

Entered by Board Secretary

# Health and Safety Performance – Threats and Aggression

For decision:

For noting:

## Te tūhunga / Recommendation

That the Auckland Transport Board (board):

- a) Notes this report.

## Te whakarāpopototanga matua / Executive summary

1. Threats and aggression are a problem for our people. Some of the triggers are within our control and many are not. We would like to remove as many triggers as possible, while equipping our staff with the necessary skills and support to de-escalate aggressive incidents.
2. When removing triggers is not possible, we aim to provide a supportive and safe environment.
3. This project is not in isolation, there are many influences and factors that impact on how our people deal with, and react to, threats and aggression.

## Ngā tuhinga ō mua / Previous deliberations

4. Threats and Aggression are currently reported on at every board meeting as part of the safety business report.

Report Title	Key Outcomes
safety business report.	The board requested further detail on outcomes of the Threats and Aggression Sprint and actions that have been completed.

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## Te horopaki me te tīaroaro rautaki / Context and strategic alignment

5. This report aligns with the Enterprise Business Plan 2019/2020 objective: “Deliver safe outcomes for all, across the transport system” in line with the Government Policy Statement on Land Transport<sup>1</sup>, Vision Zero for Tāmaki Makaurau action plan item on workplace health & safety and the Auckland Transport Wellness Strategy.
6. Improving and monitoring our health and safety performance is also in line with two key AT Values:
  - a. Tiakitanga - Safe with us.
  - b. Manaakitanga - We care... Full stop.

## Ngā matapakinga me ngā tātaritanga / Discussion and analysis

7. Our people are often exposed to threatening and aggressive behaviour during the course of their work.
8. A Threats and Aggression sprint was completed in 2019 to look into the triggers of threats and aggression and how we might empower our people to manage these triggers. The recommendation from that sprint was to focus on “getting our house in order” first, and ensure our de-escalation training is as effective as possible.
9. There are many factors that contribute to threats and aggression, and ways to mitigate the effects this has on people.
10. We are working to ensure we remove triggers where possible and provide our people with the skills needed to de-escalate, and a supportive environment to thrive in.
11. We are also working on ensuring we provide a safe and supportive culture, in order for our people to feel good and function effectively.

## Ngā tūraru matua / Key risks and mitigations

Key risk	Mitigation
Accurate data. To get accurate threats and aggression data the Safety Team must review a number of data sources, including Synergi and CRM. This is a time consuming and challenging exercise.	Accurate reporting will ensure accurate data and will be part of the proposed replacement Health & Safety Case Management System.

<sup>1</sup> <https://www.transport.govt.nz/multi-modal/keystrategiesandplans/gpsonlandtransportfunding/previous-government-policy-statements/>

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

12. There are minimal financial and resource impacts. The de-escalation training is delivered in-house and an internal cross-functional team is working on the embedding actions.

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

13. There are no climate change or environmental considerations for this report.

## **Ngā reo o mana whenua rātou ko ngā mema pooti, ko ngā roopu kei raro i te maru o te Kaunihera, ko ngā hāpori katoa / Voice of mana whenua, elected members, Council Controlled Organisations, customer and community**

14. N/A.

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

15. This report deals with threats and aggressions for AT staff and our contractors which is a key element in the management of Health and Safety and compliance with the Health and Safety at Work Act 2015. It is critical for the health, safety and wellbeing of our people.

## **Ā muri ake nei / Next steps**

16. The Safety team will continue to monitor the success of the de-escalation trial.

17. The Safety team will continue to report on and monitor threats and aggression incidents.



## **Te whakapiringa / Attachment**

<b>Attachment number</b>	<b>Description</b>
1	Threats and Aggression – Update

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Links	Additional Supporting Background Data
1	<a href="#">Threats and Aggression Training Data Summary</a>
2	<a href="#">Threat and Aggression Explore Sprint - Data Summary</a>

## Te pou whenua tuhinga / Document ownership

<b>Submitted by</b>	Paula Luijken Health and Safety Manager	
<b>Endorsed by</b>	Steve Saunders Head of Health & Safety	
<b>Recommended by</b>	Bryan Sherritt EGM Safety	