

People Highlights FY20/21

For decision: For noting:

Te tūtohunga / Recommendation

That the Auckland Transport Board (board):

- a) Note the key people outcomes delivered and progress made in the past financial year through the multiple initiatives delivered across Auckland Transport (AT).

Te whakarāpopototanga matua / Executive summary

1. The purpose of this paper is to provide a retrospective snapshot of the past financial year (July 2020-June 2021) and the progress made in our culture and transformation journey.
2. The People Highlights FY 20/21 overview (refer attachment 1) provides insight into the people outcomes delivered in the last financial year.
3. These achievements align to the Culture and Transformation (C&T) strategy and our core focus to build a high performing organisation and constructive. This enables our purpose, creating easy journeys for our customers and communities and aligned to AT Strategy.

Ngā tuhinga ō mua / Previous deliberations

Date	Report Title	Key Outcomes
October 2020 People and Culture Committee	People Highlights FY 19/20	The Committee noted progress made towards our C&T strategy and the key milestones while reiterating the need to stay focussed on creating a thriving inclusive and safe workplace where our people feel supported and encouraged to be their best version.

Te horopaki me te tīaroaro rautaki / Context and strategic alignment

- The C&T strategy identifies seven key pillars, critical to building a thriving, inclusive and high performing culture. The People Highlights document summarises outcomes against these seven core areas of Leadership, Talent, Change and engagement, Culture, Capability, People Experience and the Future of Work.

Ngā matapakinga me ngā tātaritanga / Discussion and analysis

- The People Highlights paper has been shared with our leaders to show the impact that our collective efforts are making on AT's culture.
- Using data and insights, the paper highlights achievements, milestones and progress against our priorities through FY21.
- Highlights include the achievement of our Leadership and Culture index where our quarterly Checking In survey has provided insight into the progress we are making, with 84 percent Thriving Index and an Employee Net Promoter Score (EnPS) of 8.6 in March 2021. We also have 173 leaders who received 360 degree feedback and are undergoing leadership coaching. The percentage of females in leadership roles has risen from 26.3% in FY18 to 32% in FY21.
- Our employee attrition rate has dropped to 12.9% in June 2021 from 14.4% at the beginning of the financial year, which we note is in line with external trends and potentially reflective of the impact of COVID-19 on the labour market. This trend is picking up with the most recent turnover figures are at 15.3% in October 2021 (still below Pre-Covid-19 turnover levels of ~18%).
- We reach and connect with our people through multiple communication channels such as live Microsoft Teams events, weekly updates, Engine Room (intranet) articles, blogs, our AT podcast called HOPcast and internal Yammer channels. Our weekly people update "All the latest" is sent to all people and a monthly leadership update is circulated to our leaders.

Ngā tūraru matua / Key risks and mitigations

- We have detailed the following risks and mitigations which could potentially undermine the efforts.

Key risk	Mitigation
Limited usage or availability of data and insights to accurately tell the story of our cultural transformation.	Building key metrics for our products and programmes so we track the progress we make in our cultural transformation journey.
Presenting people data with the right amount of business context plus analytical insights	Bolstering our people insights capability within the team to drive better interpretation of data resulting in more informed people interventions

Ngā ritenga-ā-pūtea me ngā rauemi / Financial and resource impacts

11. Not applicable.

Ngā whaiwhakaaro o te taiao me te panonitanga o te āhuarangi / Environment and climate change considerations

12. Not applicable.

Ngā whakaaweawe me ngā whakaaro / Impacts and perspectives

Mana whenua

13. Not applicable.

Ngā mema pōti / Elected members

14. Not applicable.

Ngā rōpū kei raro i te Kaunihera / Council Controlled Organisations

15. Not applicable.

Ngā kiritaki / Customers

16. Not applicable.

Ngā whaiwhakaaro haumaruru me ngā whaiwhakaaro hauora / Health, safety and wellbeing considerations

17. Not applicable



Ā muri ake nei / Next steps

18. Continued focussed delivery of the C&T strategy and core focus areas.
19. Progress in the current financial year will be next provided to the Board at the next People Committee

Te whakapiringa / Attachment

Attachment number	Description
1	Te Tiro Whānui / People Highlights FY20/21

Te pou whenua tuhinga / Document ownership

Submitted by	Dr. Regina Aldrin People Experience Lead	
Recommended by	Natasha Whiting EGM Culture & Transformation	
Approved for submission	Shane Ellison Chief Executive	