



# **August 2025 Health, Safety and Wellbeing (HSW) Business Report**

## **Health, Safety and Wellbeing (HSW) Dashboard**

- 1.0 HSW Lead Indicators - Auckland Transport
- 2.0 HSW Lag Indicators – Auckland Transport
- 3.0 HSW Lag Indicators – Public transport operators
- 4.0 HSW Lag Indicators – Physical work contractors
- 5.0 Event Trends Mapped Against AT Critical Risks
- 6.0 Appendices



# 0.0 Executive Summary

## Key updates

Over the months of June and July 2025, Health, Safety, and Wellbeing (HSW) governance oversight has been reinforced through extensive assurance activity, critical risk management, and system development, with a sustained focus on closing open findings, improving data quality, and embedding consistent standards across Auckland Transport (AT) and contracted operations.

### 1. Assurance and Compliance

- 42 assurance reviews/audits were completed across physical works sites, public transport depots, and ferry/bus terminals, achieving an average compliance score of 90%.
- Leadership-level maturity was recorded at Kinetics and Ritchies bus depots (scores up to 97%), while hazardous substances control, first aid training gaps, and documentation deficiencies remained recurring themes.
- Follow up of non-compliances is ongoing and currently being worked through to enable close off.
- 72 Authorisations to Work (ATWs) were processed, with average turnaround times between 1.4 and 2.3 days, well within the 10-day SLA.

### 2. Risk and Critical Incident Oversight

- New bus driver protection screen risk assessment completed, addressing entrapment and fire risks.
- CRL/AT hazard transfers finalised or in progress, including Henderson and Drury stations.
- Rail Safety Risk Workshop held in preparation for CRL operations.
- A suspicious package incident underwent Learning Review, with an improvement working group established.

### System and Process Improvements

- EcoPortal Event Management Module progressed towards full user acceptance training (UAT), with internal/external forms 90% and 60% complete respectively.
- Power BI dashboards for recordable injuries, engagement, and assurance are in advanced development; Safety Datamart testing continues.

### Stakeholder and PCBU Oversight

- Engagement with PT operators (Kinetics, Explore, TranzUrban) led to improved event reporting and adoption of new AT Event Reporting Guidelines.
- Ongoing collaboration with NZ Police, Ports of Auckland, and Council partners on security, emergency planning, and hazard mitigation.
- PCBU mapping methodology reviewed and aligned with contract structures for legislative compliance.

Overall, the two-month period reflects strong assurance coverage, targeted incident follow-up, and growing alignment with contractors and partners. Governance focus remains on closing high-risk findings, embedding risk controls consistently, and overseeing delivery of strategic system and cultural maturity initiatives.



# 0.0 Executive Summary

## Key points of note

- **Subcontractor Oversight and Incident Response:**

Following the recent Police led prosecution, where a subcontractor pleaded guilty of manslaughter in relation to the fatal incident on Victoria Avenue (fatality that the subcontractor pleaded guilty to was due to his truck rolling on to an employee of main contractor). AT has formally requested from the Contractor detailed information on the processes and controls (both prior to and post-engagement) for subcontractor trucking services, specifically requirements and controls addressing truck and driver roadworthiness. AT has also sought details of post-event actions to minimise recurrence risk. Once this information is received, it will be presented to the Board as a summary of actions taken, serving as learning from the incident and supporting ongoing improvements in safety risk mitigation measures.

- **Incident Investigation Quality Assurance:**

AT has not accepted the findings of an ICAM investigation into a fatigue-related bus driving incident due to significant deficiencies in scope, evidence integration, and control analysis. A formal request for rework has been issued to ensure all ICAM domains are addressed, evidence is fully incorporated, and recommendations are specific, accountable, and system-focused.

Both matters highlight key focus areas for AT as the PCBU governing contracting PCBUs, with ongoing work to strengthen contractor assurance and incident investigation quality. Through continued enhancement of subcontractor oversight and more comprehensive integration of evidence in investigations, AT is progressively improving preventative effectiveness, building industry-wide capability, and advancing its safety governance.

## Matters arising

- AT adverse work events have been identified and mapped as AT critical risk. Trends over the last 13 months are presented as a dashboard in a subsequent slide.

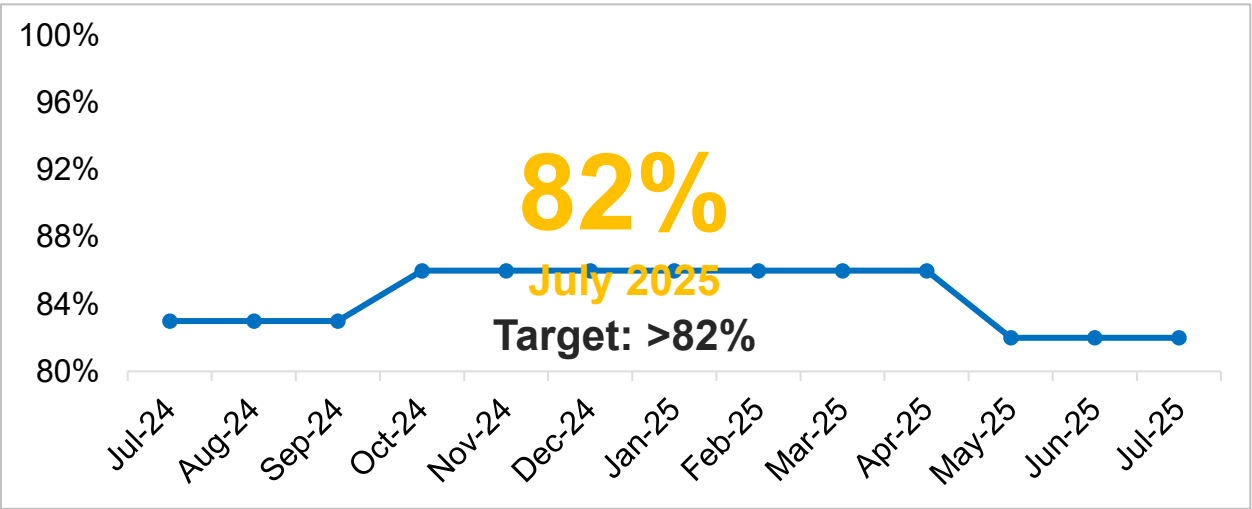


# 1.0 Health, Safety and Wellbeing (HSW) Lead Indicators - Auckland Transport

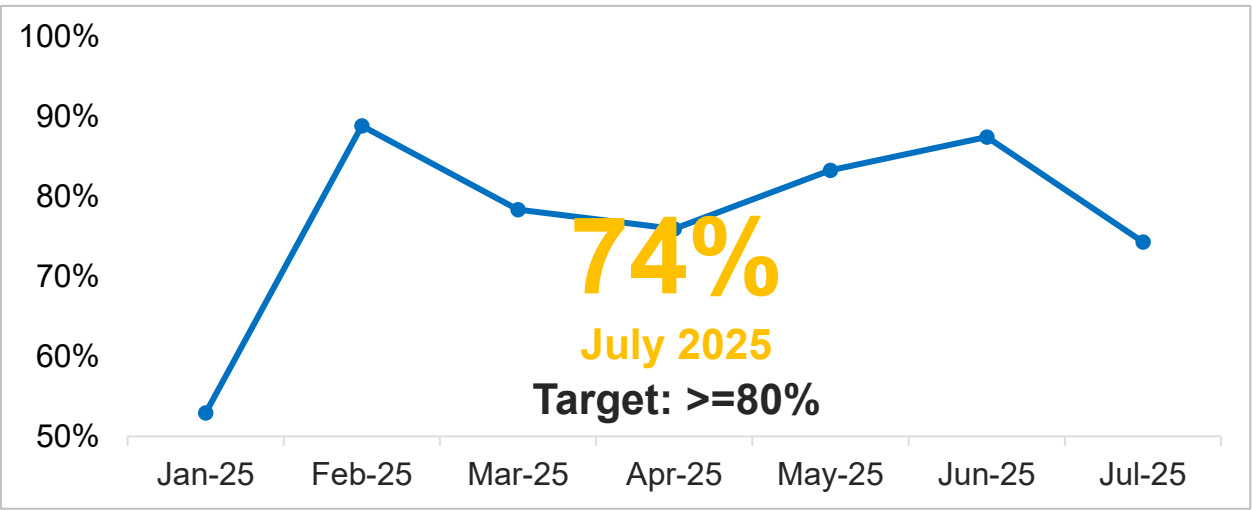
Reporting period - June 2025 to July 2025

### Leading indicators

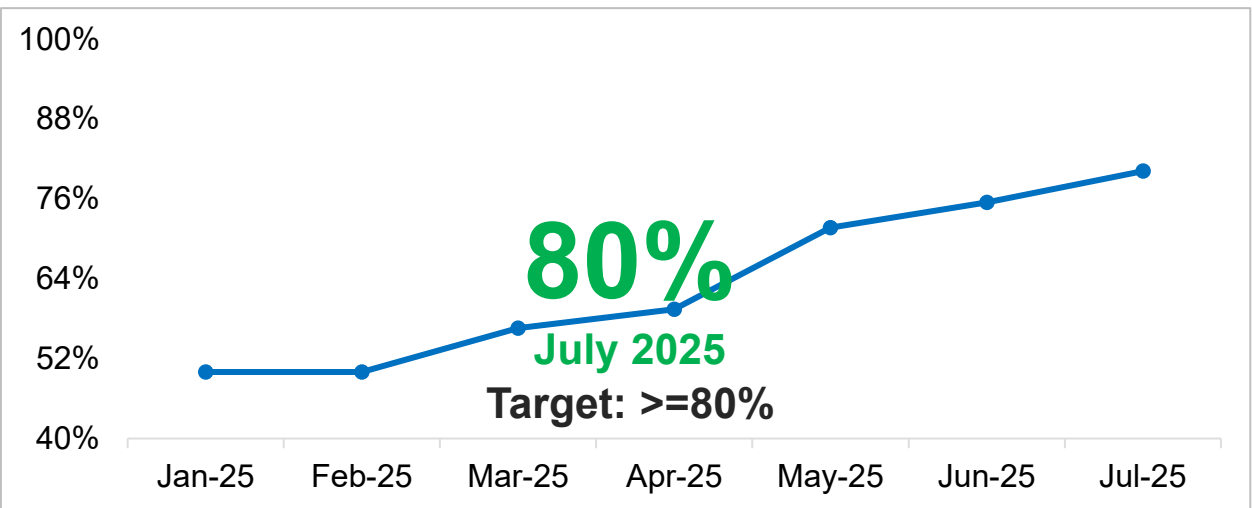
Safety index Score Let's Check-in AT survey



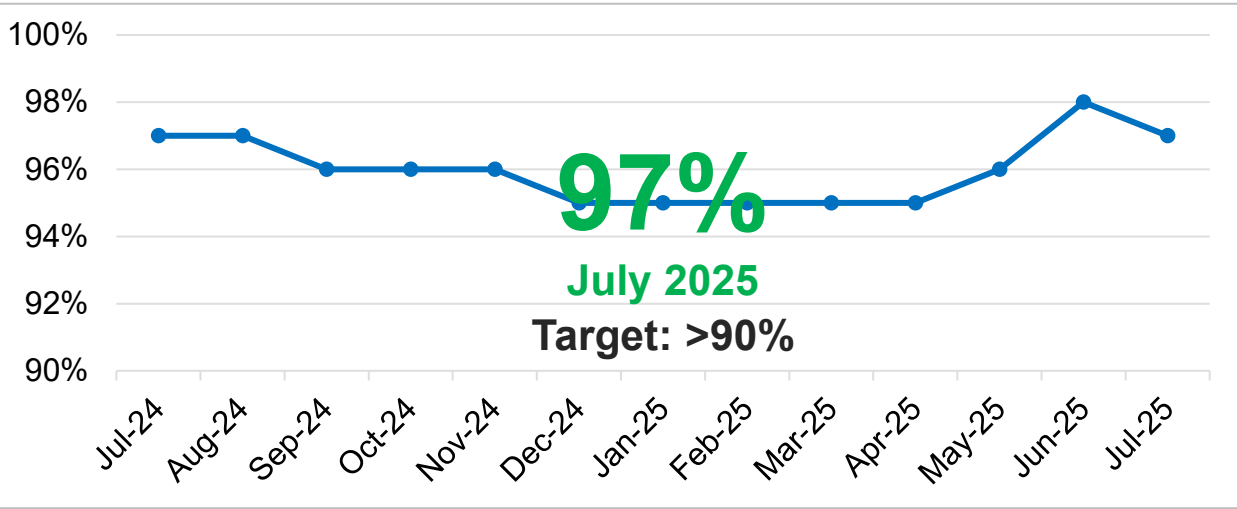
% HSW Reps attendance



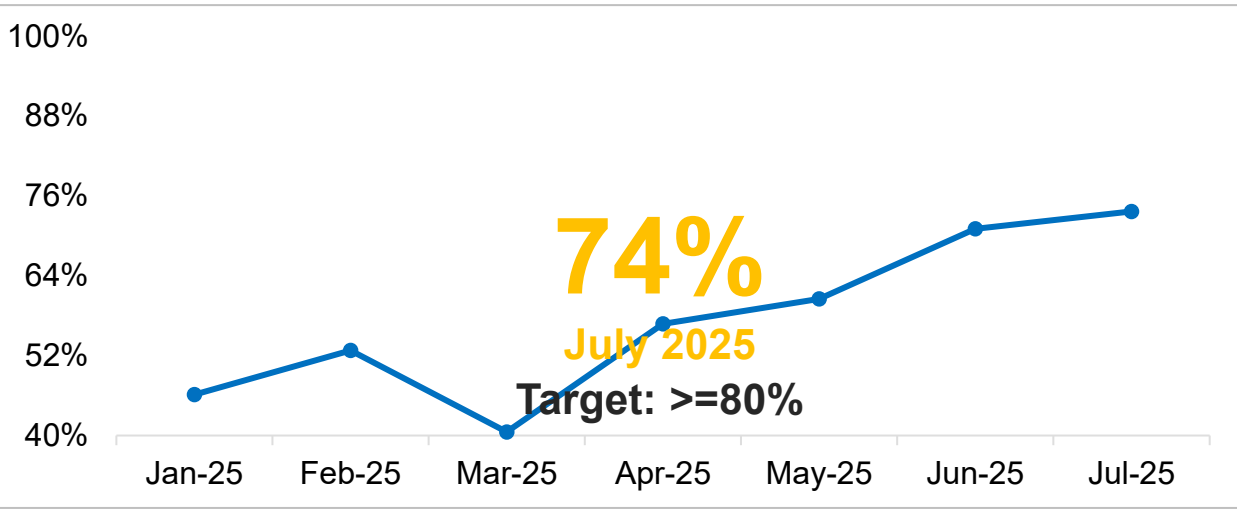
% HSW representatives at AT



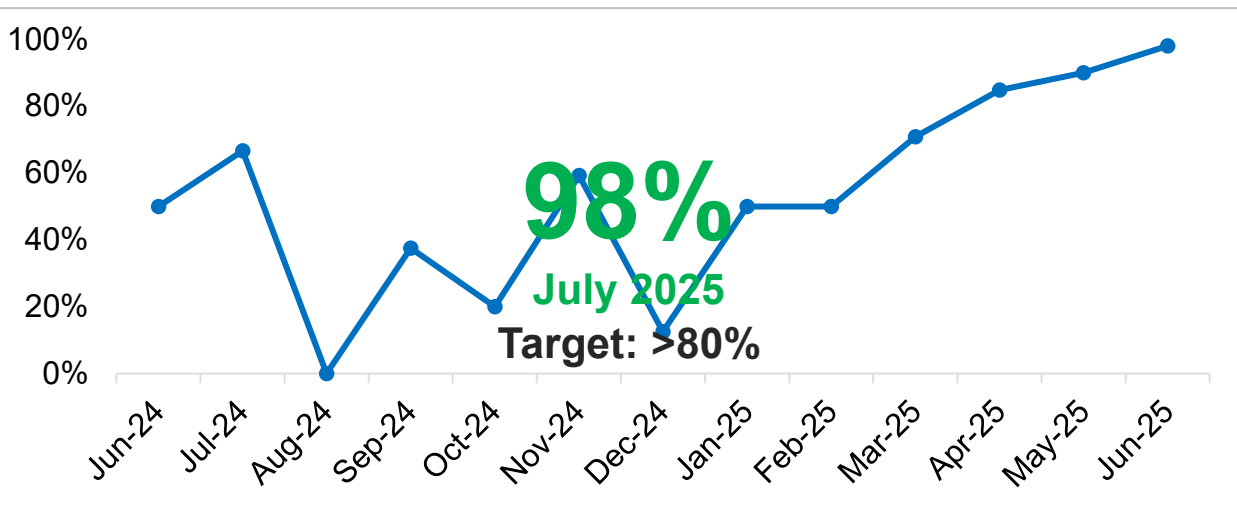
% Safety induction training completion



% HSW SLC attendance



% of events closed \*



• One month lag. Reporting period Jun24 – June25

Health, Safety and Wellbeing key performance indicators	Current period	Previous period	FY26 YTD	FY25	FY24
Leadership safety Walks	12	32	8	84	27
Safety inspections	33	16	22	79	67
Safety audits	9	3	4	14*	**
Proactive safety documentation reviews (Authorisation to work (ATW) issued and Change variation notice (CVN))	72	125	32	401	331
Events closed in that period	158	124	87	516	394
Safety induction training completed ***	178	245	39	1093	836
Safety engagement meetings	46	34	29	102	**

\* Data from January 2025

\*\* No data available in that period

\*\*\* Data source: Think Tank



## 2.0 Health, Safety and Wellbeing (HSW) Lag Indicators - Auckland Transport

Reporting period - June 2025 to July 2025

Totals of AT adverse work events this reporting period

0

**Notifiable to WorkSafe NZ**  
*An event which is notifiable to WorkSafe under the Health and Safety at Work Act 2015.*

7

**Recordable injuries**  
*Incident resulting in an injury that requires medical treatment and lost days.*

9

**High potential events**  
*An event with the potential major or extreme risk consequence that is not a recordable injury.*

10.28

**LTIFR**  
*Lost Time Injury Frequency Rate*

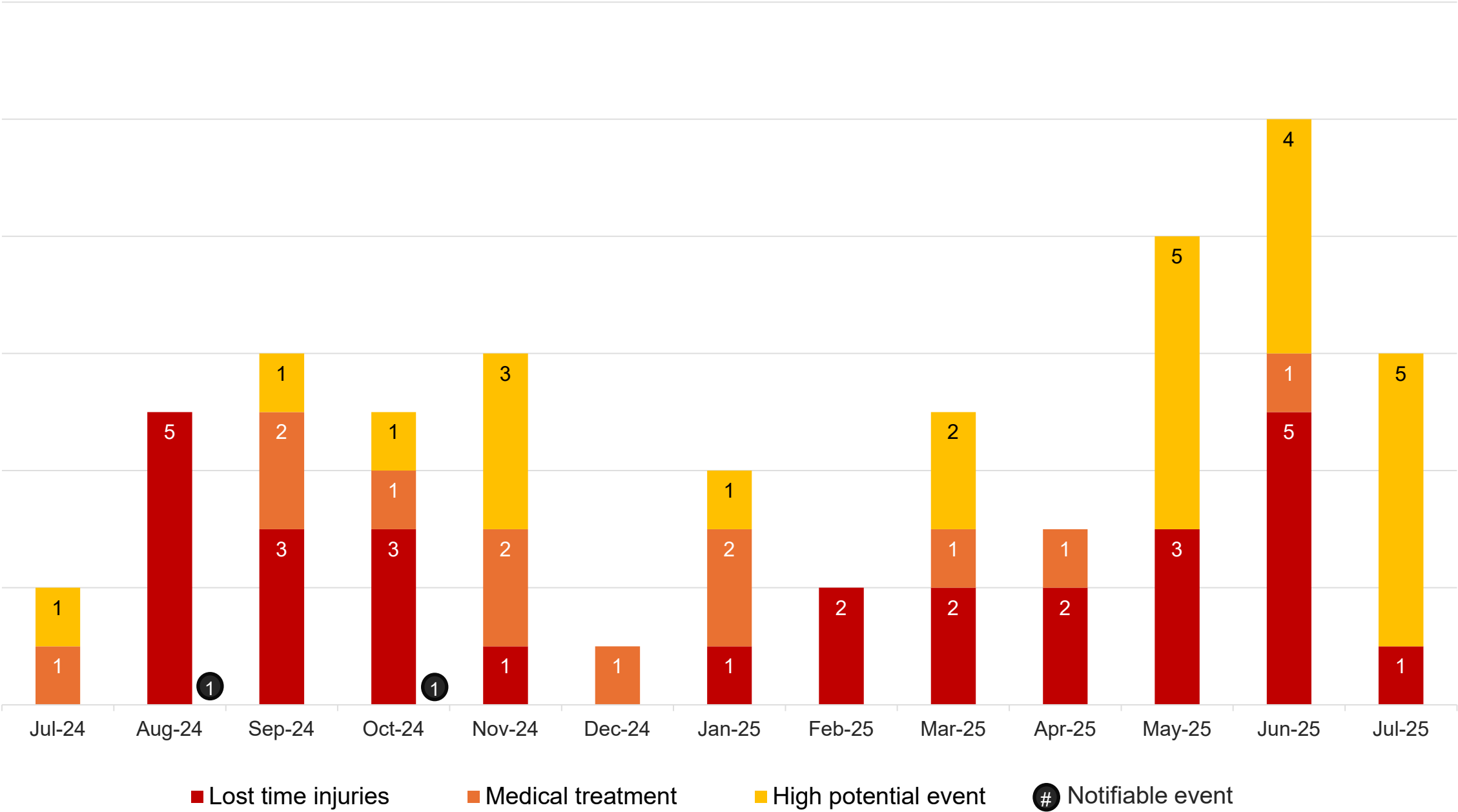
11.99

**TRIFR**  
*Total Recordable Injury Frequency Rate*

Health, Safety and Wellbeing key performance indicators	Current period	Previous period	FY26 YTD	FY25	FY24
Notifiable events to WorkSafe	0	0	0	2	0
High potential events	9	5	5	18	11
Lost time injuries	6	5	1	27	26
Medical treatment Injuries	1	1	0	12	8
Recordable injuries	7	6	1	39	34
TRIFR *	11.99	10.58	3.16	12.11	11.26
LTIFR *	10.28	8.82	3.16	8.39	8.61

\* Measure calculated based on 1,000,000.

Figure 1. High potential, recordable injuries and regulatory events



Key insight

- The common theme of the AT recordable injuries and high potential adverse events with Major & Extreme potential severity reported in June-July 2025 is the occurrence of aggressive, abusive, and threatening behaviour by members of the public towards staff and other individuals within a public service or transit context. Many events detail verbal harassment, physical threats or assaults, and situations where staff and customers felt unsafe or distressed. The episodes frequently involve escalation from initial noncompliance or confrontation to more serious threats, intimidation, and in some cases, violence. Several incidents also mention the involvement of authorities such as police or fire services due to the severity of the situation.

AT Action

- AT continues to expand and deepen its de-escalation training and follow up on insights gained from de-briefing sessions.





### 3.0 Health, Safety and Wellbeing (HSW) Lag Indicators - Public transport operators

Reporting period - June 2025 to July 2025

Totals of PT adverse work events this reporting period

5

**Regulatory notifiable events**  
*An event which is notifiable to WorkSafe and Maritime NZ.*

0

**Recordable injuries**  
*Incident resulting in an injury that requires medical treatment and lost days.*

17

**High potential events**  
*An event with the potential major or extreme risk consequence that is not a recordable injury.*

Health, Safety and Wellbeing key performance indicators	Current period	Previous period	FY26 YTD	FY25	FY24
Regulatory notifiable events	5	4	1	15	5
High potential events	17	8	9	115	142
Lost time injuries	0	0	0	3	0
Medical treatment Injuries	0	3	0	8	5
Recordable injuries	0	3	0	11	5

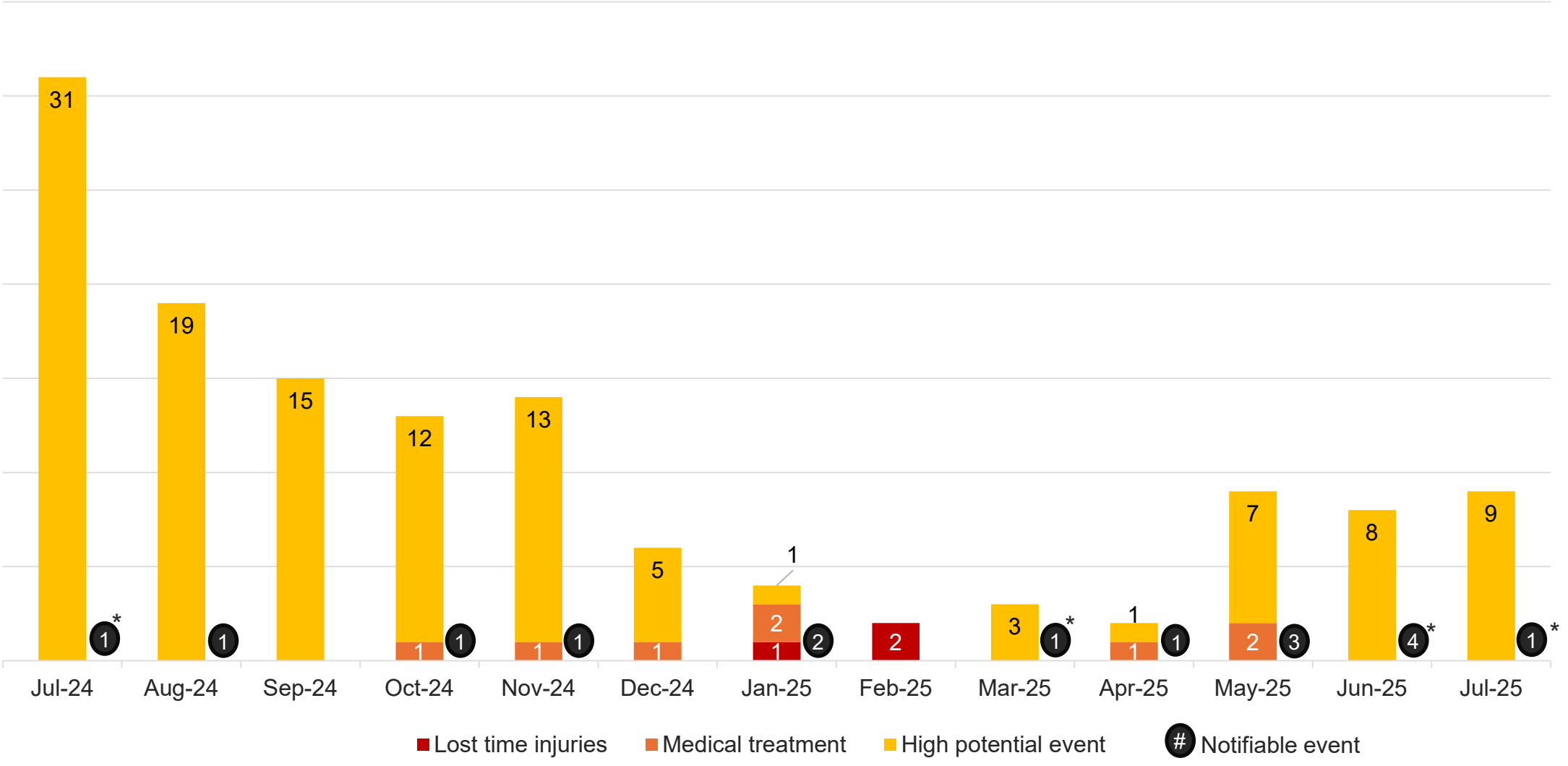
Key insight

- The common theme of the PT recordable injuries and high potential adverse events with Major & Extreme potential severity reported in June-July 2025 is the occurrence of violence, aggression, and threatening behavior directed toward bus operators and, in some cases, other passengers. Many of the incidents involve physical assaults such as punching, hitting with objects, spitting, and threatening with weapons (including hammers, knives, pieces of wood, and other items). Several cases also mention verbal abuse and intimidation, with operators being sworn at, threatened, or otherwise harassed during the course of their duties. Another recurrent element is the risk to the physical and emotional safety of bus operators, who often must make quick decisions to de-escalate situations or protect themselves and their passengers. Despite these efforts, operators have sometimes suffered injuries or distress, necessitating police intervention or medical attention.

AT Action

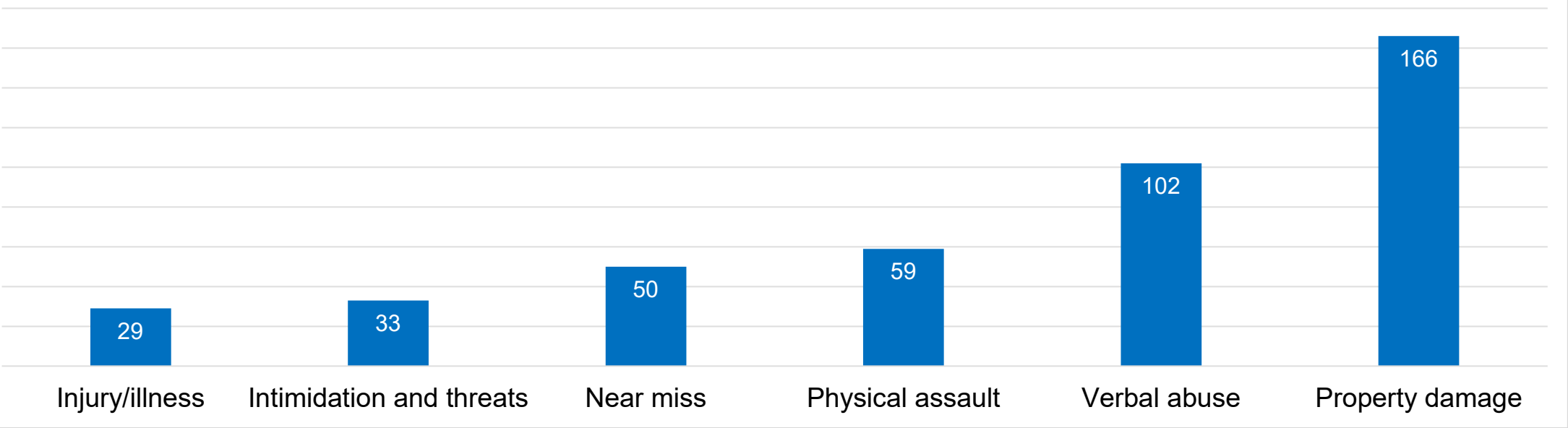
- AT continues to work with partners assessing their practices following up on improvement opportunities.

Figure 1. PT high potential, recordable injuries and regulatory events



\* Notifiable event not classified as high potential or recordable injury (In June 2025, three events were in that category).

Figure 2. Adverse work events mapped under the outcome categories



\*\* Synergi data source from July 2024 to July 2025



## 4.0 Health, Safety and Wellbeing (HSW) Lag Indicators - Physical work contractors

Reporting period - June 2025 to July 2025

Totals of PW adverse work events this reporting period

0

**Regulatory notifiable events**  
*An event which is notifiable to WorkSafe under the Health and Safety at Work Act 2015.*

0

**Recordable injuries**  
*Incident resulting in an injury that requires medical treatment and lost days.*

4

**High potential events**  
*An event with the potential major or extreme risk consequence that is not a recordable injury.*

Health, Safety and Wellbeing key performance indicators	Current period	Previous period	FY 26 YTD	FY25	FY24
Regulatory notifiable events	0	0	0	4	9
High potential events	4	5	2	45	24
Lost time injuries	0	0	0	0	2
Medical treatment Injuries	0	0	0	3	3
Recordable injuries	0	0	0	3	5

Key Insight

- The common theme of the PW recordable injuries and high potential adverse events with Major & Extreme potential severity reported in June-July 2025 is the worksite safety events and near misses involving contractors and equipment. Each event details operational mishaps such as machinery tipping, accidental property damage, unauthorized vehicle entry, and striking an unmarked utility line that fortunately resulted in no injuries but did expose potential risks. The underlying thread is the importance of vigilance, procedural adherence, and hazard awareness in maintaining safety on active worksites.

AT Action

- AT continues to monitor contractor safety management through assurance activities and reviewing their investigation reports, insights and closure on actions.

Figure 1. PW high potential, recordable injuries and regulatory events

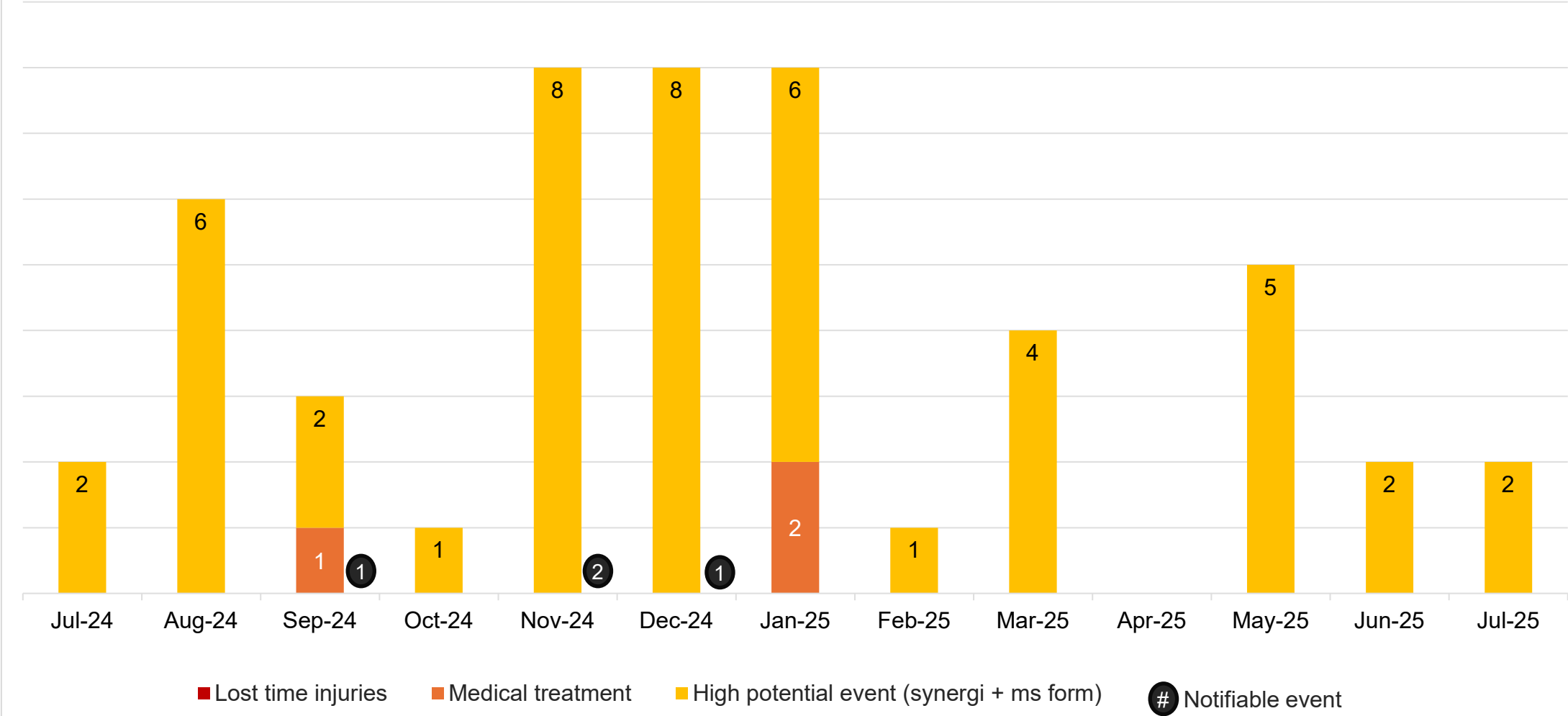
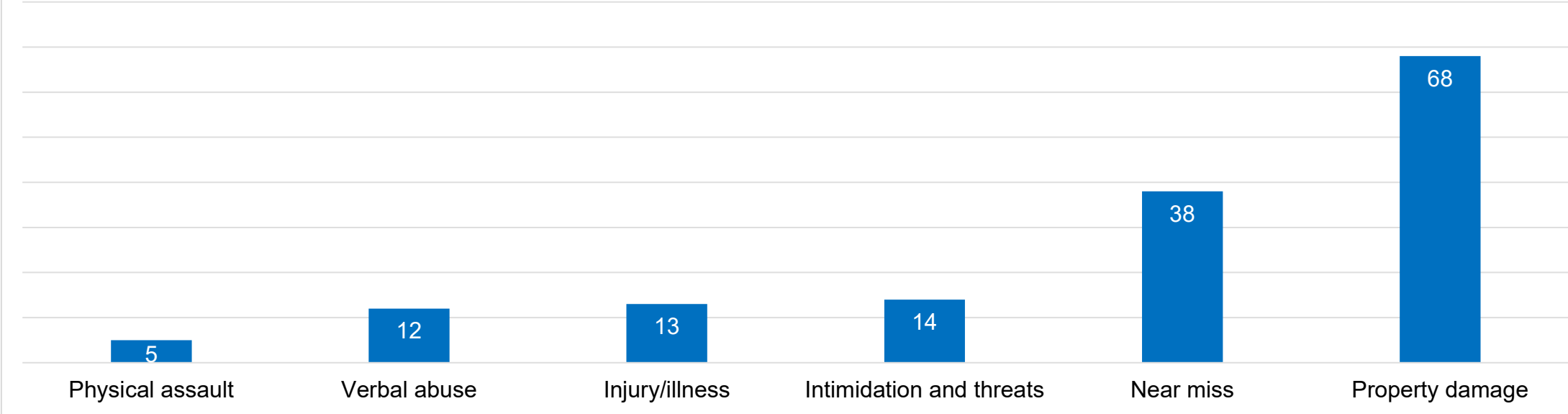


Figure 2. Adverse work events mapped under the outcome categories



\* Synergi data source from July 2024 to July 2025



## 5.0 Event Trends Mapped Against AT Critical Risks - Auckland Transport and other PCBUs

### Key insights

#### Auckland Transport (AT)

- There was an increase of 2% in the number of AT critical risk (CR) events reported from 56 in the April-May 2025 period to 57 in the June-July 2025 period.
  - Violence, threats and aggression (VTA) continue to trend as the most reported CR event, representing 68% of the total reported events from June 2025 to July 2025 (39 out of 57).
- Fifty-seven AT CR events were reported in June–July 2025 period. Thirty-nine were related to VTA, nine to exposure to psychological harm, five working inside or outside a vehicle and four working on operational site (Figure 4).
- Out of the six outcome categories for the major and extreme risk consequence events, psychological threats and aggression represented the highest proportion at 56% (nine out of sixteen) over the last 13-month period July 2024–July 2025, followed by Injury/illness at 31% (five out of sixteen), with physical assault and near miss at 6% (one each out of sixteen) (Figure 2).

#### Public transport operators (PTO)

- There was an increase of 10% in the number of PT events mapped under AT critical risks (CR) from 70 in the April-May 2025 period to 77 in the June–July 2025 period.
  - VTA continues to trend as the most reported CR events representing 48% of the total reported events from June 2025 to July 2025 (37 out of 77).
- Seventy-seven events were mapped under AT critical risks in June-July 2025 period (Table 1). Thirty-seven related to VTA, thirty-five working inside or outside a vehicle and five working on operational site (Figure 4).
- Out of the six outcome categories for the major and extreme risk consequence events, property damage represented the highest proportion at 26% (21 out of 80) over the last 13-month period July 2024–July 2025, followed by physical assault at 25% (20 out of 80) and verbal abuse at 19% (15 out of 80) (Figure 2).

#### Physical works contractors (PWC)

- There was an increase of 5% in the number of PW events mapped under AT critical risks (CR) events reported from 22 in the April-May 2025 period to 23 in the June–July 2025 period.
  - Working on operational site continues to trend as the most reported CR events representing 65% of the total reported events from July 2024 to July 2025 (15 out of 23).
- Twenty-three were mapped under AT critical risks in June-July 2025 (Table 1). Fifteen of these related to working on operational site, five to violence, threats and aggression and three to working inside or outside a vehicle.
- Out of the six outcome categories for the major and extreme risk events, property damage represented the highest proportion at 31% (11 out of 35) over the last 13-month period July 2024 – July 2025, followed by near misses at 29% (10 out of 35) and psychological threats and aggression at 14% (five each out of 35) (Figure 2).

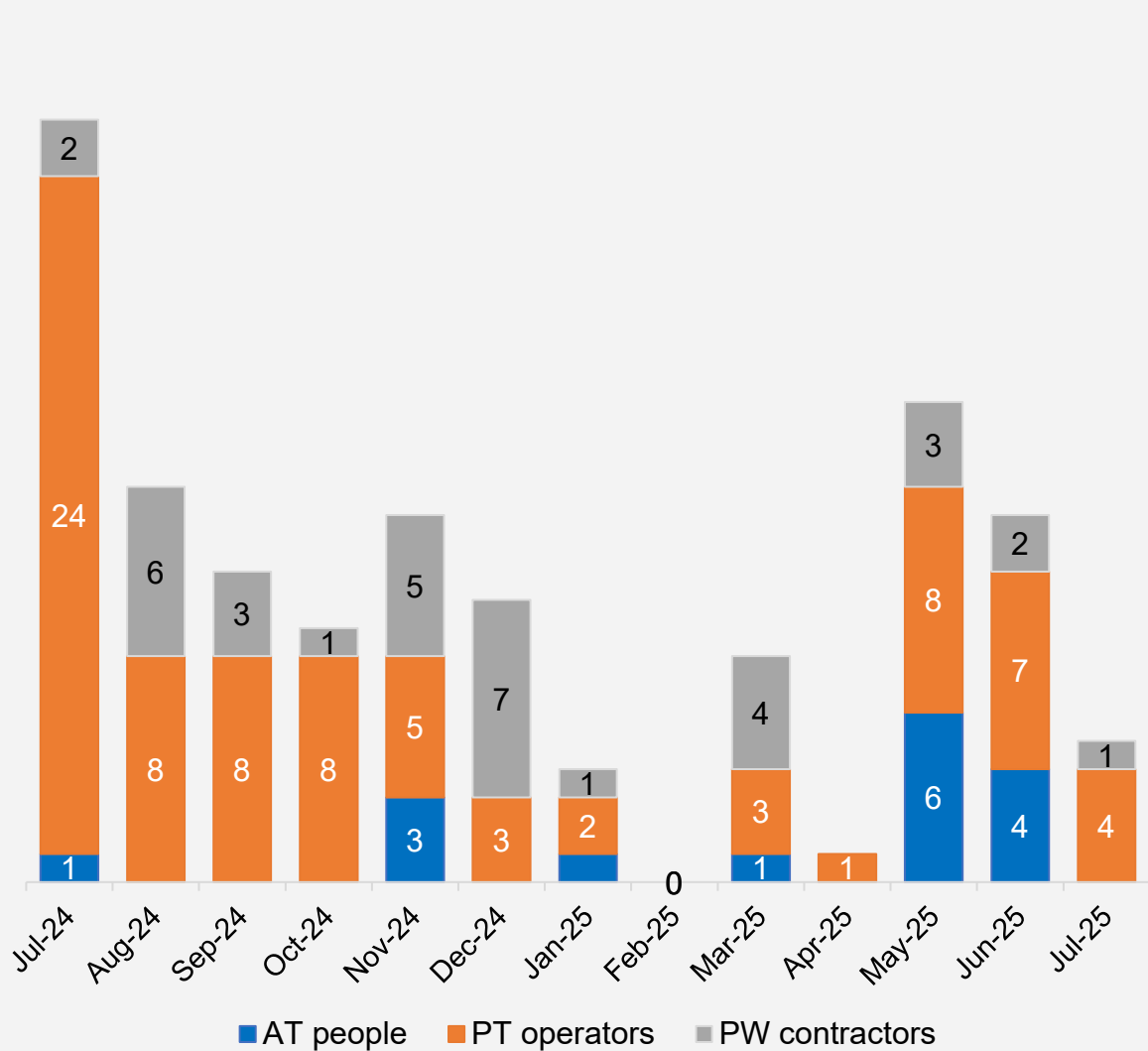
### Dashboard

#### Reporting period status: June 2025 Data Source Synergi 2.0 - Table 1

Adverse work events mapped as AT's Critical risks	Current period (Jun25-Jul25)		Previous period (Apr25-May25)		FY25 (Jul24-Jun25)		FY24 (Jul23-Jun24)	
	Critical risks	Major and extreme risk consequence critical risks	Critical risks	Major and extreme risk consequence critical risks	Critical risks	Major and extreme risk consequence critical risks	Critical risks	Major and extreme risk consequence critical risks
AT	57	4	56	6	335	16	345	11
PT	77	11	70	9	228	77	218	71
PW	23	3	22	3	99	34	30	19

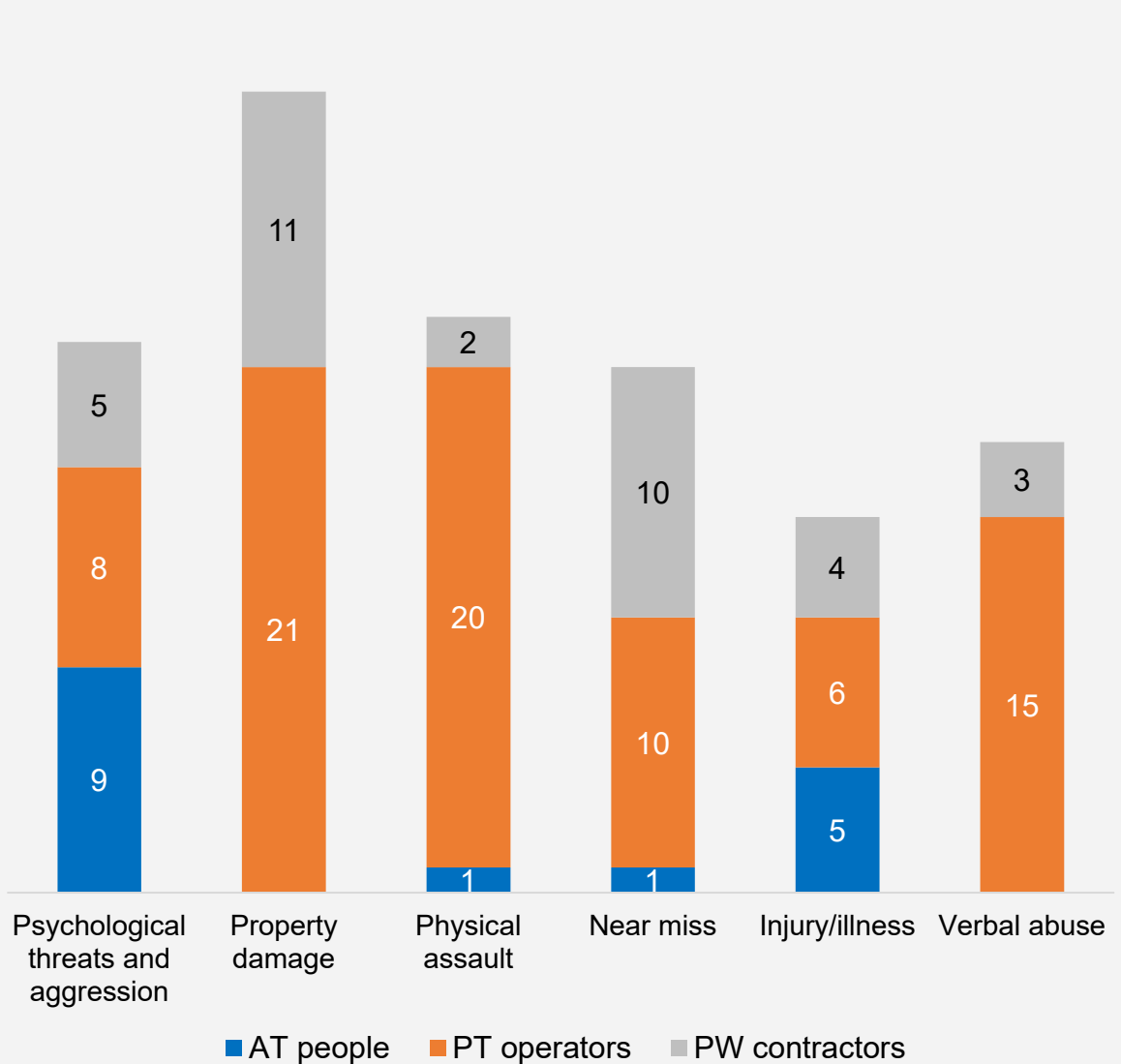
#### Trend reporting period: July 2024 to July 2025 Data Source Synergi 2.0

Figure 1. Major and extreme risk events mapped under critical risks <sup>1</sup>



<sup>1</sup> AT critical risks are: CR1 - Violence, threats & aggression, CR2 - Working on operational site, CR3 - Working inside or outside a vehicle, CR4 - Working near or over water and CR5 - Exposure to psychological harm.

Figure 2. Major and extreme risk events mapped under the outcome categories <sup>2</sup>



<sup>2</sup> Data source from July 2024 to July 2025





# 5.0 Event Trends Mapped Against AT Critical Risks - Auckland Transport and other PCBUs

## Dashboard

Reporting period status: July 2024 - July 2025 Data Source Synergi 2.0

Figure 3. AT Percentage of the total of critical risks (13 months)

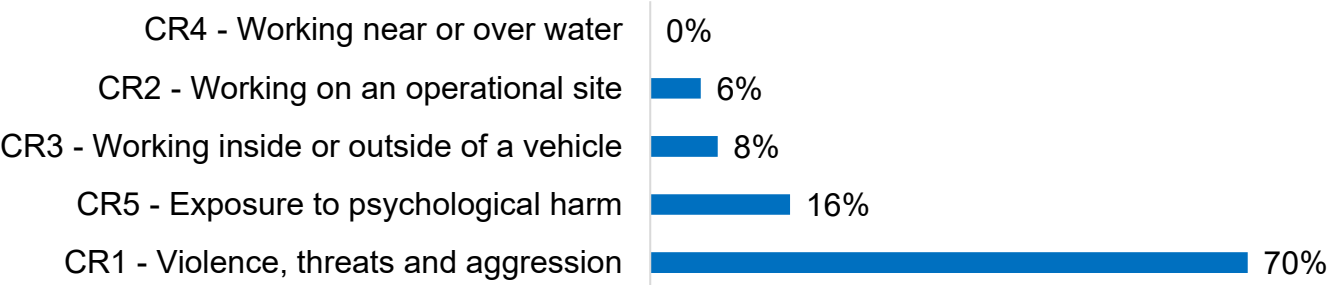


Figure 5. PT Percentage of the total of critical risks (13 months)

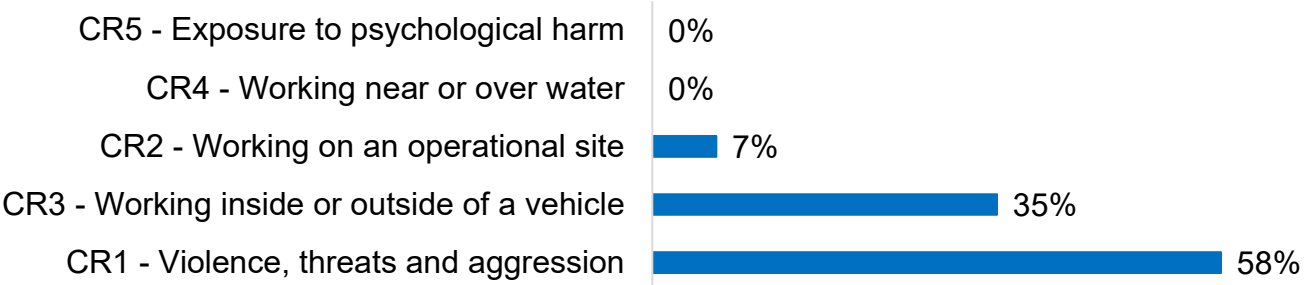


Figure 7. PW Percentage of the total of critical risks (13 months)

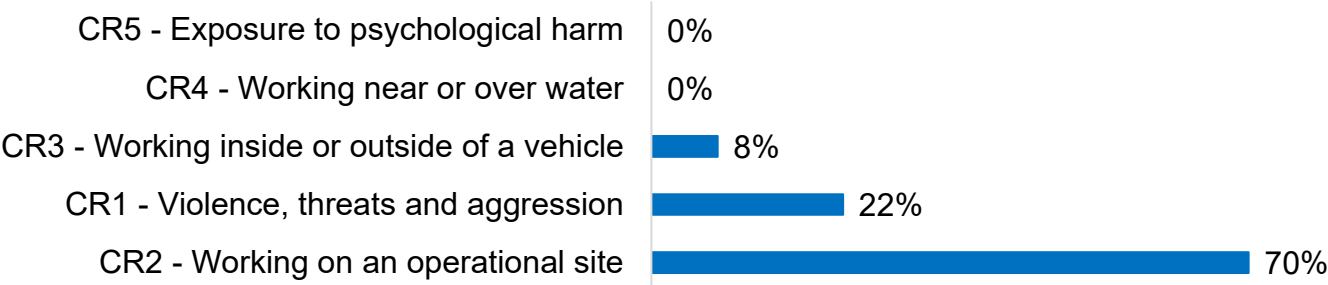
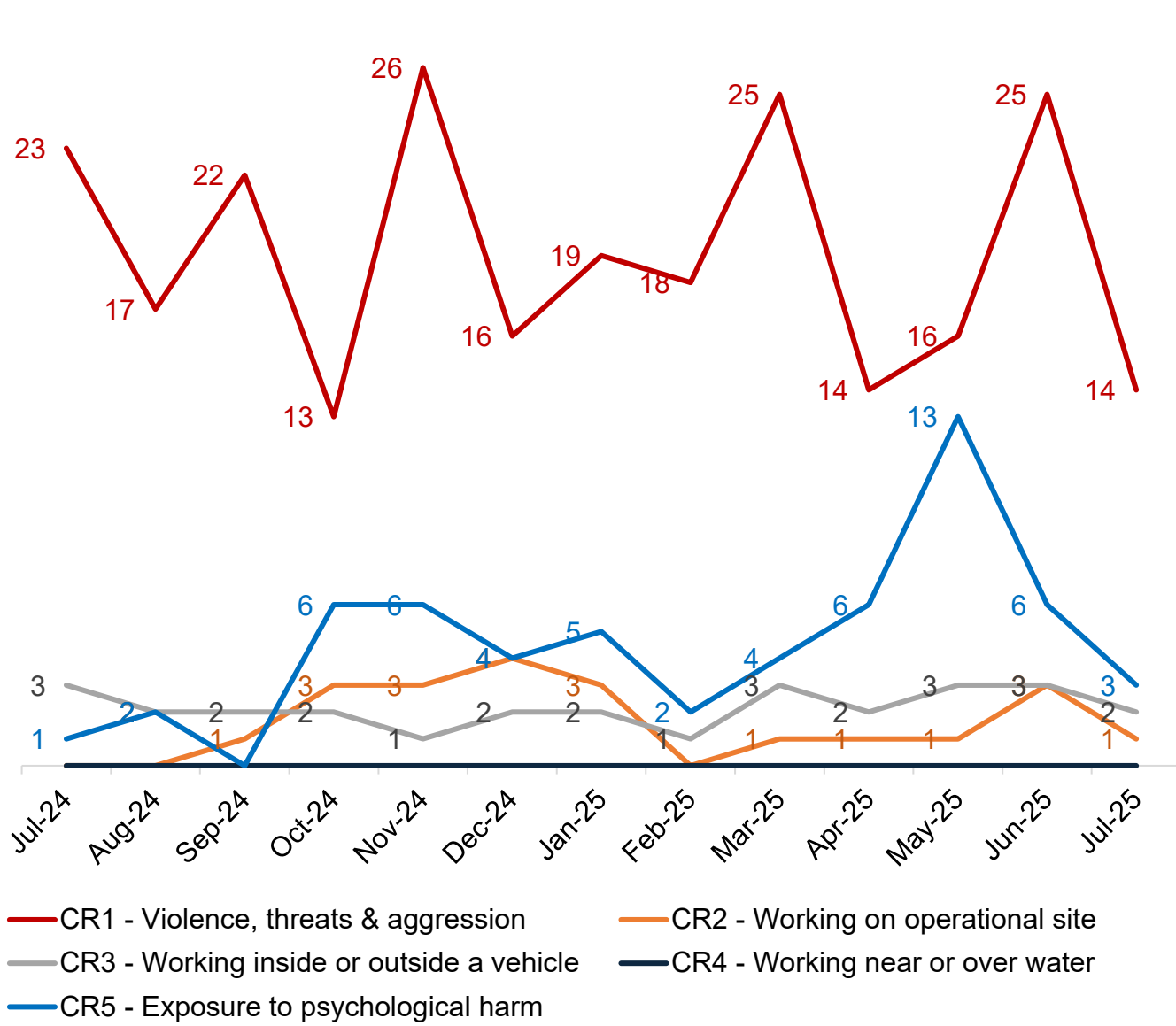


Figure 4. AT events identified as critical risks



6. PT events mapped against AT critical risks

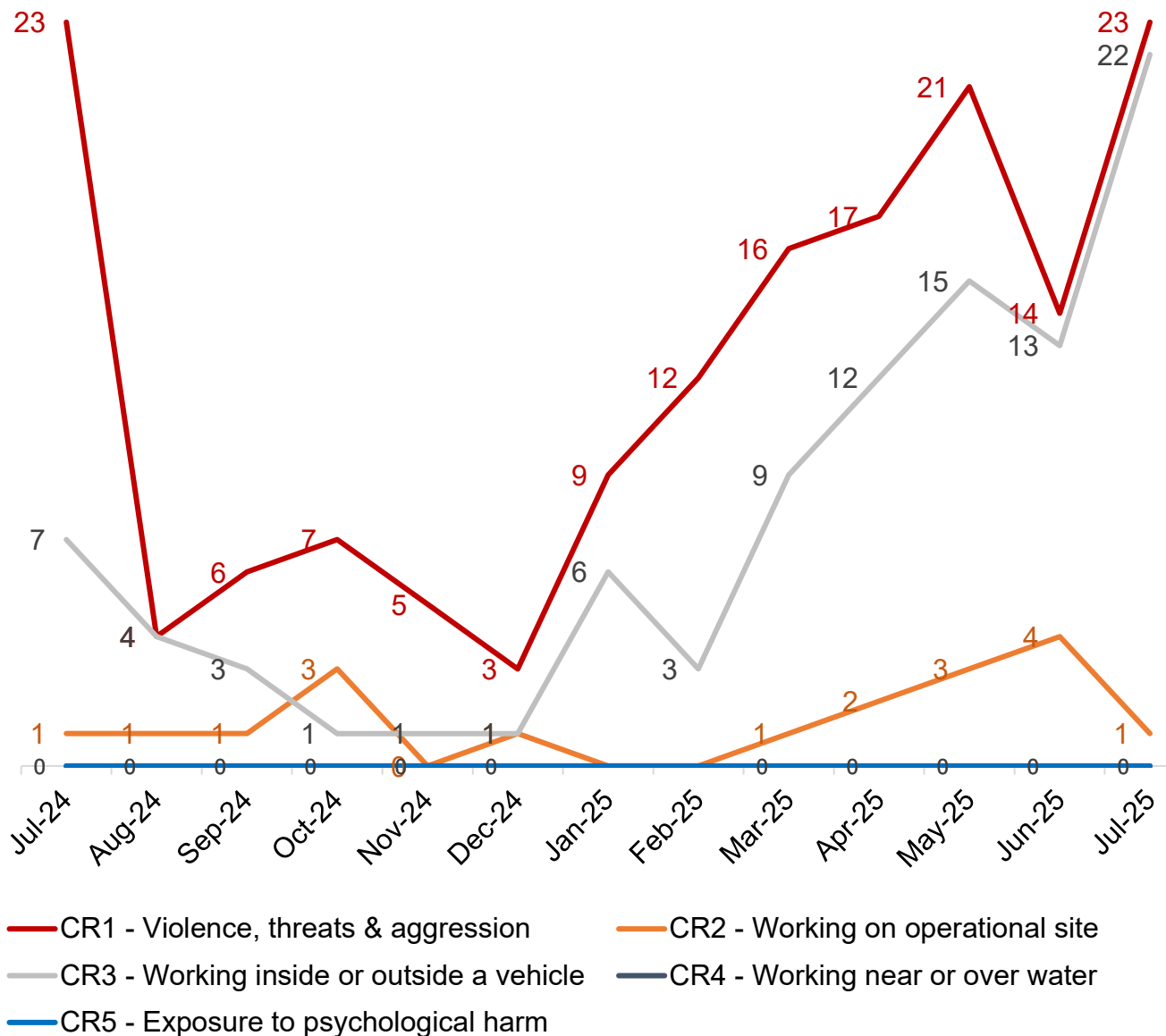
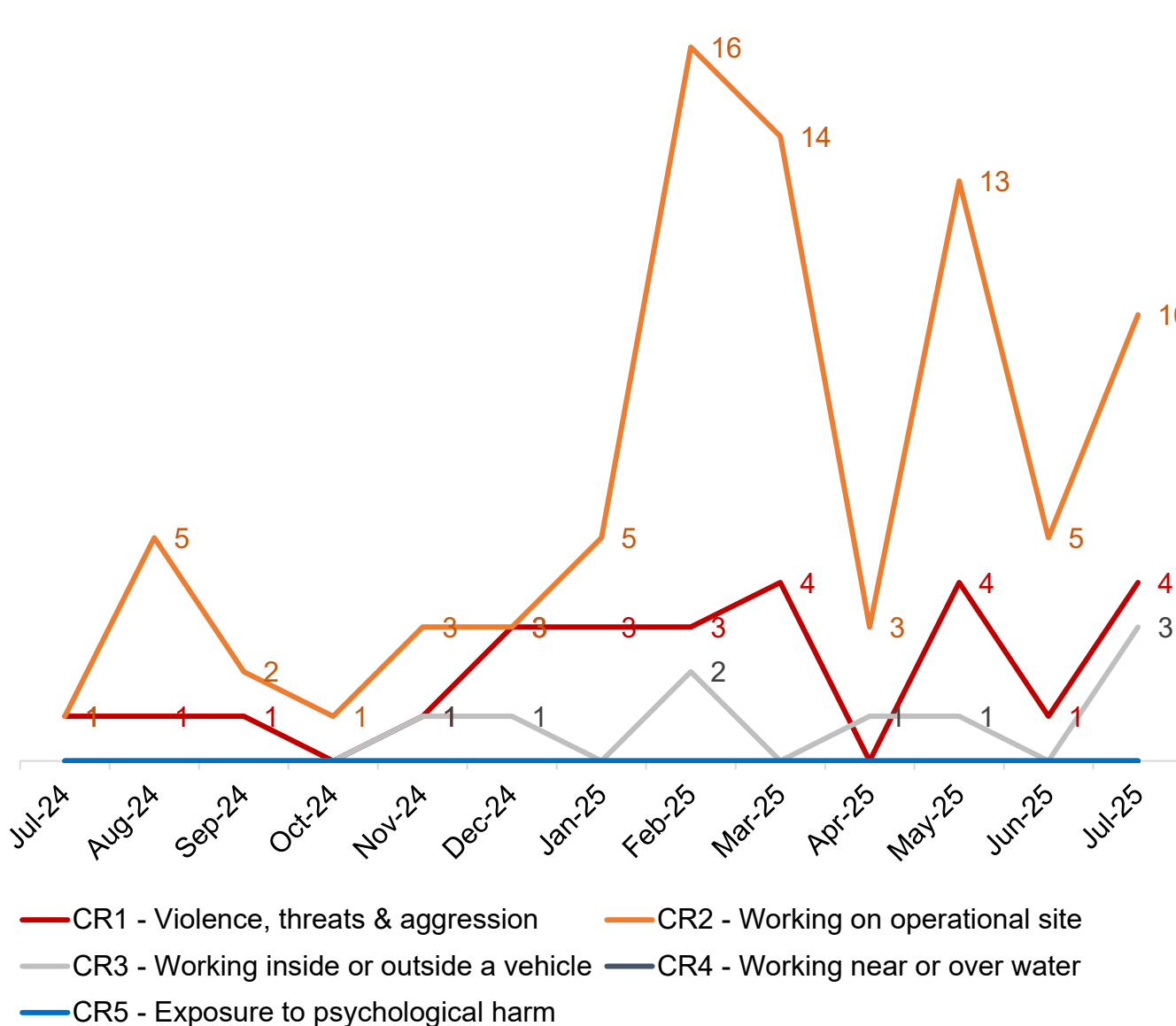


Figure 8. PW events mapped against AT critical risks



Data insight:

The most reported events by critical risks is violence, threats and aggression (VTA). AT has commissioned an independent survey across AT, PT and PW with insights and actions to be shared with the board at the next board meeting.



## 6. Appendices

### 6.1 Safety legal environment

### 6.2 Health and safety definitions

A. Injury severity classification

B. Event definitions

## 6.1 Safety Legal Environment

### From the Courts

The report details four court cases involving workplace safety incidents with decisions made in June and July 2025. Penalties and fines were imposed on the involved parties, highlighting the importance of adhering to safety regulations and ensuring the well-being of workers.

#### Prowash Wellington Limited

**Building Cleaning Services**                      **Wellington DC, 15 April 2025**

In April 2023, a worker was critically injured after falling six meters from a slippery, unsafe rooftop where he was working in rainy conditions on a new iron roof with cleaning product on it.

He spent six months in hospital recovering from a traumatic brain injury and multiple broken bones and has been unable to work since.

There was only limited edge protection on the roofline and there was no harness system, which should have been used in the absence of edge protection. The worker had no formal training in the use of harness or roof anchors, or in working height. Prowash was unable to provide any policies or processes relating to hazard-id or risk control.

Fined: \$40,000 with reparations of \$77,456.

#### Port Nelson Limited

**Water Transport**                      **Nelson DC, 7 May 2025**

In January 2023 a stevedore fell 12m from a container ship into the sea after a guard rail gave way. Problems with the guard rails on the ship had been flagged by Port Nelson staff but the message had failed to reach the right people.

The worker was doing work he was not properly trained for, standing on the edge of the ship without a buddy and with no one in line of sight.

No one saw him fall and his radio and cellphone were water damaged so he had to swim to the stern of the ship and pull himself out.

Fined: \$110,000 and reparations of \$5,000.

#### Prosecution: Taylorville Resource Park and Paul Smith Earthmoving

Following an August 2023 incident where two workers were overcome by hydrogen sulphide fumes while excavating at a contaminated waste facility near Greymouth.

The workers were not told of dangerously high levels of the toxic gas measured earlier. One worker fell unconscious after entering the pit to clear a pump blockage, falling face down into the black liquid at the base of the pit. He suffered chemical burns to his eyes, chemical pneumonitis, atrial fibrillation and seizures. His supervisor, who fell unconscious twice while trying to rescue him before climbing out and calling for help, suffered from toxic gas exposure and PTSD.

WorkSafe’s investigation found inadequate risk assessment and planning for the excavation, workers not being advised of the risks and no gas monitors on site (from WorkSafe NZ, 4 July).

Fined: \$302,500 and \$272,250 respectively, with reparations of \$81,256



## 6.2 Health and Safety Definitions

### A. Injury severity classification

Event Consequence Severity				
Insignificant	Minor	Moderate	Major	Extreme
No Injury or illness, near miss, minor soreness or discomfort requiring no treatment; Little damage or no threat to health; Property damage	Injuries with service up to first aid; Discomfort requiring intervention i.e. Physio up to 2 visits; Minor health effect, fully reversible in short time; Asymptomatic or mild symptoms; clinical or diagnostic observations only, intervention not indicated; Non-physical stress	Medical treatment injury/ Lost time injury/ Restricted work injury/ Notifiable event*; A diagnosed occupational illness case; Moderate, minimal, local, or non-invasive intervention indicated but not immediately life threatening; Moderate, minimal, local, or non-invasive medical intervention indicated.	Major lost time/ Notifiable event**; Permanent disability or irreversible health problems resulting from injury or occupational illness; Unlikely to return to work with significant modifications	Fatality; Notifiable event

\* It could be a cut requiring stitches due to contact with a sharp object, a minor fractured limb after being caught in something or falling from height, minor electric shock (not static)  
\*\* It could be an escalation of any of the moderate/minor examples of incidents. Major electric shock or burn injury, admittance to hospital, loss of consciousness or entrapment of a person, loss of limb or feeling

### B. Event definitions

Event type	Definition
LTI	Lost time injury: A lost-time injury is defined as an occurrence that resulted in a fatality, permanent disability or time lost from work of one day/shift or more.
MTI	Medical treatment injury. Requiring treatment by, or under the specific order of a registered Medical Practitioner or any injury which could be considered as being one that would normally be treated by a registered Medical Practitioner; and • Results in less than a full shift being lost from work; and • Requires treatment beyond the scope of normal first aid treatment such as sutures or the issuing of prescribed medication.
Recordable injuries	A recordable injury is a work-related incident that results in: medical treatment beyond first aid and one or more days away from work.
Notifiable events	An event reported to: <ul style="list-style-type: none"><li>• WorkSafe: When as a result of works being undertaken, a death, notifiable illness or injury or notifiable incident occurs.</li><li>• Maritime NZ: Accidents, incidents and mishaps reportable to Maritime New Zealand in accordance with Section 31 of the Maritime Transport Act 1994 and Section 56 of the Health and Safety at Work Act 2015.</li><li>• Waka Kotahi NZ Transport Agency: Accidents and incidents associated with the operation of a rail vehicle, the use of the railway infrastructure or the use of railways premises in accordance to Railways Act 2005 and Health and Safety at Work Act 2015.</li></ul>
High potential event	An event classified as major or extreme risk consequence that is not a recordable injury.
Near miss	Any unplanned incidents that occurred at the workplace which, although not resulting in any injury, disease or damage, had the potential to do so.
Harm	An event involving Verbal abuse, Intimidation and threats or Assault
Hazard	A source or a situation with a potential for harm in terms of human injury or ill-health, damage to property, damage to the environment, or a combination of these.

