

# HEALTH & SAFETY PERFORMANCE GRAPHS

December 2019 Board Report



73%



## KEY TRENDS



A slight decreasing trend in customer injury frequency rates.

A stable trend in the lost time injury frequency rate (LTIFR) (all AT employees).



**0.54 Customer injury**  
frequency rate.



**6 Lost time injuries**

1 in September 2019  
5 in October 2019

# SUMMARY OF H&S PERFORMANCE INDICATORS

for November 2018 to October 2019



There is a marginal increase in the total recordable injury frequency rates due to working hours not being reported by our external operators.



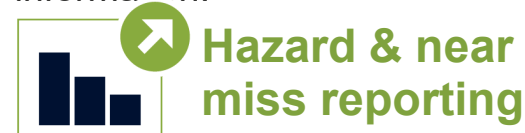
There is a stable trend in the total recordable injury frequency rate for employees in the last three months.



There is an overall slight decrease for customer injury frequency rates in October.



The number of inspections has increased due to the continuous improvement of systems and processes to collect and report information.



The total number of hazards and near miss reporting by workers is trending up.



There has been a reduction in the drug and alcohol reporting due to information not being reported by our external operators.





# AT STAFF, OPERATOR AND CONTRACTOR INJURIES FOR AT ACTIVITIES

There is a slight increase in the Total Recordable Injury Frequency Rate reported by AT staff, operators and contractors

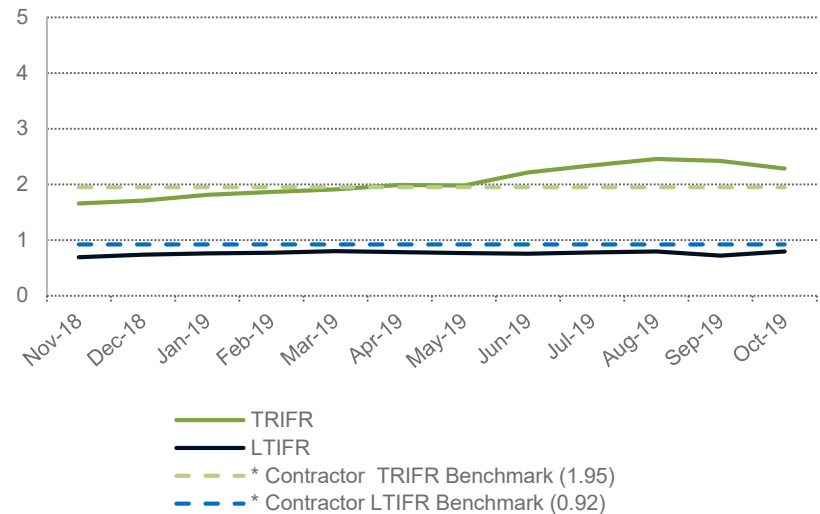
There is one WorkSafe notifiable event reported in October; involving a contractor worker who was injured by electric burns on his arms and face while working on unmarked services during a maintenance work to replace an existing streetlight requiring the removal and installation of a new base.

In addition to the injury above, there were another 20 reported injuries involving all workers over the past two months (9 were first-aids). Two injuries worth noting:

- A subcontractor was using a small angle grinder to cut out a paving in Massey, when the grinder slipped and cut his finger on the left hand. He was immediately taken to he Westgate Medical Centre for treatment. The wound was stitched. The worker was wearing gloves hence the cut was not very deep.
- A bus driver opened the back of the bus engine door to address a breakdown (while the mechanic was on his way to the bus) and found the coolant was leaking, he inhaled the fumes while checking, and experienced difficulty in breathing. The control room were notified and sent an ambulance to site. The driver was then taken by ambulance to Red Beach Medical centre, where he was seen by a doctor, and it was confirmed that he had inhaled toxic fumes. The driver was given medical treatment and a rest day the next day to recover.

\* Contractor frequency rate benchmarks are based on 200,000 hours worked extracted from 2017 Benchmarking Report {Business Leaders' Health & Safety Forum (Zero Harm Workplaces)}.

Injury frequency rate for all AT activities (per 200,000 Hours Worked)





## AT EMPLOYEE INJURIES

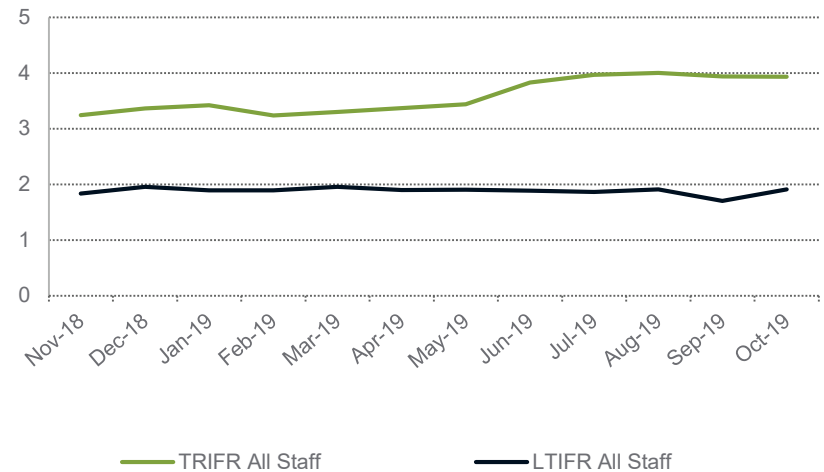
### There is a stable trend in the total recordable injury frequency rate (TRIFR) for AT employees

Of the 20 injuries, 15 were AT employees. There were 6 reported lost time injuries for the reporting period, resulting in a total of 22 days absence from work.

Four were lost-time injuries resulting from shoulder or ankle sprains in Parking, and another 2 from other parts of the Business both occurred in October:

- An AT employee from the Infrastructure Operation unit was assigned to bus stops to redirect bus customers to alternative bus stops in Wellesley St due to impact on bus services of NZICC fire. He was inhaling smoke from the fire during his time at the bus stop (approx. 1.5 hrs). He has been off for 6 days, with respiratory issues and also further symptoms related to lack of concentration and confusion. The employee obtained a medical report for AT Health and Safety team on diagnosis and recovery assessment.
- While driving along Clevedon Rd, a vehicle turned into Bunnythorpe Road, Papakura in front of the AT employee, resulting in a motor vehicle collision. He was admitted to Middlemore Hospital and stabilised. Due to concerns over his neck (he has had previous neck surgery), he required a period of monitoring and incurred a day of absence from work.

Injury frequency rate for all AT staff  
(per 200,000 Hours Worked)





# INJURIES TO OTHER PERSONS (CUSTOMERS & GENERAL PUBLIC)

## Reported injuries to customers and the general public due to AT activities is variable

There were two fatalities in the reporting period. The train stations involved were Papakura and Glen Innes train station.

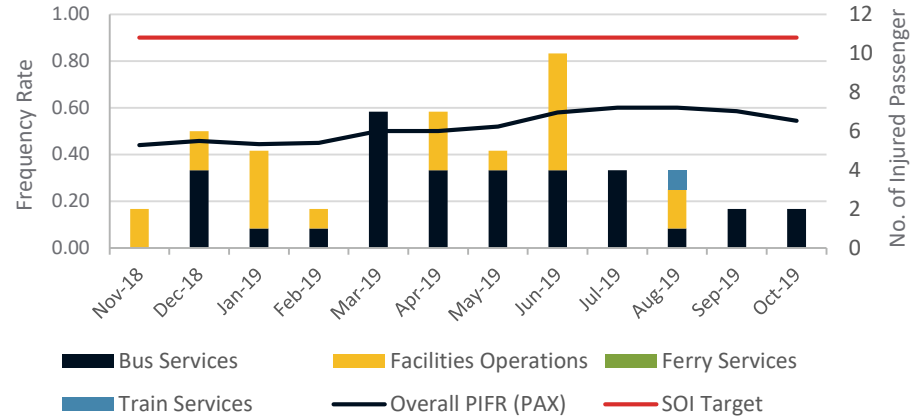
There were 6 reported injury events for AT customers in the reporting period. Four of these are public transport passenger related events involving slip, trip and falls resulted from driver behaviours (braking too hard or move off too soon), and a passenger medical event.

Two high loss potential personal injuries involving AT customers were:

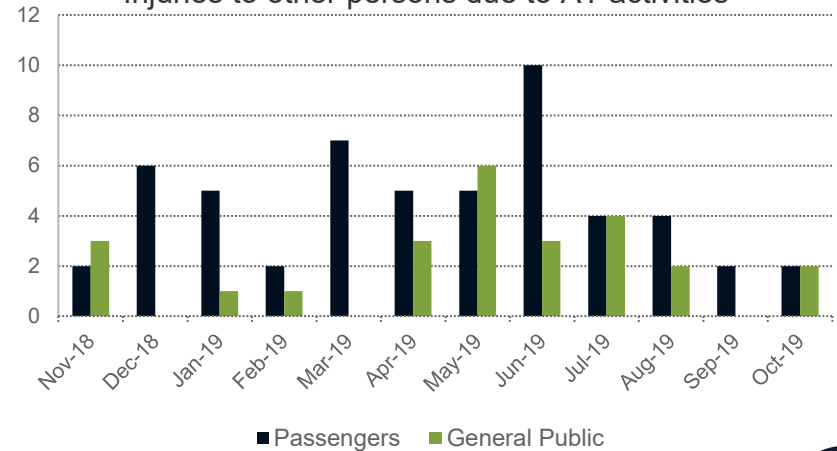
- A child was struck by vehicle in Papakura and had a minor injury when the child cycled from Strathallan school and entered the traffic management plan area. The child was using the shared path on the northside of Hingaia Rd (not within an active work area for the project). Traffic controller called the emergency services. The ambulance and police took over within ten minutes of the incident.
- A courier driver made contact with a bus when he ran across the road and into the path of the Outer Link bus. The bus driver was braking hard when contact with courier driver occurred. The courier driver received scrapes and bruises (minor injury) and was sent to hospital for observation. Police were called.

Where possible, contact has been made to follow up on the welfare of the individuals concerned.

PT Customer injury frequency rate (per 1,000,000 PAX trips YTD)



Injuries to other persons due to AT activities





# INJURIES TO OTHER PERSONS (CUSTOMERS & GENERAL PUBLIC)

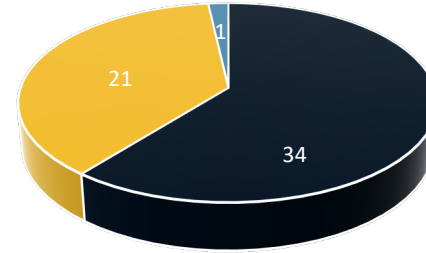
## Reported injuries to customers and the general public due to AT activities is variable

The majority of passenger incidents over the last 12 months were slip, trip and fall events.

Incidents on bus transport services were largely due to sudden braking or passengers falling when leaving or entering the vehicle. Other injuries were recorded following customers falling when accessing public transport facilities and passenger medical events.

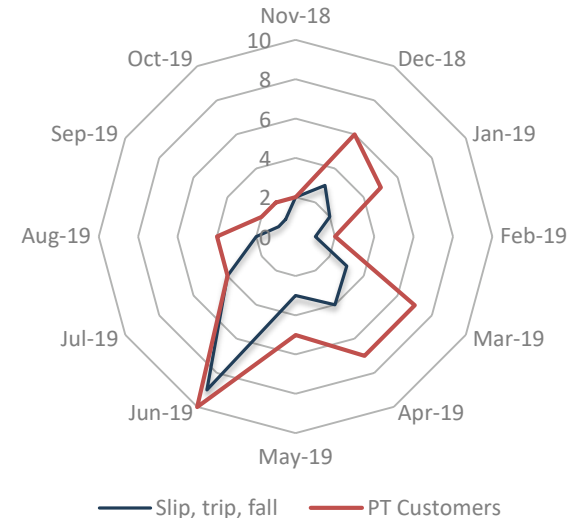
A public awareness campaign is being developed to highlight customer safety when travelling on public transport. AT has implemented a safety communications campaign for passengers (e.g. stickers on public transport) and continuous risk conversations with operators, particularly with double decker bus operations.

Public Transport customer injuries last 12 months



- Bus Services
- Facilities Operations
- Ferry Services
- Train Services

Public Transport customer injury timing





## MONITORING AND INSPECTION

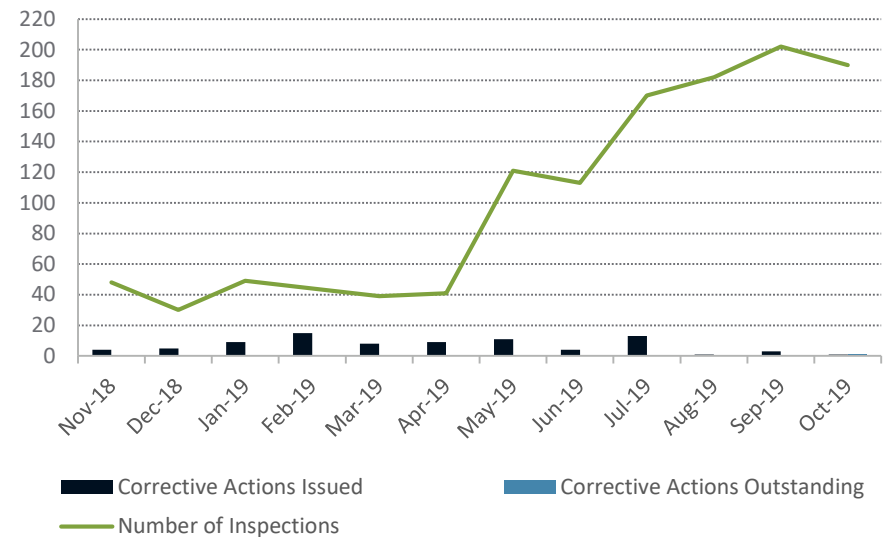
### Health and Safety Monitoring and Inspections (physical works)

The number of inspections has hit a peak in September and has settled back down in October. Most inspections are carried out on the road corridor maintenance sites as these represent the most sites by number. Typically there are over 10,000 sites in a financial year. These are inspected on a sample basis.

In September, three corrective actions were issued to contractors. At one of the road corridor maintenance sites in Tomarata, rural north Auckland, the project manager conducting the inspection felt that a tree within the work area that was leaning at a precarious angle should have been included in the risk assessment. On follow up, the contractor felt that the tree was not currently in danger of falling over and posed no health and safety risk to the crew. This would be monitored should any circumstances change during the period of the works, e.g. heavy rains. All three corrective actions are closed.

One corrective action was issued in October. This was on a road construction project in North Auckland. It was found that hazardous substances, namely unleaded petrol and diesel, were being incorrectly stored in a shipping container that wasn't adequately ventilated. A further failure was the running generator at the mouth of the container which could provide an ignition source for the petrol if it was incorrectly handled. Petrol vapours are highly flammable. Following up at the start of November, the corrective action has not been fully resolved. The contractor is still exploring options for the ventilation of the existing storage containers rather than replacing them. This corrective action remains open.

H&S inspection and monitoring





# NEAR MISS, UNSAFE BEHAVIOUR/ CONDITION REPORTING

## Near Miss, Unsafe Behaviour/Condition Reporting

There is an increasing number of cases being reported over the last 12 months with 439 cases in October.

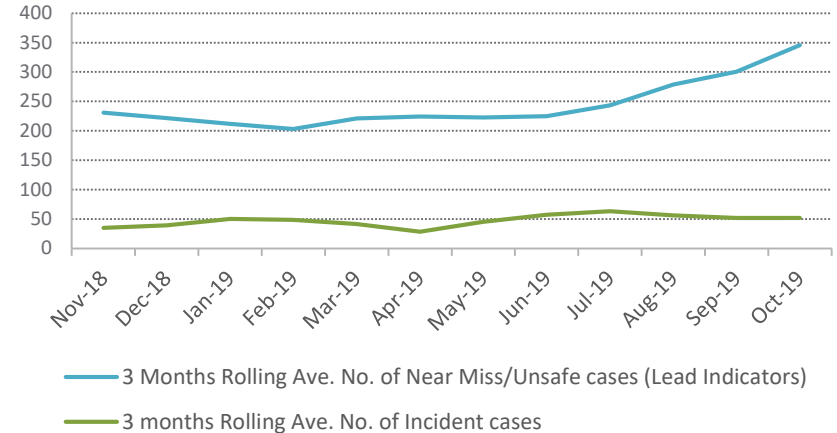
The lead indicator cases (near miss and unsafe behaviour/ condition) continued to increase in the past two months due to an improved collaboration to capture more health and safety events in Synergi e.g. health and safety related cases previously reported to CRM are now starting to be captured in Synergi. September and October also received an increased number of lead indicators for AMETI projects.

Of the total Health and Safety events reported over the last 2 months, 80% of cases were lead indicators (near miss or unsafe behaviour/condition events). There has been an increased number of incidents reported for some of AT Critical Risk events and slip, trip and fall in the last 12 months.

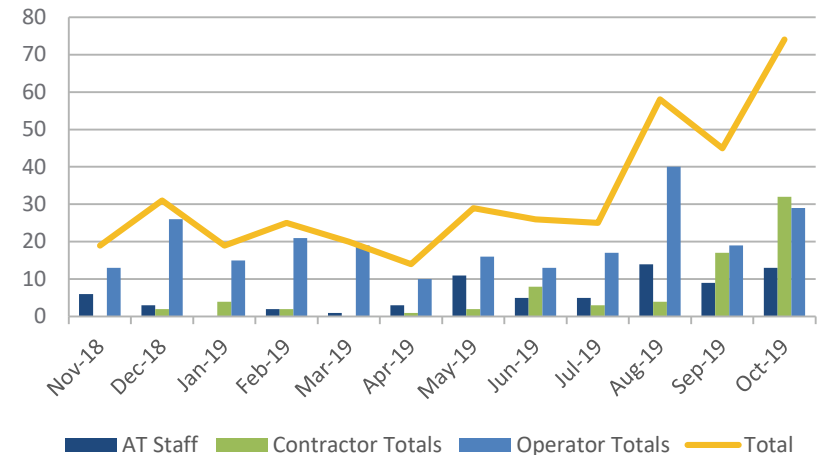
We continue to encourage staff and suppliers to report these lead indicator events in our Health and Safety blog on the Intranet, and will focus in particular on contractor engagement with near misses.

The Health & Safety team are proactively encouraging reporting at all levels.

AT events reported last 12 months



Near Miss reporting by activity area



# **DRUG AND ALCOHOL TESTING**

## Drug and alcohol testing

Drug and alcohol testing is performed by contractors and operators including tests for 'reasonable cause' and post incident.

Due to a number of challenges for our operators in completing their KPI reporting into the system, the number of drug and alcohol tests performed by our operators has decreased over the last 12 months.

There was a total of 178 tests completed in October. There was zero 'not negative'.

Over the last 12 months to July 2019, 116 pre-employment tests for AT staff were performed with one positive result in September.

Drug & Alcohol testing

