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Health and Safety – July Report

Recommendations

That the Board notes:

- i. The trends in the health and safety performance of the organisation; and
- ii. The progress against key initiatives in Health and Safety Strategy Work Programme.

Executive summary

This report provides a summary of health and safety across the organisation in the areas of:

- **Health and Safety Strategy Work Programme.** Progress on a number of key initiatives is provided.
- **Health and Safety Performance.** The trends for all indicators are variable, Total Injury Frequency rate for all AT and key suppliers is continues to trend down.
- **Health and Safety Incidents.** Continued upward trend in unsafe behaviour/condition reporting.

Background

This report provides a summary of the health and safety performance across the organisation inclusive of any contracted work and provides an update on key initiatives in the H&S Strategy Work Programme. The report also responds to any matters arising from the previous Board Meetings.

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Health and Safety Strategy Work Programme

The following summarises the progress in the H&S work programme over July

1. **Engagement & Participation.** Presentation to the AT Metro Operators Forum, a quarterly event attended by internal Metro staff as well as representatives from the public transport (PT) operators and facilities contractors. The H&S focus in this forum is to share AT's critical risk programme and to provide an overview on current incident and injury trends. These industry forums are a key initiative to collaborate and share health and safety performance and emerging trends across industry.
2. Following agreement to extend external auditor contractors (Swensen and Associates & Site Safe) contracts to December 2017, meeting held with Site Safe on 18/07/2017 to address new site inspection form, reporting requirements and commencement of external auditor forum. The forum will commence in late August and will support the management of this external resource in addition to AT Project Managers sites weekly up-date scheme.

The H&S team were included in the AMETI Eastern Busway construction market sounding presentation to present on safety and assurance requirements for the project as part of the infrastructure project team.

The Assistant Area Commander (Auckland City) of the Fire Service attended the rail safety group "RSG" forum to discuss fire safety requirements in the rail corridor following a fire incident on the railway earlier this year.

3. **Capability.** AT Metro have established a working group with Risk and Audit to finalise the risk and assurance framework. Initially this will focus on PT operators so that AT can meet its PCBU duties to ensure that operators are complying with H&S legislation and contract requirements. The second phase will be establishing a programme of inspections and observations by AT senior management. The programme is expected to be ready for commencement October 2017.

At the end of July 260 members of the Infrastructure Division had completed the ConstructSafe Tier 1 competency assessments, with an 80% pass rate. Once all assessments are complete we will have visibility of the areas where our people have not met the assessment requirements, we will then be in the position to provide training to directly address the knowledge gap.

In addition, and as part of our commitment to making sure our Project Managers/Delivery Managers have the knowledge and competencies to support good H&S management on their projects, we have aligned with 'The Learning Wave', and the 'Construction Safety Council' to deliver the 'Managing Safely' programme. Based on the internationally recognised programme provided by the UK Institute of Occupational Safety (IOSH). The aim of the programme is to provide the foundation H&S knowledge, increasingly required for the successful delivery of roles. This is a three day programme, developed and supported by NZTA/ACC and the Zero Harm Industry Forum. It has been developed by our industry (including reps from AT) for our industry. The aim is to have 60 of our Managers through this programme this calendar year, with another 60 in the first quarter of next year, until all our Managers have completed training.

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4. **Health and Wellbeing.** To support the wider wellbeing programme we have started to scope the roles in AT Metro which require some form of health monitoring. Priority is looking at those in facilities roles who are potentially at greatest risk.

The pilot of “Move Strong”, an initiative in our falls prevention programme is due to start for the Manukau and Takapuna based Parking Officers. “Move Strong” is a physical conditioning programme aimed at prevention of musculoskeletal injuries including back and slip trip and fall related injuries. A holistic approach is being taken with a focus on general well-being. *The pilot will include pre and post measures of functional movement assessments and health screening.

After the baseline screening assessments dates will be booked for a 2-hour training workshop for all staff. A physiotherapist will then run daily pre work musculoskeletal conditioning exercises with all staff before heading out. The physiotherapist will also spend ‘one on one’ time with some staff looking at good practice for jobs tasks e.g. chalking tyres. Move Strong will be delivered over a twelve-week period. The programme will identify and train in-house champions to continue delivery of the daily physical conditioning exercises every day before shifts start for ongoing injury prevention benefits.

4. **Be Safe.** Kerry Wall, a subcontractor working on our Manukau Bus Station project alerted the project team to a significant hazard on site - incorrect use of a chemical with spontaneous combustibility properties. Kerry Wall’s positive action in raising a serious hazard to AT site management resulted in work being carried out off site and thereby eliminating the risk of site exposure. Due to the proactive action of the worker raising this concern and enabling any risk to be managed we avoided a potentially serious harm incident.

Health and Safety Performance

Attachment 1 provides a report on health and safety performance for all AT operations including AT Staff, Physical works, and Public Transport. The report covers injuries to workers engaged in all AT activities, injuries to AT staff, and injuries to other person (passengers and general public). The report also covers monitoring and inspection, Near Miss Reporting, and Drug and Alcohol testing.

In summary:

A continued upward trend in unsafe behaviour/condition reporting.

We continue to focus on our critical risk area of violence towards workers. In July there were 19 incidents across the range of abuse, threatening behaviour and assault. This number is consistent with previous months. These incidents came from across all frontline customer facing areas delivering AT activities (employed by AT and suppliers). There were 4 incidents in parking where 1 of our parking officers was assaulted (no physical injury however the officer was understandably shaken) and on our train network 1 security guard and 3 train managers were assaulted. We are confident they received the right post care. The remaining incidents relate to abusive customers and passengers.

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The development of a staff safety awareness campaign is underway with a pre-analysis to make sure the campaign is appropriately targeted to address the types of threats and abuse our people are subjected to and at the high frequency locations. Additionally the new Parking Officer 2-day street safe course (personal leadership) is being delivered.

High Profile Incidents recorded (on going incident investigation).

- An update on the incident where a member of the public fell into a service chamber on Coxhead Street and unfortunately suffered broken bones. The contractor presented a final investigation report to WorkSafe for a duty holder review, WorkSafe will take no further action. We have scheduled a close out meeting with the contractor to discuss and share findings. We are following up with the contractor to enquire as to the level of care shown to the member of the public.
- Further details on Mt Eden Rd road traffic collision: A full investigation report was received from NZ Bus on 31st July. The report confirms that there was no speed issue, defect with the bus or fault in terms of the operator. Root cause of the accident is stated as 'unknown reasons that caused third party vehicle to cross central median strip into the path of bus 5008. Cause may be identified by the Coroner's report, however may not be made available to our operator. The bus driver is described as "doing okay given the circumstances" and has been receiving ongoing EAP support.
- The final draft report on the Panmure Bridge Scaffold Collapse has been provided to the Chief Infrastructure Officer for further review and action. The focus of our investigation was not to determine the cause of failure of the scaffolding, rather to understand whether improvements to the AT project management, contract development and contractor management processes would support the prevention of a similar occurrence in future.

1 WorkSafe notifiable event reported in July.

- 05/07/2017, Contractor, Broadspectrum. While excavating / trenching, a digger hit a gas line connecting to a property.

There is ongoing discussion with the Contractor, AT and Worksafe about this case. This event fits the definition of notifiable as the strike resulted in a release of gas, however the immediate potential for serious harm is being challenged by the contractor. AT's position is any event that falls under the notifiable guidelines must be notified, and the contractor has been given clear direction as to our expectations.

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Health and Safety Incidents and Injury Management

Staff injury/incident cases reported in for the month of July.

An increase in slip trip and fall incidents this month. This is not an uncommon result for July where we typically see an increase in this type of event due to the wet weather conditions.

10 reported injury events for AT Staff in July 2017, with three resulting in Lost Time.

- Parking Officer slipped and fell on wet leaves. Ankle injury, 8 days LTI.
- Parking Officer tripped on kerb and fell on knees. Knee abrasion/ bruising. Lost time injury 2 days off work.
- Parking Officer Slipped on mud and fell backwards landing on wrist. Wrist sprain confirmed after seeing Doctor. Lost time injury, 2 days.
- Minor motor vehicle crash. Two Parking Officers in an AT vehicle hit from behind. One staff member suffered a neck strain. Seen by Doctor. Not a lost time injury.
- Parking Officer tripped and fell. Tripped on metal plate around tree base and landed on wrist. First aid treatment. Not a lost time injury.
- Staff member slipped on plastic tactile tiles and fell bruising knee, hand shoulder. Not a lost time injury.
- New staff member on a work tour of AT facilities had a ferry barrier/gangway dropped on toe. Seen by Doctor. Lost time injury, 4 days.
- Staff member slipped and fell on slippery wet floor in our Baileys building sustaining a back injury, now supported on an ACC stay at work plan with restricted duties

We are making good progress with our 'back to work', injury management support, working closely with ACC now to include both work and non-work injury claims, with eight active cases in July.

Auckland Transport's ACC work Levy invoice for the 17/18 year is 51% less than the previous 12-month period, reduced from \$651,983 to \$331,836. This is as a result of a reduction in the standard levy rate for the industry group we are in (Local government, public order and regulatory services). This was previously \$0.40 per \$100 earnings and is now \$0.27 per \$100 of earnings and improved organisation (AT) performance with a reduction in lost time injury days and/or claims over \$500 over the ACC period assessed.

This has resulted in an experience rating loading of 21% (down from 53%).

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Key initiatives for July:

Critical risk programme: A continued upward trend in reporting of bus incidents has identified that this needs to be an area of focus. These incidents involve road traffic incidents with other road users, bus v bus incidents and also infrastructure damage. Following identification of this issue the AT Motor Vehicle bow tie has been prioritised.

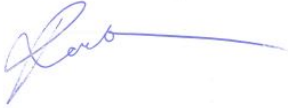

Passenger train event bow tie: The bow tie for pedestrian struck by train has been drafted and is due for review by the train team during August.

Matters Arising

- AT continues its independent inspection programme for all construction projects, ensuring each month we inspect 30-35% of our projects. We understand that this puts us in line with other construction organisations who would be completing an inspection or audit of 3-4 times per year over the life of a project. Our decision on what sites to inspect takes into account any known risk or performance issues with the project with an aim to ensure we are inspecting those that may need it more regularly. Over time our aim is to supplement this inspection programme with our internal audit and assurance processes.
- Rolling averages are used within the health and safety reporting statistics.

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Document ownership

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