



February 2025 Health, Safety and Wellbeing Business Report

1. Health, Safety and wellbeing dashboard

- 1.1 Safety operational activity including Leadership safety walks, Assurance Activities, Investigations and Safety Culture
- 1.2 Adverse work events identified as critical risks
- 1.3 Notifiable and high potential adverse work events



1.1 Safety operational activity - Auckland Transport

Key insights

Leading indicators

- Leadership Safety Walks (LSW's) – a decrease compared to the preceding three months from fourteen walks completed in August 2024-October 2024 to six in November 2024-January 2025. Positive observations on safety culture and overall operational practices. Systems and processes were generally used effectively.
- Safety assurance activities – an increase from the previous period from 13 to 20 assurance activities which were carried out mainly in the physical works space. Safety assurance audit schedule agreed with measures being developed. Main contractors' health & safety assurance activities SharePoint data sheet is being reviewed. To be rolled out in third quarter. Physical works assurance activities to increase in 2025 in line with the schedule.
- Events closed – there has been a decrease of 5% in the total of events closed in the November 2024-January 2025 compared the previous three months from 88 to 84. The Safety Service Delivery Team will continue to support Supervisors and Managers to ensure incidents are closed out on time with the appropriate investigation.

Lagging indicators

- Notifiable events – no notifiable events reported in the period November 2024–January 2025.
- Total recordable injuries - there was a decrease of 67% in recordable injuries, four reported in the November 2024-January 2025 period: two lost time injuries (assault, ankle sprain) and two medical treatment injuries (dermatitis and thoracic sprain & whiplash).
- Total Recordable Injury Frequency Rate (TRIFR) and Lost Time Injury Frequency Rate (LTIFR) - there was a decrease of 64% and 78% in the TRIFR and LTIFR respectively in November 2024-January 2025 compared to the previous three-month period. Worked hours decreased by 8.5% compared to August 2024-October 2024.

Safety Engagement

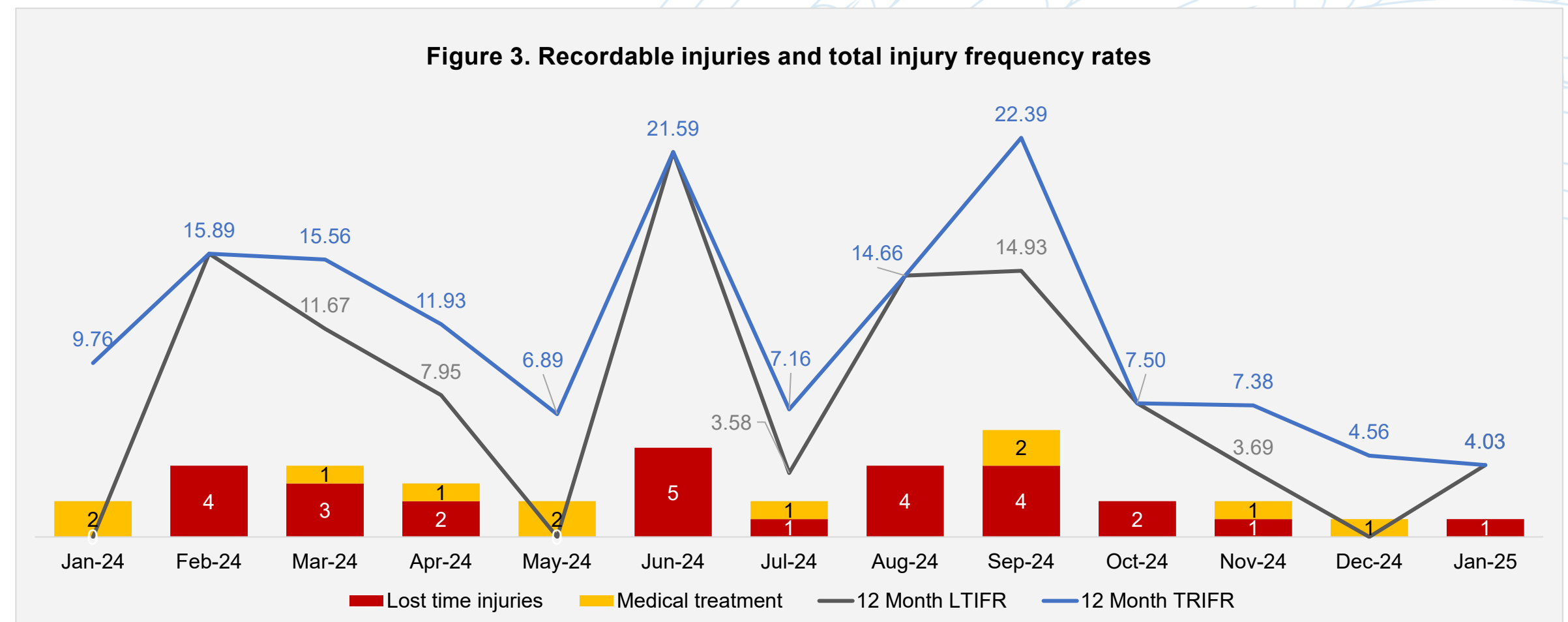
- In January 2025, the Health and Safety team performed a comprehensive risk assessment for the communications engagement team for the opening of the Pukekohe Train Station on February 2nd, 2025. This was a collaborative effort that tied in with Auckland One Rail H&S requirements.
- In January 2025, a report was sent through to Public Transport & Active Modes identifying a risk assessment in relation to setting up a limited abilities service at the Downtown Ferry Terminal. The request was from the Waiheke Local Board to provide a golf cart to transport Waiheke constituents with limited abilities to the bus stop for Auckland Hospital 500 metres from the ferry terminal. The assessment and its outcomes are under review.
- Two health and safety representative meetings were held in January 2025. On these, Parking, Transport Compliance and Customer services (PTCS) and Network Compliance (NC) were with one of those Representatives (Rep) stepping up to present at the Monthly Safety Leaders Council meeting. There was a noticeable uplift in Rep attendance particularly in the PTCS Rep meeting. Offering De-escalation training wider in the business has been an action from those meetings. This is being worked through by the Health, Safety and Wellbeing team with providers including in-house trainers to offer this training.

Dashboard

| Health, Safety and Wellbeing key performance indicators | Current period (Nov24 to Jan25) | Previous period (Aug24-Oct24) | Current FYTD (Jul24-Jan25) | Previous FY (Jul23-Jan24) |
|---|---------------------------------|-------------------------------|----------------------------|---------------------------|
| Leading indicators | | | | |
| Leadership safety Walks | 6 | 14 | 22 | 0 |
| Safety assurance activities | 20 | 13 | 37 | 28 |
| Events closed in that period | 84 | 88 | 200 | 145* |
| Lagging indicators | | | | |
| Notifiable events ¹ | 0 | 1 | 2 | 0 |
| Total recordable injuries | 4 | 12 | 18 | 13 |
| TRIFR ² | 5.42 | 14.86 | 9.86 | 7.49 |
| LTIFR ² | 2.71 | 12.39 | 7.12 | 5.76 |

* Value under review.

Trend reporting period: January 2024 to January 2025 Data Source Synergi 2.0



¹ Adverse work events: Events that have or have the potential to cause harm and/or damage. Notifiable event: event notify to WorkSafe that have or have the potential to cause serious harm. See slide 'Notifiable and high potential adverse work events - Auckland Transport and other PCBUs' for details on those events.
² Measure calculated based on 1,000,000.



1.2 Adverse work events identified as critical risks - Auckland Transport and other PCBUs

Key insights

Auckland Transport (AT)

- There was an increase of 28% in the number of AT critical risk (CR) events reported from 69 in the previous period (August 2024 to October 2024) to 88 in this period (November 2024 to January 2025).
 - Violence, threats and aggression (VTA) continue to trend as the most reported CR event, representing 76% of the total reported events from January 2024 to January 2025 (249 out of 327).
- Eighty-eight AT CR events were reported in this reporting period (November 2024 to January 2025), being two classified as major risk consequence, both related to VTA (Table1).
- Out of the five outcome categories for the major and extreme risk consequence events, psychological threats and aggression represent the highest at 42% (five out of twelve) over the last 13-month period, followed by physical assault at 33% (four out of twelve) and Injury/illness at 25% (three out of twelve) (Fig2).

Public transport operators (PTO)

- There was an increase of 31% in the number of PT events mapped under AT critical risks from 13 in the previous period (August 2024 to October 2024) to 17 in this period (November 2024 to January 2025).
 - VTA continues to trend as the most reported CR events representing 73% of the total reported events from January 2024 to January 2025 (57 out of 78).
- Thirteen events were mapped under AT critical risks in the November 2024 to January 2025 period. Two of these were classified as extreme risk consequence (one VTA and one Working inside or outside a vehicle). The other five, all related to VTA were classified as major risk consequence (Table1).
- Out of the five outcome categories for the major and extreme risk consequence events, physical assault represents the highest proportion at 50% (34 out of 68) over the last 13-month period January 2024 – January 2025, followed by property damage at 21% (14 out of 68) and psychological threats and aggression at 16% (11 out of 68) (Fig 2).

Physical works contractors (PWC)

- There was an increase of 250% in the number of PW events mapped under AT critical risks from four in previous period (August 2024 to October 2024) to 14 in this period (November 2024 to January 2025).
 - Working on operational site represents 74% of the total reported events from January 2024 to January 2025 (24 out of 31).
 - Service strikes events continue to trend up, to mitigate this, the Health, Safety and Wellbeing Team will be introducing a breaking ground guideline. The guideline will be presented to Infrastructure and Place with associated training sessions, this will give guidance to AT Project Managers on what good controls look like and what standard we should expect from our contractors pertaining to works that require breaking ground.
- Fourteen events were mapped under AT critical risks, all classified as major risk consequence (five working on operational, one VTA and one working inside or outside a vehicle (Table1)).
- Out of the five outcome categories for the major and extreme risk events, injury / illness and property damage represented the highest proportion at 33% each (seven each out of twenty-one) over the last 13-month period January 2024 – January 2025 (Figure 2).

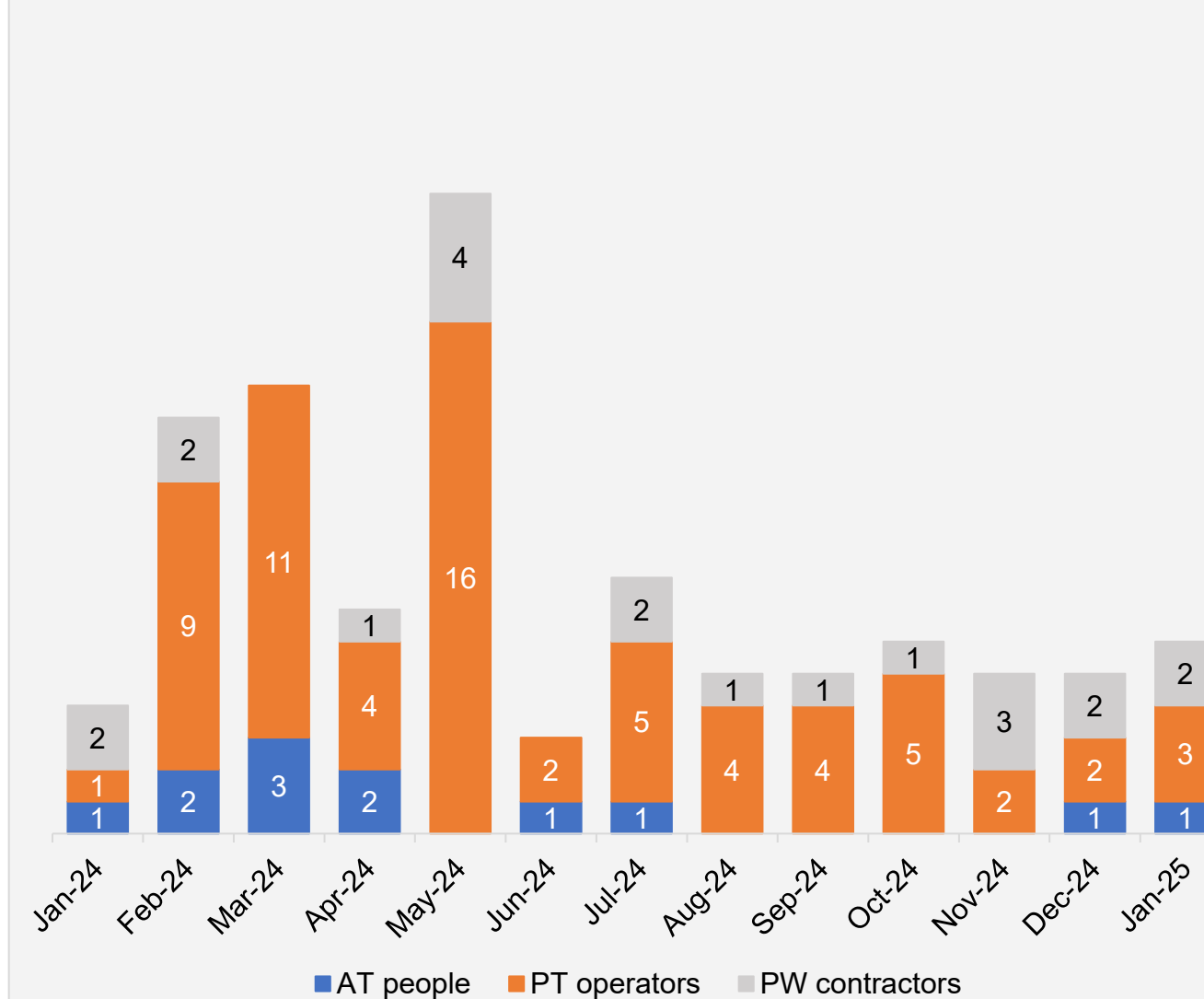
Dashboard

Reporting period status: November 2024 to January 2025 Data Source Synergi 2.0 - Table 1

| Adverse work events mapped as AT's Critical risks | Current period (Nov24-Jan25) | | Previous period (Aug24-Oct24) | | Current FYTD (Jul24-Jan25) | | Previous FY (Jul23-Jan24) | |
|---|------------------------------|---|-------------------------------|---|----------------------------|---|---------------------------|---|
| | 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 | 88 | 2 | 69 | 0 | 184 | 3 | 218 | 2 |
| PT | 17 | 7 | 13 | 13 | 35 | 25 | 122 | 11 |
| PW | 14 | 7 | 4 | 3 | 20 | 12 | 15 | 4 |

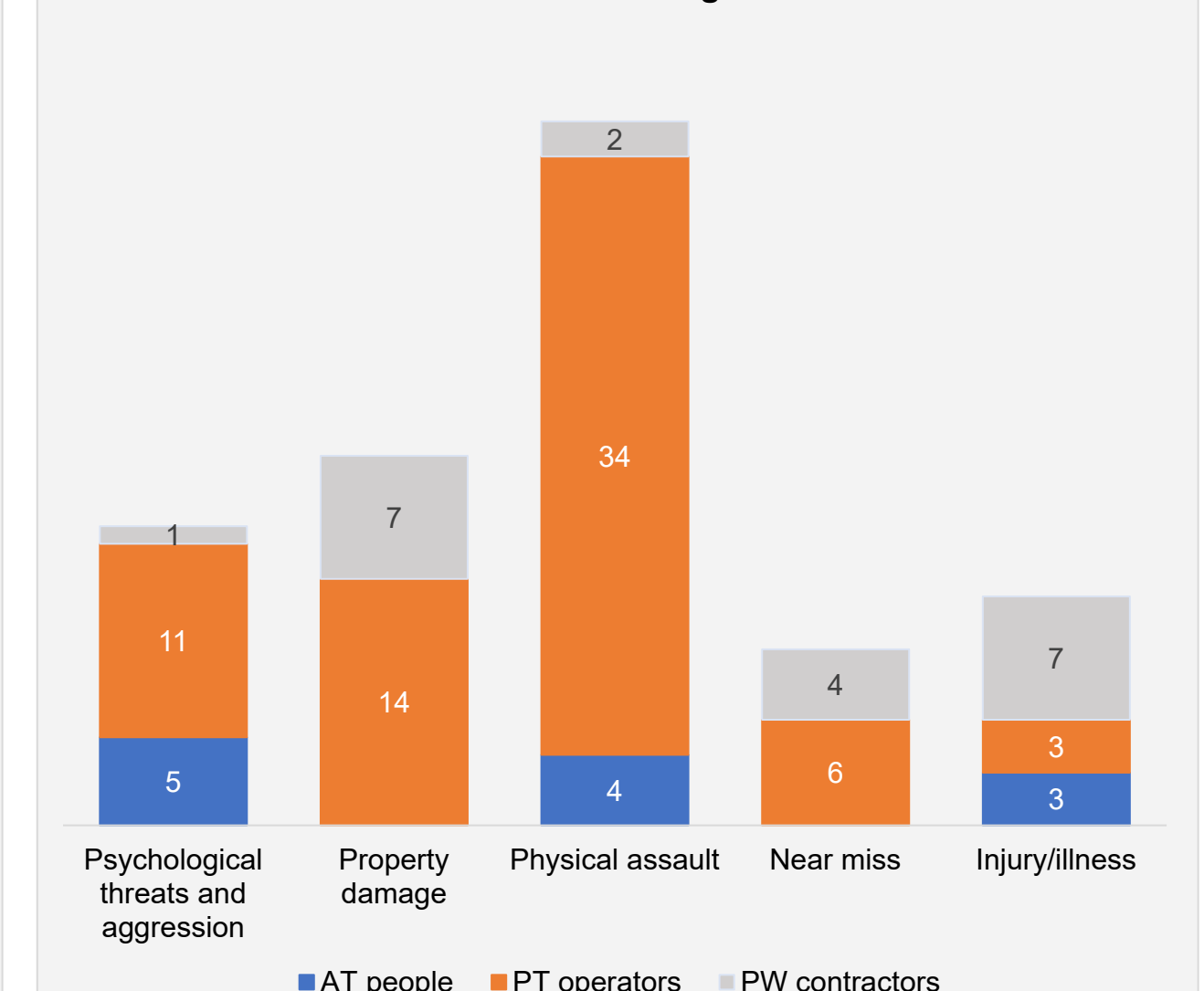
Trend reporting period: January 2024 to January 2025 Data Source Synergi 2.0

Figure 1. Major and extreme risk events mapped under critical risks³



³ AT critical risks are: CR1 - Violence, threats & aggression, CR2 - Working inside or outside a vehicle, CR3 - Exposure to psychological harm and CR4 - Working on operational site.

Figure 2. Major and extreme risk events mapped under the outcome categories⁴



⁴ Data source from January 2024 to January 2025

1.3 Notifiable and high potential adverse work events – Auckland Transport and other PCBUs

Key Insights

Auckland Transport (AT)

- In January 2025:
 - There were no notifiable events recorded.
 - There was one high potential event where a person known to AT Customer Service Team approached a member of the team at Britomart and seemed agitated at his fare cap. He asked for the Supervisor who was on annual leave at the time. When told that the supervisor was unavailable, he made threatening comments that he would assault the supervisor on their return from leave. The customer service staff is aware of this member of public (MOP). He has been confronted regarding his actions, and the team monitors future interactions with him. They are also considering placing the customer on notice through the unreasonable customer conduct process, which may involve advising him that any future incidents will be reported to the police. Event closed.

Public transport operators (PTO)

- In January 2025: There were two notifiable events:
 - A driver was assaulted by a group of youths on the North Shore after he ran after them down the road because they evaded paying the fare. The driver suffered a broken nose and was admitted to hospital. Ritchies is considering disciplinary action because the driver did not follow safety protocol and put himself in danger. WorkSafe have come back saying they will not be intervening. Event is under investigation by the PT operator.
 - A small private vessel approached the Takahe Ferry from the port side and crossed in front of the bow breaching maritime protocol. The ferry narrowly missed the private vessel by approximately 2 meters. Event reported to the Maritime New Zealand authority. There will be no action from Maritime NZ on this. There were no reports of property damage or injuries to MOP and AT staff. Event closed.
- There were three high potential events reported in Synergi:
 - A bus driver was assaulted by a group of teenagers in Manukau who used a fire extinguisher to spray propellant into his eyes. Another driver at the bus stop alerted Police and the driver attended a medical checkup. This assault could have been a serious harm event due to having fire propellant sprayed in the eyes. The event is under investigation.
 - A bus driver was spat on by two passengers exiting the bus at Beach Haven, the third passenger in the group threw an unidentified object at the driver. The contractor has started the investigation. The bus operator company is looking at actions which will then be reviewed by AT Health, Safety and Wellbeing Team. The event is under investigation.
 - A bus driver was verbally abused by two passengers when asked to tag onto the service in the inner city. The pair held the door open whilst they continued their abuse and stopped the bus from leaving its destination. The driver contacted their operations department and the pair left by the rear door. Due to the female and her companion having assaulted a MOP prior to this incident, the potential for this to escalate was extremely high. The event is under investigation.
- Auckland One Rail (AOR) reported (still awaiting January 2025 data at the time of report submission):
 - Fourteen New Zealand Transport Agency Waka Kotahi (NZTA) notifiable occurrences in December 2024: Nine were anti-social behaviour incidents resulting in assault of members of public, security and a train manager. There was one procedural breach at the Wiri stabling yard where a miscommunication between a train controller and a lead engineer resulted in near miss. There was one plant and equipment near miss. A Hiab crane sling came dangerously close to the live lines whilst lifting concrete blocks into place at Wiri Stabling Yard. An assessment team from AOR were dispatched to re-evaluate the work procedure. There were two potential self-harm incidents recorded during the month. On both occasions the Lead Engineer was able to stop the train before colliding with members of public. There was one trespass security breach where a women confronted an incoming
 - In Jan 2025, ten notifiable occurrences were reported to New Zealand Transport Agency (NZTA). Eight of these were anti-social incidents involving teenagers, resulting in assaults on members of the public and security personnel. Additionally, there were two near misses: one involving a male who ignored safety warnings and crossed the tracks in front of an oncoming train, and another involving a female who attempted to cross tracks at a recently removed level crossing.

Physical works contractors (PWC)

- January 2025 (Information below may not be exhaustive as still awaiting January 2025 data for Contractors from the MS form at the time of report submission):
 - There was a notifiable event reported to WorkSafe NZ, however, this event is for information only as it has nothing to do with AT projects or personnel. Due to a mechanical failure at a workshop in Waitakere City reported by Ventia. A workshop manager was raising an electrically powered roller door when there was a malfunction, and the door descended suddenly. In his attempt to get out of the way of the door, the manager incurred some shoulder pain. Whilst this incident was a near miss, the potential outcome could have been more serious. The event is under investigation by the contractor
 - There were two high potential events:
 - A road contracting team working in Mangere encountered an untethered dog when asking a resident to move their vehicle. The dog breed is recognized for its aggressive behaviour. The contractor sustained a minor dog bite and received medical treatment, including a tetanus injection. The contractor is now reviewing their procedures for handling animals encountered during visits. The event is under investigation.
 - On the Eastern Busway Alliance (EBA) Project, a truck driver has failed to engage the vehicles park brake before exiting the vehicle, whilst the truck was being loaded it has rolled forward onto Pakuranga Road, the driver has managed to enter the truck and stop it. No injuries or damage. The EBA is considering introducing a policy that makes park brake alarms mandatory in all heavy vehicles. AT has responded in support of this initiative. A physical bump stop will also be installed to prevent future roll-away accidents in the EBA Stockpile yard. The event is under investigation..

Dashboard

Trend reporting period: Jan24 to Jan25 Data Source Synergi 2.0

Figure 1. Regulatory notifiable adverse work events

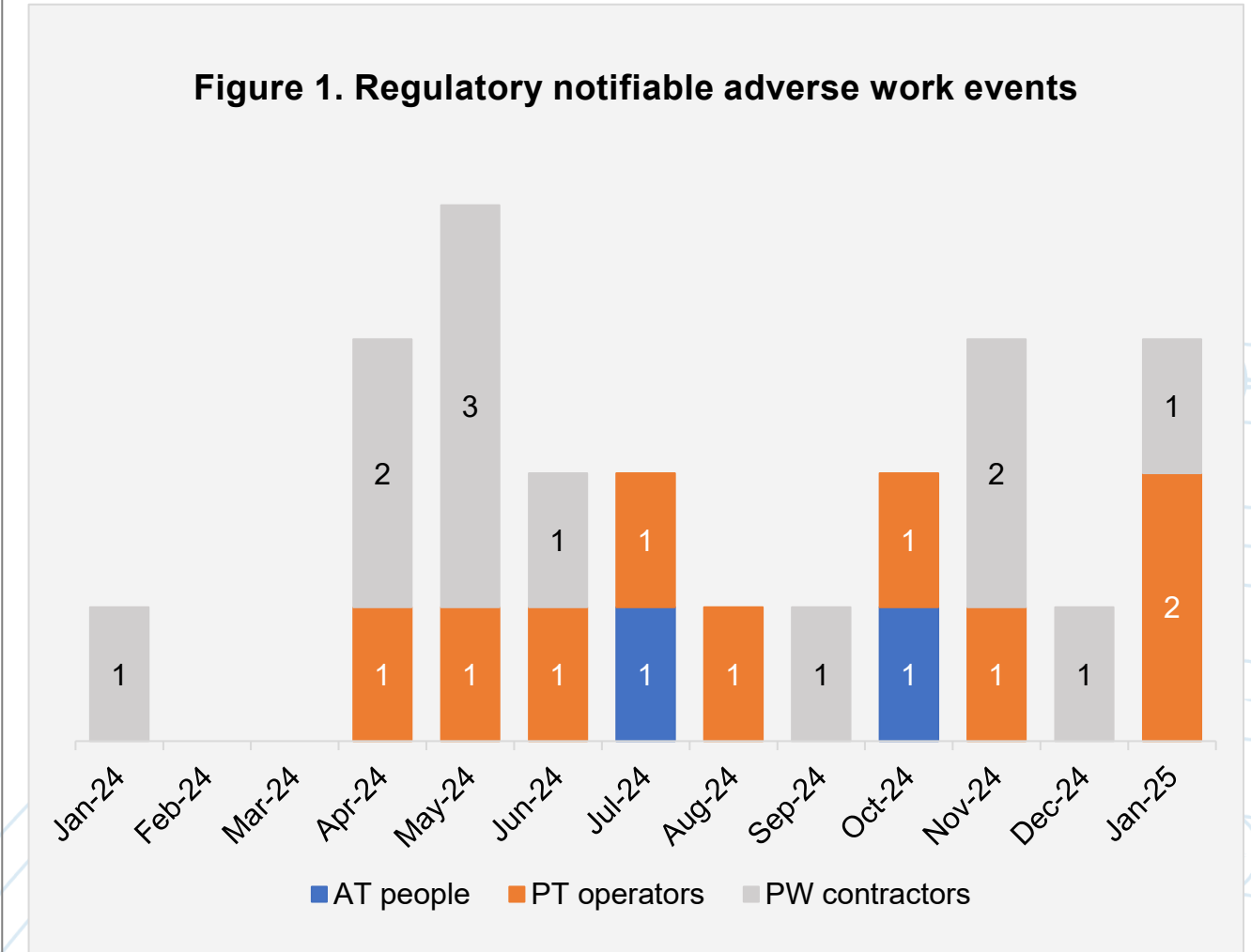
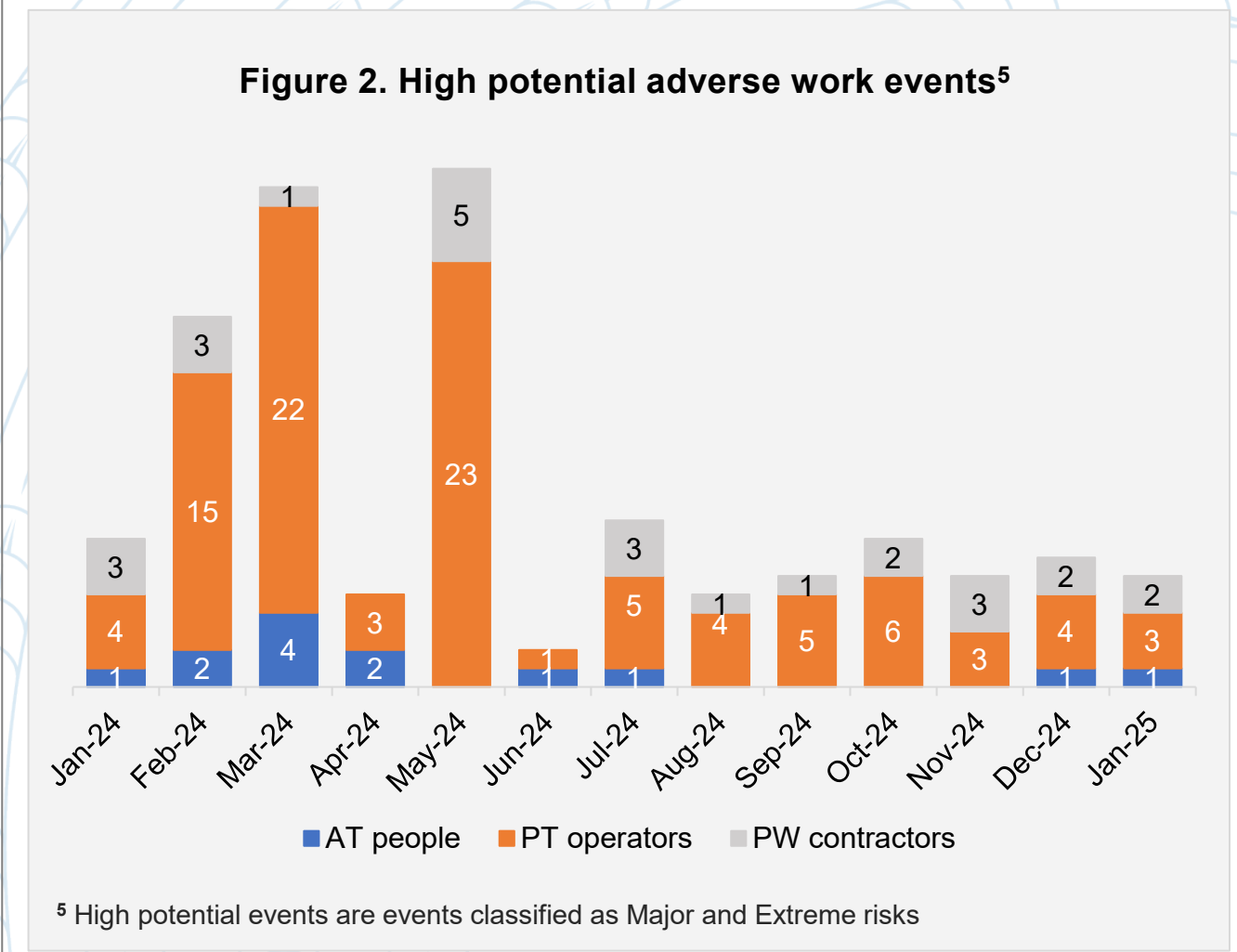


Figure 2. High potential adverse work events⁵



⁵ High potential events are events classified as Major and Extreme risks

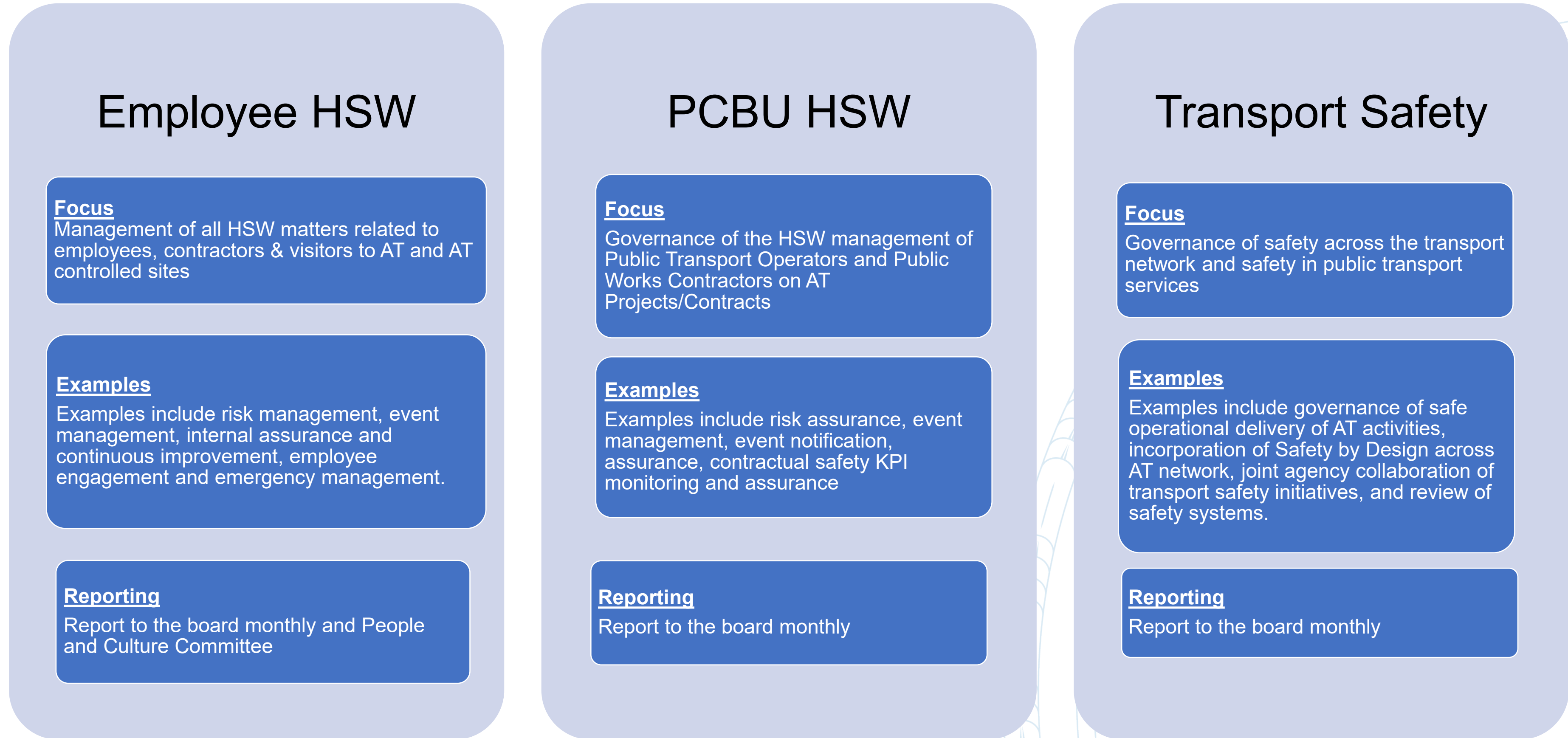


1.4 Governance and Management of Organisational Health Safety and Wellbeing and Transport Safety

Key Insights

Currently the management of health, safety and wellbeing of AT employees is led by the People and Performance directorate. In addition, the People and Performance directorate partner with the Infrastructure and Place directorate, Public Transport and Active Modes directorate and Customer and Network Performance directorate to manage and report on AT's PCBU responsibilities. The Transport Safety function is responsible for partnering with other government agencies and PCBU's to achieve safe outcomes across the network. To date the Transport Safety team have been providing reporting on road safety initiatives and outcomes. In future, updates will cover safety across the full transport network including rail, bus and ferry operations.

A model of responsibilities is provided below with associated reporting requirements provided for endorsement.





February 2025 Transport Safety Performance Update



1. Executive Summary

Key progress

Fatal Crash Reporting

- AT road safety engineering continue to undertake fatal crash investigations in partnership with New Zealand Police.
- In 2024, we have investigated twenty-five fatal crashes on local (AT) roads, with seventeen recommendations for Safety Improvements on those roads. Of these, thirteen have been implemented and four remain open.
- In 2025, we have three fatal crash investigations in progress on local (AT) roads.

Speed management – Reversals

- Work is underway to reverse some speed limits as required under the Land Transport Rule: Setting of Speed Limits 2024, which came into effect on 31 October 2024. Approximately 1,600 roads will be required to have speed limits increased back to the speed limits that existed before 1 January 2020. The roads impacted are mainly urban local roads and a small number of urban arterials. The changes that have been made to the rural network are largely retained.

The speed limits on identified arterials are programmed to be reversed during March with the remaining of the roads having their speed limits reversed prior to 1 July 2025.

Key insights

Rolling 12 months of DSI reporting from February 2024 to January 2025

- Over the rolling 12-month period, there has been a reduction in the number of fatalities on Auckland roads, this is consistent with what has been happening on NZ roads. While serious injuries have decreased slightly, they remain relatively static.
- There were 582 deaths and serious injuries reported on Auckland roads in the 12 months from February 2024 to January 2025

Financial Year to date: 345 DSI

- Our SOI target for the 2024/25 financial year is no more than 576 DSI. Financial Year to date there have been 345 DSI on the Auckland Transport network (1 July 2024 to 31 January 2025)

SOI Performance tracking

STATEMENT OF INTENT (SOI)

SAFETY

OUTCOME AREA

Getting the basics right

MEASURES

Deaths and serious injuries (DSI) on the road network in Tāmaki Makaurau (TM)

TARGET FY 2024/2025

No more than 576 DSI

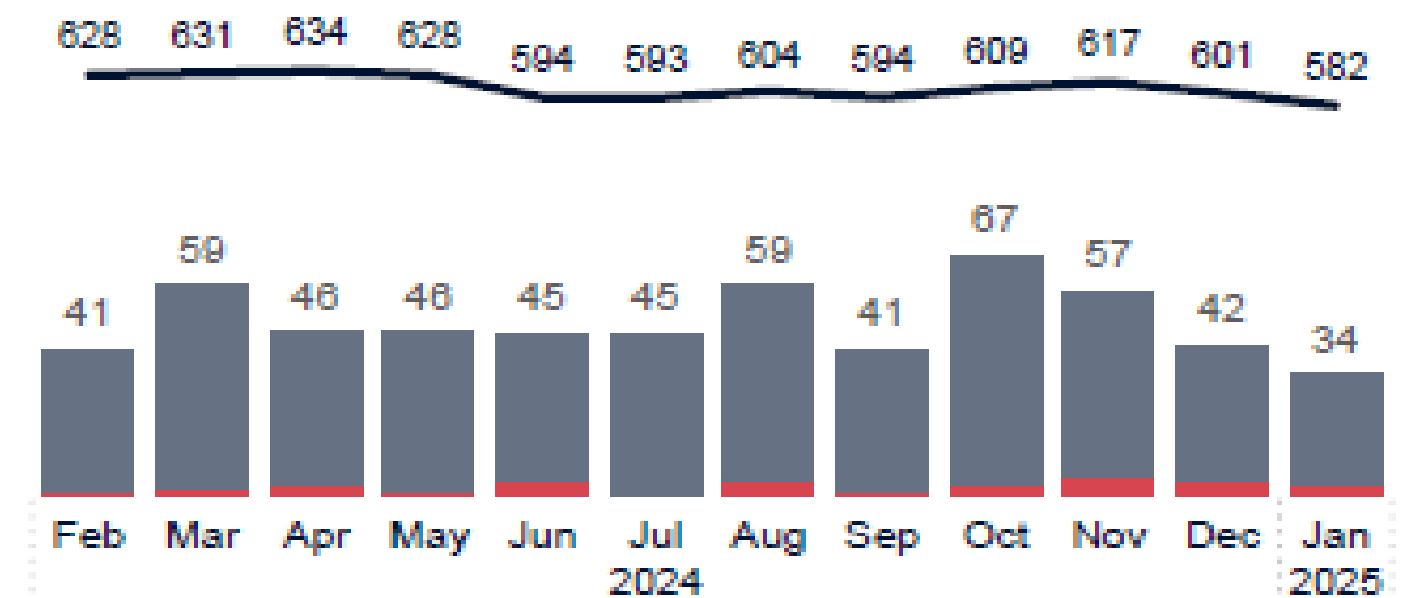
ACTUAL FY 2023/2024

587 DSI (Jul 23 - July 24)

DSI on Tāmaki Makaurau Roads

DSI on Tāmaki Makaurau Roads

● Fatal ● Serious Injured ● Rolling 12 Month ALL Count



Injury data has been sourced from the Waka Kotahi NZTA Crash Analysis System (CAS) into the Auckland Transport Safety Intelligence Tool database

Please note: all data is correct as at 3 February 2025





Transport safety dashboard

3 February 2025



Deaths and serious injuries (DSI) reporting

Transport safety progress

Context

Aucklanders expect to travel around their region safely. This is aligned with the Auckland Plan 2050 through its vision of a safe transport network, free from death and serious injury.

The Government Policy Statement (GPS) on Land Transport 2024 reaffirms the government's commitment to safety, *Road safety is a responsibility we all share, and improving road safety is a priority for this Government.*

The initial opportunities we see for delivering Vision Zero through this GPS are in continuing to partner strongly with New Zealand Police, advocating for the review of safety-related fines and penalties, delivering fit-for-purpose safety infrastructure, and targeting road safety education efforts. We have been engaging with our road safety partners to better understand these opportunities.

Key progress:

- **Monitoring and Evaluation Tool:** The external consultants have completed the peer review. We are reviewing their feedback and suggestions.

Key insights

SOI Performance tracking

The Statement of Intent (SOI) deaths and serious injuries (DSI) target on the road network in Tāmaki Makaurau for 2024/25 is no more than 576.

Overall DSI insights (past 12 months from February 2024 to January 2025)

- 582 people were killed or seriously injured 15–34-year-old Tāmaki Makaurau roads.
- Year on year there has been a 16% decrease in fatalities, 43 to 36, and a 7% decrease in serious injuries, 585 to 546. The overall number of DSI crashes has remained relatively static over the past five years.
- We continue to see the majority of harm occurring on our local roads (89% in the past twelve months).
- 49% of reported deaths and serious injuries are experienced by people outside of vehicles (people walking, people cycling and motorcyclists).
- Males account for the majority of deaths and serious injuries (69% in the past twelve months).
- In the past 12 months the highest proportion of deaths and serious injuries were seen in the 15-34 year age group. This age group represents 29% of Auckland's population, but 43% of people killed or seriously injured.

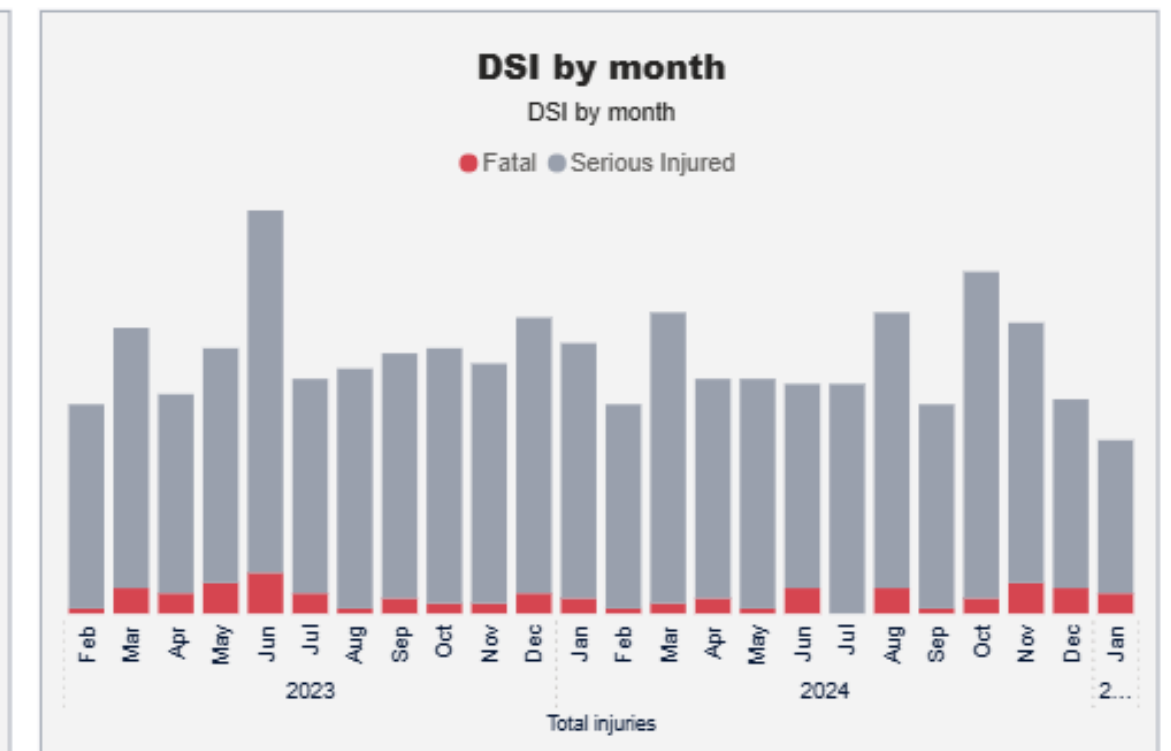
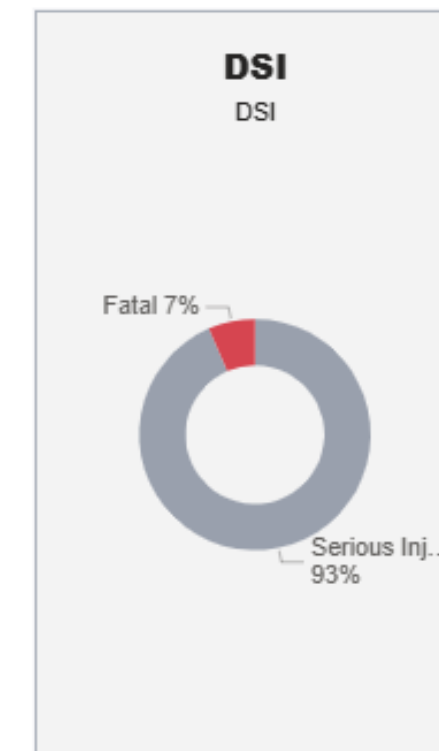
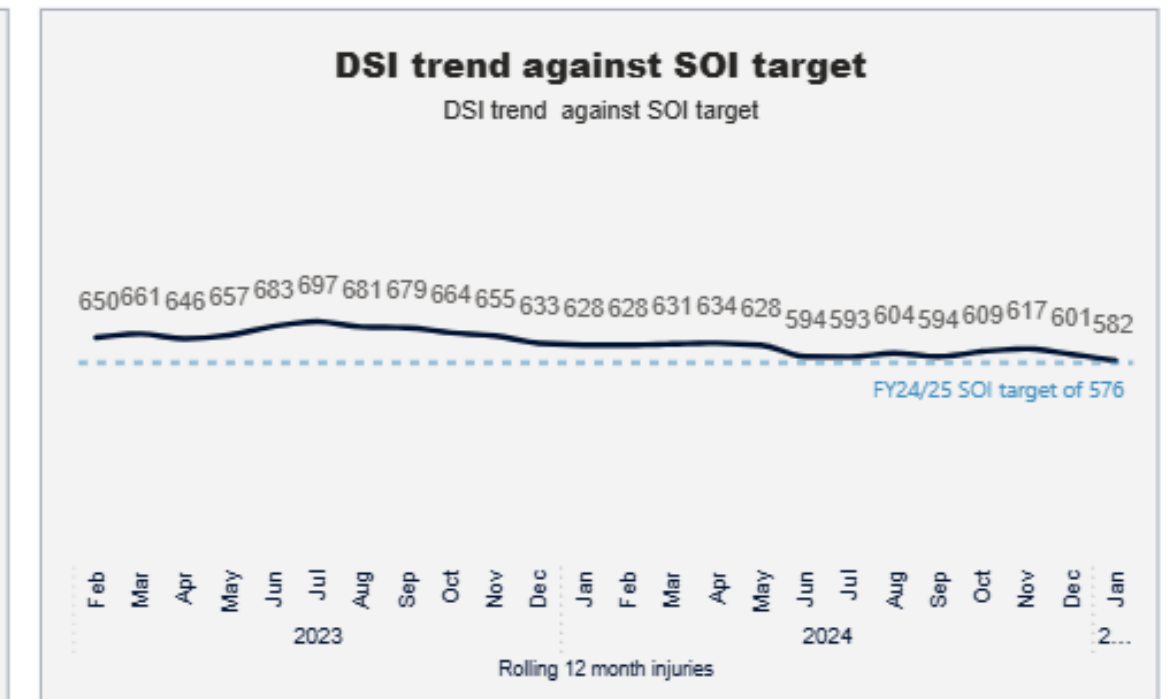
STATEMENT OF INTENT (SOI)
SAFETY

OUTCOME AREA
Getting the basics right

MEASURES
Deaths and serious injuries (DSI) on the road network in Tāmaki Makaurau (TM)

TARGET FY 2024/2025
No more than 576 DSI

ACTUAL FY 2023/2024
587 DSI (Jul 23 - July 24)



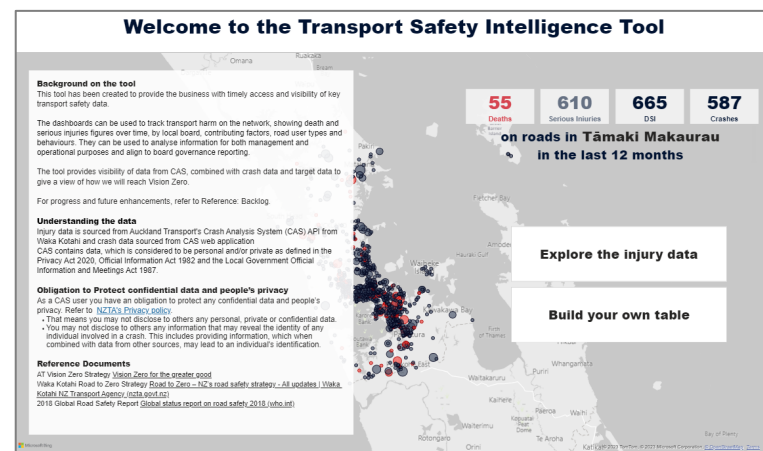
Injury data has been sourced from the Waka Kotahi NZTA Crash Analysis System (CAS) into the Auckland Transport Safety Intelligence Tool database

Transport safety FY24/25 critical success factors - Auckland Transport

Legend: ● On track ● On watch ● Off track

Safe System

Context: Our strategy for improving the safety of the Auckland transport system is built on the Safe System. This approach acknowledges that people make mistakes and that we need to work with our partners to strengthen all parts of the system. As part of this work we are focusing on providing relevant data and insights to inform planning and decision making.



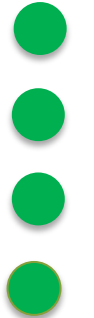
Safety Transport dashboards

Strategy update

- In October, the Government released the New Zealand Road Safety Objectives Document. This replaced the previous Road to Zero strategy and action plan. The Ministry of Transport, working with other Government road safety partners, will be accountable to the Minister of Transport for monitoring road safety outcomes and the delivery of road safety actions. It is expected that quarterly monitoring will be developed to ensure performance and delivery remains on track.
- New opportunities with our Partners were offered at the November Tamaki Makaurau Transport Safety Governance Group meeting. In particular, endorsement of the joint general deterrence work with New Zealand Police. The Group acknowledged the outstanding performance NZ Police have made in their enforcement targets. Accident Compensation Corporation (ACC) identified opportunities for further partnership work on building evidence on the effectiveness of key safety interventions.

Insights update

- We are delighted to confirm the sharing of the data and analytics of the Safety Intelligence Tool with New Zealand Transport Agency Waka Kotahi (NZTA). This collaboration presents a huge opportunity to share our analysis. We are underway with reviewing the data sharing agreement signed by NZTA, once this is signed by AT, the sharing process can commence.
- The Urban Kiwi Risk Assessment Process (KiwiRAP) risk mapping tool update is underway with implementation expected by end of February 2025.
- The mapping of roadside hazards with Vector power poles overlaid with deaths and serious injury crash data, is in prioritization mapping phase with Business Technology (BT) and we are providing the preferred methodology.
- The public facing Local Board crash dashboard has been well received by both the Kaipatiki and Rodney Local Boards, with Otara-Papatoetoe and Devonport-Takapuna workshops planned in February 2025. We expect to launch it mid 2025.



Advocacy

Context: The Safety Advocacy Plan identifies the priority focus areas for policy and legislative changes to improve road safety outcomes across Tamaki Makaurau. These are long term priorities which will require Central Government support and commitment to achieve.

Advocacy plan implementation update

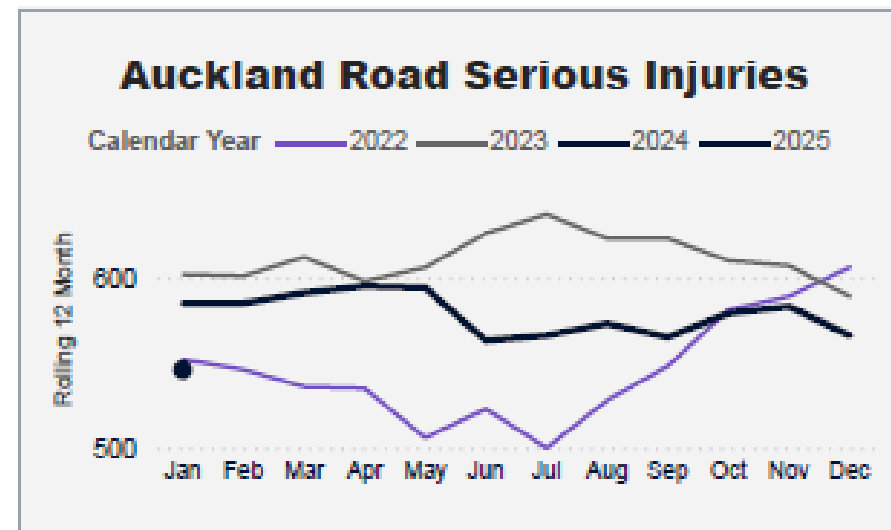
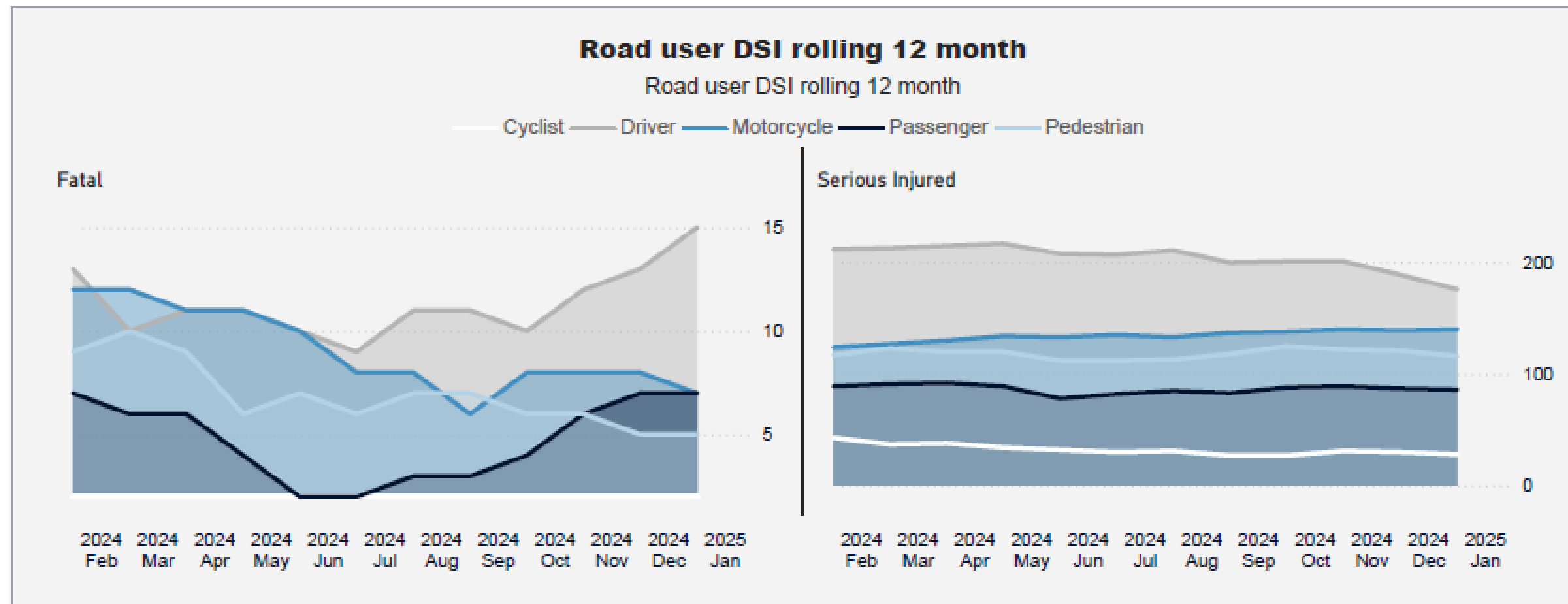
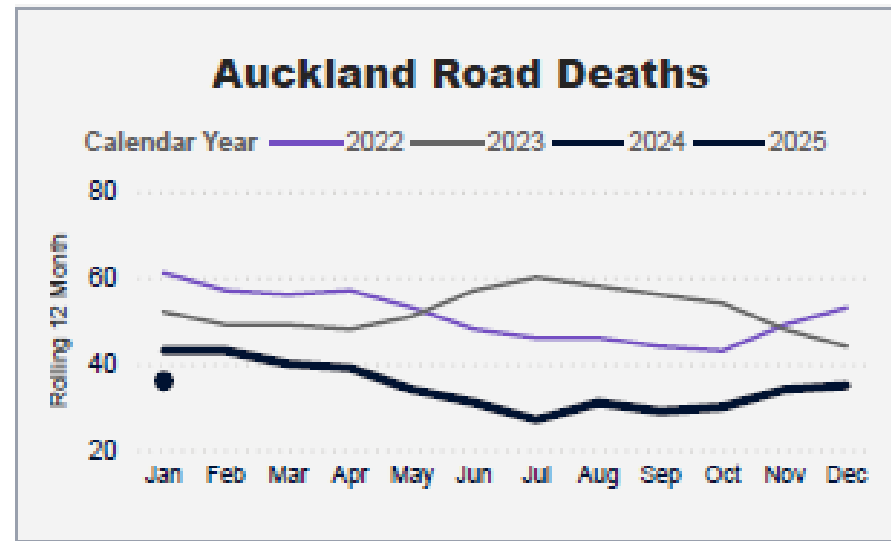
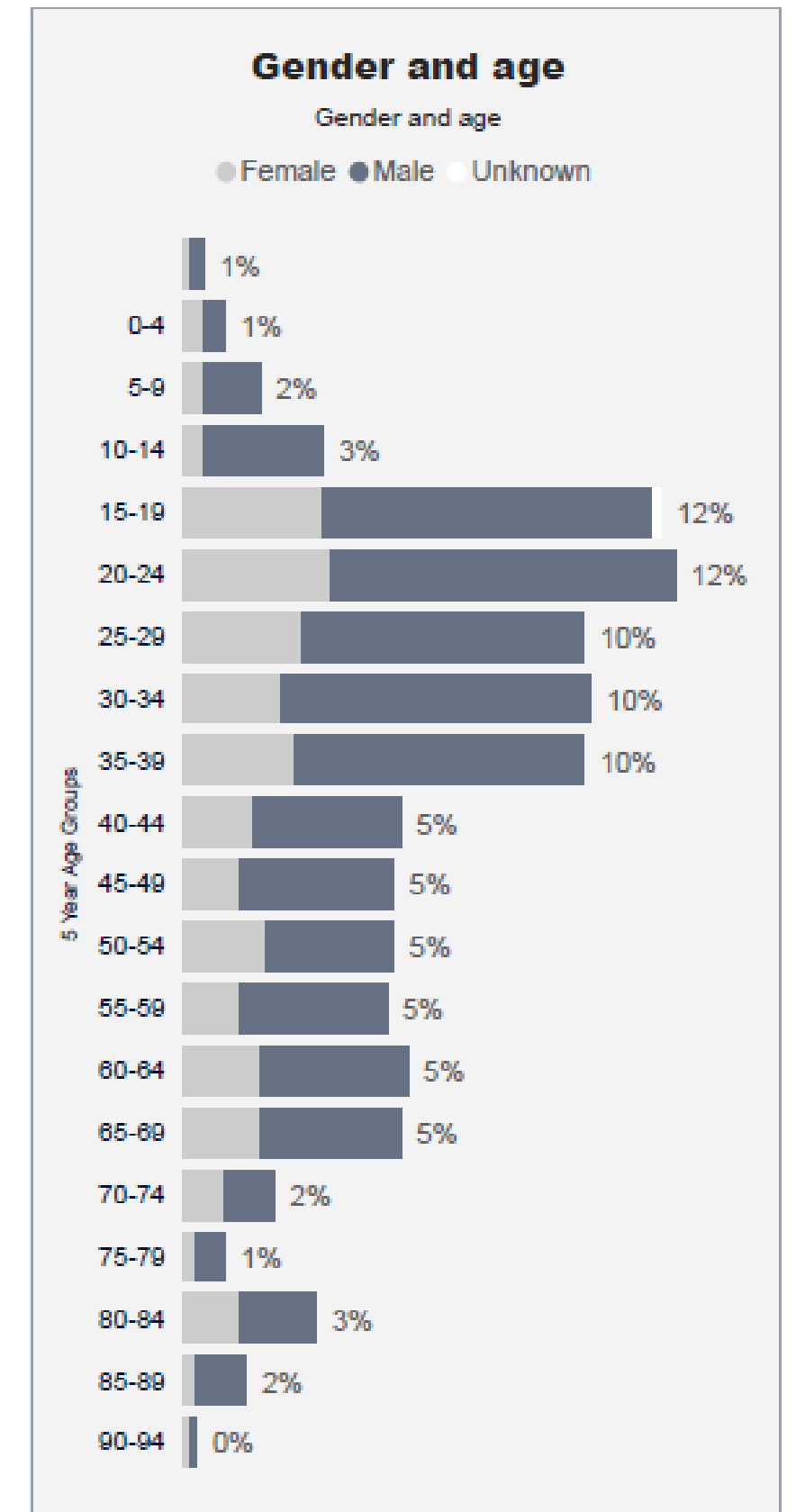
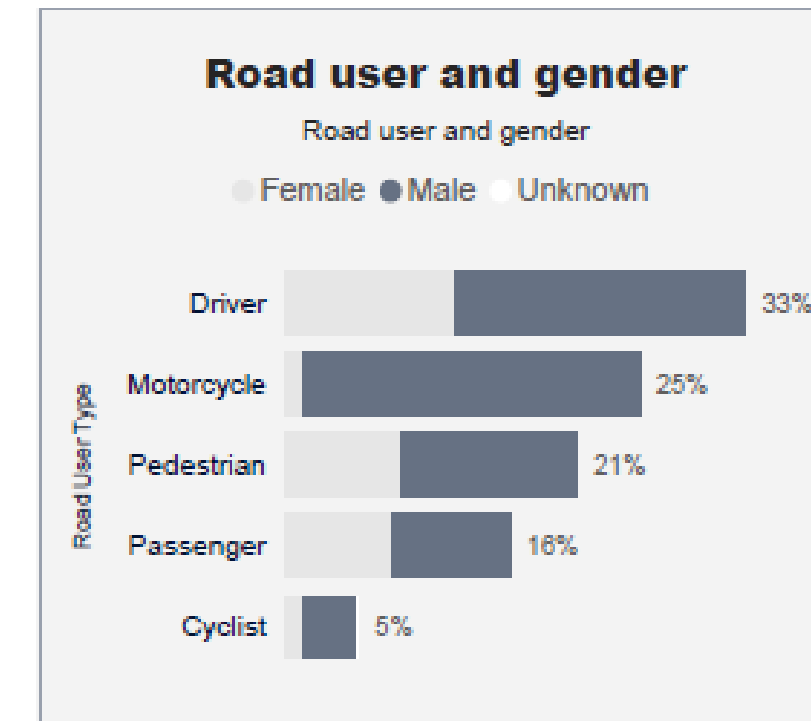
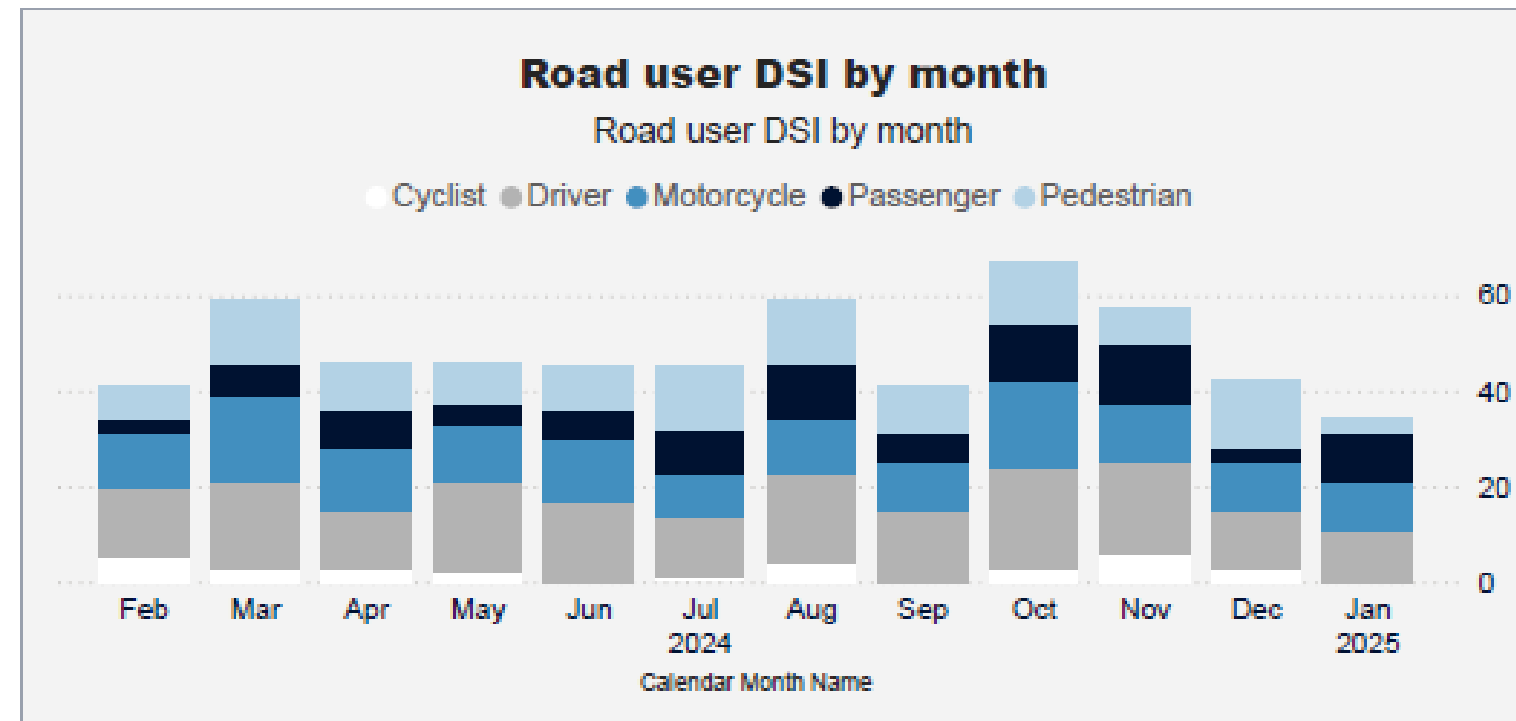
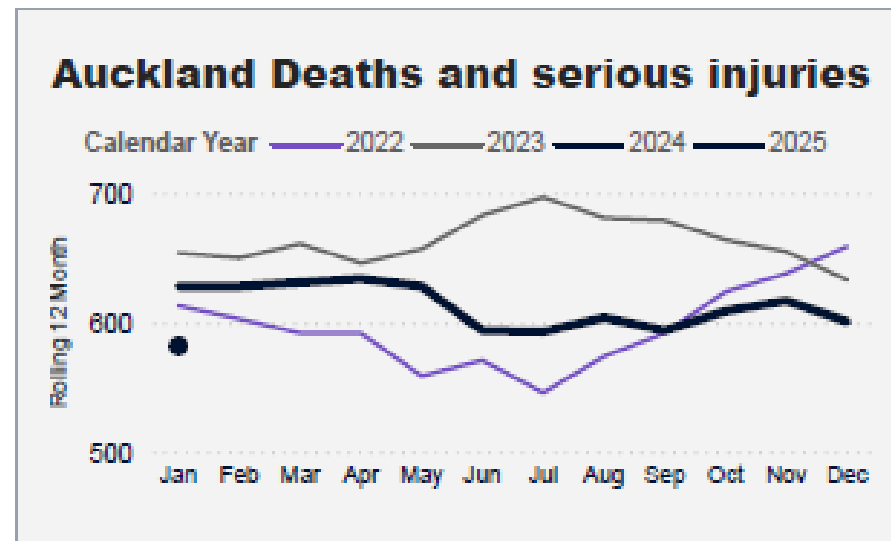
- The Government's NZ Road Safety Objectives identifies reviewing penalties for traffic offences as an action that will bring significant change. Currently this action is in the 'outer years' section of the document. We are seeking clarity on what this timeframe will look like. AT have been advocating for this review since 2021.
- Following the success of our joint drink-driving operation with New Zealand Police (Police) over winter 2024, we are working with road safety partners, including neighboring road controlling authorities to plan a further operation for summer 2024/25. This will be based around a general deterrence model of raising the awareness of the increased levels of road-side breath testing to influence driver behavior.
- **Enabling automated enforcement** – Currently all safety cameras are operated and enforced by Police but will be taken over by NZTA in June 2025 (target date). Historically, we have delivered the infrastructure for red light cameras on behalf of Police at signalised intersections, this has significantly accelerated the roll out of safety cameras at these sites across the region.
- NZTA has recently published a national safety camera framework (this is for all cameras including mobile enforcement), the rollout programme for the Auckland region has not yet been confirmed. Discussions between AT and NZTA have commenced to discuss ways to accelerate the role out of the camera programme, as part of the wider national roll out.
- In the interim we are continuing to proactively address red-light running issues by trialling lower cost dual red-light/speed cameras, which are currently not enforceable but offer opportunities to monitor and validate the technology and performance of the trial cameras.



Deaths and serious injuries (DSI) reporting

Road user DSI dashboard

Death and serious injuries from Crash Analysis System (CAS) - rolling twelve months data – 1 February 2024 to 31 January 2025

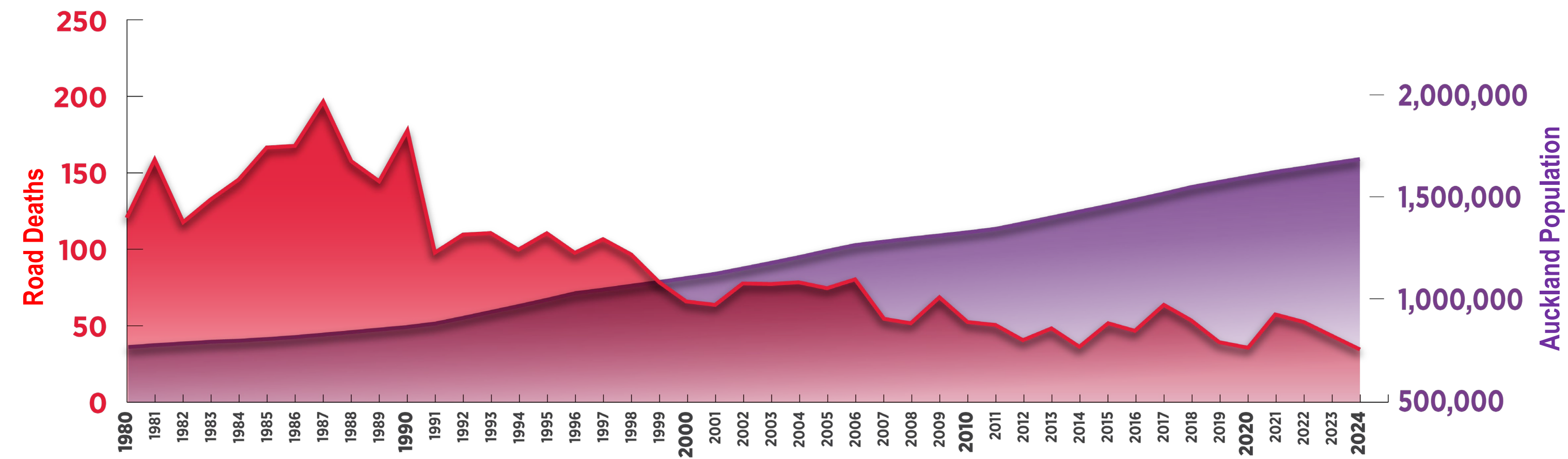


Injury data has been sourced from the Waka Kotahi NZTA Crash Analysis System (CAS) into the Auckland Transport Safety Intelligence Tool database
 Definition: People walking include people on foot, wheeled recreational devices, wheelchairs and mobility scooters

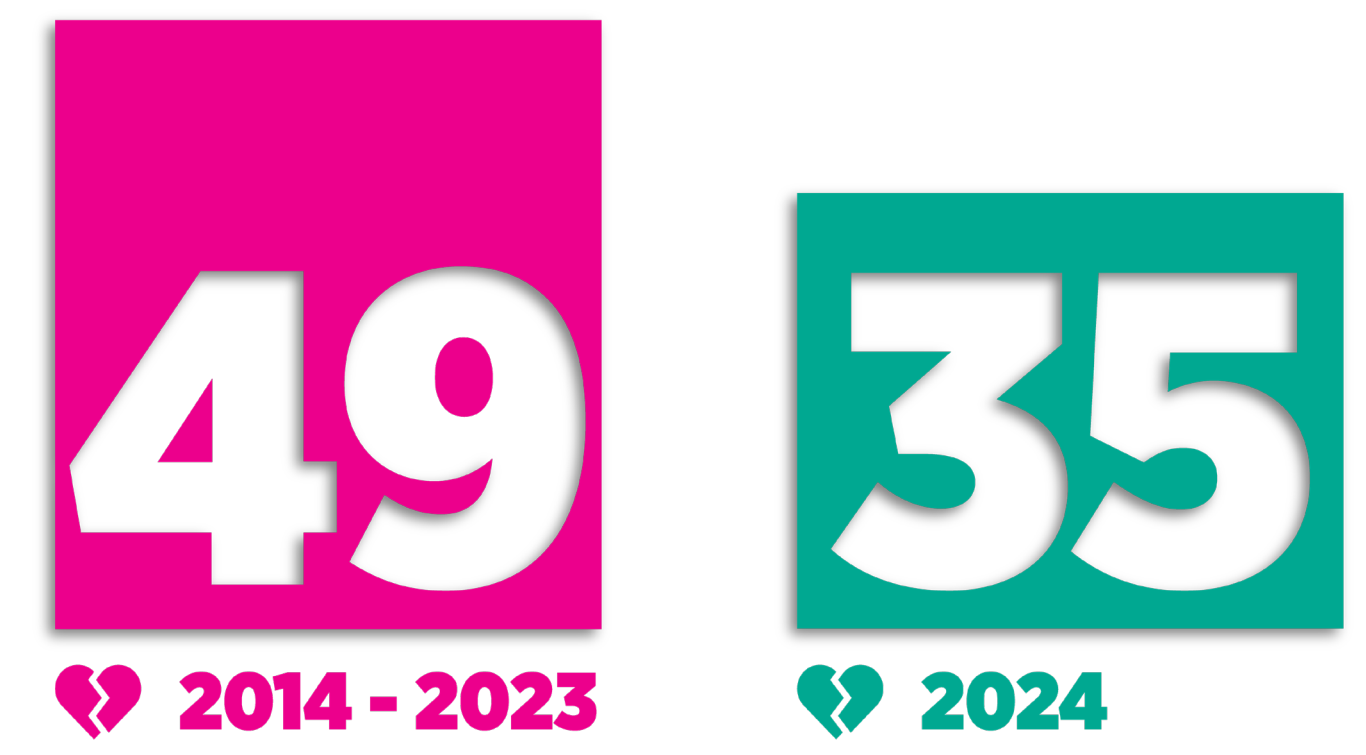


2024 Road Deaths

Auckland road deaths and population over time



Auckland average annual road deaths compared to 2024



- In 2024, there were 35 road deaths recorded in the NZTA Crash Analysis System on Auckland roads. This is the lowest road deaths on record for the Auckland region. The most recent similar years were 37 in 2014 and 36 in 2020.
- These are encouraging results that evidence-based actions from AT and our road safety partners are contributing to positive outcomes. However, we are yet to see similar results in serious injuries.
- We will be completing a review of 2024 DSI performance to understand the reduction in fatalities and any other insights into where we are making progress or seeing increases in harm. This review will be supported by NZTA, NZ Police and ACC. A paper with key findings and responses will be presented to the AT Transport Safety Committee.