



December 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

Health, Safety and Wellbeing performance remained stable and well-governed, with consistent assurance coverage, visible leadership engagement and steady progress on wellbeing, data integration, and digital transformation. Incident rates and injuries remain low, and the organisation continues to embed a mature, proactive safety culture across operations.

1. Governance and Assurance Oversight

- October saw strong assurance activity across AT infrastructure, facilities, and operator environments. A total of 12 physical works assurance audits, one bus depot review and five facilities reviews were completed, with ratings largely in the Advanced range (81–97%). Key non-compliances related to emergency preparedness, hazardous substances, plant maintenance documentation, and training gaps (de-escalation, fire wardens, H&S reps).
- A targeted review with Sealink recorded an Advanced 89% but identified documentation updates and de-escalation training formalisation as required improvements.
- Across all assurance activity, 16 corrective actions and 31 continuous improvement recommendations were identified, with five critical non-compliances still being actively monitored.
- Work continues on developing assurance templates, performance management forms, and leadership safety walk tools in ecoPortal, alongside preparations for Phase II (Audit & Checklist module).
- The Safety Leaders Council convened (76% attendance), focusing on transitioning AT’s HSW culture from reactive to proactive, with discovery insights supporting the next stage of the Safety Maturity programme.

2. Risk and Critical Incident Oversight

- AT’s critical incident management capability was exercised through support to ATOC during the East Tamaki bus fire response, with HSW acting as Safety Lead.
- A significant P4 potential catastrophic event occurred on the Eastern Busway Alliance worksite following accidental contact with an 11kV cable; no serious injuries resulted but WorkSafe was notified and an investigation is underway.
- HSW progressed safety system mapping with CRL and provided specialist input for the Risk & Assurance GM’s request to develop a Senior Leaders Crisis Management training package for November delivery.
- ATW activity remained stable with 27 ATWs, 9 CVNs, and 8 encroachments processed, with average turnaround of 2.61 days, well within the 10-day requirement.

3. Workplace Wellbeing and Injury Management

- Workplace wellbeing initiatives remained active and well attended. The in-house counselling team delivered 43 sessions, with an even split of work/personal presenting issues, mainly from Customer & Network Performance and Infrastructure & Place. EAP (Telus Health) onboarding is progressing, with dependency on procurement to finalise the Statement of Work.
- The Community of Care forum continued to embed cross-functional wellbeing collaboration, with strong engagement.
- Field and office wellbeing activities included:
 - Therapy dog support sessions at multiple hubs.
 - Breast cancer awareness webinar.
 - AT-wide wellbeing events and workshops (trauma, fatigue, anti-stalking, negative interactions management).
 - Regular blood pressure drives (72 staff screened, 21 referrals).
- Injury management remained stable with 31 active cases at month-end and 17 new cases. Ergonomic assessments, pain and discomfort case management, ACC engagement (including RAW trial discussions), and RTW planning continued.
- Workplace improvements progressed across lighting, low-stimulation zones, parents’ rooms, wellbeing rooms, and first aid facilities.

4. Stakeholder and Engagement Activities

- Extensive engagement occurred across internal and external stakeholders:
 - Three H&S Representative meetings (81% average attendance).
 - Engagement with PT Operators on ecoPortal transition plans.
 - Monthly Ritchies meeting focusing on VTA issues.
 - Joint AT–Sealink engagement on critical risks, Kennedy Point operations, and PCBU mapping.
 - Site and facility visits, including Hamer Street.
 - Ongoing collaboration with Facilities Maintenance contractors post-GAP analysis.
 - Twelve partner engagement activities across progress meetings, scoping workshops, KPI reviews, and alignment meetings.
- The Safety Maturity work advanced with positive feedback from SLC, and preparations underway for the next phase of research and engagement.



0.0 Executive Summary

Key Updates

5. Training and capability Building

- Four service delivery staff trained as Chief Fire Wardens
- Event Management module training commenced, with 175 staff trained to date; external operator training to begin in November 2025.
- Ongoing wellbeing-related training including trauma, fatigue, anti-stalking, and dealing with aggression.
- ATOC event team workshop on managing negative interactions.
- 3 Steps for Life (St John) training delivered.
- Preparation of Senior Leaders Crisis Management training for November 2025.
- Continued development of leadership safety walk training tools within ecoPortal.

6. Strategic Planning and Emerging Projects

- ecoPortal remains a dominant strategic priority, with Phase I event reporting forms completed and Phase II Audit & Checklist planning underway.
- Data migration from Synergi to ecoPortal has begun, including API field mapping, import sheet preparation, and attachments extraction. Synergi decommissioning remains on track, supported by AT Assist and EDW/Vertica integration planning.
- Power BI dashboards continue to evolve, with updates to the Board/MOP Engagement dashboard and the Leadership Safety Walks dashboard. The Recordable Injuries dashboard is awaiting updated data inputs.
- Safety Datamart project Phase 1 is being finalising, planned/actual hours changes and logic are implemented in EDW Vertica PROD, production testing was conducted, and new changes are passed and approved with agreed error rate (< ~1.2%).
- The Safety Maturity “Leading Safety Together” programme is progressing, with post-discovery alignment underway.
- Emergency management documentation has advanced with rollout of the Viaduct Plan and development of field team emergency response guidance

Overall safety performance remained stable, with continued attention to VTA trends, emergency procedures, contractor oversight, and proactive event reporting capability development.

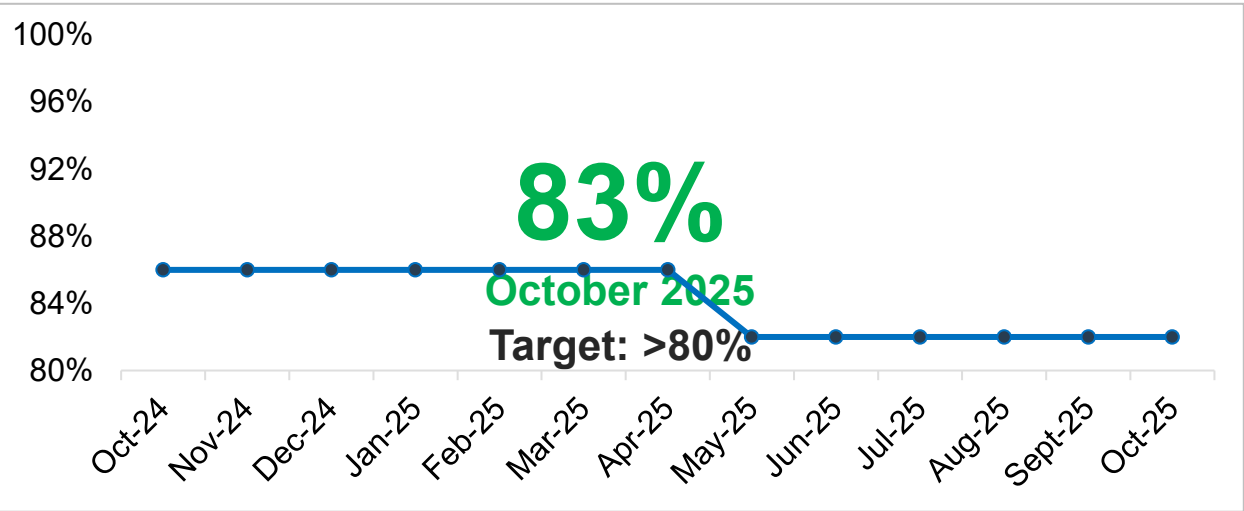


1.0 Health, Safety and Wellbeing (HSW) Lead Indicators - Auckland Transport

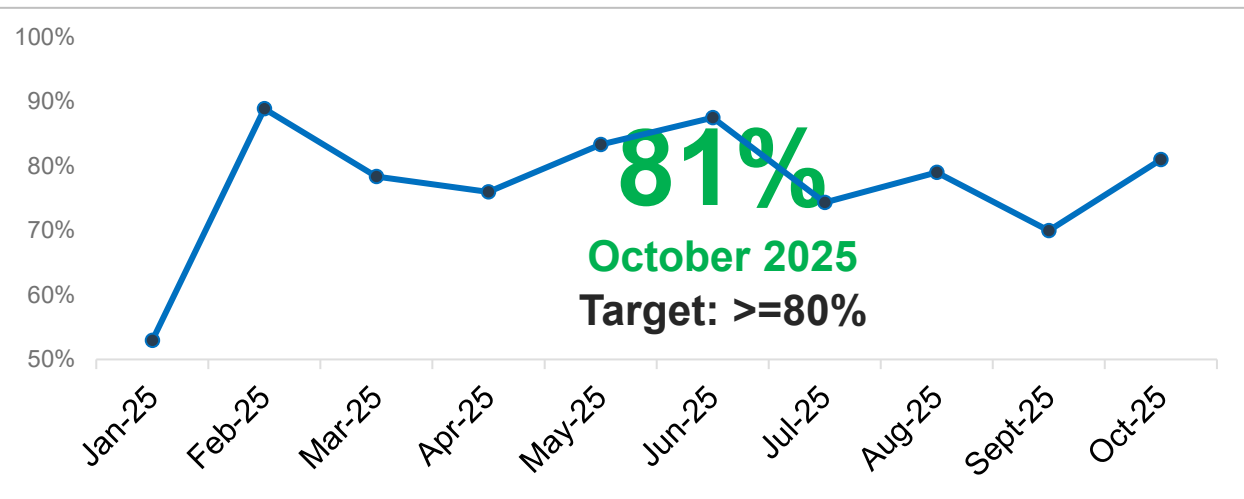
Reporting period - October 2025

Leading indicators

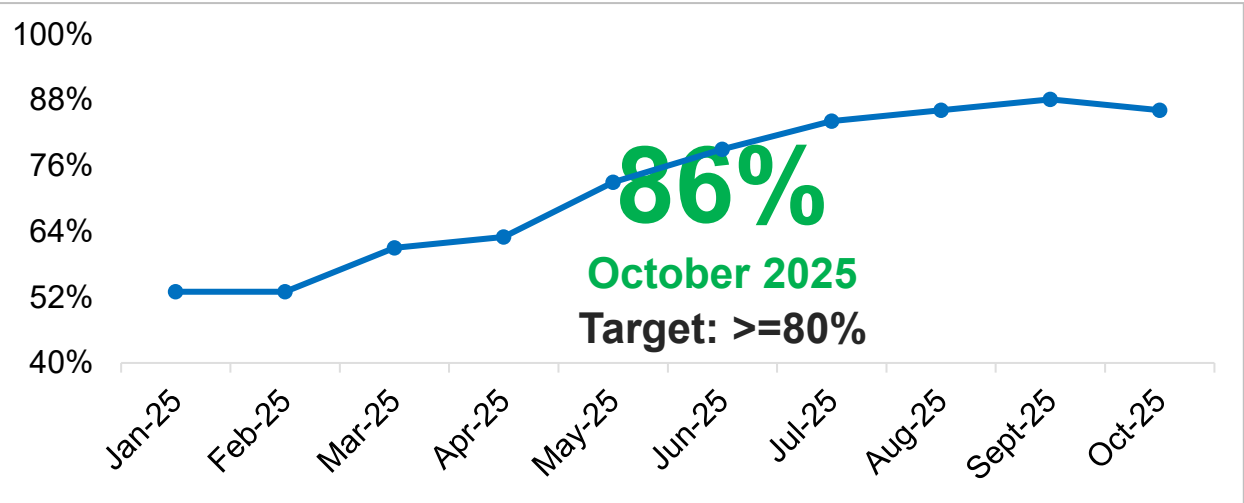
Safety index Score Let's Check-in AT survey



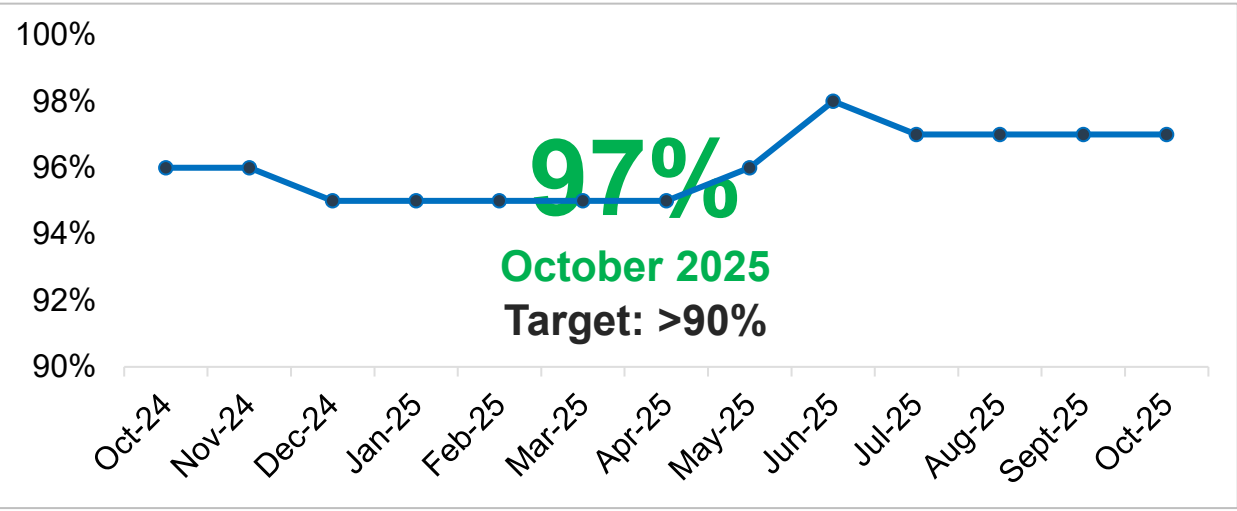
% HSW Reps attendance



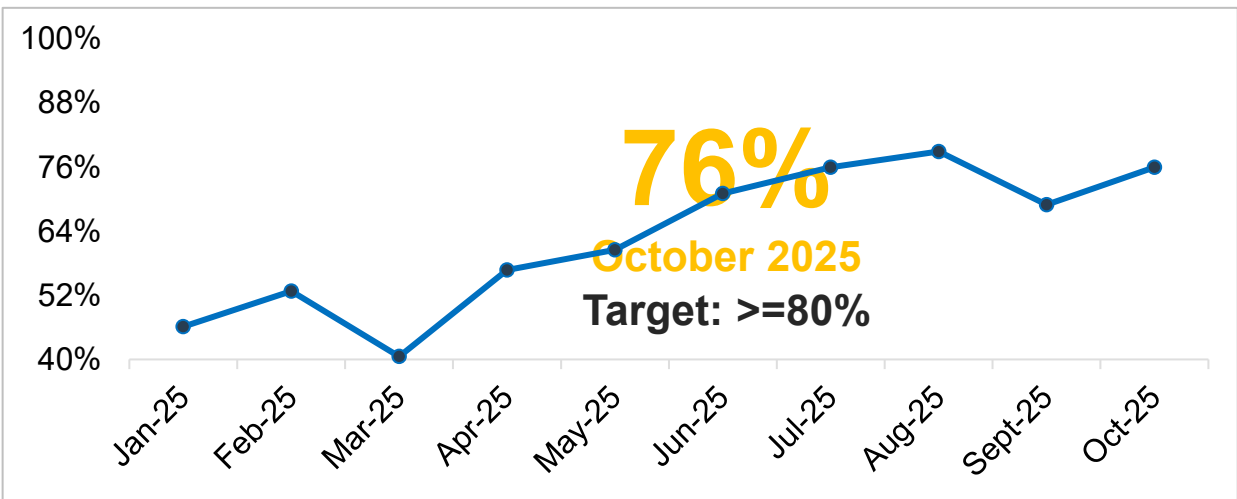
% HSW representatives at AT



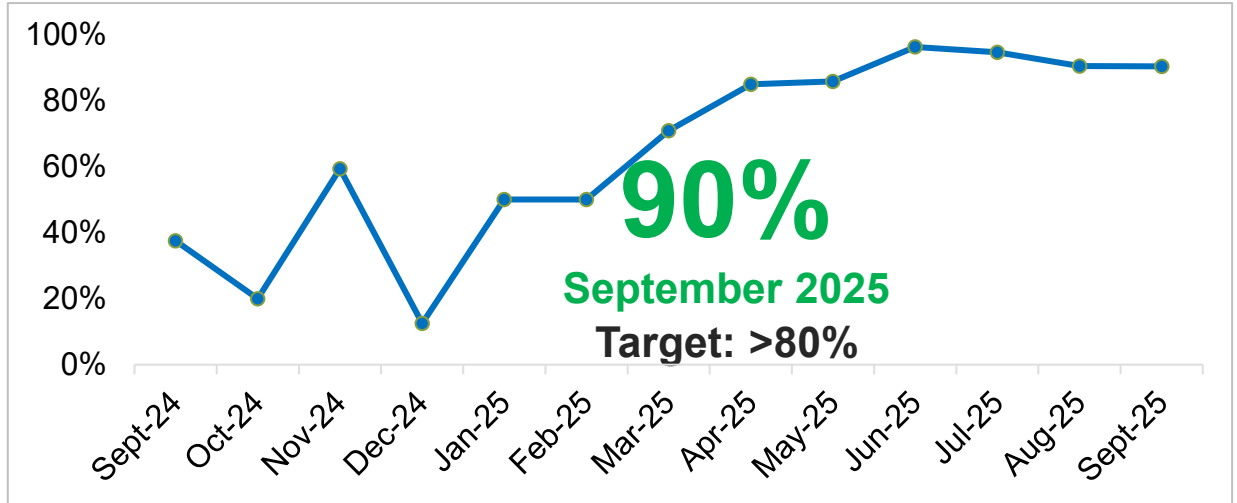
% Safety induction training completion



% HSW Reps attendance



% of events closed *



• One month lag. Reporting period Sep24 – Sep25

Health, Safety and Wellbeing key performance indicators	Current period	Previous period	FY26 YTD	FY25	FY24
Leadership safety Walks	9	10	44	106	27
Safety inspections	12	13	57	91	67
Safety audits	7	5	22	14*	**
Proactive safety documentation reviews (Authorisation to work (ATW) issued and Change variation notice (CVN))	36	62	162	401	331
Events closed in that period	72	61	289	517	417
Safety induction training completed ***	69	51	222	1091	680
Safety engagement meetings	12	18	71	92	**

* 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 - October 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.

4

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

0

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

6.53

LTIFR
Lost Time Injury Frequency Rate

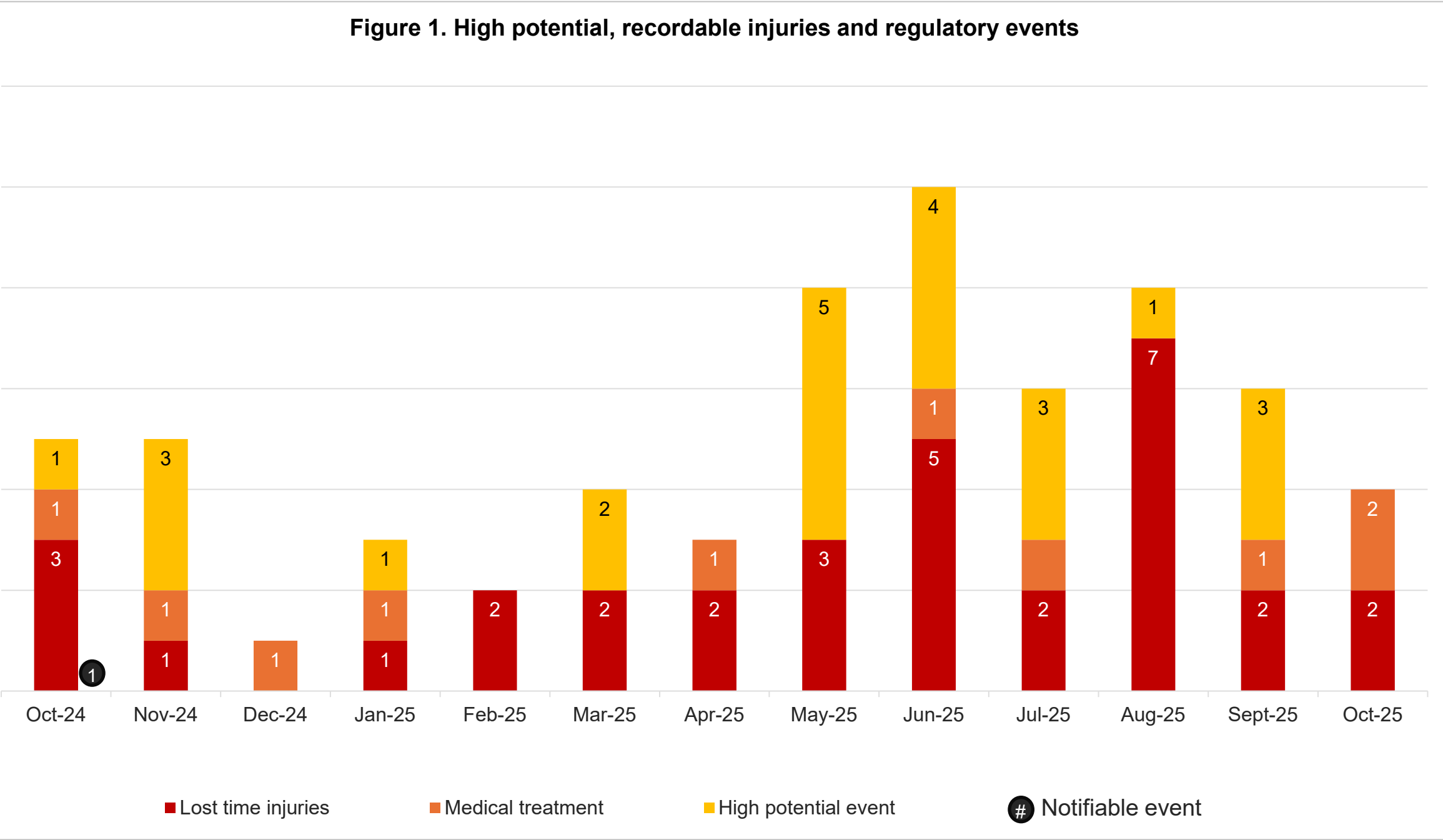
13.07

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	0	3	7	18	12
Lost time injuries	2	2	13	27	26
Medical treatment Injuries	2	1	4	7	7
Recordable injuries	4	3	17	34	33
TRIFR *	13.07	9.69	13.87	10.56	10.93
LTIFR *	6.53	6.46	10.60	8.39	8.61

* TRIFR Target FY26: 20 % reduction. Measures calculated based on 1,000,000.

Note: While the TRIFR target remains unmet, this likely reflects strengthened reporting behaviours and increased openness in identifying and managing risks.



Note: Figures in the graph above are based on information to hand at the time of reporting and may change following investigation completions.

Key insight

Analysis of AT’s recordable injuries reported in October 2025 shows there were recurring themes of workplace injuries and confrontations during the course of duty. Specifically, staff members have experienced both accidental (e.g., lifting injuries, accidental tooth damage) and intentional harm (e.g., being bitten, kicked, or verbally abused by members of the public), emphasising the importance of conflict de-escalation training, situational awareness, and robust support systems for frontline workers.

AT Action

- Proactive safety measures are being implemented including de-escalation training and personal protection training, clear event response protocols are being reiterated to reduce both physical and interpersonal risks.



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

Reporting period - August 2025 to September 2025

Totals of PT adverse work events this reporting period

2

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.

8

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	2	2	5	15	5
High potential events	8	8	30	115	142
Lost time injuries	0	0	3	3	0
Medical treatment Injuries	0	2	2	8	5
Recordable injuries	0	2	5	11	5

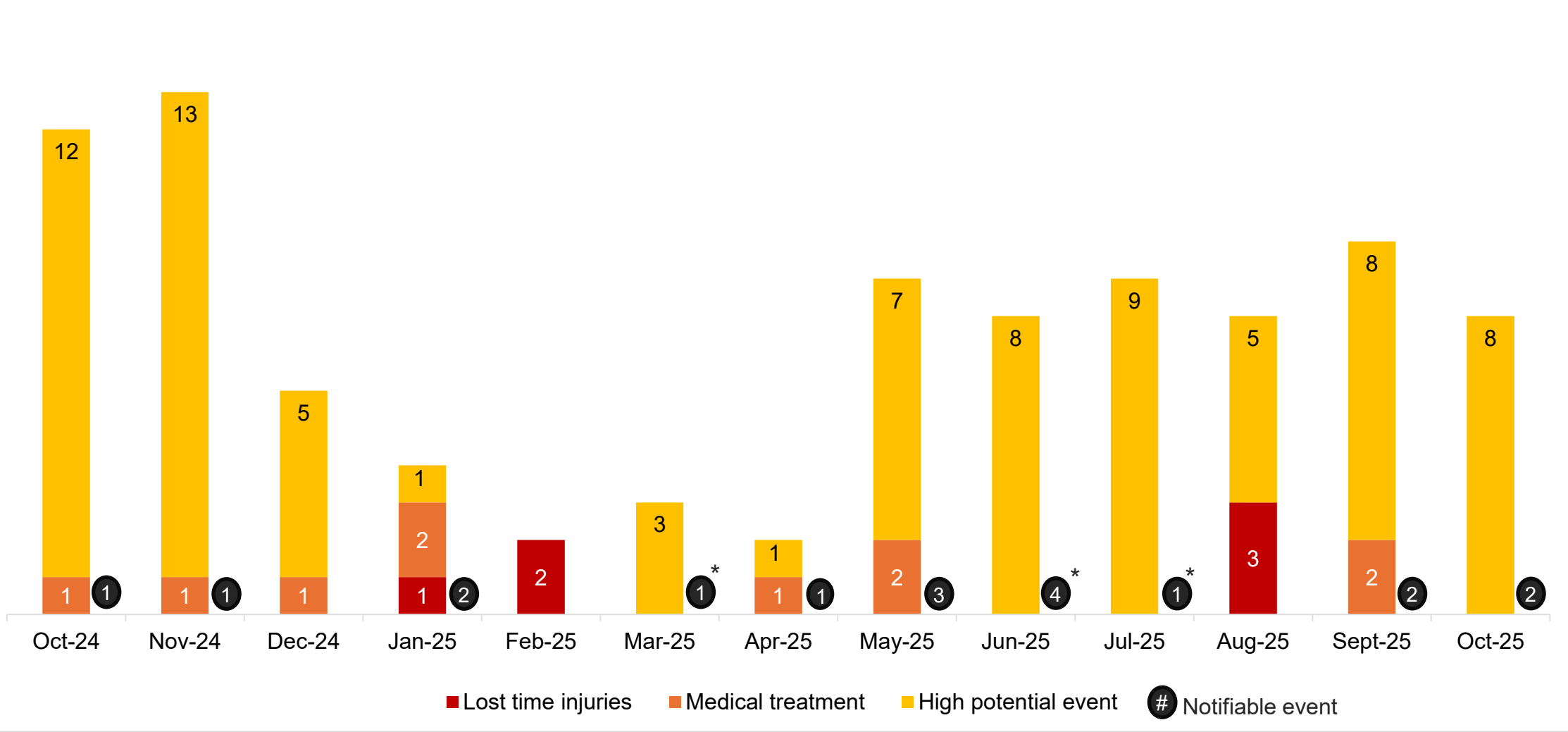
Key insight

Public Transport (PT) recordable injuries and high potential adverse events (major and extreme risk consequence) reported in October 2025 highlight recurring themes of physical assaults and aggressive behaviour towards drivers, including threats with weapons and verbal abuse, often necessitating police intervention. Medical emergencies and injuries (sometimes resulting from accidents or passenger actions) were promptly addressed by emergency services. Vehicle collisions, some involving significant damage and fatalities, required coordinated responses from police, fire, and ambulance teams. Conflict frequently arose when drivers enforced company policies, leading to further aggression from passengers. Following such events, comprehensive support for affected staff was provided, including medical care, psychological support, and investigations. The documentation and thorough reporting of each event underscore the importance of accountability and ongoing safety improvements.

Actions

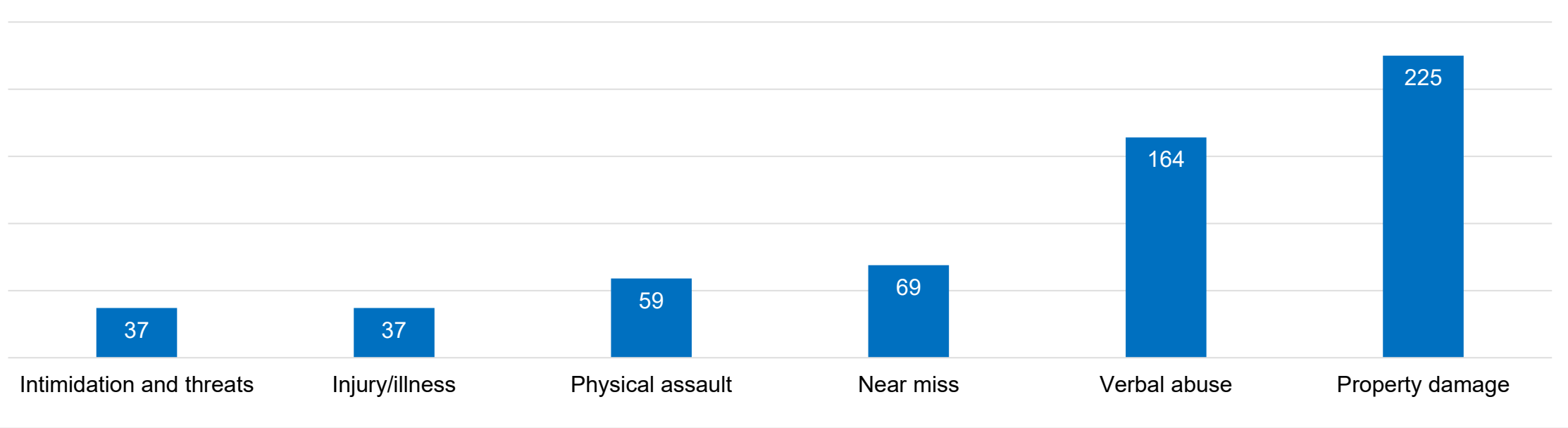
- The roll out of bus driver safety screens continues, with 390 installed at the end of September 2025. Other measures being reinforced to enhance operator safety and response capability, including closer coordination with Police and Operations Control Centre, improved incident response protocols, and additional EAP support for frontline staff following traumatic events. Risk assessments and procedural reviews are underway to address operational errors and strengthen controls for vehicle safety and emergency management.

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).
Note: Figures in the graph above are based on information to hand at the time of reporting and may change following investigation completions.

Figure 2. Adverse work events mapped under the outcome categories **



** Synergi data source from October 2024 to October 2025



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

7

Reporting period - August 2025 to September 2025

Totals of PW adverse work events this reporting period

1

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

2

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

0

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	1	1	2	4	9
High potential events	0	4	9	45	24
Lost time injuries	0	1	2	0	2
Medical treatment Injuries	2	0	2	3	3
Recordable injuries	2	1	4	3	5

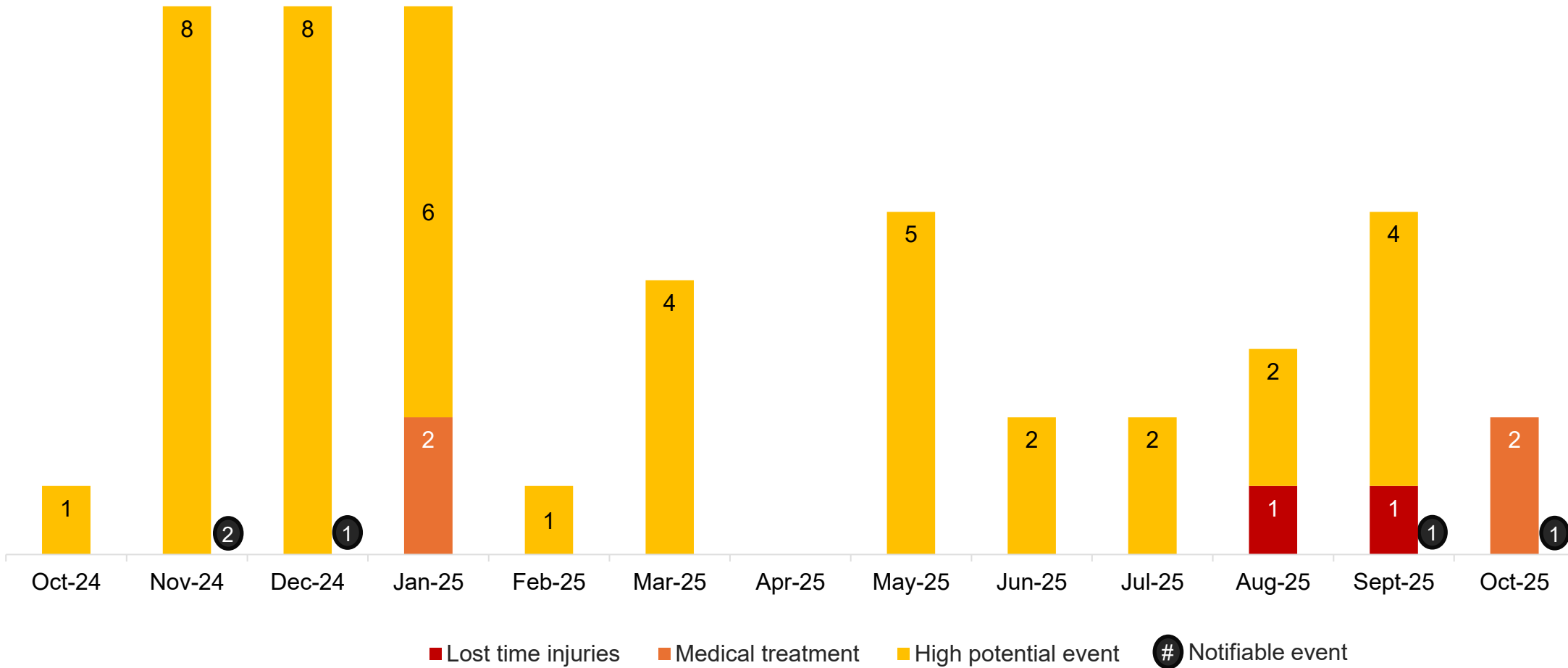
Key insight

Physical Works (PW) recordable injuries and a notifiable event reported in October 2025 highlight the critical importance of situational awareness and hazard identification in dynamic work environments; emphasising the need for strict adherence to safe positioning protocols, clear communication between operators and spotters and continuous vigilance to prevent injuries.

Actions

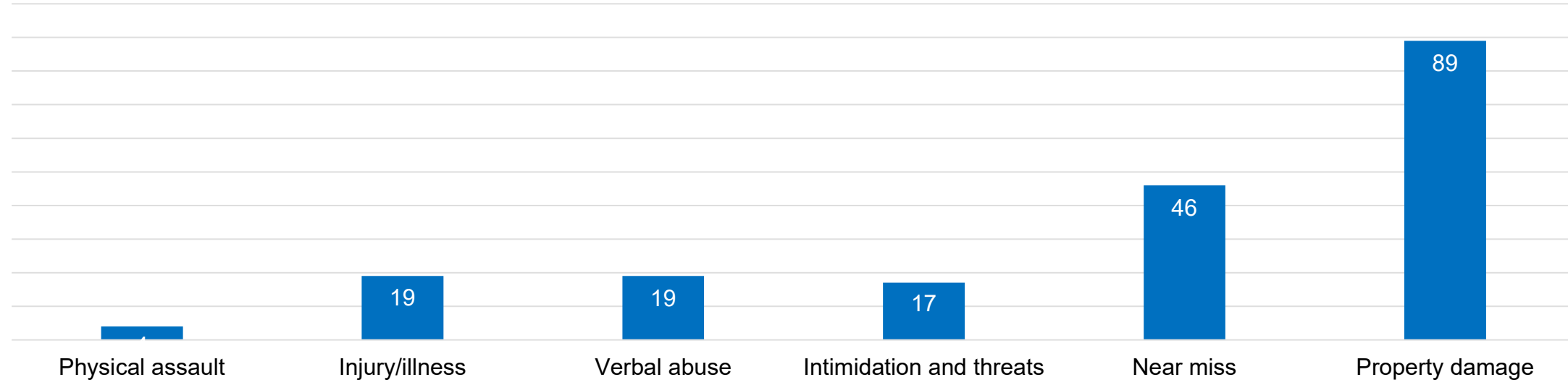
- Focused interventions are being implemented to strengthen equipment handling and site safety practices, including refresher training, reinforced supervision, and stricter adherence to permit and closure protocols. Contractors are being reminded of their obligations to maintain effective site controls and mitigate public interaction risks through improved traffic management and hazard communication.

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



Note: Figures in the graph above are based on information to hand at the time of reporting and may change following investigation completions.

Figure 2. Adverse work events mapped under the outcome categories *



* Synergi data source from October 2024 to October 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 29% in the number of AT critical risk (CR) events reported from 31 in September 2025 to 40 in October 2025.
 - Violence, threats and aggression (VTA) continue to trend as the most reported CR event, representing 69% of the total reported events from October 2024 to October 2025 (290 out of 418) (Figure 3).
- Forty AT CR events were reported in October 2025 compared to 31 in September 2025 (Table1). Thirty-four were related to VTA, three to exposure to psychological harm, two to working inside or outside a vehicle and one to 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 52% (eleven out of twenty-one) over the last 13-month period October 2024 – October 2025, followed by Injury/illness at 24% (five out of twenty-one), physical assault at 10% (two out of twenty-one) with property damage, near miss and verbal abuse at 5% respectively (one each out of twenty-one) (Figure 2).

Public transport operators (PTO)

- There was an increase of 10% in the number of PT events mapped under AT critical risks from 50 in September 2025 to 55 in October 2025.
 - VTA continues to trend as the most reported CR events representing 60% of the total reported events from October 2024 to October 2025 (224 out of 376).(Figure 3.)
- Fifty-five events were mapped under AT critical risks in October 2025 (Table 1). Thirty-three related to VTA, nineteen to working inside or outside a vehicle and three to working on operational site (Figure 4).
- Out of the six outcome categories for the major and extreme risk consequence events, physical assault represented the highest proportion at 34% (20 out of 59) over the last 13-month period October 2024 – October 2025, followed by verbal abuse at 17% (ten out of 59), near miss at 15% (nine out of 59), psychological threats and aggression at 14% (eight out of 59), property damage at 12% (seven out of 59) and injury/illness at 8% (five out 59) (Figure 2).

Physical works contractors (PWC)

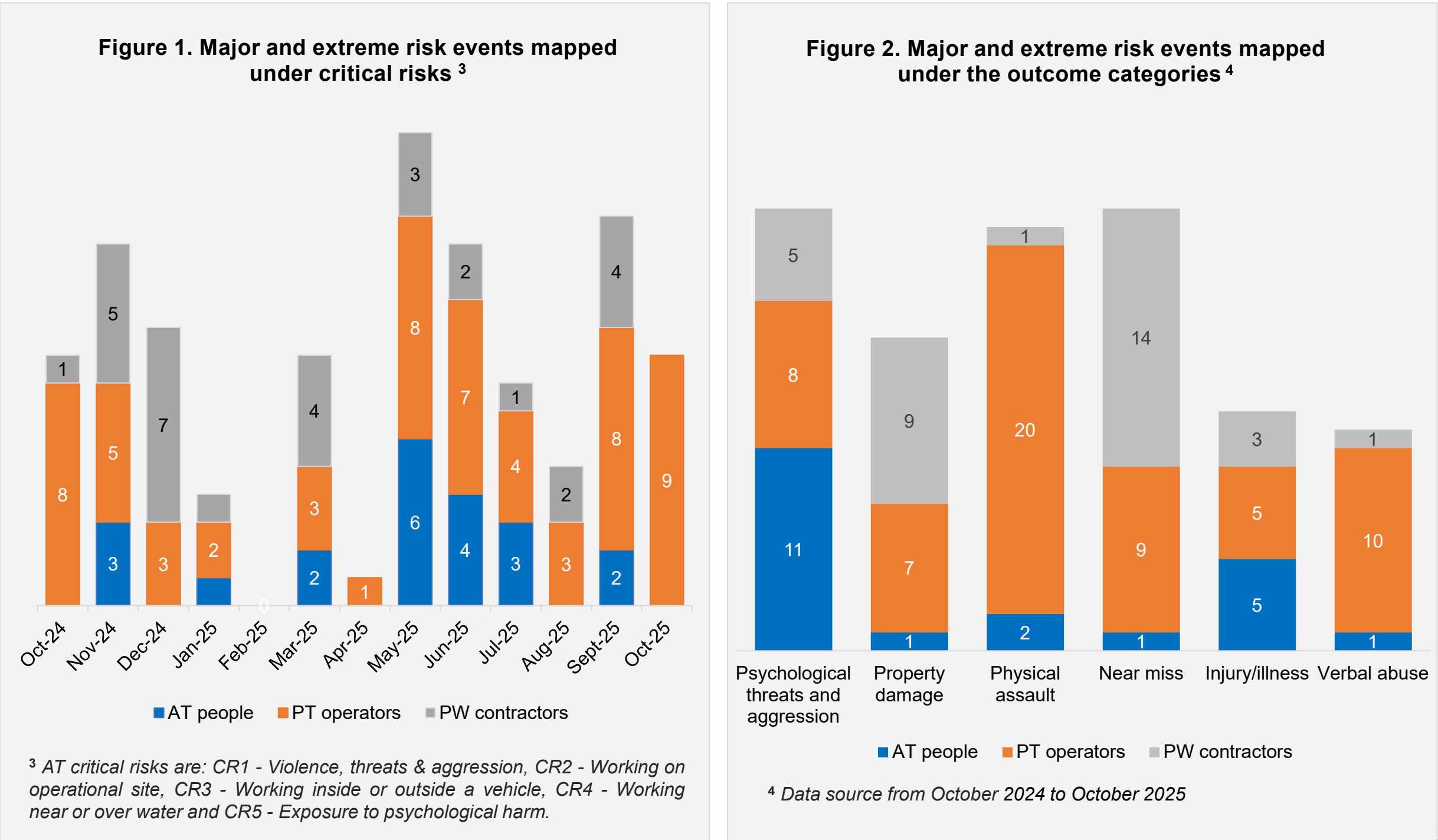
- There was a decrease of 24% in the total of number of PW events mapped under AT critical risks from 21 in September 2025 to 16 in October 2025.
 - Working on operational site continues to trend as the most reported CR events representing 67% of the total reported events from October 2024 to October 2025 (104 out of 155).
- Sixteen events were mapped under AT critical risks (Table 1) in October 2025. Eleven of these related to working on operational site, three to VTA and two to working inside or outside of a vehicle.
- Out of the six outcome categories for the major and extreme risk events, near miss represented the highest proportion at 42% (14 out of 33) over the last 13-month period October 2024 – October 2025, followed by property damage at 27% (nine out of 33), psychological threats and aggression at 15% (five out of 33), injury/illness at 9% (three out of 33) and physical assault and verbal abuse each at 3% respectively (one each out of 33) (Figure 2).

Dashboard

Reporting period status October 2025 Data Source Synergi 2.0 - Table 1

Adverse work events mapped as AT's Critical risks	Current period		Previous period		FY26 YTD		FY25	
	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	40	0	31	2	151	5	340	17
PT	55	9	50	8	200	24	226	77
PW	16	0	21	4	67	7	99	34

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



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

Dashboard

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

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

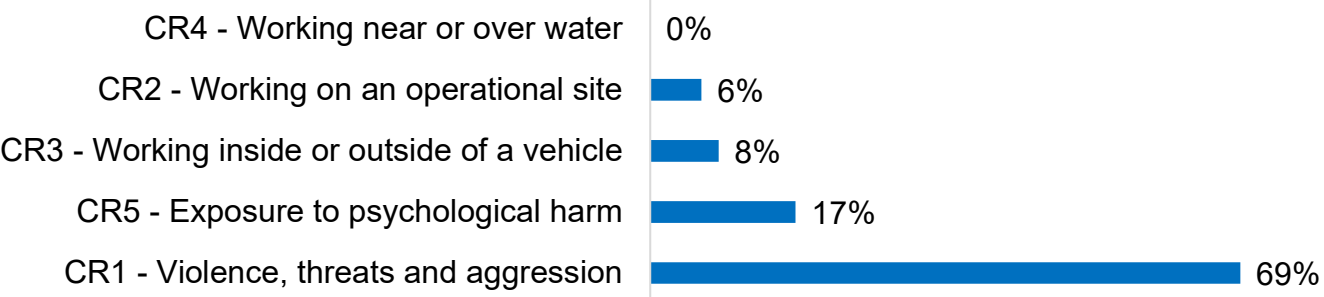


Figure 5. PT Percentage of the total of critical risks (13 months)

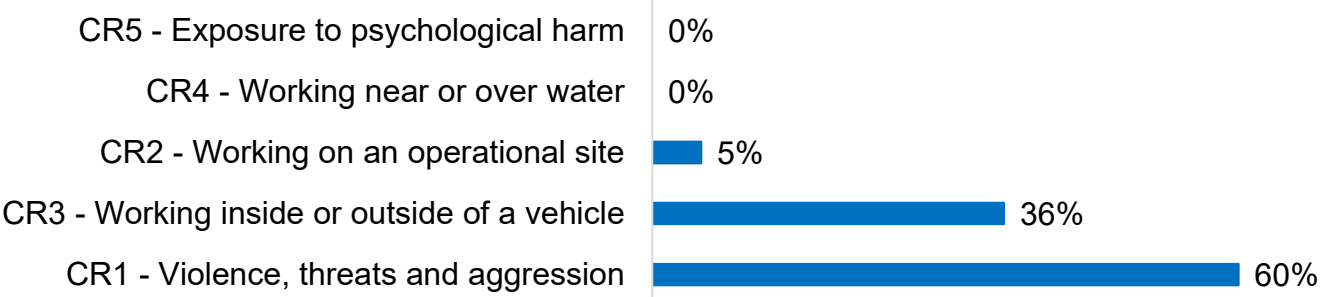


Figure 7. PW Percentage of the total of critical risks (13 months)

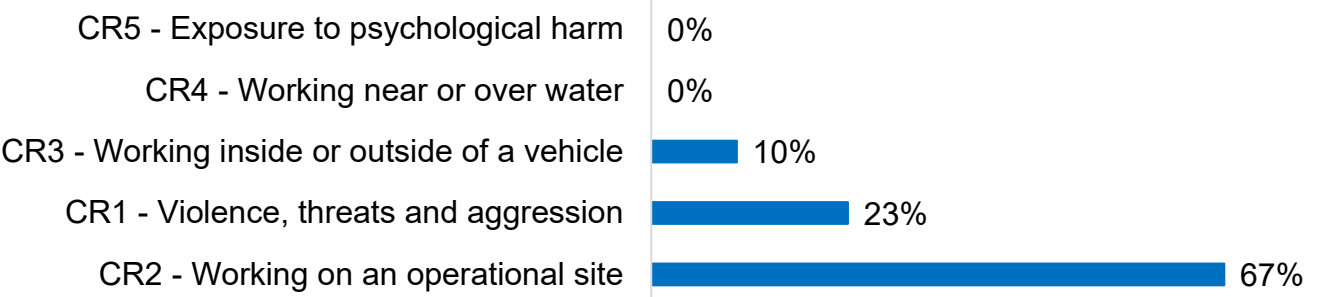
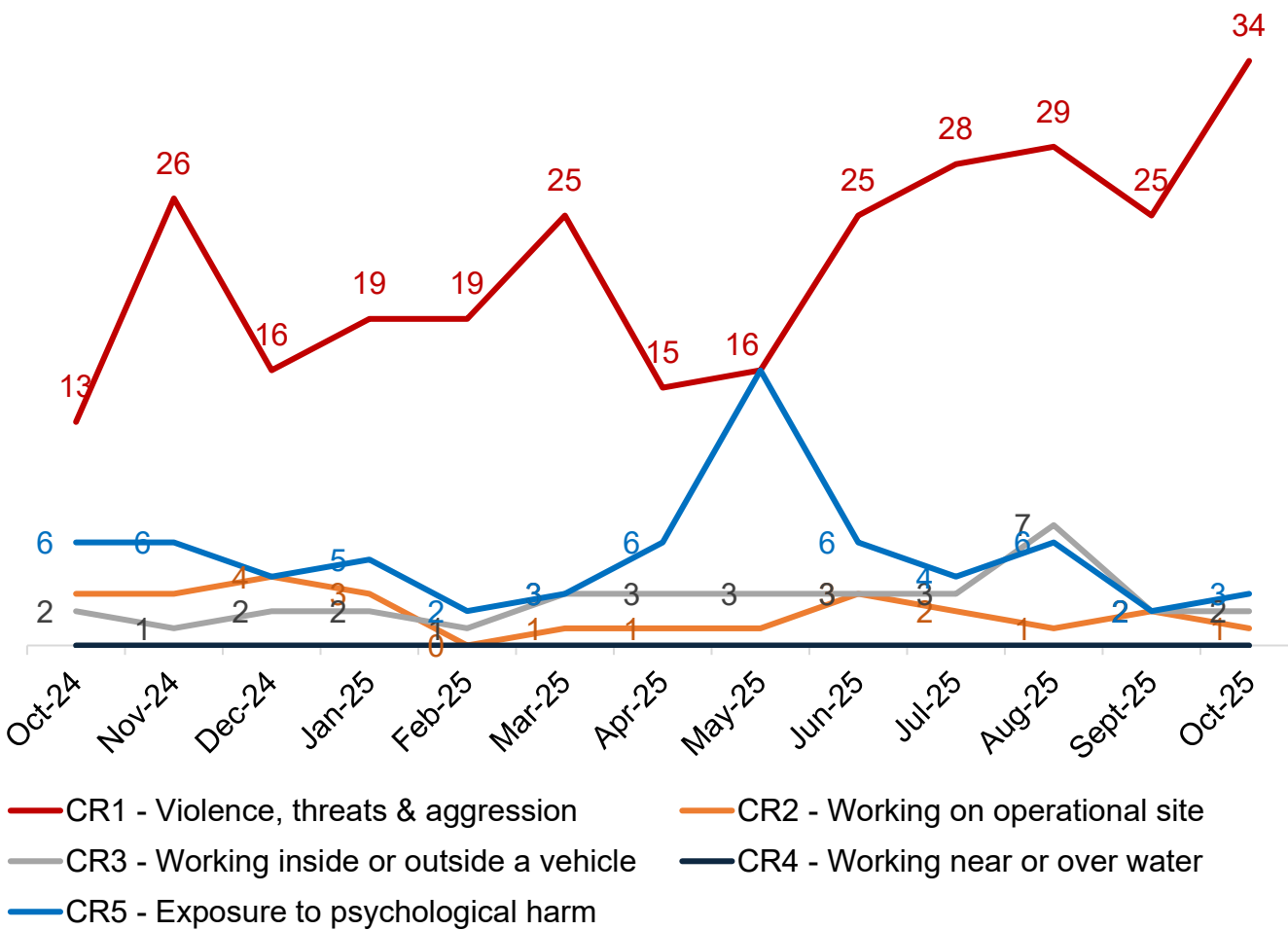


Figure 4. AT events identified as critical risks



6. PT events mapped against AT critical risks

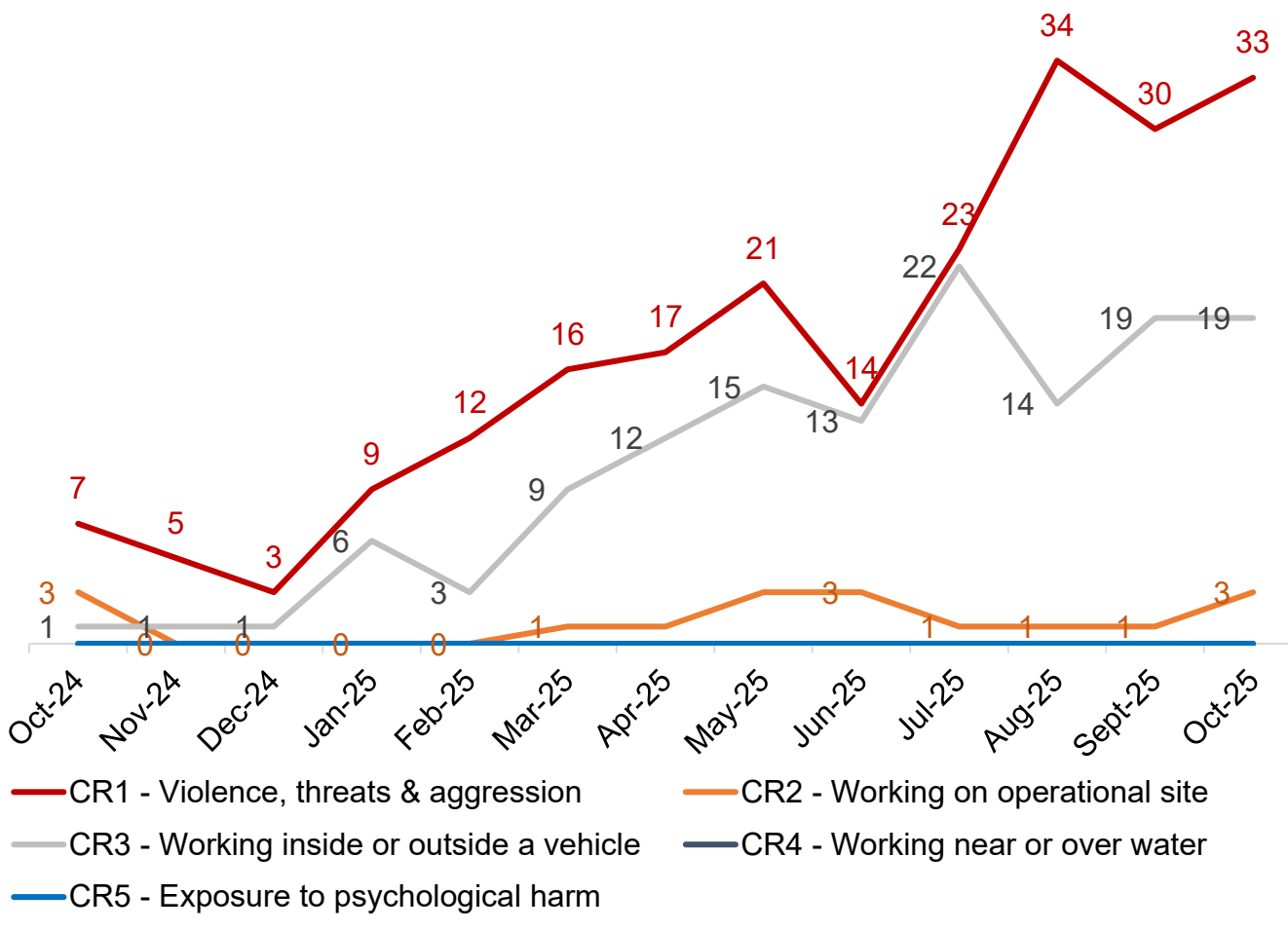
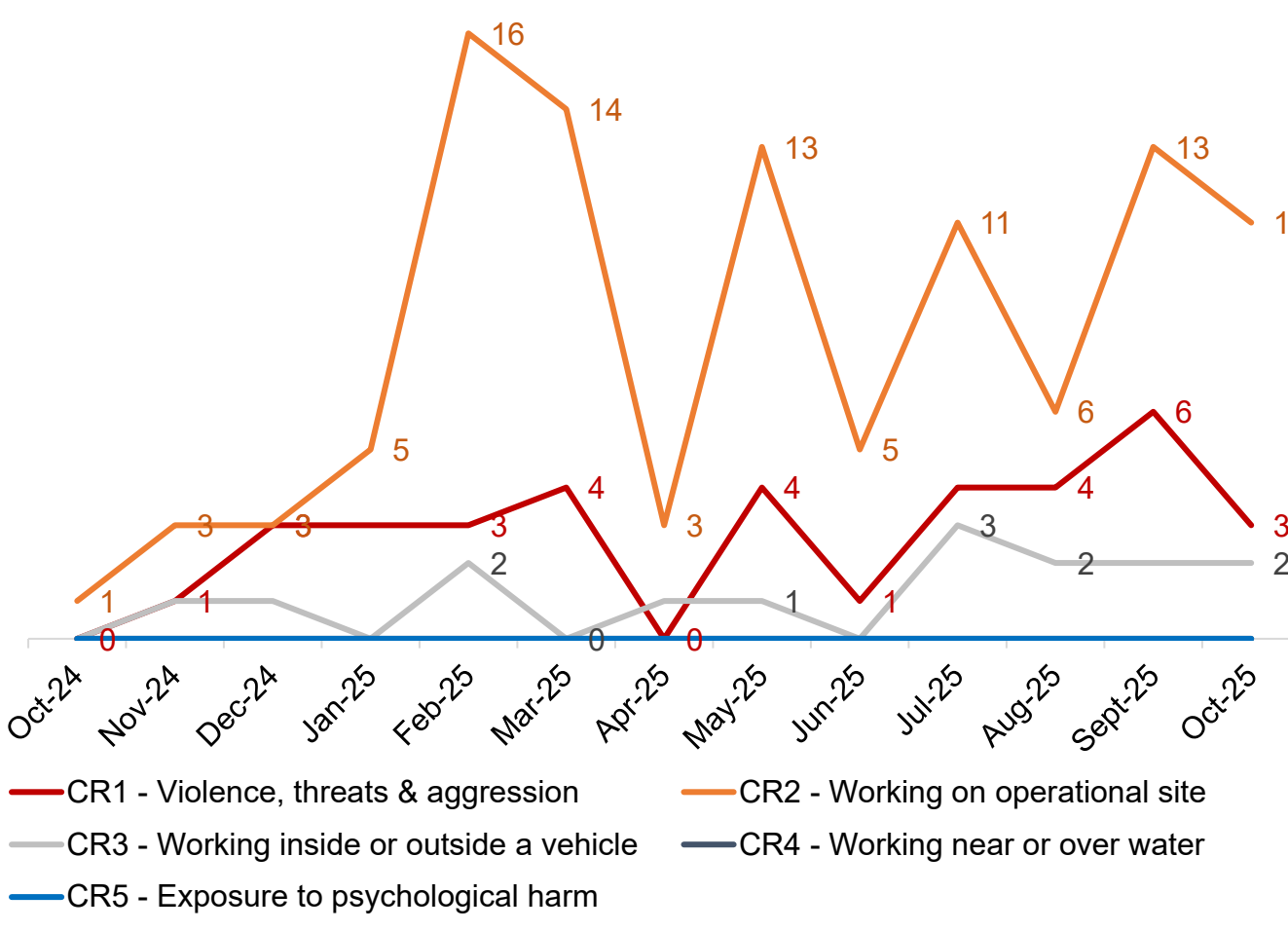


Figure 8. PW events mapped against AT critical risks



Key insights

Across Auckland Transport and Public Transport Operators, violence, threats and aggression (VTA) remain the most frequently reported events mapped to AT’s critical risks. For Physical Works contractors, the predominant critical risk continues to be working on operational sites. There has been increase in VTA related events for both AT and PT operators in the reporting period while there has been a decrease in PW critical risk reported events. This trend may be operational in nature and may be early to interpret it as indicative of any particular control effectiveness.

Action

Enhanced de-escalation training is being refined based on participant feedback to further support frontline staff in managing VTA incidents. For contractors, continued emphasis is being placed on operational site safety, with targeted assurance reviews and engagement to maintain reporting quality and strengthen control measures – ongoing.



6. Appendices

6.1 Safety legal environment

6.2 Health and safety definitions

A. Injury severity classification

B. Event definitions

**6.3 AT WorkSafe Notifiable, Recordable Injuries and High Potential
Adverse Events**

6.1 Safety Legal Environment

From the Courts and News

The report details four court cases involving workplace safety incidents with decisions made in September 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.



Whale Watch Kaikoura Tourism, Christchurch DC, 20th August 2025

In December 2023 a crew member suffered head injuries after falling down an open engine room hatch while hosing down the deck if a vessel. In March 2024, a worker fell into the water through a gap between the vessel and gangway while refuelling and suffered concussion. Maritime NZ says the company had long been aware if the risks of falls but despite knowing low-cost, practical safety improvements were available failed to put in place adequate physical controls, relying instead on administrative controls such as staff awareness and communication. The company says it has since undertaken a company – wide review of safety systems and made improvements as well as introducing targeted mitigations for the hazards involved.

Fall from a wet roof

A relatively new employee untrained in working from height or use of harnesses fell six metres from the roof of a commercial building during wet weather.

Context

- A roof had recently been installed on a commercial building.
- A company was engaged to clean the roof.
- The company had one director, S, and one worker, B.
- B had started working for the company two months earlier.
- They were first required to establish if a particular cleaning product would be effective for use on this roof.

Detail

S and B arrived at the site on a morning of intermittent rain. S had been given an authorization code to gain access to the scaffolding which would allow access to the roof. Neither S nor B wore a harness or any other PPE except for a hi-viz vest. B also went up and down the scaffolding to bring hoses and nozzles. Around midday B slipped from the wet roof and fell six metres onto asphalt. S was unaware if this until altered by passers by who had discovered B. S was also unaware that B had been working outside the area protected by the scaffolding. B’s injuries included skull and facial bone fractures plus fractures to rib, neck, femur and clavicle, and a traumatic brain injury.

Background

- B had not been trained on working at height.
- B had not been trained on the use of harnesses.
- The company’s websites showed proof cleaning in operation without appropriate safety measures in place.

Lessons

- Risk assessment is dynamic. In outdoor work, risks can change with the weather.
- New workers need effective training and supervision until they can be deemed competent to work unsupervised.



Kiwirail Bans Melatonin

Kiwirail has cited safety concerns in banning the use of melatonin ans zopiclone for around 2500 workers. The company says a review by its chief medical officer, Dr. Simon Ryder – Lewis, considered medical evidence and regulatory practices in rail and other industries and determined neither medicine was compatible with safety – critical work at KiwiRail. Guy Warman, deputy head of the Department of Anaesthesiology at the University of Auckland, told RNZ that melatonin isn’t really a “sleep drug”, and so long as it is taken in appropriate doses at appropriate times, had “positive” safety effects. He wasn’t aware of any evidence of impairment the day after 3g of melatonin was taken.

Return of the Conklin

Safety is not something you have, it is something you do.
Places where people die at work are places where control is low.
Rules are not the same as controls.
There is no leading data for safety.
Workers are as safe as they need to be to get work done.

As full of memorable one-liners as ever, Todd Conklin’s keynote address at Safeguard’s HOP conference acknowledged the progress made in flattening the injury curve and challenged those present to enable their leaders to ask better questions about the context in which work takes place.

Organisations which see safety as a destination, he said, typically put up ‘target zero’ or similar campaigns in the belief that if only we did things better and worked harder, somehow the “safety problem” would go away.

“The message to take back is to help your organisation understand that we will not be done with this.”

The HOP approach, he said, focuses on looking at where people meet the work they do.

- “It changed the questions we ask. The power you have is in giving leaders better questions.”
- If we reframe safety as a capacity vital to successful operations, then in Conklin’s view legal compliance is just the beginning of the journey.
- “Compliance is the shittiest way we do the work and still be legal.”



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">• WorkSafe: When as a result of works being undertaken, a death, notifiable illness or injury or notifiable incident occurs.• 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.• 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.
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.

6.3 WorkSafe Notifiable, Recordable Injuries and High Potential Adverse Events – Auckland Transport

Event Details – October 2025

Event Details	Event Description	Event Type	Actual Severity	Potential Severity	Findings and actions	Status
AT People (affected person) Synergi No: 37582 Date of Event:06/10/2025 Date Created:06/10/2025	A staff member experienced sudden back pain while moving a chair in the wellbeing room. The staff member informed a work colleague, who then notified the General Manager. The work colleague accompanied the staff member to Auckland City Hospital Emergency Department for medical attention.	MTI	Minor	Minor	Seen by nurse specialist and physiotherapist. ACC claim created.	Closed
AT People (affected person) Synergi No: 37651 Date of Event:30/09/2025 Date Created:14/10/2025	A staff member was in a meeting drinking water and hit their tooth with the glass bottle and broke their inner front tooth. Staff member went to the dentist the next day and had tooth repaired.	MTI	Insignificant	Minor	Staff member went to dentist and had tooth repaired. No further action required.	Closed
AT People (affected person) Synergi No: 37731 Date of Event:22/10/2025 Date Created:22/10/2025	A parking officer was verbally abused and physically assaulted by car occupants after attempting to photograph a vehicle illegally idling in a bus stop. The initial photo was blurry, and when the car returned, the abuse escalated—one passenger kicked the officer and attempted to punch them. The incident was witnessed by local shop owners, and a jewellery assistant offered to be a contact for AT. The officer's body-worn camera recorded the event.	LTI	Moderate	Moderate	Staff member was seen by doctor. Has been offered counselling support. Still off work at October end. Staff member has RTW 11/11/2025 on restricted hours/duties. This incident reinforces the inherent risks Parking Officers face in public enforcement roles, particularly in high-foot-traffic areas where interactions can escalate quickly. Officer Perisic-Wilson acted professionally and appropriately, activating his BWC, attempting to disengage, and reporting the assault promptly. While most control measures — including BWC use, escalation, and reporting — functioned effectively, the pair-up arrangement was not fully effective in providing immediate support. Additionally, a review of the incident identified that the officer could have utilised the zoom feature on his company phone camera to obtain a clearer photo rather than crossing the road. This small change may have eliminated the opportunity for confrontation and reduced risk exposure.	Closed
AT People (affected person) Synergi No: 37734 Date of Event:22/10/2025 Date Created:22/10/2025	While preparing to issue a clearway infringement, the officer was confronted by the driver, who claimed he had only parked for five minutes. After being asked to move the vehicle, the driver re-entered the property instead of complying. Upon returning, the driver became aggressive, physically assaulted, and bit the officer on the left hand.	LTI	Moderate	Moderate	Staff member was seen by doctor. Has been offered counselling support. 7 days LTI. Staff member RTW 03/11/2025 This was a serious incident involving a physical assault on a Parking Officer performing his lawful duties. The officer acted professionally and appropriately throughout the situation. While the attack was unprovoked, the incident has highlighted the importance of continued investment in officer safety measures, including the rollout of body-worn cameras and enhanced situational support for lone workers. All control measures, including de-escalation techniques, were appropriately applied, and the officer's actions helped prevent further harm.	Closed



6.3 WorkSafe Notifiable, Recordable Injuries and High Potential Adverse Events – Auckland Transport

Status update on previously reported open events

Event Details	Event Description	Event Type	Actual Severity	Potential Severity	Findings and actions	Status
AT People (affected person) Synergi No: 37383 Date of Event:12/09/2025 Date Created:12/09/2025 Notifiable: No	While crossing the road at Otahuhu Station, AT employee slipped due to wet weather conditions, fell, experienced shock, and later developed full body aches, especially in the neck, left knee, and left hand.	MTI	Minor	Moderate	Reviewed by doctor and returned to work the following shift. The staff member returned to work on the next rostered shift with no further issues. No operational changes required, and all controls deemed effective Isolated incident with no adverse effects. Staff member working as per normal activity.	Closed
AT People (affected person) Synergi No: 37386 Date of Event:11/09/2025 Date Created:12/09/2025 Notifiable: No	AT received email notification from the Vector in regards to an incident that occurred after road maintenance work was completed by an AT contractor on Kanohi Road, Kaukapakapa. The incident relates to two power-poles that had toppled over. An AT contractor had completed work at the site two weeks prior and Vector believe the work contributed to the poles toppling over.	Property damage	Minor	Extreme	Meeting was held between Vector, Downer and AT. The work that was undertaken is not considered to be the primary cause of this event however a 'Close Approach Consent' had not been obtained before carrying out this work. This should have been obtained before working in close proximity to Vector assets. This has been relayed across the network to all contractors and sub-contractors.	Closed
AT People (affected org.) Synergi No: 37284 Date of Event:28/08/2025 Date Created:02/09/2025 Notifiable: No	City rail link/Link alliance ordered two fire doors from Pacific Doors in early 2024, and recently received a notice confirming asbestos contamination in the fire-rated door 'cores' used in Pyro panel doors, with the two doors among the affected batches located in the Britomart corridor, a restricted area, warning signage has been placed on the nonpublic facing side of doors, The asbestos hazard is stable as the door leaves are encapsulated with stainless steel and pose no risk in their current state when left undisturbed. The project team is awaiting further direction from Pacific Doors; replacement doors have been ordered.	Hazard	Insignificant	Major	1) Warning signs have been installed on the door until full replacement. This action is currently underway.	Closed
AT People (affected person) Synergi No: 36845 Date of Event:14/07/2025 Date Created:15/07/2025 Notifiable: No	A CRM case was received about a private individual placing Temporary Traffic Management (TTM) equipment (cones) on AT Network at 156 Manura Road, Takanini, to prevent parking. During a visit, AT staff found two cones labeled with the address of the complainant. The complainant aggressively confronted the staff and was informed that placing TTM equipment on AT Network without approval was illegal. The complainant then physically threatened the staff, who retreated to their vehicle, locked the doors, and drove off as the complainant knocked on the passenger window.	Harm - Physical assault	Minor	Major	<ul style="list-style-type: none">All team members have been instructed to report assaults to the police immediately while this incident has been reported to.We need to review the methodology and scope for addressing redundant Traffic Management Technology (TTM).Additionally, we should investigate the potential for providing each team member with a front-facing body-worn camera. The preferred option is the VB400 from Motorola, as it meets our business needs by offering features such as live monitoring, Bluetooth and Wi-Fi connectivity, and GPS capabilities. This option would also support the parking enforcement team.Lastly, we should look into improvements for our current radio transmitters (RTs), including batteries with better power retention, and ensure that chargers are readily available.	Closed

