

Health and Safety (H&S) Performance Graphs

16 June 2020 Board meeting



KEY TRENDS

for March and April 2020

An overall increase in the number of Synergi cases reported over the last 12 months with a lowered number of reporting (approximately by half in April) compared to the previous months due to reduced work capacity and activities over the lockdown period.

Customer injury data from CRM is included in the report for the first time.

A stable trend in the lost time injury frequency rate (LTIFR) for all AT employees.



338 Synergi cases reported in March 163 Synergi cases reported in April

Twenty-three workstation assessments have been completed during levels 4 and 3 of the COVID-19 lockdown; 16 cases now closed and 7 still open.



0.76 Customer injury frequency rate



Lost Time Injuries

3 LTI's in March 2020
Zero new cases in April 2020



SUMMARY OF H&S PERFORMANCE INDICATORS

for May 2019 to April 2020



Total injury frequency rate for AT Suppliers activities

There is a stable trend in the total recordable injury frequency rate for AT operators and contractors with information provided by our external workers.



Auckland Transport employee injuries

There is an overall slight increase in the total recordable injury frequency rate for AT employees in the last 12 months.



Injuries to other persons

There is an increase for customer injury frequency rates with CRM data included for the first time in this report.



Monitoring and inspection

The number of inspections have decreased in April as most AT worksites were designated non-essential with only emergency inspections being carried out.



Hazard & near miss reporting

Overall there has been an upward trend in the number of hazard and near miss reports by workers over the last 12 months although there has been a sharp decrease since October 2019



Drug and alcohol testing

There has been a stable trend in the drug and alcohol reporting. Not all information is being reported by our external workers.





OPERATOR AND CONTRACTOR INJURIES FOR AT ACTIVITIES

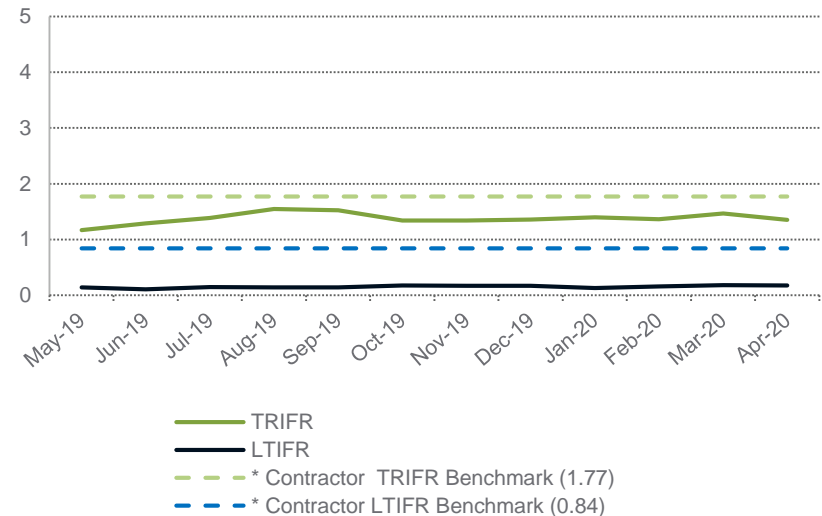
There is a stable trend in the Total Recordable Injury Frequency Rate reported by our operators and contractors

There were 2 major events in March 2020 involving AT contractors performing construction or maintenance works:

- At a worksite in Takapuna, while cleaning out the bottom of a pile, the steel rope cable which supports the telescopic Kelly bar snapped. The contractor immediately stopped work, followed procedures, notifying their own management. WorkSafe to receive a method statement for the plant recovery before commencing. No injuries have been reported.
- While excavating for the routine replacement of kerbing and other maintenance work at the Sunnyhills (Manukau), the digger contacted a live high voltage. The cable strike caused several houses in the immediate vicinity to lose power. Work was immediately stopped, and the area was made safe. WorkSafe was notified and Vector was called to repair the cable. No one was injured.

There were a total of 5 reported injuries involving workers of AT suppliers in the reporting period (5 in March and none in April) involving violence and abuse, dust, medical event and slip, trip and falls. A bus driver was attacked and injured during a robbery in Auckland City washroom. Police and ambulance were involved. The driver is now in recovery and taken approximately two weeks off from duty.

Injury frequency rate for AT Suppliers Activities
(per 200,000 Hours Worked)



* Contractor frequency rate benchmarks are based on 200,000 hours worked extracted from 2018 Benchmarking Report {Business Leaders' Health & Safety Forum (Zero Harm Workplaces)}.

** For definition of TRIFR and LTIFR, please refer to the Appendix 1 in the Closed Report.





AT EMPLOYEE INJURIES

There is an overall increase in the total recordable injury frequency rate (TRIFR) for AT employees

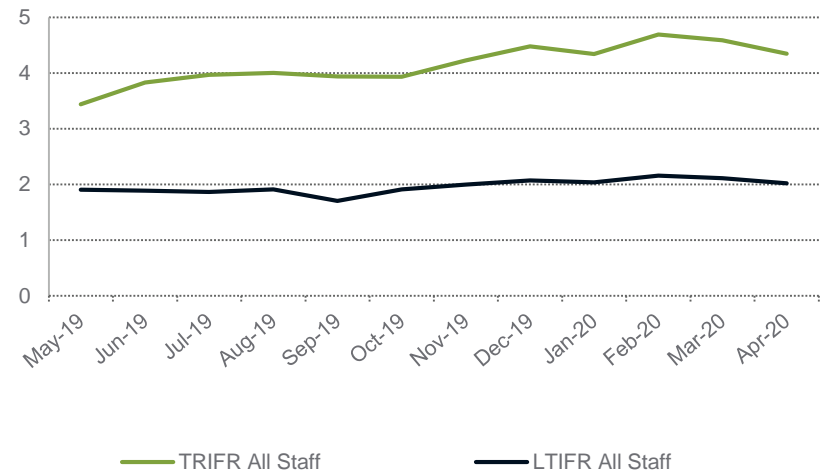
With the reduced amount of work activities in offices and worksites over the lockdown period, there were 3 reported injuries requiring medical treatment and 1 first-aid; all 4 injuries occurred in March and none reported in April.

There were 3 new lost time injury cases in March.

- A Mobile Parking Liaison officer noticed a ticket inside the machine that was below the holding bay. He tried reaching for it to pull it out from an awkward position and pulled a muscle in his lumbar spine, resulting 3 days off. He required treatment and recovered quickly and returned to work.
- A Parking Officer was checking the registration of vehicles on a residential street in Mount Roskill when approached by 7 men, who confronted him with verbal abuse. One of them removed his radio transmitter and he had to run away as they grabbed him by his shirt and tried to assault him. A witness tried to contact the police. The incident lasted for more than 10 minutes and the parking officer suffered acute stress and required 2 days off work.
- A Transport Officer started to feel the gradual onset of discomfort in his right knee during his shift. The pain worsened by the end of his shift and he developed swelling in the knee. An ultrasound has revealed a grade II knee ligament tear which needs to be confirmed by MRI scan. (referred to orthopaedic specialist). As a result of the lock-down, alternative duties are not currently available, resulting 15 days off in March and 19 days in April (total of 34 days) from work.

AT's Occupational Health and Safety Specialist is working with staff to assist with remedial physiotherapy.

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





INJURIES TO OTHER PERSONS (CUSTOMERS & GENERAL PUBLIC)

Reported injuries to customers and the general public due to AT activities have increased with the new additional data from CRM.

There were 3 fatalities over the reporting period.

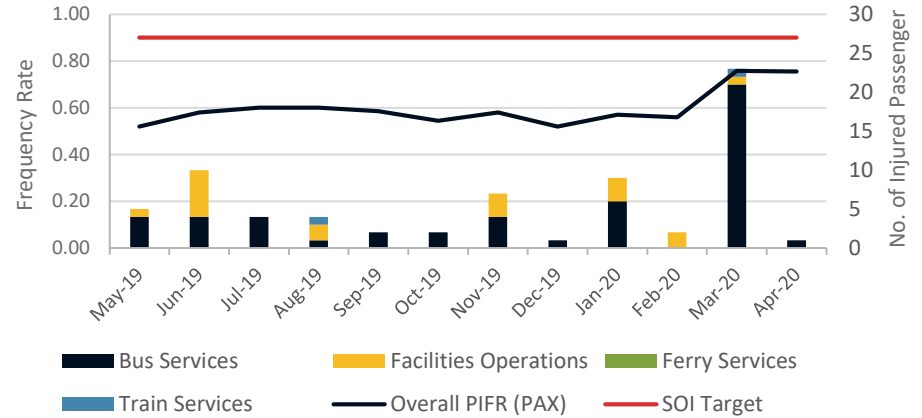
- A member of the public at Henderson train station in March (suicide).
- An elderly man fell on uneven pavement in Devonport in April.
- A fatality of a member of the public occurred at night as a result of a motor vehicle accident at Waiuku. This was a worksite during the day, where a contractor was installing storm water drain. The site is opened up during the night to allow normal traffic flow. The Auckland Transport project manager, contractor staff and police met on site the next morning to discuss the accident. Investigation has been closed by NZ Police. The family was met on-site and a blessing was held and a tiny monument placed. This was not classified as notifiable to WorkSafe.

Passenger and customer injuries that were recorded in CRM only, have been included in the reported figure for the first time. Factoring the announcement of the lockdown, we noted the significant decrease of cases captured in April.

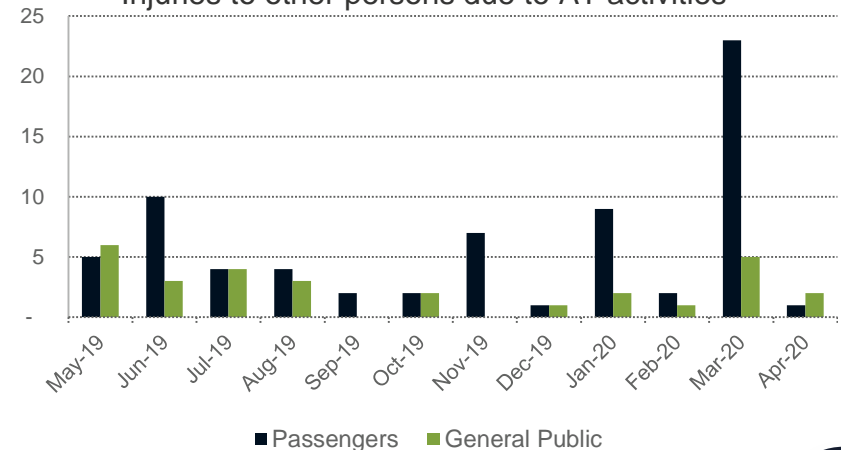
There were a total of 92 customer related cases (all case types) being captured for March and April. Majority of these were red light running of buses, driver behaviour, customer slip, trip and fall and door closing on boarding customers. Out of these, twenty-four passengers and 7 general public members were injured over the reporting period.

Where possible, contact has been made to follow up on the welfare of the individuals concerned.

PT Customer injury frequency rate (per 1,000,000 PAX trips YTD)



Injuries to other persons due to AT activities





MONITORING AND INSPECTION

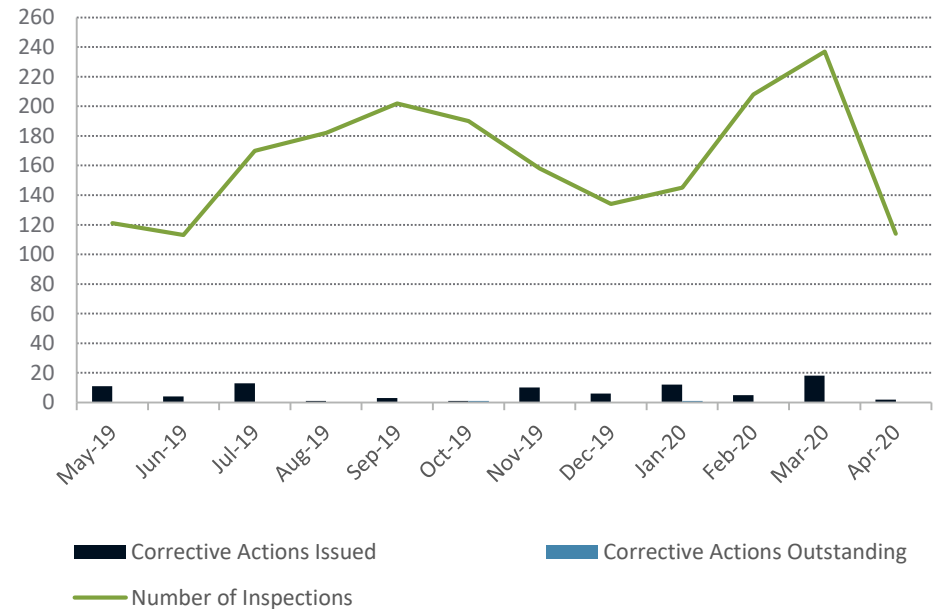
H&S Monitoring and Inspections (physical works)

The number of inspections has increased to 237 in March as we continue to improve the collection of data from various areas of the business as well as from contractors. As expected, the inspection activity drops off sharply in April as a direct consequence of the pandemic lockdown. Most AT worksites were designated non-essential with only emergency inspections being carried out. One hundred and fourteen inspections were carried out in April were for the implementation of level 3 restart protocols.

Eighteen corrective actions were issued in March, the overwhelming majority of which were considered minor. Breaches were mostly due to workers not wearing required PPE, which are generally corrected immediately as PPE is available on site. As noted in the prior report, follow up of corrective actions on short term sites is not possible. The trends are however being monitored.

A second site was found where traffic was travelling against a one way setup. Other minor TMP violations were also found. The reported violations were observed by project managers. Detailed TMP audits are conducted by the relevant AT team in Service Delivery. These results are not reported here.

H&S inspection and monitoring



NEAR MISS, UNSAFE BEHAVIOUR/ CONDITION REPORTING

Near Miss, Unsafe Behaviour/Condition Reporting

Over the pandemic lockdown period, Health & Safety events reported have mostly included cases for COVID-19 coronavirus and ergonomic concerns, with personnel working from home.

The module for injury prevention, 'Working from Home Safely' was co-designed with collaboration between OHSS and Learning & Development Team; and launched on 16 April 2020. Content was provided by OHSS and transformed by Learning & Development designers, who added a Maori cultural perspective. This interactive e-learning has had good uptake and feedback.

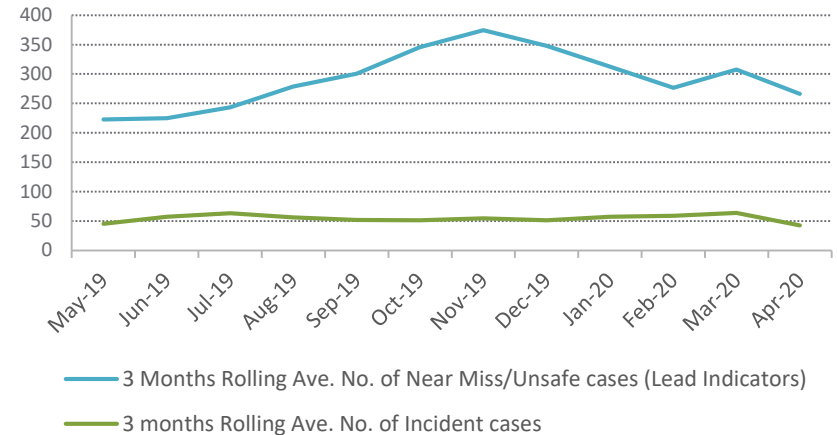
Twenty-three workstation assessments have been completed during levels 4 and 3 of COVID-19 lockdown. During level 4 lockdown, employees who were new starters, or had no prior experience of working full-time at workstations without access to equipment, were supported to obtain laptop accessories, as these were unavailable. Lower back discomfort was another frequent complaint from employees who could not access good seating, and visual strain from working on small laptop screens were reported. Good collaboration between Corporate Accommodation, Business Technology, employees and OHSS have enabled preventative strategies to be implemented successfully.

The graph on Near Miss reporting by activity area shows that while all 3 worker categories have declined, the biggest decline has been in the contractor area.

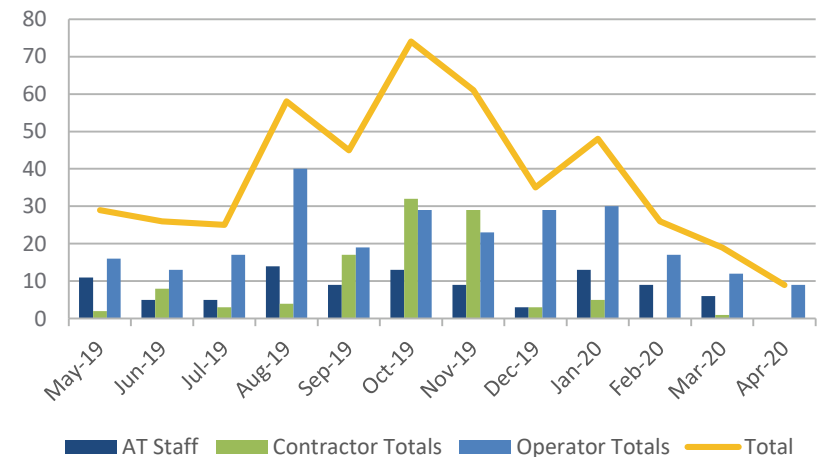
We continue to encourage staff and suppliers to report these lead indicator events in our H&S Blog on the AT Intranet, and will focus in particular on contractor engagement with near misses.

The H&S team are proactively encouraging reporting at all levels.

AT events reported last 12 months



Near Miss reporting by activity area



DRUG AND ALCOHOL TESTING

Drug and alcohol testing

Drug and alcohol testing is performed by contractors and operators including tests for 'reasonable cause' and post incident.

Drug and alcohol testing numbers (contractors and operators) were stable with the exception of April being a lockdown period for contractors; and some external providers unable to upload their data due to their inability to access Synergi. There was a total of 187 tests completed with zero 'not negative' over the reporting period.

Over the last 12 months to April 2020, 63 pre-employment tests for AT staff (in safety-sensitive roles) were performed with zero 'not-negative' results.

