

# Health and Safety (H&S) Performance Graphs

11 February 2020 Board meeting



## KEY TRENDS



A slight decrease in customer injury frequency rates.



**0.52 Customer injury**  
frequency rate.

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



**11 Lost time injuries**

4 in November 2019

7 in December 2019

# SUMMARY OF H&S PERFORMANCE INDICATORS

for January 2019 to December 2019



## Total injury frequency rate for AT Suppliers activities

There is a relatively stable trend in the total recordable injury frequency rate for AT operators and contractors with information provided by our external workers.



## Auckland Transport employee injuries

There is a marginal increase in the total recordable injury frequency rate for AT employees over the busy holiday period



## Injuries to other persons

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



## Monitoring and inspection

The number of inspections has decreased due to weather conditions and fewer inspections scheduled over the reporting period



## Hazard & near miss reporting

The total number of hazards and near miss reporting by workers is trending up over the last 12 months



## Drug and alcohol testing

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





# OPERATOR AND CONTRACTOR INJURIES FOR AT ACTIVITIES

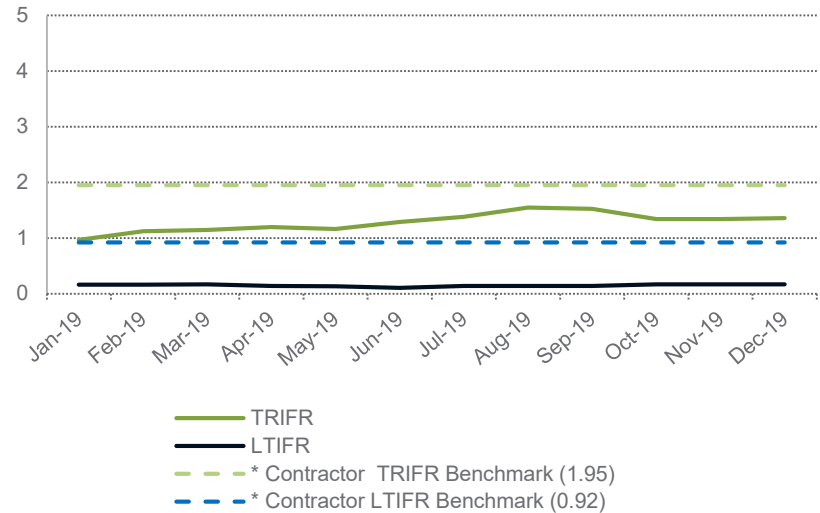
There is a stable trend in the Total Recordable Injury Frequency Rate reported by operators and contractors

There were three WorkSafe notifiable events reported in the reporting period: one in November and two in December. Fortunately no one was injured. These events involved a trench collapse while carrying out excavation work, a lifting failure and potential electric shocks.

In addition to the above, there were 6 reported injuries involving workers of AT suppliers over the reporting period. Two injuries worth noting:

- In November, a bus driver was assaulted (punched in the stomach) by a member of the public at the Victoria Park Interchange. He was taken to White Cross for treatment. AT is undertaking a sprint to understand trigger points that are creating tension and leading to threats and aggression, to support our customer-facing employees, operators and AT customers.
- In December, a traffic management employee was hit by a vehicle while carrying out his duties on a Mangere East worksite. He was taken to the emergency department. He was treated for soft tissue injuries to the lower legs and was given pain relief. He was off work for two weeks to recover. The project manager has been in constant communication with him to ensure his wellbeing. Police were involved and WorkSafe was notified by the contractor but confirmed that this is not a notifiable incident due to the injury status. The investigation identified he had turned his back to the traffic. Tool box talks have raised this to the teams working on and around roads.

Injury frequency rate for AT Suppliers Activities (per 200,000 Hours Worked)



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

\*\* For definition of TRIFR and LTIFR, please refer to the Appendix 1 in the Closed Report.





## AT EMPLOYEE INJURIES

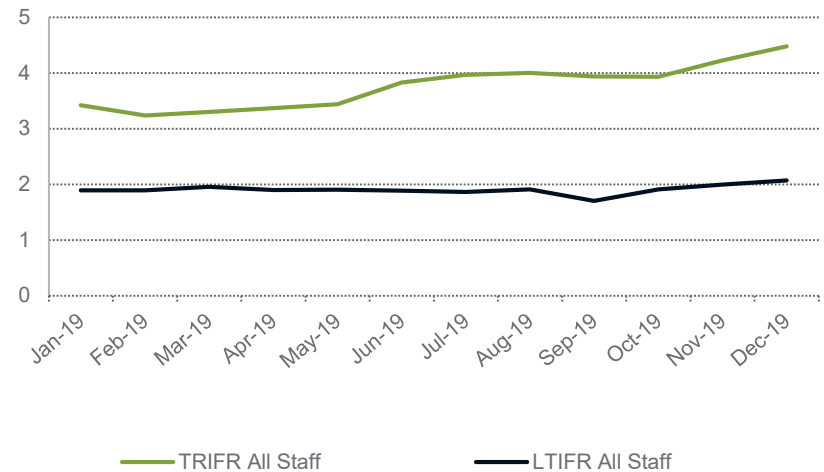
### There is a marginal increase in the total recordable injury frequency rate (TRIFR) for AT employees

Of the 19 injuries over the reporting period, there were a total of 11 reported injuries (9 from Parking and 2 from other parts of the organisation), resulting in a total of 36 days absence from work. The majority of these injuries are slip, trip and falls or ergonomics-related.

One case worth noting:

- A Parking Officer suffered a fractured ankle on his left foot when he missed his step at a Christmas Breakfast on 4 Dec. Team was dressed in uniforms ready to start their shift after this event. He was brought to Auckland City Hospital for X-rays and was initially diagnosed with a sprained ankle and given a medical certificate stating he was unfit for work for 4 days. Further radiology investigations revealed a significant ankle fracture requiring a long period of immobilisation until February. The Occupational H&S Specialist (OHSS) requested an ACC vocational physiotherapy programme to support the employee back to work. The Parking Officer will now return-to-work towards the end of January on alternative duties selected by his team and approved by the OHSS and physiotherapist, reducing lost time to 17 days in total.

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

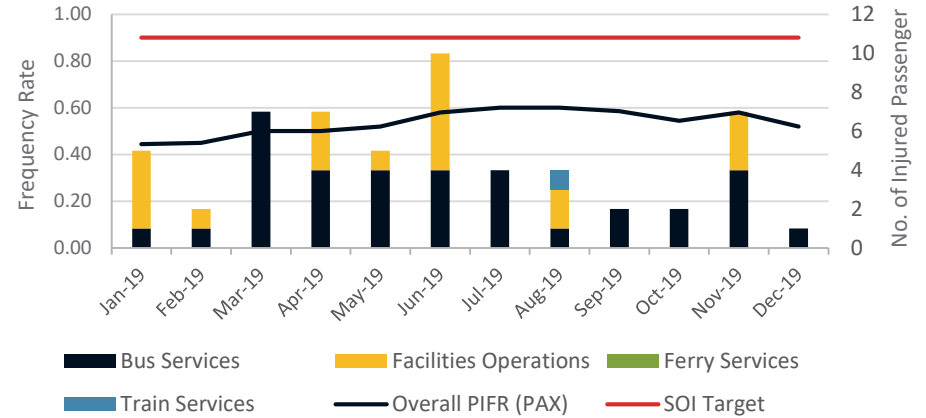
There were 9 reported injury events for AT customers in the reporting period. Eight of these were public transport passenger related events involving slip, trip and falls resulting from braking events or moving off too soon, and a passenger medical event.

Two AT customers with potentially serious injuries were:

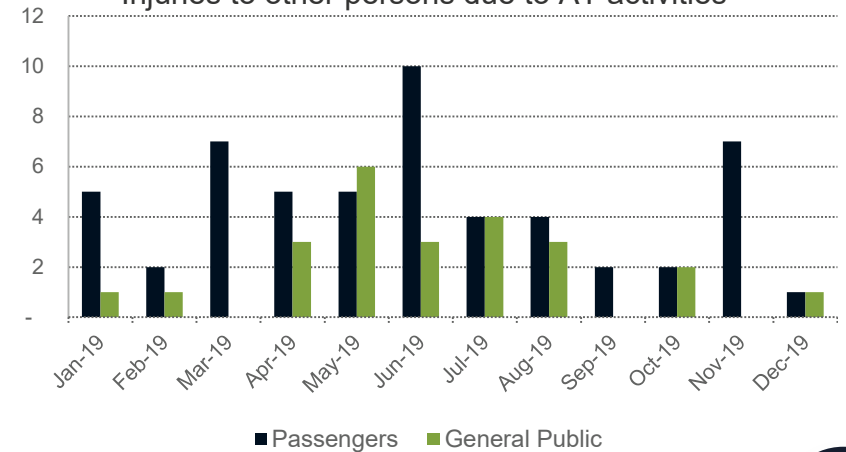
- A male jumped off the overbridge at Manurewa station onto the moving train. He landed on top of the train causing sparking of the overhead line. He then fell from the train roof on to the side of the track and sustained injuries, resulting in him being unable to walk. Police were involved and an ambulance was called to attend to him.
- A male was injured on the platform at Papakura train station. ATOC checked the CCTV and found an elderly male had tripped over and fell on the ground in the shelter area. An ambulance was called to the site and took the injured customer to the hospital for treatment.

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)

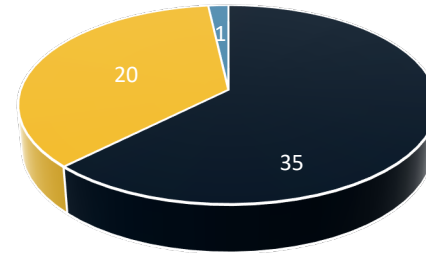
## Reported injuries to customers and the general public due to AT activities is variable

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.

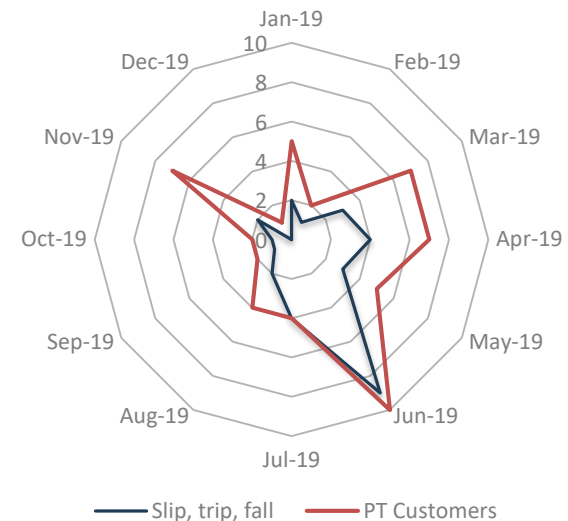
A public awareness campaign to highlight customer safety when travelling on public transport commenced in the first quarter of 2020. AT has implemented a safety communications campaign for passengers (e.g. stickers on public transport) and continuous risk conversations with operators, particularly with 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

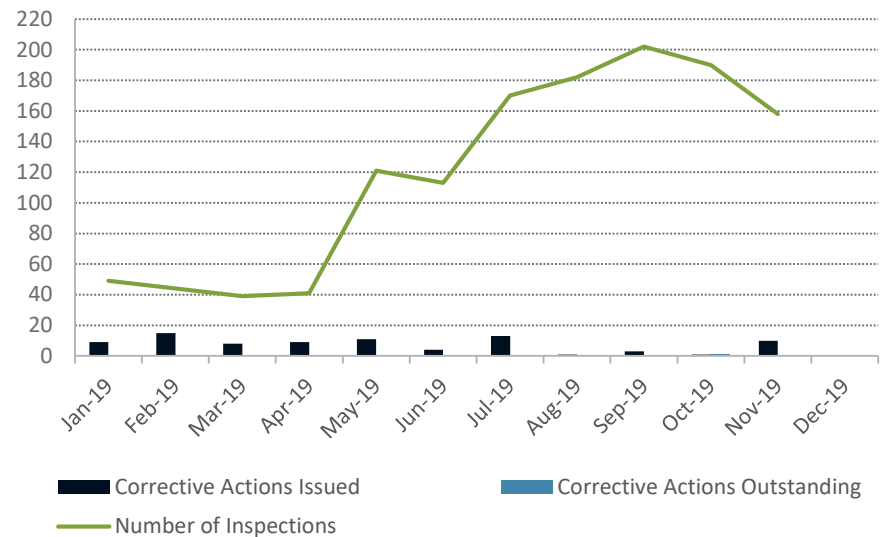
## H&S Monitoring and Inspections (physical works)

The road corridor maintenance contracts form the majority of inspections that are reported on. Contractors are not required to prepare a report on activities for December, but instead this is included in the January report. As a result, no statistics were reported for December 2019.

The number of inspections reported to the H&S team has reduced to 158. This is due to fewer inspections having been carried out on the Hauraki Gulf Islands contract, and a significant drop (23) in the number of Project Manager inspections for the month.

A total of 10 medium to low severity corrective actions were issued for the month. Most of these were housekeeping issues on the Downtown Infrastructure Development Programme project. A corrective action was raised for the Karangahape Road project over site tidiness. All corrective actions were cleared.

H&S inspection and monitoring





# NEAR MISS, UNSAFE BEHAVIOUR/ CONDITION REPORTING

## Near Miss, Unsafe Behaviour/Condition Reporting

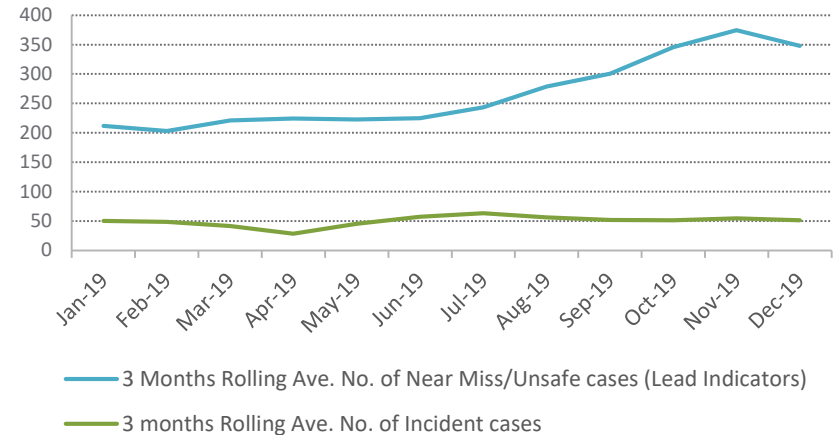
There was an increase in the number of cases reported over the last 12 months with a slightly lower number of cases totalling 283 over the holiday period.

Of the total H&S 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 AT Critical Risk events and slips, trips and falls in the last 12 months.

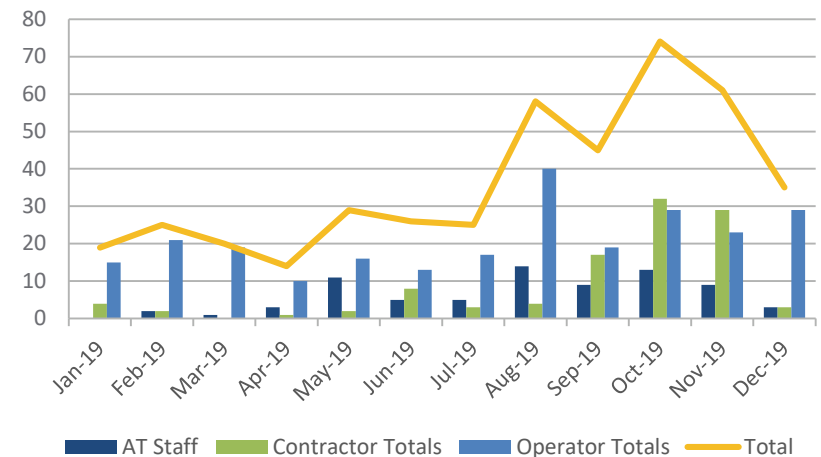
We continue to encourage staff and suppliers to report these lead indicator events in our H&S blog on the Intranet, and will focus in particular on contractor engagement with near misses.

The H&S 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 119 tests completed in the reporting period. There was one 'not negative' in which the worker (contractor) has been stood down and resigned.

Over the last 12 months to Dec 2019, 93 pre-employment tests for AT staff (in safety-sensitive roles) were performed with zero non-negative results in December.

Drug & Alcohol testing

