



# **PEOPLE HIGHLIGHTS**

**FY 2019-2020**

**It's been another busy year for the Culture and Transformation team working alongside our people at Auckland Transport.**

We made some great accomplishments towards our goals from last year, dealt with a number of new challenges including Covid-19 and are now looking forward to an exciting new financial year ahead.

What better time to reflect and glance over some of our key achievements, celebrate our success, cherish our people and acknowledge all the contributors. This snapshot provides a glimpse of our people highlights from FY19/20.

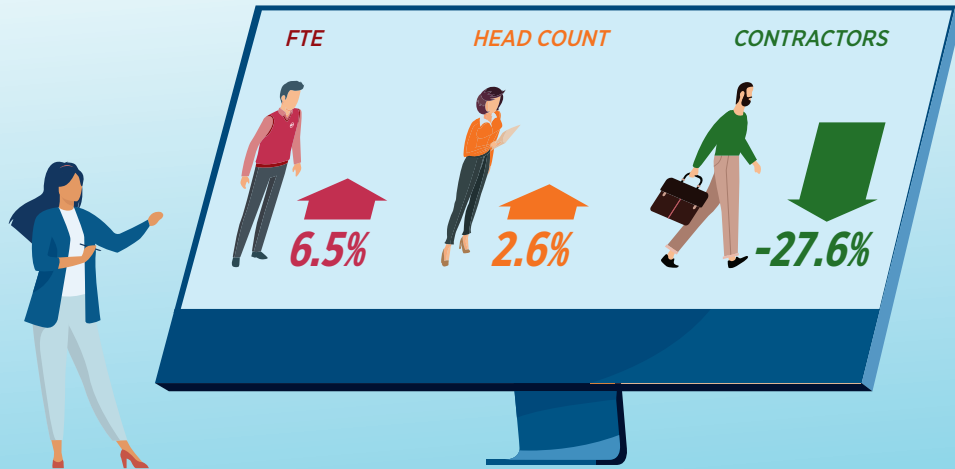
As people leaders you have all played a role in achieving these incredible outcomes so I want to take this opportunity to thank each of you.

**Auahatanga - Better, bolder, together.**

Natasha Whiting  
EGM, Culture & Transformation



### People Demographics

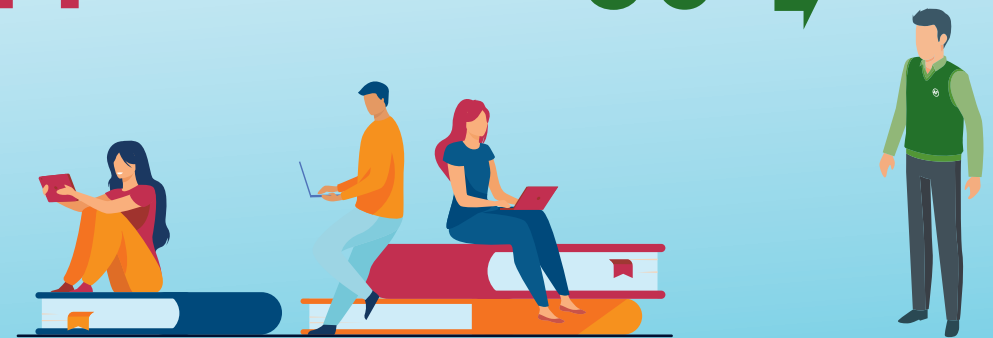


24 NEW GRADUATES ONBOARDED

60% GRADUATES MOVED TO FTE ROLES

# 24 new graduates

# 60% → FTE



### Leadership

AT PARTICIPATING IN VIEWPOINT SURVEY

## 1600

People participated in Viewpoint 2020 representing a response rate of 85%.



AT LSI COACHING PROGRAMME

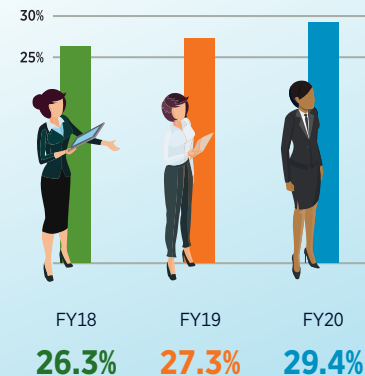
## 91%

Of Tier 3 People Leaders participating in the programme.



### Diversity and Inclusion

FEMALE SENIOR ROLES



MĀORI AND PASIFIKA

# 18.1%



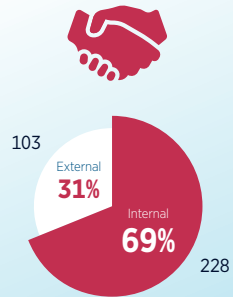
People of Māori and Pasifika ethnic identity grew in FY20.



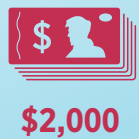
# PEOPLE HIGHLIGHTS

## People Demographics continued

### TOTAL EMPLOYEES HIRED



### COST PER HIRE



### TOP SOURCE OF HIRE



- 1 AT Career Site (29%)
- 2 Seek (22%)
- 3 Word of mouth (19%)

### TOP 4 REASONS PEOPLE GIVE FOR JOINING AT

- 1 Growth & Development (38%)
- 2 Meaningful Work (25%)
- 3 Work-life Balance (17%)
- 4 Job Security (16%)

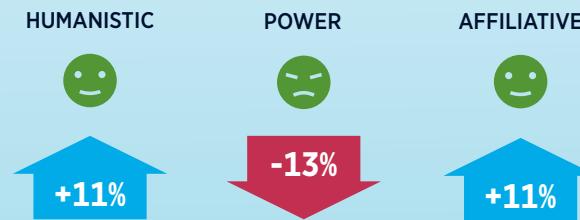
## Leadership continued

### SEEING THE DIAL SHIFT IN OUR CULTURE



A significant desirable shift in culture since the 2018 Culture survey.

### TOP 3 IMPROVEMENTS IN CULTURE STYLES



Our culture has become more humanistic and affiliative with power being used less.

### LEADING A HIGH PERFORMANCE CULTURE WORKSHOP



**168**

People Leaders have attended this leadership development workshop series.

## Diversity and Inclusion continued

### NO. OF AT CONNECT NETWORKS



Different AT Connect Networks bring together about 1000 people to celebrate the diversity in our cultures.

### TUPUTOA INTERNS



**5 interns**

Were engaged of which 3 transitioned to the AT graduate programme.

### VALUES NOMINATIONS



**710**

People were recognised for demonstrating behaviours aligned to AT values.

### PEOPLE PROMOTED



**63**

Of which 39.7% were females.

### SENIOR LEADERSHIP FEMALE APPOINTMENTS



**28**

### GENDER PAY GAP



**14%**

The overall gender pay gap has narrowed in comparison to last year's 17%.

### NO. OF FEMALE LEADERS PROMOTED



**6**

Wellbeing

PEOPLE KŌRERO

50 people interviewed



For an organisational research on life post Covid-19 to understand their needs, and what a better future could look like for AT's workforce.

DOMESTIC VIOLENCE FIRST RESPONDERS

17 trained



individuals are now equipped with DV training to support our people.

FLU VACCINES



265 people

Booked in for vaccination.

WORK RELATED ACC



31

Cases of work related ACC cases were reported.

Learning and Capability Building

HEALTH, SAFETY & WELLBEING



3275 hours

A significant level of commitment and involvement in training to support achievement of AT's Health and Safety, Vision Zero and Wellbeing strategies.

MĀORI LEARNING PROGRAMME



1400 hours

Our internal offering is Ngā Kete Kiwai: a series of four workshops—Māori Engagement, Te Reo and Tkianga, Te Tiriti o Waitangi and Maori Responsiveness. We have also partnered with Te Wāngana O Aotearoa to deliver a 36 week programme in Te Reo Māori, with achievement of NZQA Level 1 & 2.

Covid-19 Related Interventions

COVID-19 SPECIAL LEAVE



280 people

Received Covid-19 special leave.



LEAVE HOURS

32,985 hours

Of Covid-19 leave booked to support our people during the pandemic.

SUPPORT FUND ASSISTANCE



\$21K

5 people have received assistance through the Covid-19 support fund.



# PEOPLE HIGHLIGHTS

FY 2019-2020

## Learning & Capability Building continued

### CRM SYSTEM TRAINING



480

people trained

Including a number of our Public Transport Operators.

### DEALING WITH THREATS, aggressions & challenging interactions



263

people trained

To keep our frontline people physically and psychologically safe when dealing with members of the public.

### LINKEDIN VIDEOS VIEWED



50,286

Some popular courses include Creating a Positive Customer Experience, Improving your listening skills.

### LEARNING BUDGET SPEND (% SPEND LEARNING CATEGORY)

#### COMMUNICATION & CUSTOMER EXPERIENCE



13%

A focus on written and face-to-face communication and engagement skills to build effective relationships, and support communication.

#### TECHNICAL SKILLS



45%

A wide range of professional and technical skills, examples include engineering, traffic management, driver training, planning, finance, and technology.

#### LEADERSHIP & CULTURE



24%

A focus on building our leadership capability that will drive a thriving, inclusive, high performing culture to successfully deliver our business.

#### HEALTH, SAFETY & WELLBEING



18%

A wide range of internal and external courses including First Aid, H&S Rep training, Five ways to Wellbeing etc.

## Productivity

### ADDITIONAL HRS V.S. PLANNED WORK HRS



+1.7%

Additional hours worked to deliver services to our customers

### PEOPLE ON PARENTAL LEAVE



50

People across AT had a new baby in the last year.

### OVERALL TURNOVER RATE



14.4%

There was a 26.5% drop in overall turnover rate and 32.3% drop in permanent employees turnover rate in FY20.

### AVG. SICK & DOMESTIC DAYS BOOKED PER FTE



7.24 days

Average days lost due to illness.

### PEOPLE ON WELLBEING LEAVE



16

People needed additional days off to cope with illness.

### PERMANENT EMPLOYEES TURNOVER RATE



12.6%

## Remuneration

### HOLIDAYS ACT PAYMENT



1829

Employees received back payment of approx. 1.2 million.

### JOB EVALUATION



121

Roles were evaluated.

### CASHUP ANNUAL LEAVE



117

People availed to cash up AL valued approximately at \$383K

### REM REDUCTION



77%

People signed up for Rem reduction as part of the Covid 19 cost saving measures

## Employment Relations

### COLLECTIVE BARGAINING 2019



22

Terms ratified with the PSA during the Collective Bargaining.

### ASK C&T QUERIES RECEIVED



700

People related queries are logged each month through **AskC&T**.

### PERSONAL GRIEVANCES



4

Of these, 30 cases have been resolved (including two PGs), leaving only 11 unresolved issues.

### EMPLOYMENT RELATIONS CASES



41

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