



Safety Business Report

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1. Recommendation

That the Board notes the Health and Safety (H&S) report for Auckland Transport (AT) for June 2020.

Prepared by: The AT Safety Team

Endorsed By: Bryan Sherritt, Executive General Manager Safety

1.1 Strategic Alignment

AUAHATANGA <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>
MANAAKITANGA <i>We Care ... Full Stop</i>	<i>This Report demonstrates integrity associated with meeting ethical and legal obligations</i>
TIAKITANGA <i>Safe with us</i>	<i>This report comments on the work our people are undertaking and the Critical H&S Risk areas facing AT, including the work being done to address these.</i>
WHANAUNGATANGA <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 a summary of Safety activities across the organisation covering:

- **H&S Events:** There were no notifiable events during this reporting period. The H&S team continue to operate at a very high tempo due to many priority activities taking place, for e.g. the Safety Division Operating Model.
- Work is continuing on the H&S Case Management and Reporting system project which is being facilitated by Business Technology (BT). The initiative consists of facilitated workshops being conducted included key business functions within AT and our external partners. So far there have been six two-hour workshops with up to 12 more still to come.



- **H&S Performance – The trends for all indicators are generally stable or improving up to June.**
 - While Drug and alcohol testing numbers (contractors and operators) have remained stable over the previous 12 months, they have picked up in the last two months; although some external operators were unable to upload their data as they were unable to access Synergi.
 - There was one ‘not negative’ result in June with a sub-contractor. The worker was stood down and subsequently removed from site and subjected to the internal disciplinary procedure of his home company.
 - Total Recordable Injury Frequency Rate for all AT suppliers continues to be a stable trend from prior months.
 - There is a marginal increase in the Total Recordable Injury Frequency Rate for AT employees in the last 12 months with an improving trend since February this year (being lowest in June 2020 at 3.8 per 200,000 hours worked in the last 12 months). This is probably due to the Covid19 pandemic. It is worth noting that the Lost Time Injury (LTI) rate has remained stable since February 2018, even with increased H&S reporting through AT’s H&S case management system – Synergi, which has more than doubled from an average of 150 per month in 2017, to around 390 per month in 2019.
 - There were two LTI’s in June 2020 resulting in 6 days of time off work. In addition, almost 10 LTI days have carried over from 3 historical incidents.

1.3 Statistical Snapshot

The data in this report is accurate until the end of June with the following being a brief synopsis of points of interest:



There were no notifiable events in June 2020.

There were no WorkSafe notifiable events in this reporting period. See section 4 WorkSafe NZ Notifications for details.

2. H&S Scorecard for June 2020

The following section describes key performance areas across AT.



2.1 Lead Indicators

• Required Certifications

The Health Safety and Wellbeing (HS&W) Essentials online training module has been completed by 93% of employees who have been with AT for 90 or more days. The H&S Synergi online training module has been completed by 87% of employees who have been with AT for 90 or more days. The Learning and Development team in Culture and Transformation has been pushing for completion of all Required Certifications.

• Audits

- The Safety Audit Report of TranzUrban bus operations was finalised; the operator needs to compile an action plan which the H&S team will vet, and the Metro Bus Services team will monitor.
- During the audit of TranzUrban, an online tool was trialled to facilitate the collection of audit evidence and the production of reports. The trial had positive results and the tool will be used for future audits and safety inspections conducted by the H&S team.
- Safety Audits for the remaining operators have continued since July.
- Site visits for ELT and Board are in progress post-changes to the new structure of Committee meetings announced at the 21 Jul Board meeting.

• Authorisation to work (ATW)

- 45 ATWs were processed in June. The eight that were not completed within the 10-working day limit were either as a result of not enough information being supplied initially, or for projects that are still in the planning phase.

Lead Indicators	Completed Jun 2020	Completed May 2020	Completed April 20	Completed March 20	Completed Feb 20	Target
HS&W Essentials module e-learning for active staff	93%	93%	91.3%	90.6%	93.9%	100%
H&S Synergi module e-learning for active staff	87%	86%	82.6%	83.4%	83.1%	100%
Number of H&S Audits progressed against plan.	100%	100%	100%	60%	50%	100%
Number of H&S Audit actions closed and completed		-	-	-	-	100%
ATW completed (within 10 working days)	82%	94%	57%	100%	95%	100%



2.2 Lag Indicators

Lag indicators are those indicators which measure AT's incidents in the form of past incident statistics. They are a traditional safety metric and are a snapshot in time.

2.2.1. H&S Injury Scorecard in June 2020 for AT Staff

Work Related Injury Statistics (Benchmark is 1.48)	June 2020	May 2020	April 2020
Total Recordable Injury Frequency Rate (TRIFR)	3.8	4.2	4.3
Medical Treatment Injury Frequency Rate (MTIFR)	2.7	2.9	3.1
Lost Time Injury Rate (LTIFR) (Benchmark is 1.48 ¹)	1.9	1.9	2.0
Number of Lost Time Injuries (LTI)	2	2	0
Lost Time Injury Duration	6 days (9.9 days carried over)	4 days (30.2 days carried over)	19 days (carried forward from March)

2.2.2. Lost Time Injuries

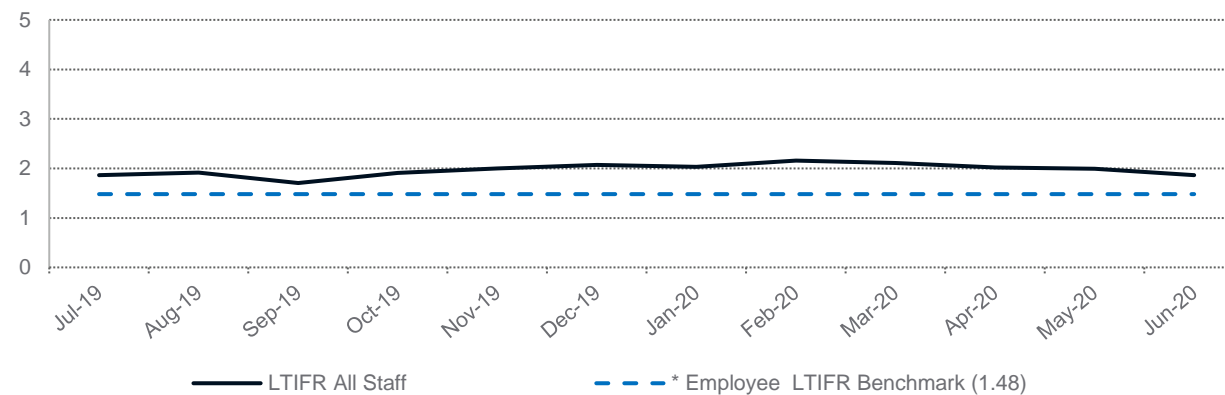
In June 2020, there were two new injuries which resulted in time away from work, as follows:

- A parking officer suffered a lumbar sprain and possible knee condition from chalking vehicles, resulting in four days away from work. It is noted that his incident report was back-dated. Coaching was provided to the area supervisor on how to manage accountability amongst his parking officers. He completed a 'feedback fit' discussion with his officer on following protocol and timely reporting of incidents.
- A parking officer suffered a shoulder and lumbar sprain from an awkward posture during lifting of a bus camera kit from his car, resulting in two days away from work. The parking officer had a follow up practical education session on correct manual handling during lifting of this 25kgs equipment in and out of his vehicle. OHSS has reviewed manual handling techniques with other members of the bus lane team, and a video demonstration of best practice has been made which will be shared with the bus camera team in their next meeting, to ensure consistency and safe practices are followed.

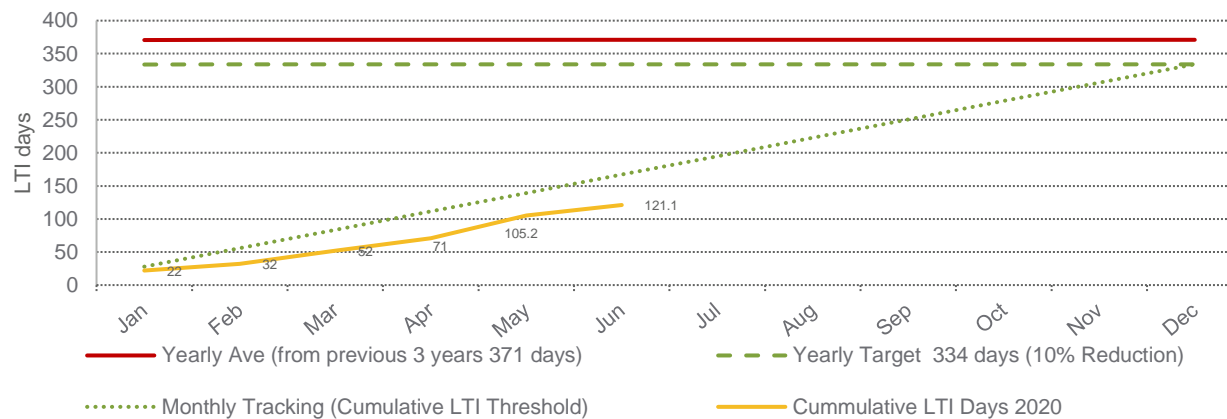
¹ Business Leaders H&S Forum Benchmark 2018



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



AT Lost Time Injury Duration 2020
(Days)



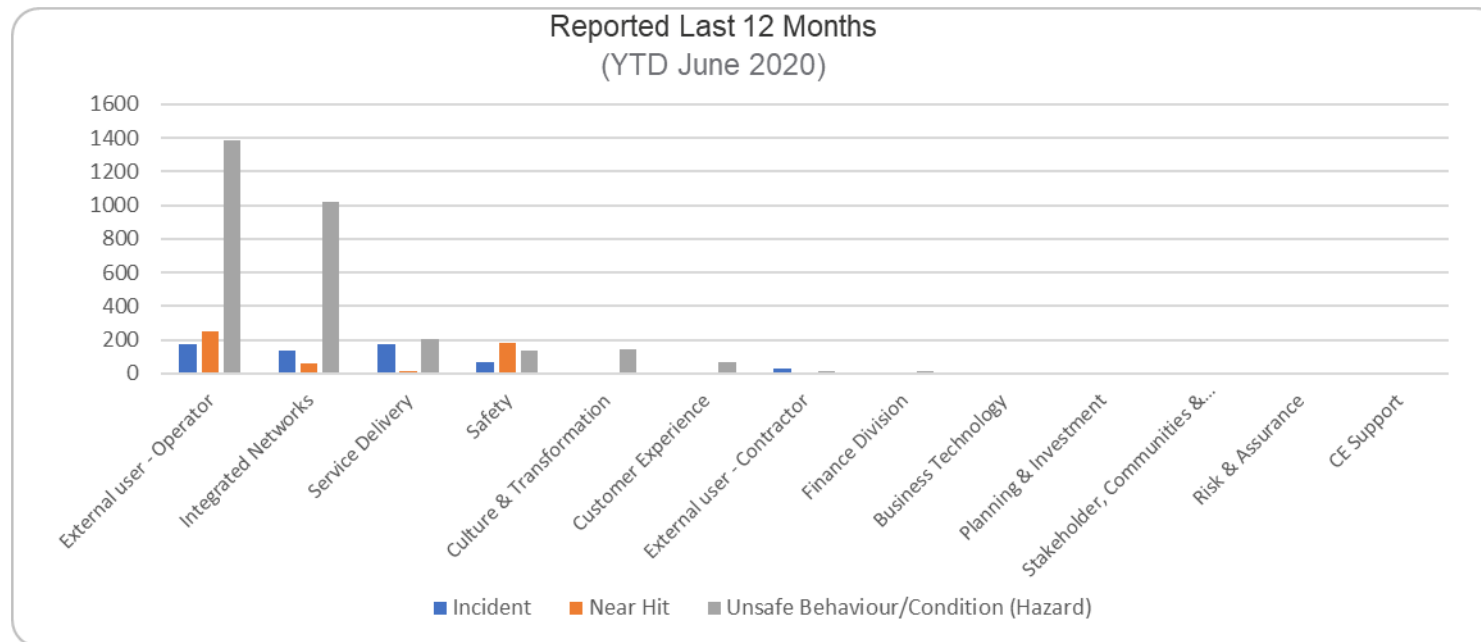


2.2.3. Incident Reporting

The number of cases reported by Public Transport operators, Integrated Networks and Service Delivery Teams are consistent compared to previous reports.

A total of 314 cases were reported into Synergi in June (285 cases in May and 163 cases in April) with 85% of the total H&S events reported in the last 12 months being classed as lead indicators (near miss or unsafe behaviour/condition events). Of concern it is noted, there has been a continued downward trend in near miss reporting since October 2019. This is something we will look to improve on through our HSWR network. Contractors with log on issues for Synergi access are believed to be one of the issues impacting the number of events being reported.

Recent system improvements made in Synergi, including updating the organisational structure and improving the process around organisational change updates, will ensure better reporting. Work will continue with Business Technology to ensure contractors are able to log into Synergi and report in a timely manner. The top three incident classifications are listed in the next section.





2.2.4. Top three incident classifications

The top three incident classifications for July 2019 – June 2020 are as follows:

There is a consistent trend for the AT top 3 event classifications over the last few months.

Event Classification	Incident	Near Miss	Unsafe Behaviour/Condition	Total
Vehicle incident	127	146	401	674 (15%)
Violence & abuse	165	28	387	580 (13%)
Anti-social behaviour	9	2	562	573 (13%)




A majority (532 out of 674 or 79%) of the total vehicle incidents reported are bus related – bus vs vehicle (37%), bus vs object (15%), bus vs bus (12%), unsafe driver driving/behaviour (6%), bus vs pedestrian (5%) and bus running red light (2%); other bus vehicle accidents involving pedestrians, cyclist or animals (2%).

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. Seven sessions have been delivered with positive feedback on the new skills and strategies to mitigate aggressive interactions from the public.




3. 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 tables on the following pages highlight the AT CR areas that have had notable events during June 2020.






AT Critical Risk (Hazard)	Current status/Issues	Number of Issues	Action	#
 Threats & aggression towards AT Staff (Violence towards staff from public)	<ul style="list-style-type: none"> All the cases in June involved assaults, threatening, verbal abuse towards AT workers and theft involving a bus driver. The previous incidents of cashbox theft have tapered off (13 in Feb 10 in March, none subsequently) due to the buses remaining cashless and it is hoped that this situation will continue. 		De-escalation training for our workers is being implemented. All sessions up to July are fully subscribed.	
	Incidents	18	Near Miss	3
	Unsafe Behaviour/Condition (Hazard)	23	Threats and Aggression towards AT staff	44
 Person in rail corridor (Train Operation)	<ul style="list-style-type: none"> All cases in June being reported are lead indicators, 5 near miss and 25 unsafe behaviour/conditions across the train station network. 3 potential self-harm unsafe behaviours occurred on live rail corridor at Te Mahia, Penrose and Ranui train stations. Police were called to all 3 incidents. In addition to the 3 incidents above, there were 5 level crossing events on live tracks, including vehicles or customers, 15 trespasses and 7 other train operations (such as school kids/youth standing at the edge of the train platforms) in June. 		There was one fatality at Henderson train station in the month of May. Over the last 5 years (since 2016), there were 145 self-harm attempts at our train stations; Middlemore (19), Papakura (9), Glen Innes (9), Papatoetoe (8), Otahuhu (6), Panmure (6), Greenlane (6), Avondale (5), Orakei (5), Newmarket (5) and Takanini (5). The H&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.	
	Incidents	0	Near Miss	5
	Unsafe Behaviour/Condition (Hazard)	25	Person in rail corridor	30
 Motor vehicle incident or crash (Motor vehicle operation)	<ul style="list-style-type: none"> Incident cases in June resulted in 2 personal injuries and 1 property damage. 		The H&S team to work with Business Account Managers and Project Managers to identify causes and mitigations.	
	Incidents	3	Near Miss	1
	Unsafe Behaviour/Condition (Hazard)	26	Motor vehicle incident or crash	30





AT Critical Risk (Hazard)	Current status/Issues	Number of Issues	Action	#
 Loss of control over vehicle (Temporary traffic management)	<ul style="list-style-type: none"> In June, the majority of unsafe and near miss reports involved the AMETI Programme (15) with speeding and 'illegal' left turn from Lagoon Drive into Church Crescent, putting pedestrians who had right of way at risk. 		Work has begun with a Behavioural Scientist to identify trials that could work in reducing speed around the AMETI project	
	Incidents	1	Near Miss	3
	Unsafe Behaviour/Condition (Hazard)	15	Loss of control over vehicle	19
 Struck by road roller (Plant & Equipment)	<ul style="list-style-type: none"> An incident occurred, where a large concrete slab rolled back and hit an excavator cab at AMETI. Fortunately, no one was injured. Other unsafe condition/behaviour cases involved Downtown Joint Venture programme. 		The H&S team is working with Project Managers to identify causes and mitigation	
	Incidents	1	Near Miss	1
	Unsafe Behaviour/Condition (Hazard)	5	Struck by road roller	7
 Trench collapse (Excavation)	<ul style="list-style-type: none"> All 5 events reported in June were unsafe condition/behaviour (e.g. not wearing PPE or working in a trench without shoring). 			
	Incidents	0	Near Miss	0
	Unsafe Behaviour/Condition (Hazard)	5	Trench collapse	5



AT Critical Risk (Hazard)	Current status/Issues	Number of Issues	Action	#
 Service strike (Work area services pass)	<ul style="list-style-type: none"> Service strikes in June involved underground and overhead services in the Pukekohe Central, Glen Innes and New Lynn train stations and Mt Roskill area. Historically, a total of 8 events reported for the February month, including one water service strike. One major event in March this year involving a digger, who came in contact with a live high voltage cable in Sunnyhills, Manukau. WorkSafe were notified. 		IMPAC has been commissioned to audit the AMETI site to include all stakeholders, AT, Fulton Hogan, Northpower and Vector.	
	Incidents	1	Near Miss	0
	Unsafe Behaviour/Condition (Hazard)	3	Service strike	4
 Any fall from height (Working at height)	<ul style="list-style-type: none"> All 4 cases in June were reported for Downtown Joint Venture Programme. 			
	Incidents	0	Near Miss	0
	Unsafe Behaviour/Condition (Hazard)	4	Any fall from height	4
 Person in water (Sea water)	<ul style="list-style-type: none"> There were no incidents reported for this CR. Focus has been on the other CRs and this will continue to be monitored 			



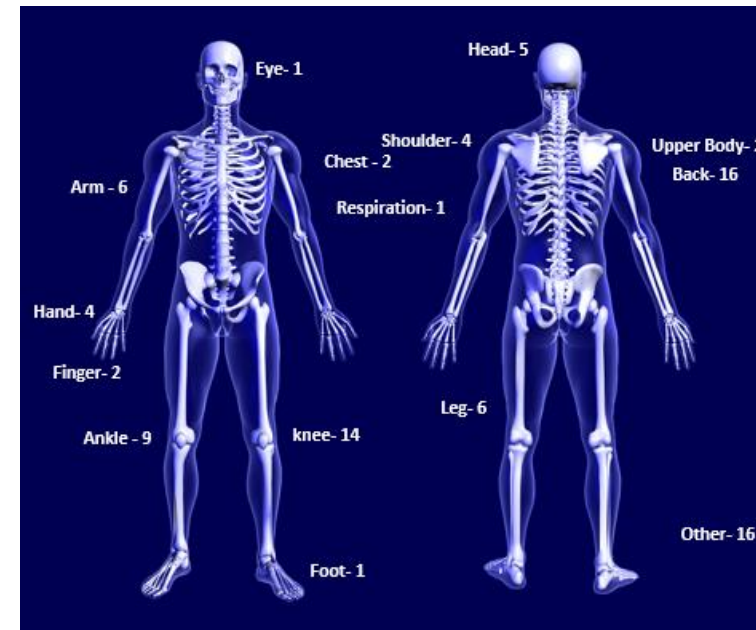
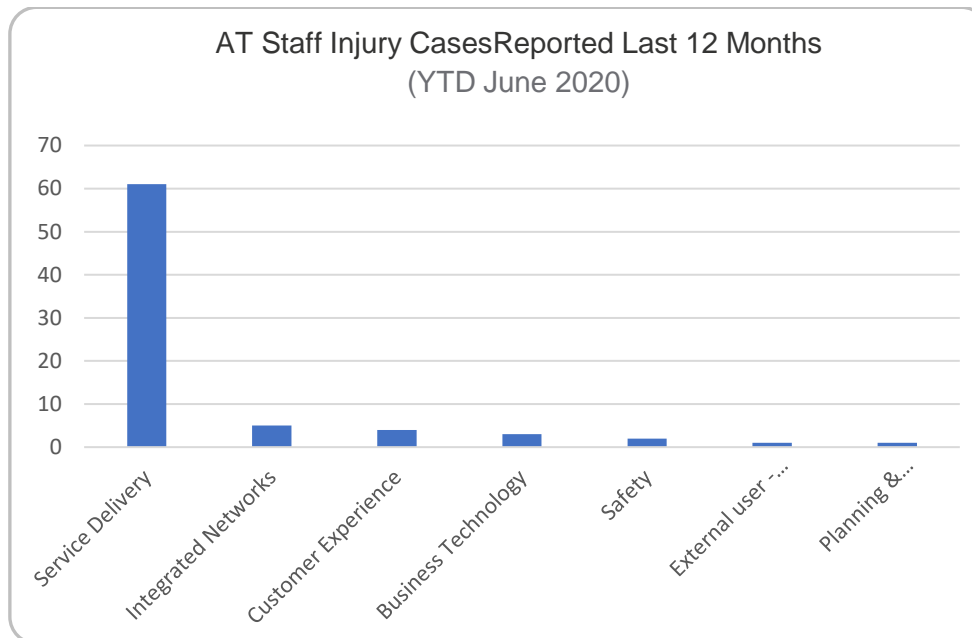
AT Critical Risk (Hazard)	Current status/Issues	Number of Issues	Action	#
 Uncontrolled exposure to HSNO (Substances harmful to health)	<ul style="list-style-type: none">• There were no incidents reported for this CR.• Focus has been on the other CRs and this will continue to be monitored			
 Asphyxiation (Confined space)	<ul style="list-style-type: none">• There were no incidents reported for this CR.• Focus has been on the other CRs and this will continue to be monitored			

4. WorkSafe NZ Notifications

There were no WorkSafe notifiable events in June.



5. AT Staff Related Injury Incidents



Representation of injured anatomical areas for last 12 months (AT Staff up to June 2020)

The injuries that employees most commonly sustain are dependent on the industry as well as the kind of work they do. The eight common causes of injury claims in descending order of frequency include²:

- Back sprain/strain
- Ankle sprain
- Upper arm or shoulder sprain
- Knee sprain or contusion including cartilage tear

² <https://www.stats.govt.nz/assets/Uploads/Injury-statistics-work-related-claims/Injury-statistics-work-related-claims-2017/Download-data/injury-statistics-work-related-claims-2017-final-tables-for-2016.xlsx>



- Hand or finger injury
- Lower leg or thigh sprain, laceration or contusion
- Exposure to smoke or gases
- Neck sprain/ strain

The most frequent mechanism of injury remains slips, trips and falls, followed by poor manual handling / ergonomics and includes repetitive tasks with awkward postures. Other mechanisms of injury contributing to smaller but equal numbers of injury claims were collision with stationary objects/ assaults and toxin exposure. Service Delivery continues to be the business unit with the highest proportion of injuries.

Over the past 12 months, there have been a few instances where employees reported injuries as related to work when they were attributable to chronic health conditions, such as osteo-arthritis, or questionable in validity. AT's policy whereby the stand-down period of ACC work-related absence is fully compensated for by the organisation and the incentive to receive subsidized rehabilitation for chronic conditions through ACC suggests some degree of secondary gain at play.

Other well-being incentives include physiotherapy early discomfort and injury prevention clinics which are being finalised for Service Delivery employees. Setting up Whitecross as a medical provider and covering workplace injury medical consultation fees across AT is in progress and covering the cost of physiotherapy surcharges at a local physiotherapy provider is another incentive being arranged for employees that are injured at work.

Another (free) wellbeing initiative in the pipeline with a primary health organisation (PHO) is diabetes awareness education which will be implemented to Transport Officers, Parking Officers and Customer Service Delivery staff; as a starting point.

The Occupational Health and Safety Specialist (OHSS) is currently supporting people leaders from several areas of the business who have employees that are suffering from chronic or acute illness episodes, to enable them to integrate back to work. This includes employees recovering from neurological or other significant medical conditions (including a stroke, brain tumour and cancers). This demonstrates AT's commitment to an inclusive and diverse workforce and our values of 'Manaakitanga' (we care). People leaders are responsive to this support.

6. H&S Activities

6.1 Audit Activities

The Safety Audit Report of TranzUrban bus operations was finalised. The operator needs to compile an action plan which the H&S team will vet, and the Metro Bus Services team will monitor.

An online tool was trialled during the audit of TranzUrban to facilitate the collection of audit evidence and the production of reports. The trial had positive results and the tool will be used for future audits and safety inspections conducted by the H&S team.



6.2 H&S Audit Schedule

Metro Bus Services indicated that the Safety Audits for the remaining operators have gone ahead effective July.

6.3 Board H&S Engagement Activities

A programme / calendar schedule is in the pipeline following changes to the new structure of Committee meetings, as advised at the 21 Jul Board meeting. The Safety team will be in touch with Board members in due course.

6.4 Programmes of Work

Current areas of major work ongoing within the Safety Team:

- AS/NZS ISO45001 H&S Accreditation – This will be restarted on 7 Sep. We are in a better position for the initial assessment than previously.
- Programme for replacement of the H&S Case Management is currently underway and is being led in-house by BT. A team has been selected to take part in the workshops to determine core requirements.
- T3 and T4 H&S Management sessions – This is delayed until 2021 due to commitments across AT
- Parking of Car Transporters on the network – meeting held with Worksafe who are taking an active role in the education piece to relevant firms.
- H&S Reps – The nominations, elections and welcome took place in July, and we now have over 60 engaged HSWRs across AT for 2020-22. The first of these forums will be held on 29 Sep; and opened by AT's CE – Shane Ellison and AT's EGM Safety – Bryan Sherritt.
- The drafting of various policies and procedures are being reviewed by Risk and Assurance. These include:
 - H&S Policy (Interim whilst AS/NZS ISO45001 is progressed)
 - Rehabilitation Process and Return-to-Work Processes for workplace injuries, non-workplace injuries and illness
 - Allergy Management Procedure
 - Smoking Policy
 - Fatigue Management policy
 - Drug and Alcohol policy



7. Transport Safety

The content of the safety section of this report has been aligned to the focus areas of the Vision Zero for Tāmaki Makaurau strategy and action plan.



Key Vision Zero actions

Currently, we have several activities all being delivered by different organisations. This focus area aims to bring together all these activities and align our work across all partners. We expect this will make the largest contribution to our death and serious injury reduction targets.



Build capability

We need to build our skills and capacity, so we have the tools and ability to deliver the safety gains from future action plans and achieve our long-term goals.



Lead conversations

Only with our communities will we be able to create a truly safe Tāmaki Makaurau.



Research and evaluation

We will work to continuously improve performance through evaluation, research and an annual report of the strategy's performance.



Research, monitoring and evaluation

7.1 All Auckland Road Deaths – January to July 2020:

Auckland road deaths on Local Roads and State Highways from 1 Jan to end of Jul was 17; 14 less than the 5-year average.

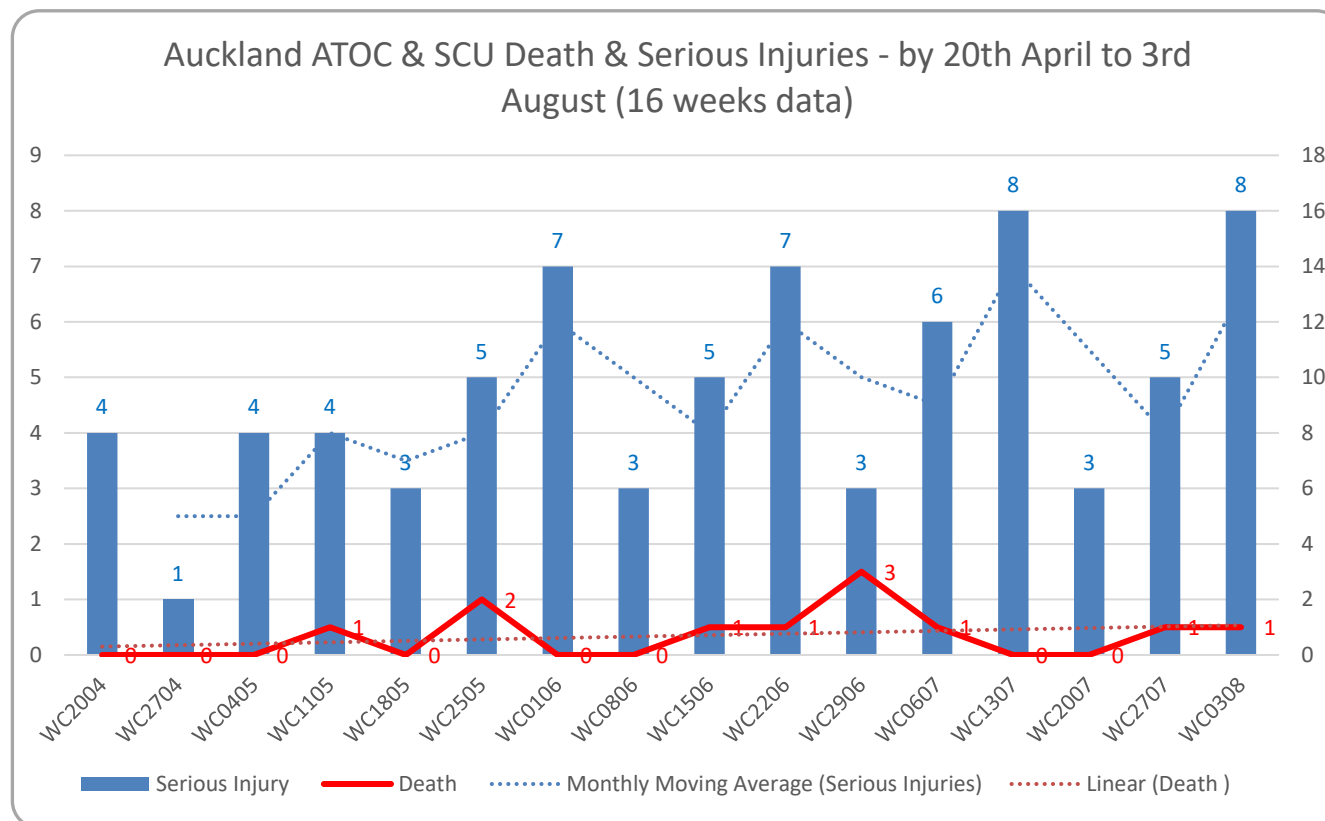
Year to Date	2016	2017	2018	2019	2020	Total	5yr average
July 2020							
Drivers	12	18	13	13	4	60	14
Motorcyclists	5	6	6	5	3	25	5
Passengers	5	10	5	3	1	24	6
People on bikes	0	0	2	2	3	7	2
People on foot	0	7	9	4	6	26	6
Motorcycle Pillion	0	0	0	1	0	1	1
Total	22	41	35	28	17	143	31

Road Type	2016	2017	2018	2019	2020
July 2020					
Local Road	16	37	27	24	16
Open	6	14	9	6	5
Urban	10	23	18	18	11
State Highway	6	4	8	4	1
Open	6	4	6	4	1
Urban			2		
Total	22	41	35	28	17

- 94% of road deaths occurred on local roads, particularly on roads with speed limits under 80km/h
- People killed riding bikes is 1 more than the 5-year average.



7.2 Weekly Death and Serious Injuries update – 20 April to 3 August



Weekly ATOC-reported road deaths and serious injuries has returned to higher than average pre-Covid levels by 22nd June. This is mostly related to the increase in serious injuries.

*ATOC Reported – ATOC assisted road crash incidents ONLY and road crash serious incidents attended by SCU. It does not include serious road crashes not reported by ATOC / SCU (i.e. police reported serious crashes recorded in the NZTA Crash Analysis System, due to a 3-month lag)



7.3 Local Road Death and Serious Injuries (DSI) SOI Update for April 2020

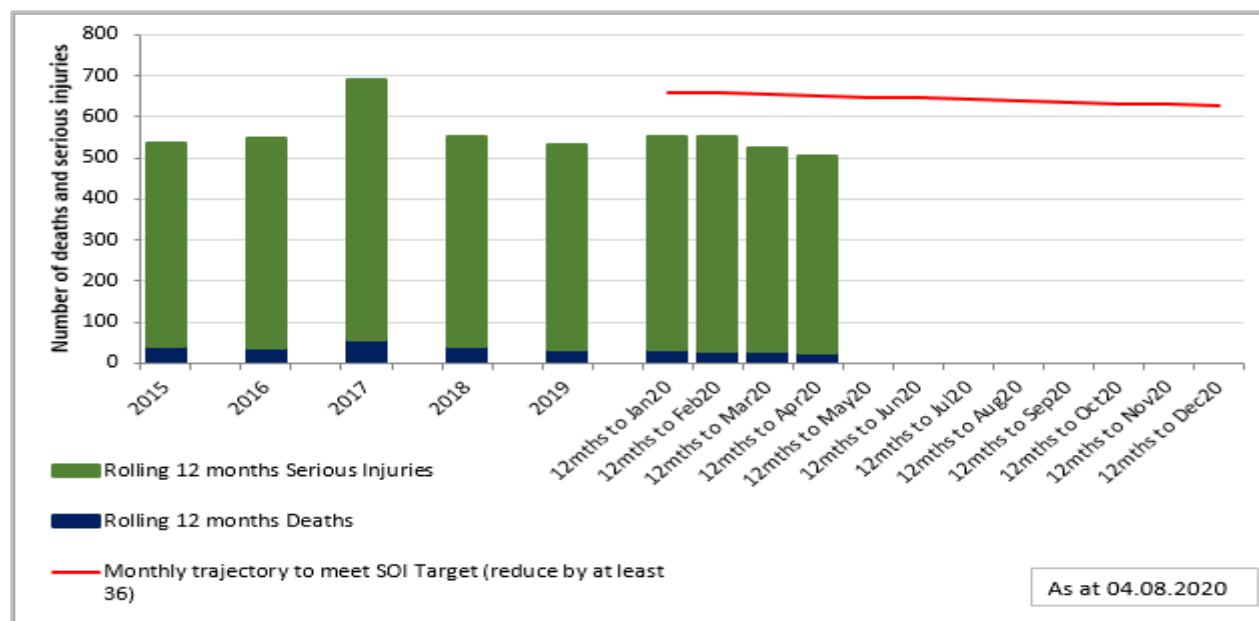
The Local Road DSI target for the 2020 calendar year is 627.

The 12-months rolling total for DSI to April 2020 is 503, 23% lower than the SOI April target of 651 for 2020. The 12-months rolling total for DSI to April 2020 is also lower than the five-year average by 69 DSI or 12% though still remains higher than our strategic Vision Zero target trajectory. The 12-months rolling total of DSI to April 2020 is actually lower than the DSI total for the year 2019 by 9%. This was largely due to less vehicles and people out on the network during the level 4 lockdown in the month of April.

In the 12 months to the end of April 2020, 26 people died on AT roads. This is 18 less than the 12 months to the end of April 2019.

In the 12 months to the end of April 2020, 477 people sustained serious injuries on AT roads. This is 14 less than the 12 months to the end of April 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.



7.4 Key Vision Zero Actions – Community Engagement in June 2020

Travelwise Programme – New Mascot

- The Travelwise schools programme has a new ninja mascot. In a competition run by the team, it was named Atawhai, kindness, by Puni school, Franklin. It will be used to promote road safety, and the team also produced a video about safety around trucks, which contains the ninja characters. <https://www.youtube.com/watch?v=BeOvWB0NqEw&feature=youtu.be>

Information Booklet for Senior Transport Users

- Community Transport's Road Safety team created a new information booklet for senior transport users. It provides information on the safe use of pedestrian crossings, shared paths, cycleways, mobility scooters, and public transport. For older drivers, it explains how to renew licenses and it will be used in our road safety promotions.

Te Ara Haepapa – Child Restraint Workshop

- Te Ara Haepapa held whītki (restraints) information kōrero sessions and ākonga kaiwhakahaere papamahi (NZQA Child Restraint Technician Training) in the Mangere-Ōtāhuhu and Kaipātiki local board areas in June. The Hāpori Māori (Māori communities) and the Te Ara Haepapa Community Transport team worked in partnership to empower high risk communities through education. The team demonstrated the importance of having legally compliant seats and taught the community how to correctly install them and keep tamariki safe.

Walking School Bus & Travelwise Team – Post-COVID-19 Response

- The Walking School Bus and the Travelwise teams worked together at Silverdale School. The school had not allowed parents on the school grounds post COVID-19, but when they held their parent teacher meetings, the team set up a station on the school grounds and talked to parents about mode change and potential Walking School Bus pick up and drop off points.

7.5 Lead Conversations

Safety Integrations Plans

- The Safety team commenced the work on Safety Integration which is a continuation of Safety Change work started at the beginning of 2020. The purpose of the Safety Integration portfolio is to enable an integrated delivery of the Vision Zero transport safety strategy and H&S outcomes across AT. It will require change across the organisation with a strong focus on our people, processes and systems. The outcome of the work is to establish a Safety Integration portfolio to be governed by the Safety Enterprise Portfolio Steering Group (EPSG). This will improve the visibility of safety outputs across the organisation and improve quality governance reporting. This is currently in the design phase to scope out process for delivery.



Vision Zero Update Document

- Work on a summary of Vision Zero was completed and will provide context to DSI results for 2019, called Vision Zero Update. This summary and evaluation project was finished in June and the CEO's office sent a cover letter and printed booklets to all AT employees and approximately 500 stakeholders and stakeholder organisations in Australasia.

7.6 Walking & Cycling Safety

Sustainable Mobility Team – Active Modes

- **Community events** – We supported a total of 13 community events reaching 1205 people, including 10 maintenance pit stops with 473 participants, two Big Bike Film Nights and Henderson North Community Day.
 - Pit stops are a convenient way for riders to stop and talk to an on-site mechanic who can ensure their bikes are running smoothly and safely by checking their tyres and brakes and anything else they are concerned about.
 - The Big Bike Film Nights reached 387 people and were sold out events with secure bike parking. The film nights included the screening of a winter cycle safety video and the distribution of winter safety resources and maps.
 - To support the Henderson North School's recently opened 'Bikes in School Track', the school ran an open day for the community. Over 400 parents, students and staff attended and learnt about how the development of the bicycle has led to improvements in its safety and efficiency.
- **Schools Cycle Training** – For schools, there were 6 Grade 1 training sessions, reaching 410 students, and 7 Grade 2 training sessions, reaching 628 students. Grade 1 teaches basic bike riding and safety skills such as stopping, indicating, moving around obstacles and Grade 2 teaches safe out of school/on road riding.
- **Adult Bike Skills** – The recently refreshed Adult Bike Skills sessions offered Bronze (off -road skills), Silver (quiet road skills), Gold (on-road skills) and bike maintenance sessions. 11 courses ran in June with 69 participants. These courses teach safe riding practices as well as maintenance know-how so riders can make sure their bikes are in safe working order.
- **Bike Hubs** – We 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. They were reopened post-lockdown for 7 weeks in May – June and were significantly busier than usual for this time of year with 1323 visitors who learned a range of bike maintenance practices, 135 bikes distributed, and 493 bikes repaired to be safe for riding.



Sustainable Mobility Team – Travel Demand

- **Flexi Seminar** – In June, Sustainable Mobility collaborated with the Sustainable Business Network (SBN) to deliver an online seminar – ‘Auckland: How flexi-working can work for you’. Speakers included Shane Ellison (CEO, AT), Jarrod Haar (Professor of Human Resource Management, AUT), Fiona Hewitt (Executive Manager, IAG), Erika Jury (IWG Regus) and Paula O’Kane (University of Otago). Topics included potential travel benefits, productivity and health, and experiences in supporting flexible working. The online event was attended and viewed by over 300 people.

8. Glossary

HSWA	H&S at Work Act (2015)
LTI	Lost Time Injury (work injury)
LTIFR	Lost Time Injury Frequency Rate
MTIFR	Medical Treatment Injury Frequency Rate
TRIFR	Total Recordable Incident Frequency Rate
PCBU	Person Conducting a Business or Undertaking
ICAM	Incident Cause Analysis
OHSS	Occupational H&S Specialist
A/A	As Above



Appendix 1 – Definitions

Definitions for Monthly Performance Scorecard

Lost time injuries	Includes all on-the-job injuries that require a person to stay away from work.
Lost Time Injury Duration	Measure of how much time in day(s), is lost for work related injury
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>
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>
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 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.
Required Certification	Mandatory training for all appropriate staff – can be conducted face to face or online where available via ThinkTank.