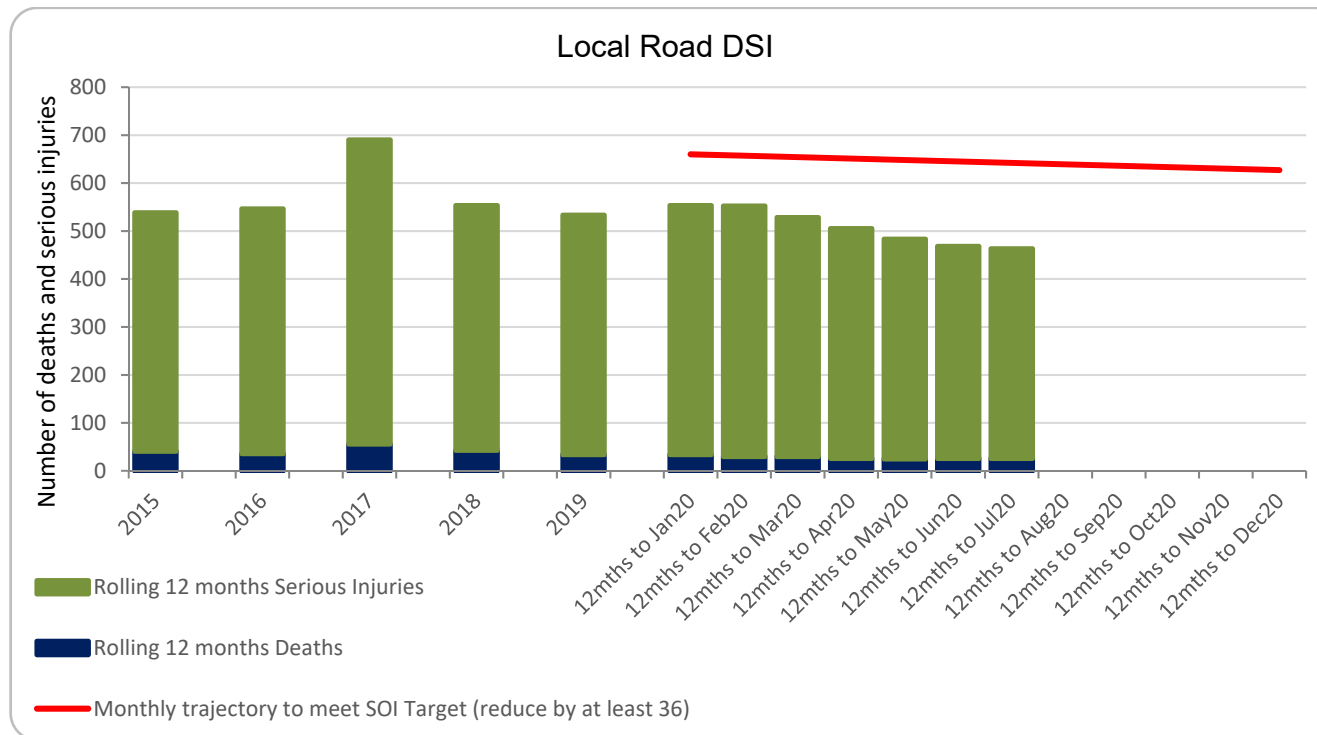
### 3.5.3 Local Road DSI Statement of Intent (SOI) Update to July 2020

The Local Road\* DSI SOI target for the 2020 calendar year is 627. The 12-month rolling total for DSI to July 2020 is 463, 28% lower than the SOI July target of 642 for 2020. The 12-month rolling total for DSI to July 2020 is also lower than the five-year average by 109 DSI or 19%. The 12-month rolling total of DSI to July 2020 is lower than the DSI total for the year 2019 by 13%.

In the 12 months to the end of July 2020, 26 people died on Auckland Transport roads. This is 14 less than the 12 months to the end of July 2019. In the 12 months to the end of July 2020, 437 people sustained serious injuries on AT roads. This is 68 less than the 12 months to the end of July 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.*


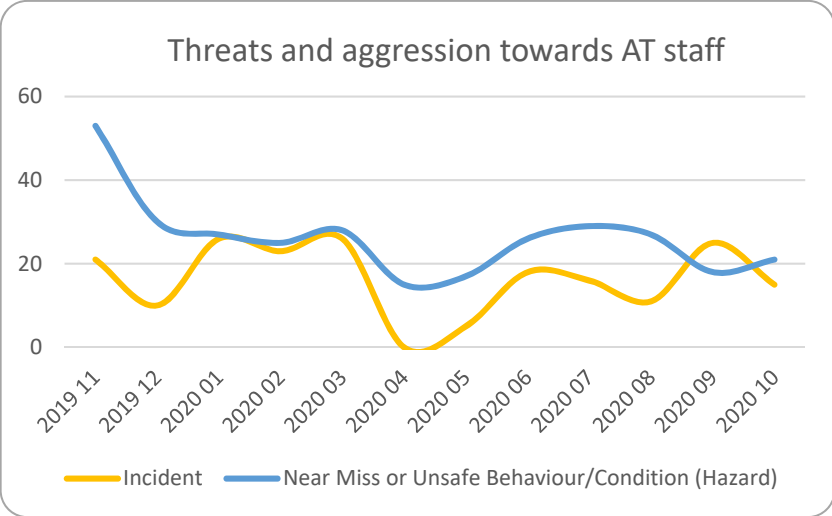
Figure 10




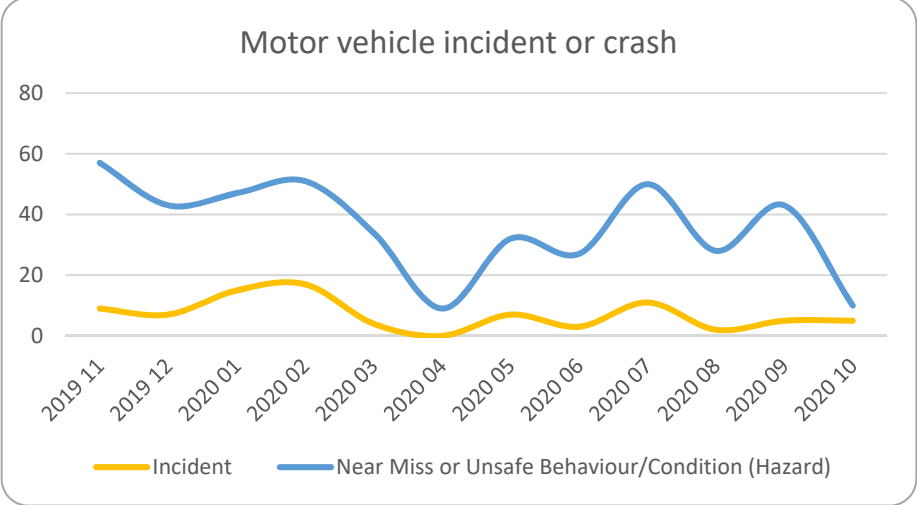


## 4. Safety Critical Risk Areas Update


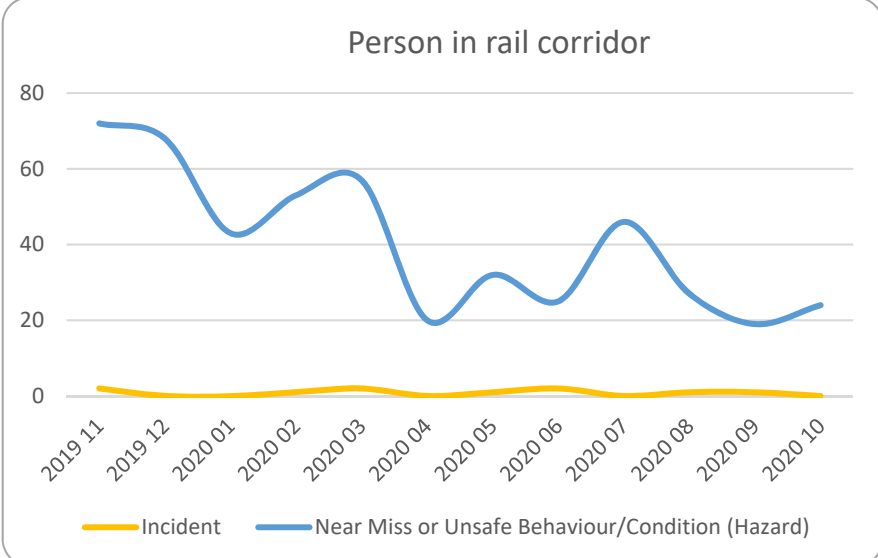
A Critical Risk (CR) is a risk that has an assessed risk score of 15 and above on the AT Risk Matrix. AT's CRs are the risks that are most likely to cause single or multiple significant or disabling injuries, and/or a fatality. The table on the following pages highlights the AT CR areas that have had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

AT Critical Risk (Hazard)	Current status/Issues	No.	Action	No.	Reported case last 12 months trends
 <p>Threats &amp; aggression towards AT Staff (Violence towards staff from public)</p>	<ul style="list-style-type: none"> <li>All cases in September and October involved assaults, threatening, verbal abuse towards staffs.</li> <li>One WorkSafe notifiable event was reported in September</li> <li>The previous incidents of cashbox theft have tapered off (13 in Feb and 10 in March, none subsequently) due to the buses remaining cashless and it is hoped that this situation will continue.</li> </ul>		De-escalation training for our workers is being implemented.		
	Incidents	40	Near Miss	0	
	Unsafe Behaviour/Condition (Hazard)	39	<b>Total</b>	<b>79</b>	


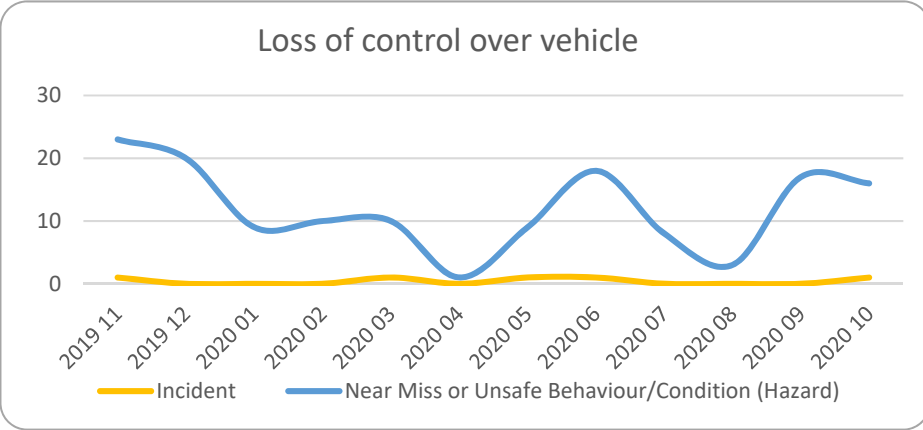

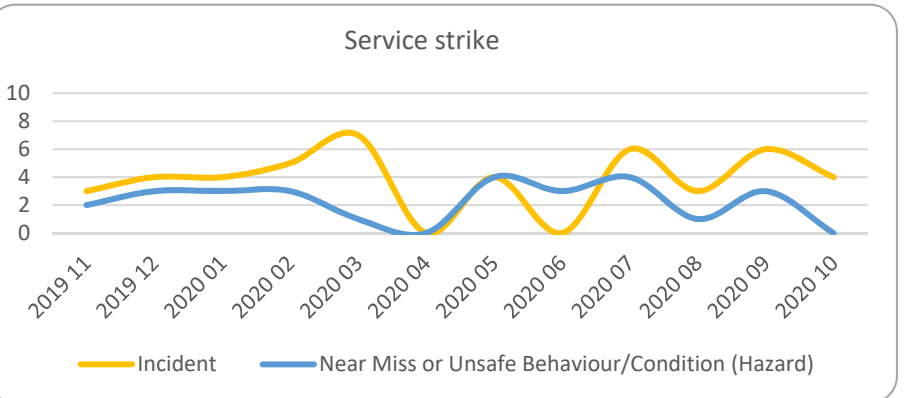


AT Critical Risk (Hazard)	Current status/Issues	No.	Action	No.	Reported case last 12 months trends																																							
 <p>Motor vehicle incident or crash (Motor vehicle operation)</p>	<ul style="list-style-type: none"> <li>There were two WorkSafe notifiable events involving buses reported in September, both of which had life altering outcomes for customers.</li> </ul> <p>The 10 incidents are broken down by:</p> <ul style="list-style-type: none"> <li>➢ 4 personal injury requiring treatment</li> <li>➢ 5 property damage</li> <li>➢ 1 repair &amp; maintenance</li> </ul>		<p>The H&amp;S team work with Business Account Managers and Project Managers to identify causes and mitigation actions.</p>		<p style="text-align: center;"><b>Motor vehicle incident or crash</b></p>  <table border="1"> <caption>Motor vehicle incident or crash trends (Estimated data from chart)</caption> <thead> <tr> <th>Month</th> <th>Incident (Yellow)</th> <th>Near Miss or Unsafe Behaviour/Condition (Hazard) (Blue)</th> </tr> </thead> <tbody> <tr><td>2019 11</td><td>10</td><td>58</td></tr> <tr><td>2019 12</td><td>8</td><td>45</td></tr> <tr><td>2020 01</td><td>15</td><td>48</td></tr> <tr><td>2020 02</td><td>18</td><td>52</td></tr> <tr><td>2020 03</td><td>5</td><td>35</td></tr> <tr><td>2020 04</td><td>2</td><td>10</td></tr> <tr><td>2020 05</td><td>8</td><td>32</td></tr> <tr><td>2020 06</td><td>5</td><td>28</td></tr> <tr><td>2020 07</td><td>10</td><td>50</td></tr> <tr><td>2020 08</td><td>5</td><td>30</td></tr> <tr><td>2020 09</td><td>8</td><td>45</td></tr> <tr><td>2020 10</td><td>5</td><td>10</td></tr> </tbody> </table>	Month	Incident (Yellow)	Near Miss or Unsafe Behaviour/Condition (Hazard) (Blue)	2019 11	10	58	2019 12	8	45	2020 01	15	48	2020 02	18	52	2020 03	5	35	2020 04	2	10	2020 05	8	32	2020 06	5	28	2020 07	10	50	2020 08	5	30	2020 09	8	45	2020 10	5	10
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	Incidents	10	Near Miss	4																																								
	Unsafe Behaviour/Condition (Hazard)	49	Total	63																																								


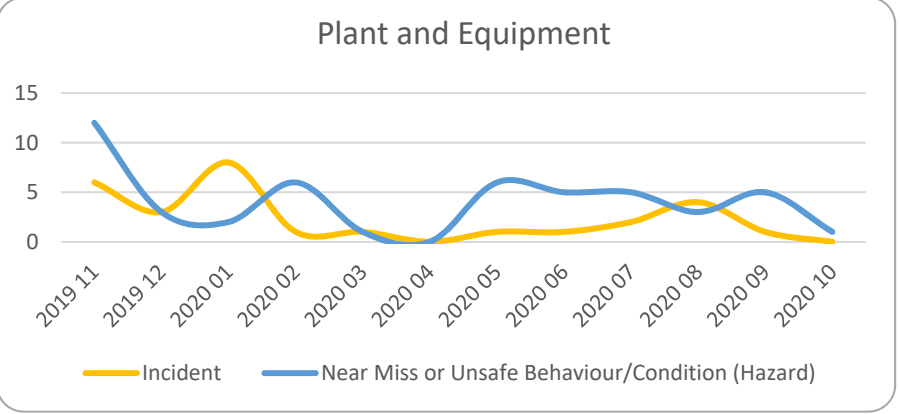

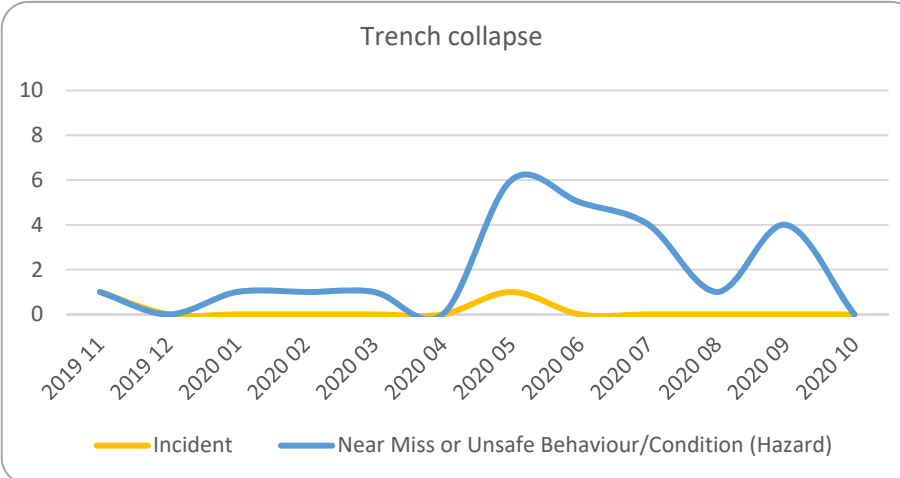


AT Critical Risk (Hazard)	Current status/Issues	No.	Action	No.	Reported case last 12 months trends																																							
 <p>Person in rail corridor (Train Operation)</p>	<ul style="list-style-type: none"> <li>Majority of cases (99%) reported over September and October are lead indicators, zero near miss and 43 unsafe behaviour/conditions across the train station network.</li> <li>1 potential self-harm occurred on live rail corridor at Kingsland. Police were called to the incident. NZTA/Waka Kotahi was notified.</li> <li>In addition to the incidents above, there were 41 level crossing events on live tracks, and 2 other train operation events.</li> </ul>		<p>The H&amp;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>		 <table border="1"> <caption>Person in rail corridor - 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 11</td><td>2</td><td>72</td></tr> <tr><td>2019 12</td><td>1</td><td>70</td></tr> <tr><td>2020 01</td><td>1</td><td>42</td></tr> <tr><td>2020 02</td><td>2</td><td>52</td></tr> <tr><td>2020 03</td><td>2</td><td>58</td></tr> <tr><td>2020 04</td><td>1</td><td>20</td></tr> <tr><td>2020 05</td><td>2</td><td>32</td></tr> <tr><td>2020 06</td><td>2</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>28</td></tr> <tr><td>2020 09</td><td>1</td><td>20</td></tr> <tr><td>2020 10</td><td>1</td><td>25</td></tr> </tbody> </table>	Month	Incident	Near Miss or Unsafe Behaviour/Condition (Hazard)	2019 11	2	72	2019 12	1	70	2020 01	1	42	2020 02	2	52	2020 03	2	58	2020 04	1	20	2020 05	2	32	2020 06	2	25	2020 07	1	45	2020 08	1	28	2020 09	1	20	2020 10	1	25
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	Incidents	1	Near Miss	0																																								
	Unsafe Behaviour/Condition (Hazard)	43	Total	44																																								


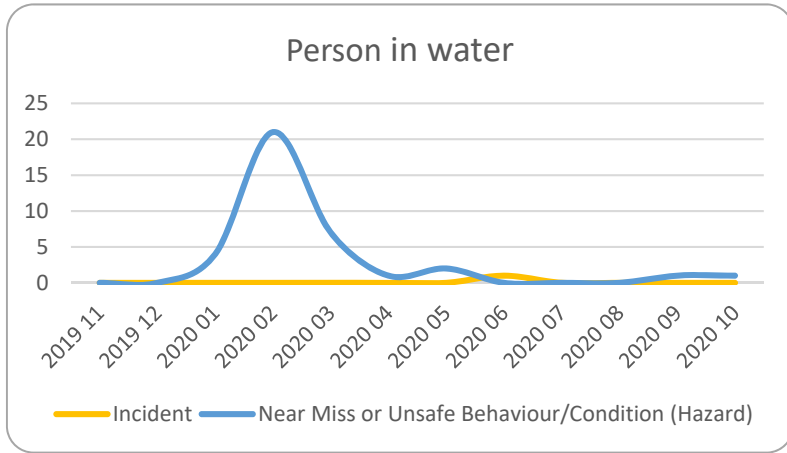

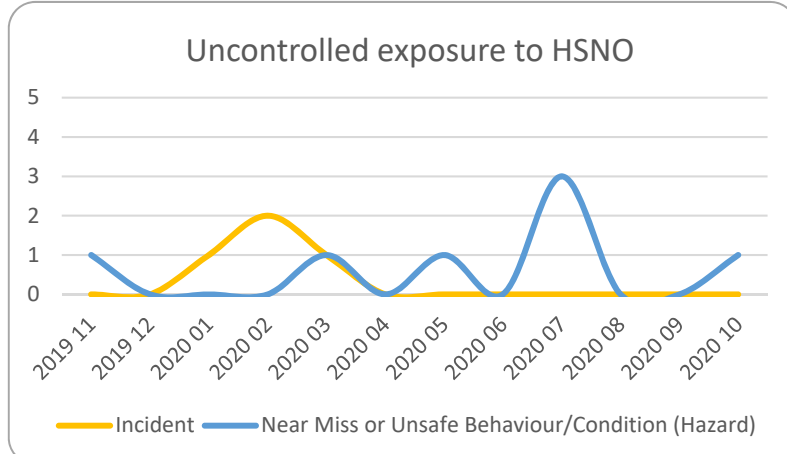


AT Critical Risk (Hazard)	Current status/Issues	No.	Action	No.	Reported case last 12 months trends
 Loss of control over vehicle (Temporary traffic management)	<ul style="list-style-type: none"> <li>Majority of the cases reported are lead indicators, mainly relating to non-complying traffic management on site and speed.</li> </ul>		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 to 30. X-axis: 2019 11 to 2020 10. Legend: Incident (yellow), Near Miss or Unsafe Behaviour/Condition (Hazard) (blue).</p>
	Incidents	1	Near Miss	0	
	Unsafe Behaviour/Condition (Hazard)	33	Total	34	
 Service strike (Work area with services pass)	<ul style="list-style-type: none"> <li>There were two WorkSafe Notifications in October both resulting in property damage in Downtown and AMETI.</li> </ul>		IMPAC has been commissioned to audit the AMETI site to include all stakeholders, AT, Fulton Hogan, Northpower and Vector.		 <p>Service strike</p> <p>Y-axis: 0 to 10. X-axis: 2019 11 to 2020 10. Legend: Incident (yellow), Near Miss or Unsafe Behaviour/Condition (Hazard) (blue).</p>
	Incidents	10	Near Miss	0	
	Unsafe Behaviour/Condition (Hazard)	3	Total	13	




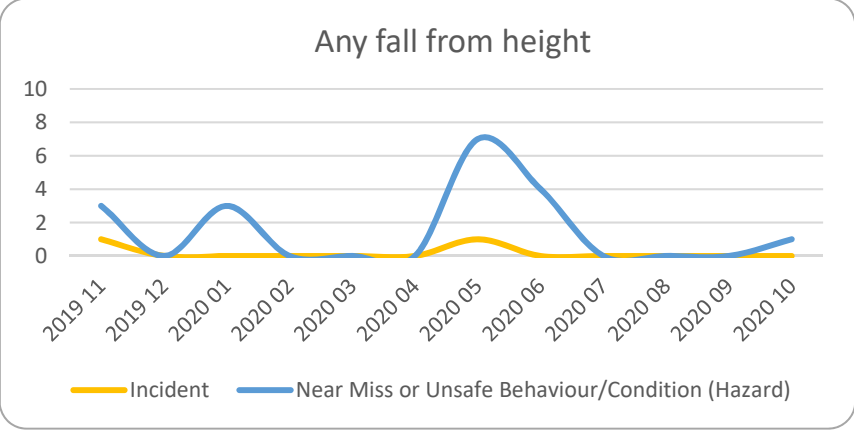

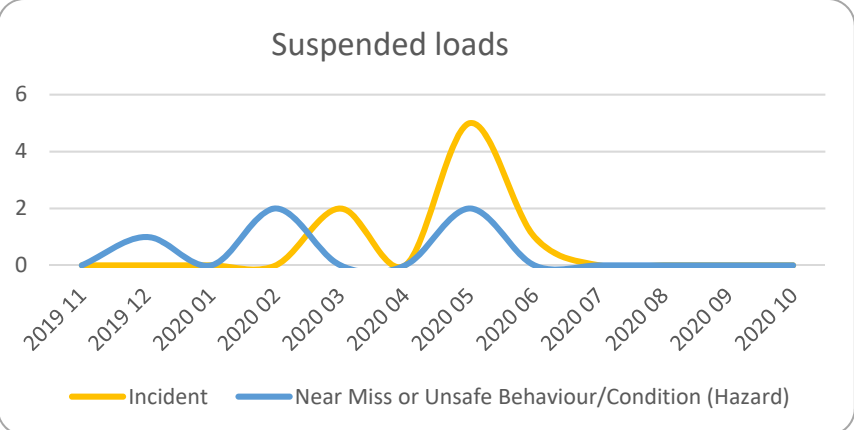
AT Critical Risk (Hazard)	Current status/Issues	No.	Action	No.	Reported case last 12 months trends
 Plant & Equipment (Struck by road roller)	<ul style="list-style-type: none"> <li>There was one notifiable event involving a jack-up barge that listed heavily towards the ferry terminal following hydraulic failure.</li> </ul>		The H&S team is working with Project Managers to identify causes and mitigation actions.		
	Incidents	21	Near Miss	1	
	Unsafe Behaviour/Condition (Hazard)	5	Total	7	
 Trench collapse (Excavation)	<ul style="list-style-type: none"> <li>All four events reported were unsafe condition / behaviour in Downtown Joint Venture Programme.</li> </ul>				
	Incidents	0	Near Miss	0	
	Unsafe Behaviour/Condition (Hazard)	4	Total	4	




AT Critical Risk (Hazard)	Current status/Issues	No.	Action	No.	Reported case last 12 months trends
 Person in water (Sea water)	<ul style="list-style-type: none"> <li>There were two notifiable events while working on the water involving an HEB vessel. One was reported to WorkSafe and the other to Maritime NZ</li> </ul>				
	Incidents	0	Near Miss	1	
	Unsafe Behaviour/Condition (Hazard)	1	Total	2	
 Uncontrolled exposure to HSNO (Substances harmful to health)	<ul style="list-style-type: none"> <li>One event was reported under the Delivery North West - PT Development</li> </ul>				
	Incidents	0	Near Miss	0	
	Unsafe Behaviour/Condition (Hazard)	1	Total	1	





AT Critical Risk (Hazard)	Current status/Issues	No.	Action	No.	Reported case last 12 months trends																																							
 <p>Any fall from height (Working at height)</p>	<ul style="list-style-type: none"> <li>An event involving scaffolders climbing through structure without fall arrest restraint (PPE).</li> </ul>				<p data-bbox="1480 443 1765 480">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 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>4</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> <tr><td>2020 09</td><td>0</td><td>0</td></tr> <tr><td>2020 10</td><td>0</td><td>1</td></tr> </tbody> </table>	Month	Incident	Near Miss or Unsafe Behaviour/Condition (Hazard)	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	4	2020 07	0	0	2020 08	0	0	2020 09	0	0	2020 10	0	1
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	Unsafe Behaviour/Condition (Hazard)	1	Total	1																																								
 <p>Suspended loads (Loss of control of load when suspended)</p>	<ul style="list-style-type: none"> <li>There were no incidents reported for this critical risk.</li> </ul>				<p data-bbox="1442 911 1682 948">Suspended loads</p>  <table border="1"> <caption>Suspended loads - 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 11</td><td>0</td><td>0</td></tr> <tr><td>2019 12</td><td>0</td><td>1</td></tr> <tr><td>2020 01</td><td>0</td><td>0</td></tr> <tr><td>2020 02</td><td>0</td><td>2</td></tr> <tr><td>2020 03</td><td>2</td><td>0</td></tr> <tr><td>2020 04</td><td>0</td><td>0</td></tr> <tr><td>2020 05</td><td>5</td><td>2</td></tr> <tr><td>2020 06</td><td>1</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> <tr><td>2020 09</td><td>0</td><td>0</td></tr> <tr><td>2020 10</td><td>0</td><td>0</td></tr> </tbody> </table>	Month	Incident	Near Miss or Unsafe Behaviour/Condition (Hazard)	2019 11	0	0	2019 12	0	1	2020 01	0	0	2020 02	0	2	2020 03	2	0	2020 04	0	0	2020 05	5	2	2020 06	1	0	2020 07	0	0	2020 08	0	0	2020 09	0	0	2020 10	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"> <li>There were no incidents reported for this critical risk.</li> </ul>				There was no confined space Health and Safety case reported in the last 12 months.

## 5. Notifications to NZ Regulators

There were nine events during this reporting period (six in September and three in October). The table below highlights the notifications:

Date	Description of event	Notification to Regulator
4 September	<p>A section of concrete fell from the wharf striking the side of a HEB vessel. The concrete was estimated to weigh around 10kg. No construction work was being carried out to cause the piece to dislodge.</p> <p><b>Status:</b> See DIDP commentary below.</p>	Notified to WorkSafe and Maritime NZ (Synergi 23264)
5 September	<p>A vehicle collided with a Not-In-Service bus on East Tamaki drive, resulting in the amputation of one of the vehicle occupants' legs. The bus driver was unharmed.</p> <p><b>Status:</b> Incident is under investigation with the NZ Police serious crash unit.</p>	Notified to WorkSafe (Synergi 23210)



Date	Description of event	Notification to Regulator
6 September	<p>A pedestrian crossing Karangahape Road walked into the side of a bus and was caught under the wheels. They died on the scene of the incident.</p> <p><b>Status:</b> Incident is under investigation with the NZ Police serious crash unit.</p>	Notified to WorkSafe (Synergi 23189)
18 September	<p>A member of the public was hit by a train in an attempted self-harm incident.</p> <p><b>Status:</b> Incident is under investigation by Transdev and NZTA/Waka Kotahi.</p>	Notified to NZTA/Waka Kotahi Rail Regulator. It is understood that KiwiRail, as Access Provider, reported the incident to WorkSafe (Synergi 23333)
19 September	<p>Assault of a staff member by a member of the public while carrying out enforcement duties.</p> <p><b>Status:</b> Incident is under investigation.</p>	Notified to WorkSafe (Synergi 23325)
28 September	<p>HEB Punt was moving in close proximity to a reversing ferry.</p> <p><b>Status:</b> See DIDP commentary below.</p>	Notified to Maritime NZ (Synergi 23428)
08 October	<p>An 11kv electrical cable was struck by a digger bucket, causing an electric arc and tripping the cable failsafe.</p> <p><b>Status:</b> Incident is under investigation.</p>	Notified to WorkSafe (Synergi 23557)
12 October	<p>A Jack-Up barge listed heavily towards ferry terminal following a hydraulic failure.</p> <p><b>Status:</b> See DIDP commentary below.</p>	Notified to Maritime NZ, WorkSafe and the Harbour Master's office (Synergi 23604)
22 October	<p>A gas main was punctured during hydro-demolition.</p> <p><b>Status:</b> See DIDP commentary below.</p>	Notified to WorkSafe (Synergi 23706)



## **Downtown Infrastructure Development Programme (DIDP) Safety**

Following an increasing trend in the number of safety incidents on the DIDP, senior and executive AT management are engaged with the Downtown Joint Venture (DJV) partners to increase awareness and understanding of AT's safety priority expectations and raise the safety leadership conversation to DJV partner executive levels. The DJV have responded to the recent spike in safety incidents, by accepting the recommendations of an independent safety review recently completed by IMPAC and as part of this response they have engaged IMPAC to co-design a safety management framework for the DIDP, with a view to improving the safety performance on this complex urban project.

AT senior and executive management have increased the number of site visits and safety engagements with the DJV. The AT Chief Executive also written to the CEs of each of the DJV partners. A meeting of the CEs is being arranged to raise opportunities around enhanced safety leadership by both AT and the DJV partners.

On 28 October, Auckland Transport and Downtown Venture Framework Agreement was signed, setting out a 'One Team' approach to work collaboratively, transparently and as a partner. This Framework Agreement was a key recommendation from the IMPAC report on the DIDP safety developments. There were 7 recommendations in total.

The verification of adequate treatment of these 7 recommendations is required going forward. The subsequent assurance of effectiveness of the implementation of those recommendations holistically in the mitigation of risk is also required as the recommendations begin to embed.

## **6. Health and Safety Activities**

In the next Board report for February 2021, this section will be developed to incorporate audit and assurance activities, including status of independent safety recommendations; their verification, close-out and ongoing verification requirements if appropriate.

### **6.1 Audit Activities**

An audit of the management of temporary works was conducted at the Puhinui station redevelopment project during October. While the report will be finalised during November, it was found that the contractor has the necessary systems in place. The only reportable item was a temporary walkway in the central zone that was not included in the temporary works register. The project engineer was aware of this and had undertaken the procedures to ensure the structure was safe to use.

The Action Plan for the TranzUrban audit was submitted by the Operator in September. Of the 11 action items raised, three have been addressed by the Operator. The Action Plan remains on the agenda for discussion at the monthly meeting AT Metro holds with the Operator. Independent verification of the addressed actions will be done during November 2020 to progress the status to closed. The progress on the remaining action items will be discussed with the Operator.



## 6.2 Health & Safety Audit Schedule

Audit activities resumed in level 1, following consultation with members of the bus services team in AT Metro. The Terms of Reference for Ritchies has been completed and will be issued to the Operator in November. An audit of NZ Bus will be undertaken before December shutdown.

## 6.3 Board Health & Safety Engagement Activities

The following visits were undertaken by board members during the reporting period:

Name	Site visited	Date
Wayne Donnelly	Northcote Safe Cycling State Highway 1 crossing	30 September 2020
Mary-Jane Daly	Tāmaki Drive cycleway and raising /flooding remedial works	15 October 2020

# 7. Key Vision Zero Actions

## 7.1 Community Engagement

### Road Safety activities run in September

- 6 Back to School Speed Campaigns
- 12 Slow Down Around Schools Speed Campaigns (with and without NZ Police) and 2 classroom lessons
- 9 Road Safety Promotions across the region
- 23 Scooter Skills Activities with a safety component
- Rural Schools – 2 Large Vehicle Safety Units, 2 Heavy Vehicle Safety Units, 2 Car Park Safety Units

### Highlights include:

- Auckland Transport ran a Car Park Safety Unit at Puni School. This event was designed to educate students about the dangers of large vehicles, acceptable behaviour, associated dangers and best practices when in a busy carpark. Puni School's carpark is extremely busy in the afternoons as it is a rural school with no pedestrian infrastructure, consequently the school is very proactive when it comes to car park safety.



- Newmarket School ran a Green Man Signalisation Campaign at the intersection outside the school on Gillies Ave. With a high volume of traffic on this road, the school wanted to raise awareness about pedestrian safety at this intersection, as Newmarket has a lot of children who cross at this point before and after school.
- Snells Beach School ran a Heavy Vehicle Safety Unit on 16th September. The school is in a semi-rural area that has a lot of heavy haulage traffic on the roads surrounding it. The activity targeted Year 3-8 students and the unit concentrated on why there are so many trucks on our roads, dangers associated with trucks, blind spots, travelling distances and general safety when moving around heavy vehicles.
- Horizon School ran a Travelwise Road Safety Promotion at the zebra crossing on 24th September. The school is in a semi-rural setting, surrounded by roads with high speeds. Speed and vehicles failing to stop at the crossing, is both an historic and present concern. There is a plan to raise the crossing in the next few years.

### **Te Ara Haepapa**

- The Te Ara Haepapa programme received additional support through our partnership agreement with ACC to build on the original programme that was funded via Auckland Council and Waka Kotahi.
- Te Ara Haepapa delivered a Kaihautū Raihana Whītiki in partnership for the first time with Wesley College Pukekohe on 19th September to 17 students between the ages of 16-18 years. Wesley College is made up of students (approx. 90%) who board at the kura (school).
- Te Ara Haepapa delivered a Learners Restricted and Full licence papamahi with Parents and Teachers of Findalysen Park School

### **Schools Cycle Training**

- For schools, there were four Grade 1 training sessions, reaching 451 students, and five Grade 2 training sessions, reaching 331 students. Grade 1 teaches basic bike riding and safety skills such as stopping, indicating and moving around obstacles. Grade 2 teaches safe on-road riding.

### **Bike Hubs**

- AT supported Ecomatters to run the Bike Hubs in Henderson, New Lynn and Glen Innes which offer assistance with learning basic bike skills and provide bikes for free/low cost. There were 907 visitors who learned a range of bike maintenance practices, 70 bikes distributed, and 327 bikes repaired to be safe for riding.

## **7.2 Build Capability**

### **Safety Integration**

- A Safety Integration Lead has been appointed to drive the design and delivery of the Safety Integration work, with a focus on gaining visibility and buy-in from key stakeholders. Connection was made to align Safety Integration's objectives with AT's Business Plan and the Delivering to Vision Zero Outcomes workshop.



## Grow our People – Vision Zero Learning update

- A key action identified within our Vision Zero strategy is to build capability across AT. The Safety Division, in partnership with Culture and Transformation, are developing a suite of Vision Zero learning modules which are being rolled out across the business.
- The introductory e-module has now been completed by over 900 staff. In September, we introduced the Vision Zero principles workshops. These workshops are a deep dive into the four key principles of Vision Zero and were delivered to 108 key influencers from across AT. At the end of each workshop participants commit to one key action which aligns to one of the principles.
- Third learning module is under development and will roll out in late November, this will focus on how participants can embed safety actions into their teams' programme of work and will again be targeted to key influencers across AT.

## 7.3 Leadership & Governance - Partnerships update

Both the Tāmaki Makaurau Transport Safety Governance and Leadership Groups met in September. The governance and leadership groups considered the following:

- Presentation of the revised Road Safety Programme following the Emergency Budget and potential flow-on effects
- Ongoing alignment of the Road Safety PBC and the Road to Zero (National Road Safety Strategy) Infrastructure Programme
- The opportunity and importance of aligning this work with ATAP, the RLTP and Long-term Plan processes
- Impacts of COVID-19 on police enforcement – significant reduction in traffic volumes during lockdown period, which increased risk in speeds
- Waka Kotahi provided data on speeding which allowed Police to pivot and deploy to high risk areas (both nationally and within Auckland)
- Breath-testing reduced due to COVID-19 restrictions. October will have an impairment focus with more high-visibility testing and engagement
- The partners re-emphasised their support of the free PT initiative at Christmas time following success in previous years
- Presentation of the Future Connect tool as part of stakeholder engagement

The following opportunities have been identified as the focus of future meetings:

- The rollout of safety cameras as part of Tackling an Unsafe Speed programme
- School speed zones, how these will be funded and prioritised to deliver on Road to Zero targets
- Deep dive into police enforcement of alcohol impairment and opportunities for better collaboration
- Roadside drug testing and opportunity for the group to provide input into the development of this legislation



## Appendix 1 – Definitions

Abbreviation	Acronym	Definition
ATW	Authorisation to Work	Our Authorisation to Work (ATW) process is used for any work, activity or event planned by AT, or on an AT owned, leased or controlled site. This process allows us to do our due diligence to meet our legal obligations as a PCBU (Person Conducting a Business or Undertaking) by checking all the right things are in place before the work is done
HSWA	Health and Safety at Work Act (2015)	The Health and Safety at Work Act 2015 (HSWA) is New Zealand’s workplace health and safety law.
HSWR	Health, Safety and Wellbeing Representative	Health, Safety and Wellbeing Representatives are an example of worker participation and can also support worker engagement. HSWRs provide workers with a formal, visible way to have a say in work health and safety
ICAM	Incident Cause Analysis Method	ICAM is the Incident Cause Analysis Method, an industrial safety initiative that provides the ability to identify what really went wrong and to make recommendations on necessary remedial actions to reduce risk and build error-tolerant defences against future incidents
LTI	Lost time injuries	Includes all on-the-job injuries that require a person to stay away from work.
LTID	Lost Time Injury Duration	Measure of how much time in day(s), is lost for work related injury
LTIFR	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>





Abbreviation	Acronym	Definition
MTIFR	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>
OHSS	Occupational Health and Safety Specialist	A person who co-ordinates return to work programmes and health initiatives.
PCBU	Person Conducting a Business or Undertaking	It's a broad concept used throughout HSWA to describe all types of modern working arrangements which we commonly refer to as businesses
TRIFR	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	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.
Certification	Required Certification	Mandatory training for all appropriate staff – can be conducted face to face or online where available via ThinkTank.