Attachment 1 - June 2023
Safety Business Report Dashboard

Let's go there

1. Health, safety and wellbeing dashboard

Let's go there

1.1 Safety, Health and Wellbeing (SHW) strategy - Auckland Transport

Leadership safety walks progress
Focus on completing walks for senior leaders

Context: Leadership safety walks were conducted by board members who aim to complete one per quarter. These are an opportunity to understand the challenges being faced by our workers. In March 2023, the Executive Leadership Team (ELT) had their first official walk with a goal of 10 per year.

Update: The ELT have now conducted two safety walks; a third scheduled to occur in June. Only walks that are reported within Synergi are displayed in the measures.

Safety leadership training progress
Focus on completing in high-risk operational areas

Context: Safety leadership training is part of the "Leading at AT" programme. Our goal is to train all leaders in Customer Experience (CX), Integrated Networks (IN) and Service Delivery (SD) before the financial year end 2023.

Update: The programme is on hold until next financial year due to budget constraints. There has been no training since February 2023 and our FY23 goal will not be reached. A total of 142 people leaders were trained from August 2022 to January 2023 in high-risk areas, representing 64% of the FY23 target.

Culture engagement progress
Focus on greater safety culture maturity

Critical safety risks implementation progress
Focus on identifying and implementing action plans

Learning reviews progress
Focus on completing for all moderate to extreme events

Data eco-system progress
Focus on improving harm reporting and insights

Advocacy plan progress
Focus on influencing government to improve transport policies

Safety governance forum progress
Focus on engagement and inclusion of the transport network

1.2 Safety management system (SMS) - Auckland Transport

AT SMS framework progress

Context

The SMS framework is the foundation of AT's health and safety system. It aligns with ISO 45001 and is essential to ensure professional management and innovation with safety across Auckland Transport.

There is significant work to be completed to ensure the SMS meets the required standard. Please note that the SMS activities listed on this slide are only part of the overall framework (under development).

Key progress and insights

- The FY24 Work Programme is under development and will be completed before 30 June 2023.

- A high-level map of the Auckland Transport Safety Management System is 70% completed, including mapping of the legislation, international standards and other requirements that determine the content of the system. Once complete, this map will be shared on the AT Safety Hub.

Key risks

- The key risk for the AT SMS Framework is resource availability for development and implementation activities within the Safety team and across the organisation. This is mitigated by effective prioritisation of the SMS activities; further business planning is underway to ensure prioritisation is correct.

Performance Evaluation
Improvement
Support
Proposed for AT's SMS Framework
Leadership and work participation
Operations
Planning

Key initiatives

Initiatives	Goal	Stage	Progress and insights	Risks
Critical risk	Development of framework to manage critical health and safety risks across AT and networks.	Implementation	A discovery report and high-level project plan for 2023 have been completed, including a project charter, deliverables and key milestones. The focus for 2023 will be on completing the activities in an implementation and verification plan and building the Critical Risk Management Framework for AT critical risks.	There is a significant volume of work to complete in this area, and further resource may be required. This is a two years piece of work, noting that critical risks will be reviewed on an ongoing basis (continual improvement).
Health and safety risk framework programme	Development of a framework for health and safety risk management across AT.	Development	Discovery report and high-level project plan have been completed, including project charter, deliverables and milestones. Development activities have commenced.	Requires additional resource to support development.
Safety in procurement	Development of a health and safety risk management standard for contract management.	Development	Content workshops have been completed between the Safety and Procurement teams. Final technical sections are in draft.	Awaiting feedback from procurement team on initial draft sections.
Person conducting a business or undertaking (PCBU)	Development of contractor health and safety management framework.	Implementation	The PCBU framework is currently being implemented in Integrated Networks, with a focus on relationship mapping and providing support to other PCBUs as required. In Service Delivery, implementation has started; introduction is completed, a plan is written and relationship mapping is progressing. In Customer Experience, introduction workshop, relationship mapping workshop and 3C's workshop have occurred. This is an ongoing piece of work anticipated to be completed within the next three months.	Resource availability across the organisation to implement the PCBU framework. Capability and knowledge of other PCBUs to meet consultation, co-operation and co-ordination requirements.
MPOWER (worker engagement and representation in occupational health & safety)	Development of worker engagement, participation and representation framework.	Implementation	The first Safety, Health and Wellbeing Committees were held May. The Safety, Health and Wellbeing Representatives (SHWRs) were engaged in the meeting with lots of conversations around risk in their areas. The Safety team are leading these conversations for the first couple of meetings until the SHWRs are confident to chair their own meetings with the Safety team in support. SHWRs Stage 1 and 2 training has been booked	Resource and availability to implement the MPOWER year one programme, including availability of SHWRs to commit up to two hours per week to the required activities.
Safety Capability	Development of safety resources to increase knowledge and capability across AT.	Development	The new Safety Health and Wellbeing Induction module launched on 23 May 2023 (on Think Tank for new starters and as a refresher for existing AT people). The next module for development is Occupational Health and Safety Risk (timeframe TBC due to structure change).	Proposed structure changes may impact the delivery of further work streams.

1.3 Safety assurance and legal environment - Auckland Transport

## Safety assurance review progress

Context

Safety assurance activities are conducted by safety subject matter experts. Safety assurance audits are currently carried out against the international best practice standard ISO 45001 Occupational Health and Safety, while our safety management system (SMS) continues to be developed and grows in maturity. The safety assurance process is currently an indication of the base line for future reference with flexibility to shift focus to key areas throughout the year. We are also identifying, designing and implementing solutions for areas we assess.

Key progress and insights

- We are beginning to understand trends which has highlighted gaps in the management of safety within AT.

- Figure 1 summarises the key findings and action types based on the relevant ISO45001 Clause.

  - Themes are, insufficient risk assessment and management, inconsistent documentation, and the not issuing of appropriate equipment to fulfil tasks safely.

Key risks

- The majority of our findings are organisational factors due to the SMS development stage. However, we are able to add value to the business units by offering and building solutions and support that are in alignment with ISO 45001 best practice.

Figure 1. Trends analysis of reviews conducted in FY23
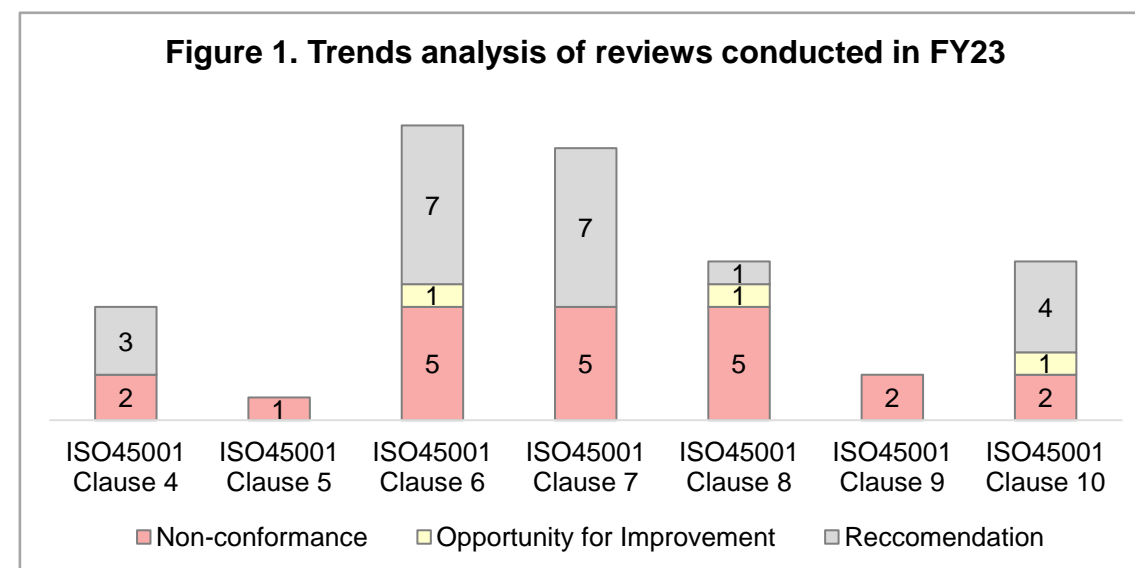
Clause 4 – Context of organisation
Clause 5 – Leadership and worker participation
Clause 6 – Planning
Clause 7 – Support
Clause 8 – Operations
Clause 9 – Performance evaluation
Clause 10 - Improvement

SPOTLIGHT

Leadership safety walks
A board member and an executive leadership team member conducted their safety walk with transport officers on the Southern Line. They witnessed an event with a person appearing intoxicated on the train. They commended the transport officer's conduct during the situation witnessed, also, it highlighted some of the issues faced by the transport officers. Robust discussions between the transport officers and leadership team have led to meaningful actions to improve safety. Service Delivery EGM nominated the team for a cheers for peers and presented these to the team.

Topic	Started	Status*	Commentary
PMO	Feb 23	Progressed	Actions stalled due to organisational consultation.
Authorisation to work (ATW)	Apr 23	Completed	Assurance activity undertaken of ATW process. Report finalised. Actions stalled due to organisational consultation
Compliance Auditor Vehicle Review	May 23	Completed	Report being distributed and discussions underway regarding actions.
Building SMS Documentation	Feb 23	Progressed	Leadership Safety Conversations and Leadership Safety Walks procedures for Tier 3 Managers have been developed and are in the approval process.
		Completed	Worker Engagement, Participation & Representation (WEPR) Standard submitted for approval.
Building SMS Documentation	Mar 23	Completed	Safety, Health and Wellbeing Policy reviewed and has been presented to the FAC board in May 2023. Next step full board.
EGM Safety Walks	May 23	Completed	Next EGM leadership safety walks are booked for 14th June.
Building SMS Documentation	April 23	Progressed	Organisational safety folder structure has begun. Funding application process begun.
Assurance Tools		Progressed	Synergi tools for assurance activities are still in the developing stages, which includes safety conversations, ISO 45001 report form, safety assurance specialists, facility inspection forms and project management assurance.

*Four stages of our process are upcoming, started, progressed and completed.

Safety legal environment

Context

Update on recent legal cases and other regulatory activity that may impact AT, including recommended actions where applicable.

May 2023 update
No critical changes or new legislation impacting AT.

Case law and legislation – legislative requirement for training

WorkSafe Victoria (Australia) has charged a director, a worker and two companies after multiple allegations of sexual harassment of young hospitality workers at two Melbourne hospitals. Labelled as a test case (with the next hearing in July 2023), the prosecution is being brought under health and safety law – specifically for failing to ensure, so far as is reasonably practicable, that the workplace was without risks (comparable to Section 30 and 36 of New Zealand's Health and Safety at Work Act 2015). Further, an individual worker is being prosecuted for failing to take reasonable care for the health and safety of a person who may be affected by their acts or omissions at a workplace (comparable to Section 45 of New Zealand's Health and Safety at Work Act 2015).

This prosecution is primarily about failure to effectively manage the risk of psychosocial harm in the workplace – including both sexual harassment and bullying. A 2022 Human Right Commission survey of over 2,500 New Zealand workers found that 30% experienced sexual harassment at work in the past five years, and 20% experienced bullying in the past 12 months – demonstrating that this is potentially a widespread issue in many New Zealand workplaces.

WorkSafe New Zealand's approach to psychosocial harm prevention is currently under development, and WorkSafe states that it is unlikely to intervene in one-off cases; however, may consider intervening where a PCBU has failed to manage significant work-related mental health risks such as situations involving multiple incidents of sexual harassment or bullying, or if there are organisation-wide failings. To meet the required standard and avoid prosecution, it is important for PCBUs to ensure a clear and up-to-date sexual harassment and bullying policy exists in addition to staff education, ensuring staff feel safe to speak up if an incident occurs and conducting an appropriate investigation of any complaint that arises. It is important to work directly with staff to identify and implement any further interventions wherever possible.

Auckland Transport has identified exposure to psychological harm as a critical risk, and a control implementation and verification plan is currently being deployed to minimise the exposure of workers to this risk including the promotion of Speak Up channels, development of a fatigue procedure and exploring the use of wellbeing leave.

Sources: Boss charged after alleged harassment of young workers | WorkSafe Victoria; Workplace bullying and harassment | WorkSafe; Safeguard Alert 24 New Zealand.

Regulatory activity: No applicable regulatory activity to report in the reporting period.

1.4 Safety operational activity - Auckland Transport

Activity update

Context

Event management reporting provides confidence that AT is on top of health and safety, highlights areas for improvements and training, and helps manage safety risks. Classification of risk consequences are commonly misunderstood. For the benefit of all system users, the definitions to the right have been implemented.

	Injury	Ill-Health
Extreme (21-25)	Multiple fatalities or long-term widespread health impacts. Includes notifiable incidents with potential for outcome.	Multiple fatalities or long-term widespread health impacts. Includes notifiable incidents with potential for outcome.
Major (16-21)	LTI>14 days or life-threatening consequences and notifiable deaths. Includes notifiable incidents with potential for outcome.	Permanent disability or irreversible health problems from injury and occupational illness, unlikely to return to work with significant modifications. Includes notifiable incident with potential for outcome.
Moderate (9 – 15)	LTI> One day and up to 14 days.	A diagnosed occupational illness case and moderate, minimal, local, or non-invasive intervention indicated up to severe but not immediately life threatening.

Key progress and insights

- The Learning Review module in Synergi is currently being validated by the Safety team.

- Safety work events and hazards increased 74% and 261%respectively in May over April. Pain and discomfort were steady with no change compared to April (Figure 1 and 4).

- There was an increased in hazard reporting due to the Metro Facilities team reporting maintenance issues in Synergi. The Safety Operations team will work with them to ensure the correct information is recorded in Synergi.

- Safety work events identified as critical risks increased 88% in May compared to April (Figure 2).

- There was an increase of 300%, 100% and 50% in the safety work events identified as critical risk in the high-risk operational areas Customer Experience (CX), Integrated networks (IN) and Service Delivery (SD) respectively (Figure 5).

- There were no safety work events identified as high potential (major and extreme risk consequence) in May (Figure 3).

- In May, our total recordable injury frequency rate (TRIFR) decreased by 8% and our lost time injury frequency rate (LTIFR) increased by 7% (Figure 6). Although there was not an increase or decrease in the lost time injuries (2) and recordable injuries (3) in May compared to April, there was an increase of 24% in worked hours in May.

Key risks

- Limited safety event reporting from all AT business units. We will continue to interact with these teams to better understand the factors that are preventing them from reporting and remediate.

Dashboard

| **61** Safety work events including near misses May 2023 | **83** Hazards May 2023 | **0** High potential events May 2023 | **6** Safety events with a moderate risk consequence May 2023 | **0** Notifiable safety events reportable to WorkSafe May 2023 |

Figure 1. All safety work events including near misses

Adverse work events
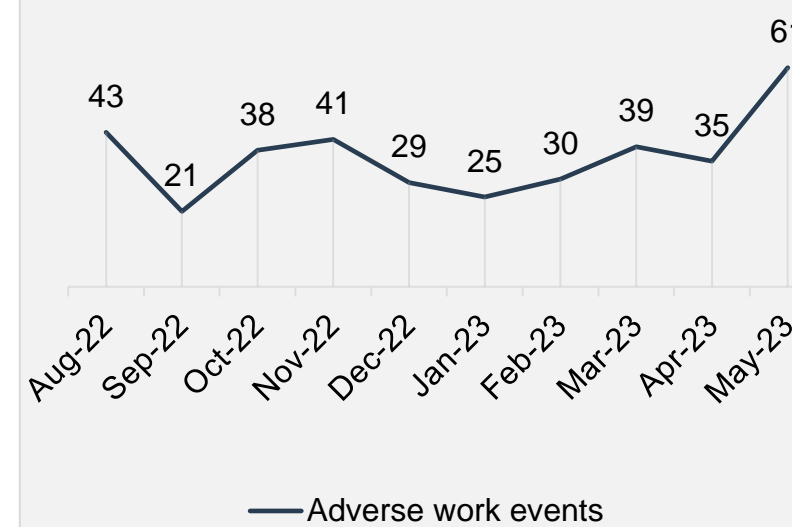
Figure 2. Total profile of critical risks and high potentials for safety work events including near misses

— Non Cricital risks
— Critical risks
--- Critical risks high potential
— Not critical risks high potentials
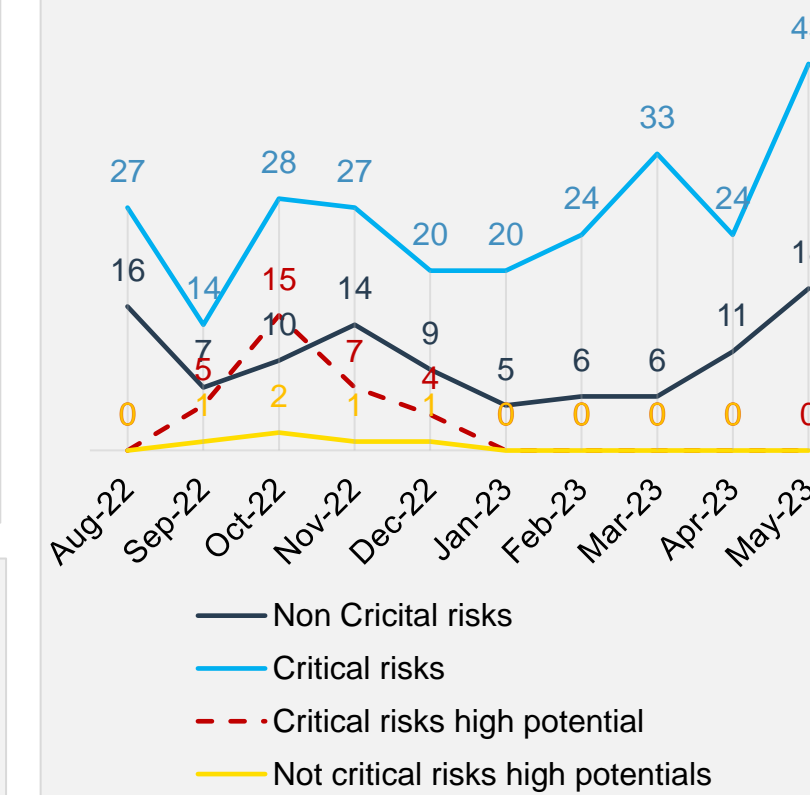
Figure 3. Total of all safety work events with a moderate, major and extreme risk outcome

☐ Moderate ☐ Major ☐ Extreme
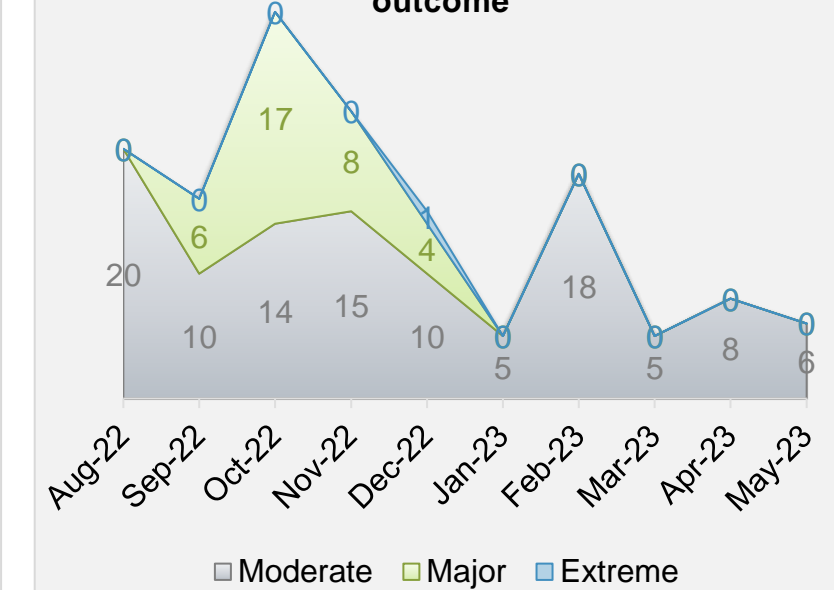
Technology enhancements are underway which will enable future measurement of percent of safety work events where learning have been completed.

Figure 4. Total for all case types

☐ Pain and discomfort ☐ Event ☐ Hazard
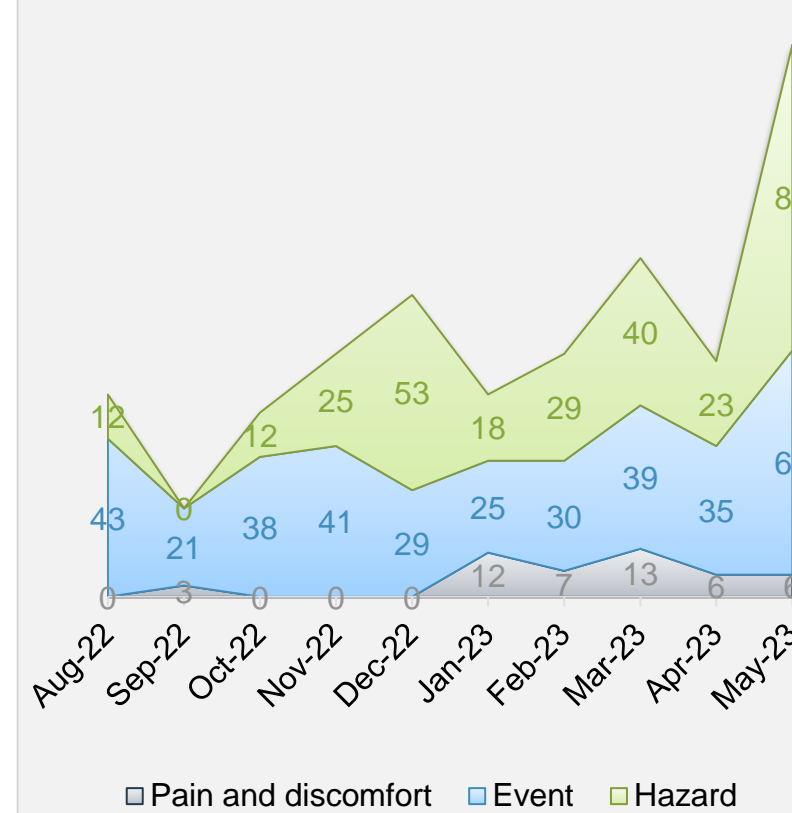
Figure 5. Total of all critical risks by business unit

☐ CX ☐ IN ☐ SD
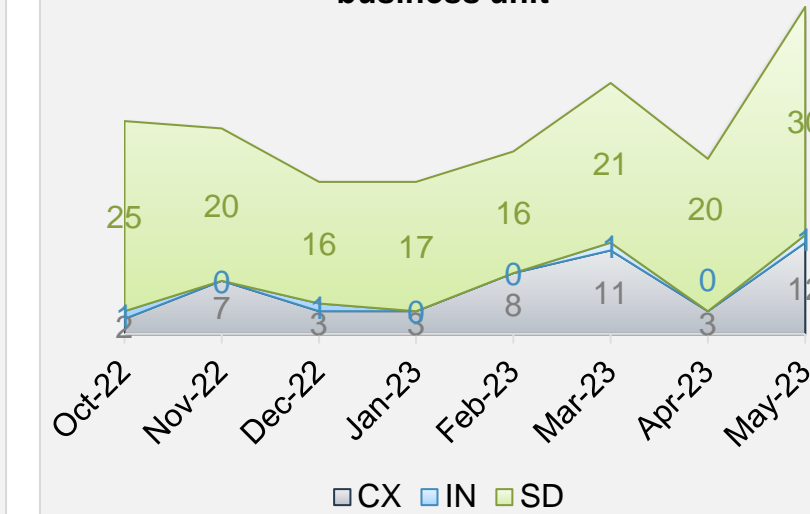
Figure 6. Tota recordable injury frequency rate (TRIFR) and Lost time injury frequency rate (LTIFR)

— 12 Month LTIFR — 12 Month TRIFR

Safety always
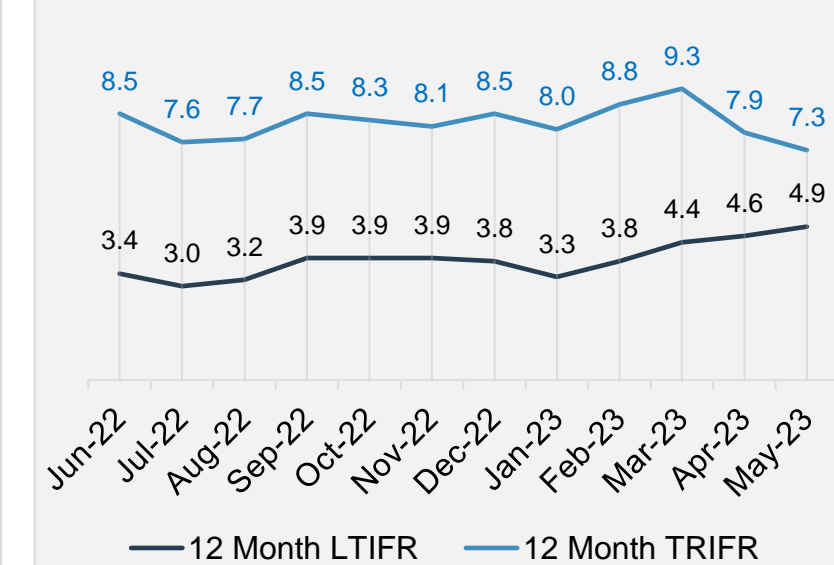
1.4 Safety operational activity - Auckland Transport critical risks spotlight

Spotlight

AT Critical Risks

Context

Health and safety work starts with identifying and understanding what AT's work-related health and safety risks are. WorkSafe's guidance is for businesses to focus on critical risks first before managing less serious risks.

Key insights

- Violence, threats and aggression (VTA) maintains its consistent trend from the prior months with 80% critical risk events attributed to it since August 22 to May 23, with the lowest safety work events reported involving two critical risks: (1) working inside or outside of a vehicle on our network and (2) exposure to psychological harm representing 10% each (Figure 1).

- According to the risk consequence heat map for May, when a critical risk has been reported the risk consequence falls into the moderate or lower risk consequence category (Figure 2).

- In May, no safety work events with critical risk were classified as major or extreme risk consequence. However, three work events were classified as moderate: one related to working inside or outside of a vehicle with an outcome of property damage and two related to VTA with outcomes Grade 3 (verbal abuse sustained) and Grade 5 - Intimidation and Threats - verbally threatened to harm or kill) (Figure 2).

- In May, 74% of the total of the reported safety work events presenting a critical risk to AT people were related to violence, threats and aggression (Figure 3).

- For the critical risk lone and remote working (CR6), zero safety events have been reported against this since August 2022 (Figure 3).

- In May, there was an increase in all except one critical risk outcome. The leading critical risk outcome was Grade 4 (threatening behavior), which surpassed Grade 1 verbal abuse in May. The only outcome that had a decrease was the Grade 6 - Intimidation and Threats with zero (Figure 4).

Dashboard

43
Safety work events identified as critical risks
May 2023

Figure 1. Percentage of the total of critical risks

CR1 - Violence, threats and agression **80%**
CR6 - Lone and remote working 0%
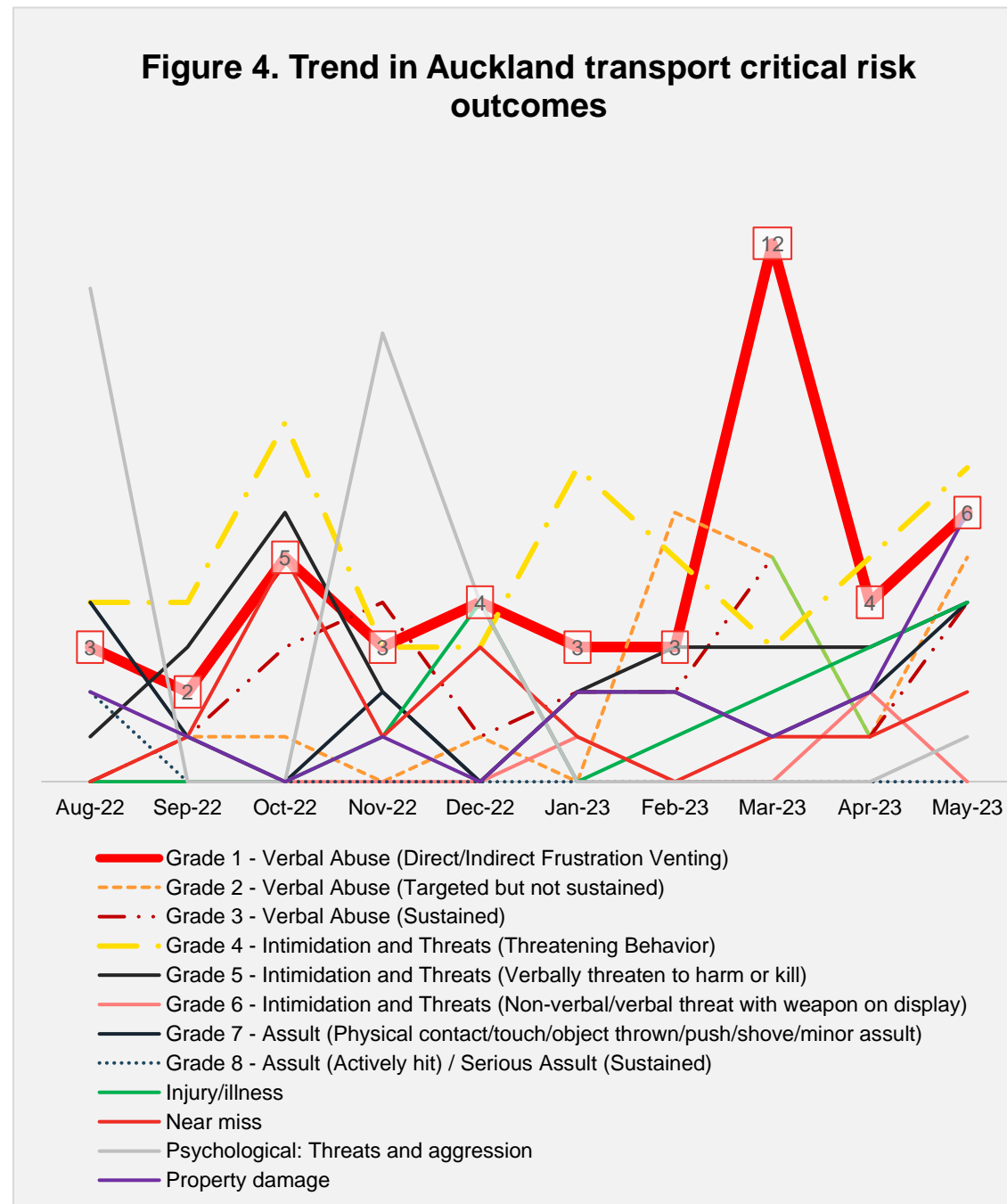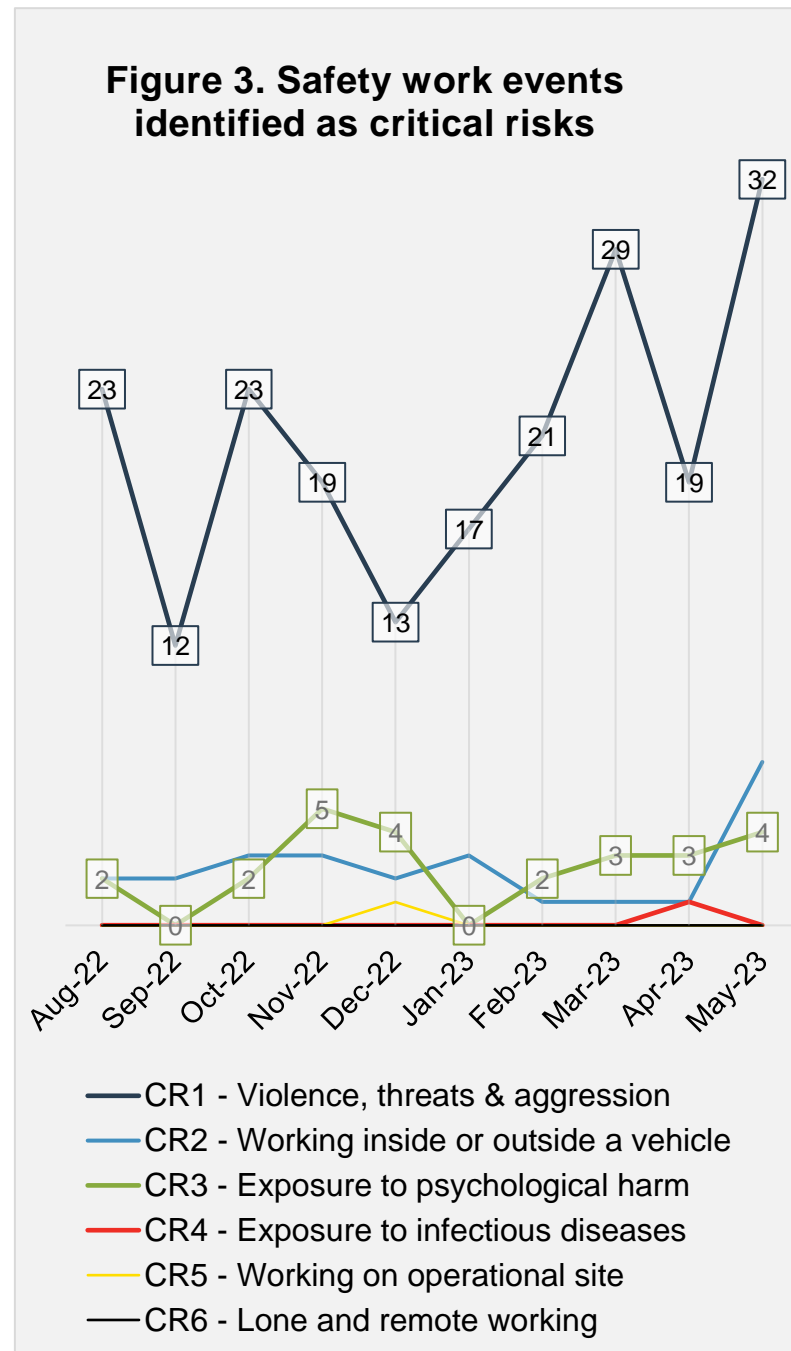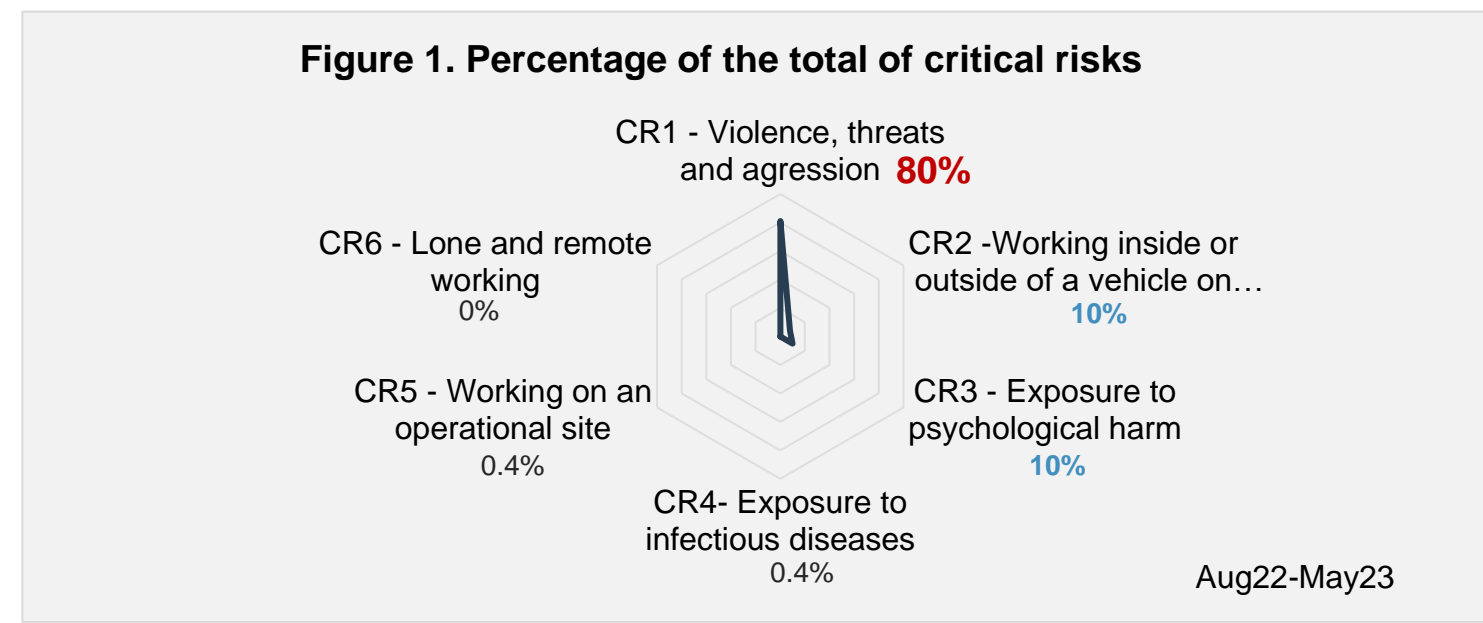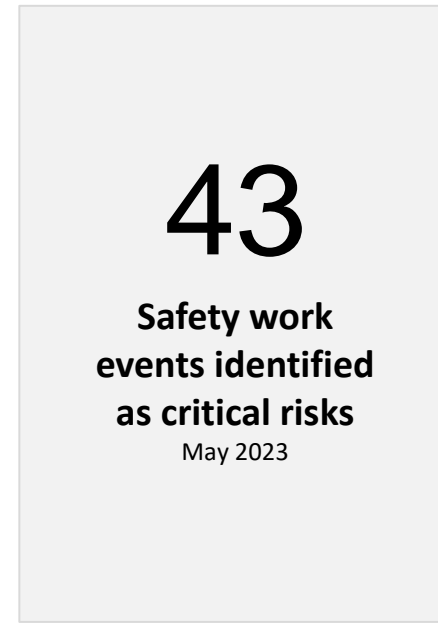CR2 -Working inside or outside of a vehicle on… **10%**
CR5 - Working on an operational site 0.4%
CR3 - Exposure to psychological harm **10%**
CR4- Exposure to infectious diseases 0.4%

Aug22-May23

Figure 3. Safety work events identified as critical risks

- CR1 - Violence, threats & aggression
- CR2 - Working inside or outside a vehicle
- CR3 - Exposure to psychological harm
- CR4 - Exposure to infectious diseases
- CR5 - Working on operational site
- CR6 - Lone and remote working

Figure 4. Trend in Auckland transport critical risk outcomes

- Grade 1 - Verbal Abuse (Direct/Indirect Frustration Venting)
- Grade 2 - Verbal Abuse (Targeted but not sustained)
- Grade 3 - Verbal Abuse (Sustained)
- Grade 4 - Intimidation and Threats (Threatening Behavior)
- Grade 5 - Intimidation and Threats (Verbally threaten to harm or kill)
- Grade 6 - Intimidation and Threats (Non-verbal/verbal threat with weapon on display)
- Grade 7 - Assult (Physical contact/touch/object thrown/push/shove/minor assult)
- Grade 8 - Assult (Actively hit) / Serious Assult (Sustained)
- Injury/illness
- Near miss
- Psychological: Threats and aggression
- Property damage

Figure 2. May 2023 heat map - Risk consequence for safety work events identified as critical risks

Safety work events identified as critical risks		Likelihood				
		Rare May occur once in 20 years	**Unlikely** May occur once in 5-20 years	**Possible** May occur in 2-5 years	**Likely** May occur in the next 2 years	**Almost certain** May occur this year
		1	2	3	4	5
Consequences	Extreme 5					
	Major 4					
	Moderate 3					
	Minor 2			2-CR1 3-CR3	2-CR1 1-CR2	
	Insignificant 1	1-CR1	1-CR1	14-CR1 5-CR2 1-CR3	12-CR1	

Extreme (21-25)	Major (16-21)	Moderate (9-15)	Minor (4-8)	Insignificant (1-3)

Figure 5. Outcome types for critical risks

	Aug-Dec22	Jan-May23
Grade 4 - Intimidation and Threats (Threatening Behavior)	22	27
Grade 1 - Verbal Abuse (Direct/Indirect Frustration…	17	29
Grade 5 - Intimidation and Threats (Verbally threaten to…	12	15
Psychological: Threats and aggression	25	1
Grade 3 - Verbal Abuse (Sustained)	9	14
Grade 2 - Verbal Abuse (Targeted but not sustained)	3	17
Property damage	4	14
Grade 7 - Assult (Physical contact/touch/object…	7	11
Injury/illness	5	10
Near miss	10	5
Grade 6 - Intimidation and Threats (Non-verbal/verbal…		3
Grade 8 - Assult (Actively hit) / Serious Assult (Sustained)	2	

Note: Psychological: Threats and aggression is an old field in Synergi that previously has not been classified by grades.

Safety always

1.5 Supplier management - Public transport (PT) operators

Update on key notifiable or high potential events

Context

The Health and Safety at Work Act 2015 discloses a notifiable incident as an unplanned or uncontrolled incident in relation to a workplace that exposes a worker or any other person to a serious risk to that person's health or safety, arising from an immediate or imminent exposure to several high potential events, such as but not limited to fall or release from height, collapse of structure, electric shock, collision of vessels, fire, explosions and spillages. Specific injuries and illnesses relating to a person must also be notified to regulatory bodies.

Continuous Improvement

Reporting has become much more consistent, and operators have the desire to provide quality meaningful data. A review and consultation will be undertaken with the operators in an effort to ensure both parties benefit from the reporting metrics and definitions are clear.

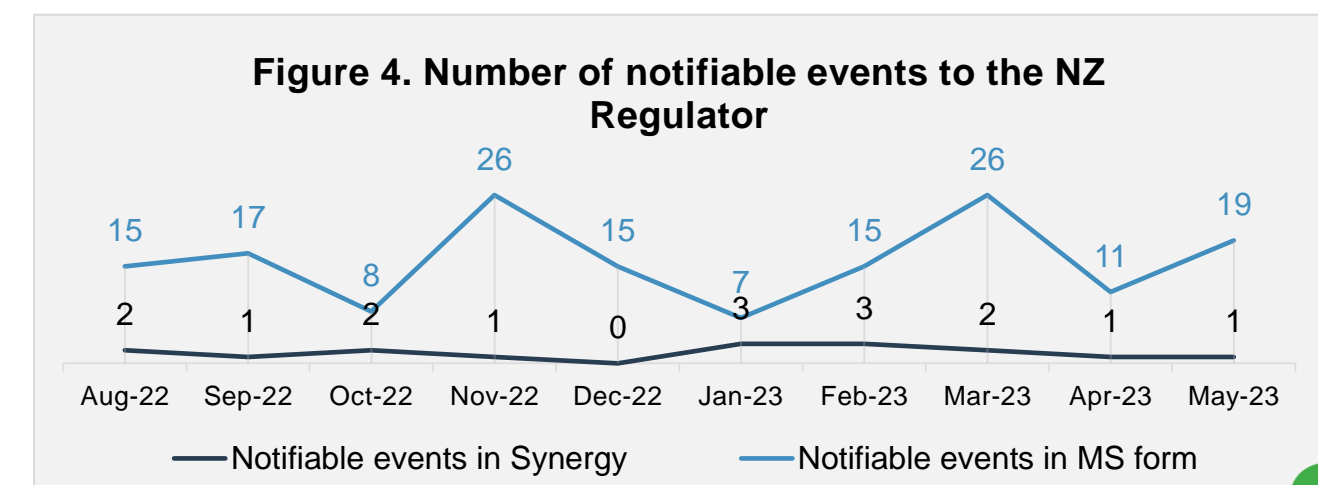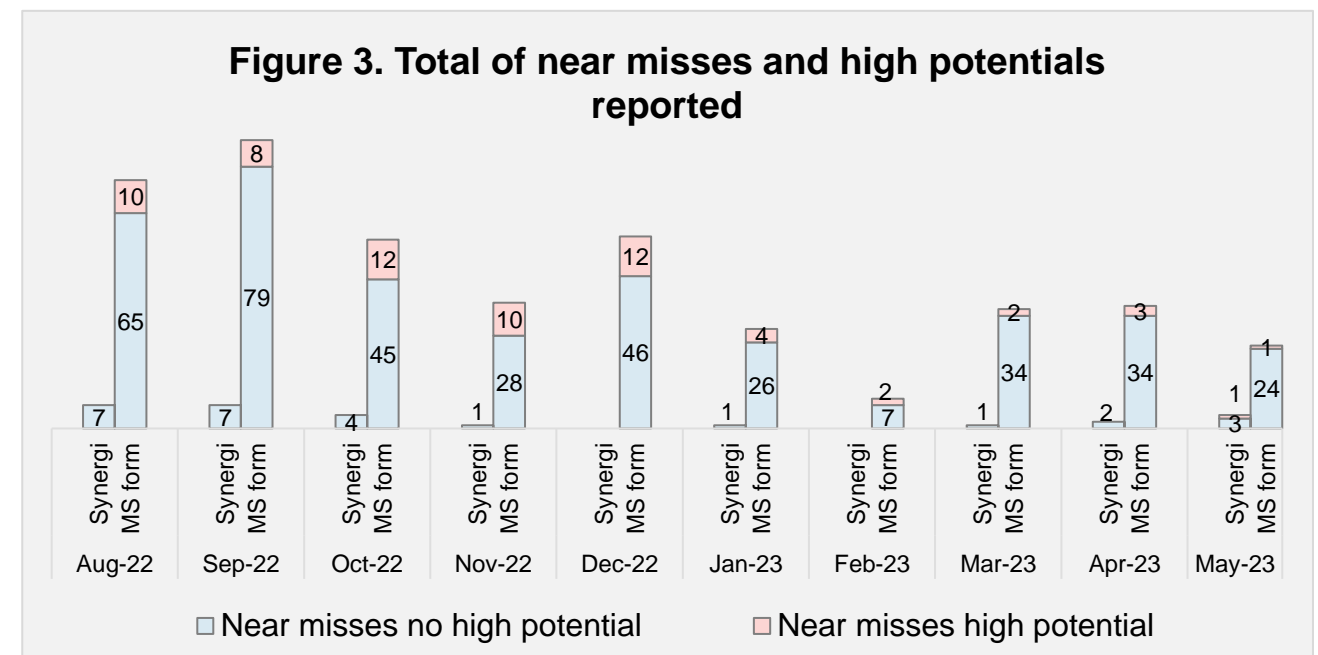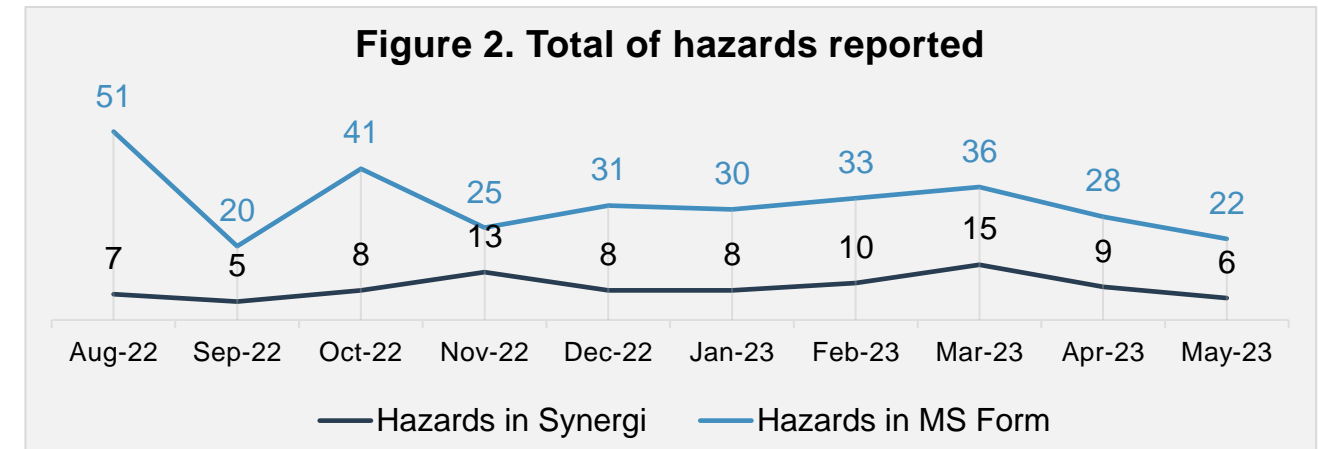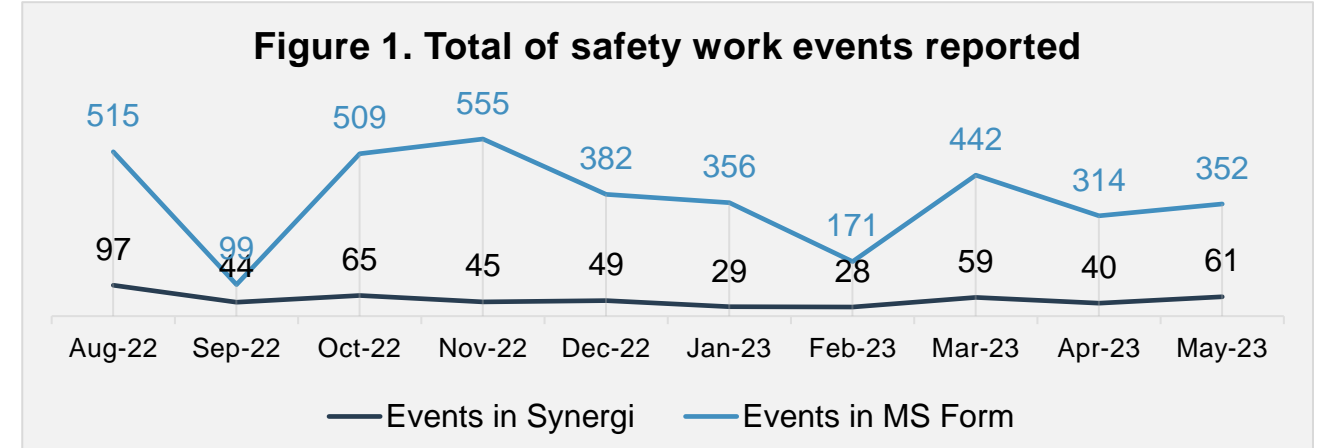| Area	Regulator	Notifiable Definition
Occupational Health & Safety (workplace)	WorkSafe	When as a result of works being undertaken, a death, notifiable illness, injury or incident occurs.
Ferry	Maritime NZ	Accidents, incidents and mishaps reportable to Maritime New Zealand in accordance with Section 31 of the Maritime Transport Act 1994 and Section 56 of the Health and Safety at Work Act 2015
Rail	Waka Kotahi	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

Key insights for notifiable events

Bus	• Bus operators did not report any notifiable events for May.
Ferry	• One notifiable was captured for this reporting month. Reported via Syneri and the monthly MS Form via Belaire, 　• Synergi Case #32442 Skipper slipped on main bearer whilst adjusting steering system of vessel Spirit at berth after service. No pax onboard. Worker is on leave and on ACC.
Rail (AOR)	• AOR reported 18 notifiable events for the month of May. Those includes: 　• An emergency evacuation at Newmarket station due to fire on the platform. This resulted in service suspension and delays as well as damage to the back up power supply cabinet. 　• Four collisions, one of which involved impact to trolly left on the tracks resulting in service delays. 　• Five near misses, three of which where vehicles on tracks and two members of the public on the tracks. 　• A car stuck on crossing due to traffic lights also resulted in train stopping and delays (reported as antisocial behavior). 　• Three passenger issues which are inclusive of self harm attempts / threats and a medical event due to collapse on the platform. 　• The remaining four notifiable events are all related to faults and a procedural breach. • In comparison to the past two reporting months, May has seen a drop in violence threats and aggression, antisocial behaviours and passenger issues relating to both. It was noted for March and April aggression between passengers and members of the public were trending up. • For the month of May there were a plethora of service delays which resulted from an emergency event and people, objects and cars on the tracks.

Key insights for high potentials

Bus	• Waiheke Bus reported a near miss collision with a car 　• Synergi Case #32305 Car traveling on wrong side of road on a blind corner. Bus swerved left to avoid causing tyres to impacted the curb. Driver confirmed all passengers were OK
Ferry	• Although Fullers did not alert Auckland Transport to any notifiable events for the reporting month of May, they did inform us of the following three high potential occurrences, all of which are captured in Synergi and are categorised as LTI, VTA, mechanical failure: 　• Synergi Case #32164. Staff member suffering a significant ankle sprain after slipping and falling whilst walking to board vessel. 　• Synergi Case # 32270 Passenger attempted to board vessel without purchasing a ticket. Passenger became verbally abusive and threatened staff continually until the vessel departed. 　• Synergi Case # 32335 Control delays noted and vessel removed from service. Programming issue with new engines has been identified by maintenance team.

Dashboard

Figure 1. Total of safety work events reported

Events in Synergi — Events in MS Form

Figure 2. Total of hazards reported

Hazards in Synergi — Hazards in MS Form

Figure 3. Total of near misses and high potentials reported

☐ Near misses no high potential　■ Near misses high potential

Figure 4. Number of notifiable events to the NZ Regulator

Notifiable events in Synergy — Notifiable events in MS form

1.5 Supplier management - Public transport (PT) operators critical risks spotlight
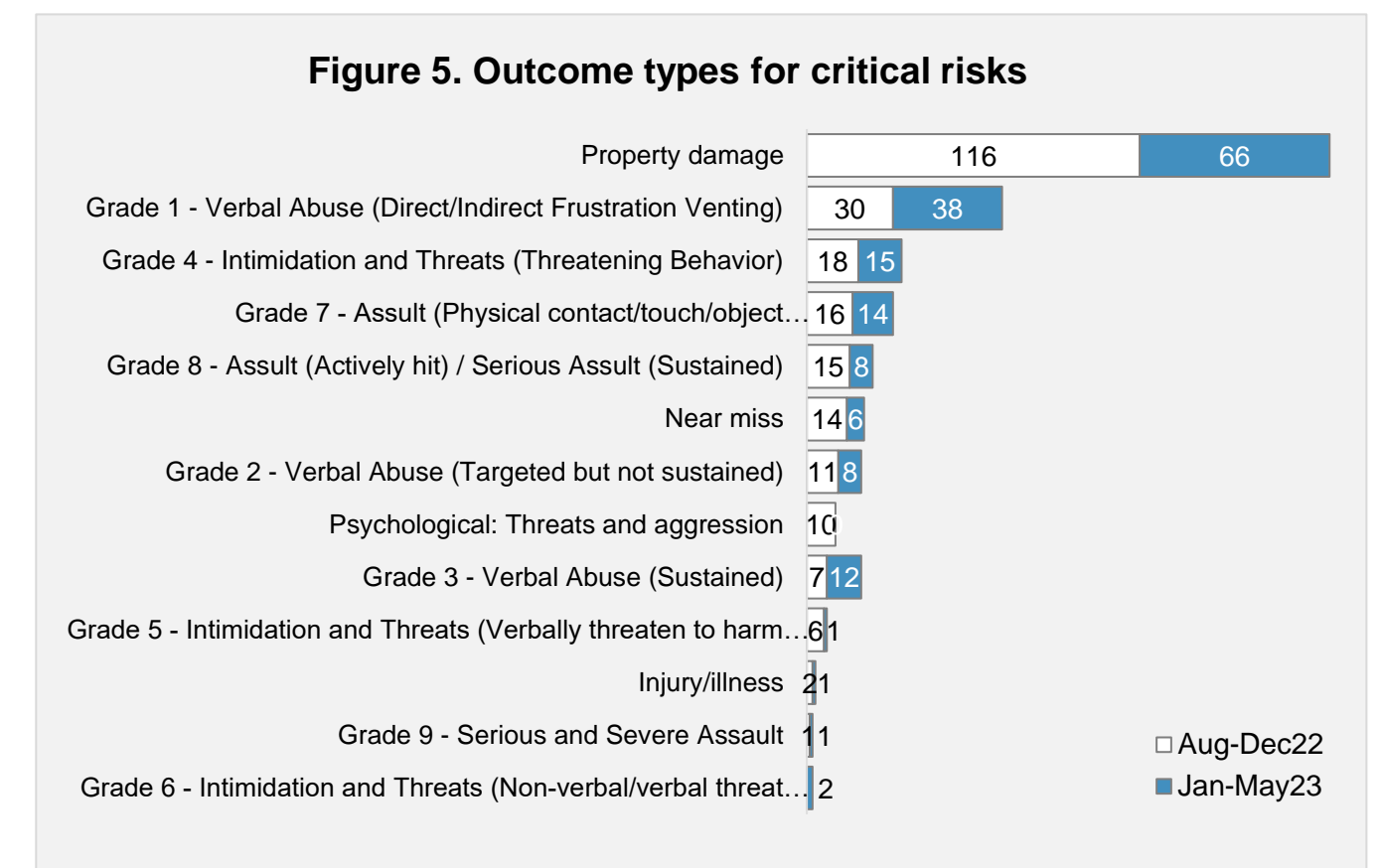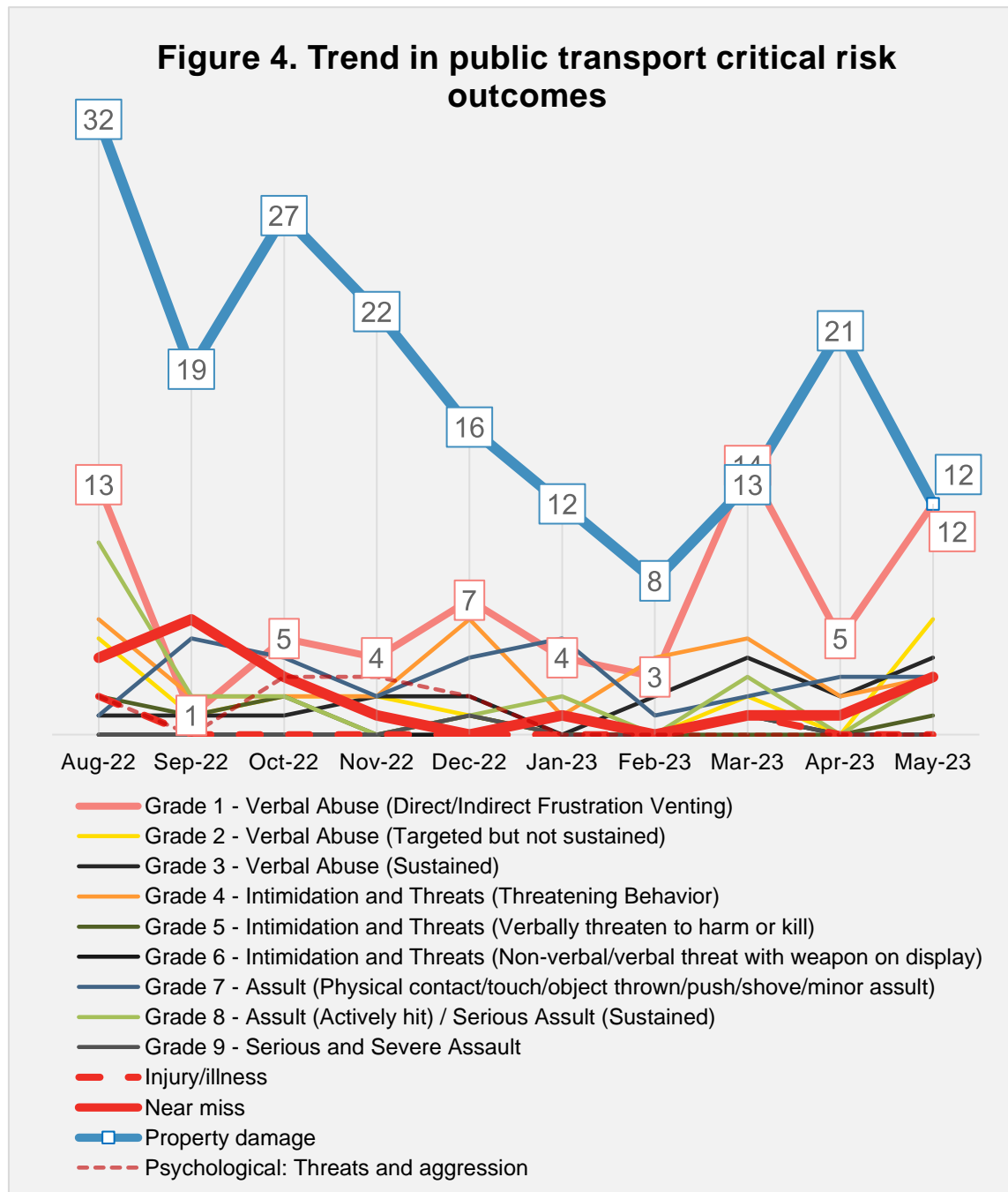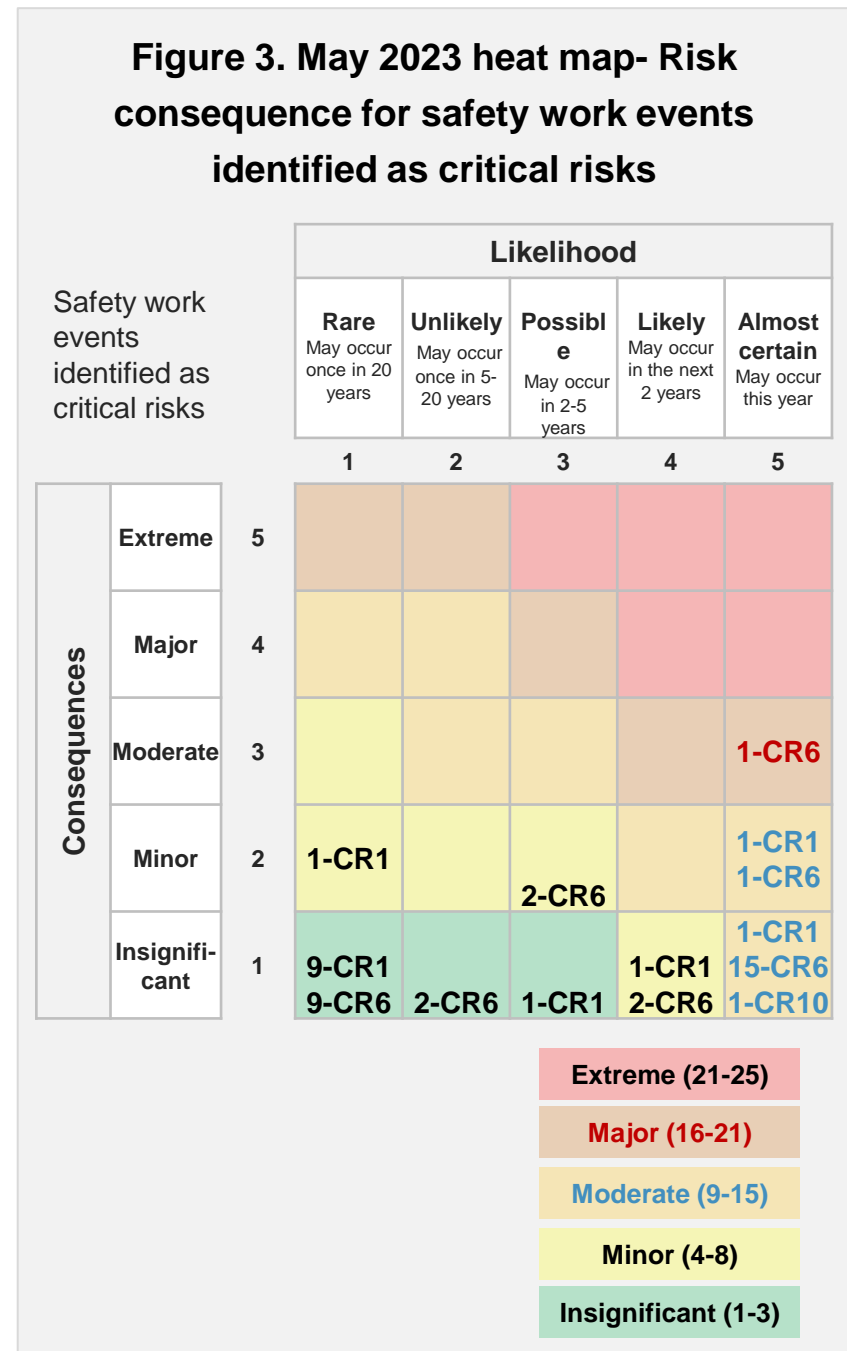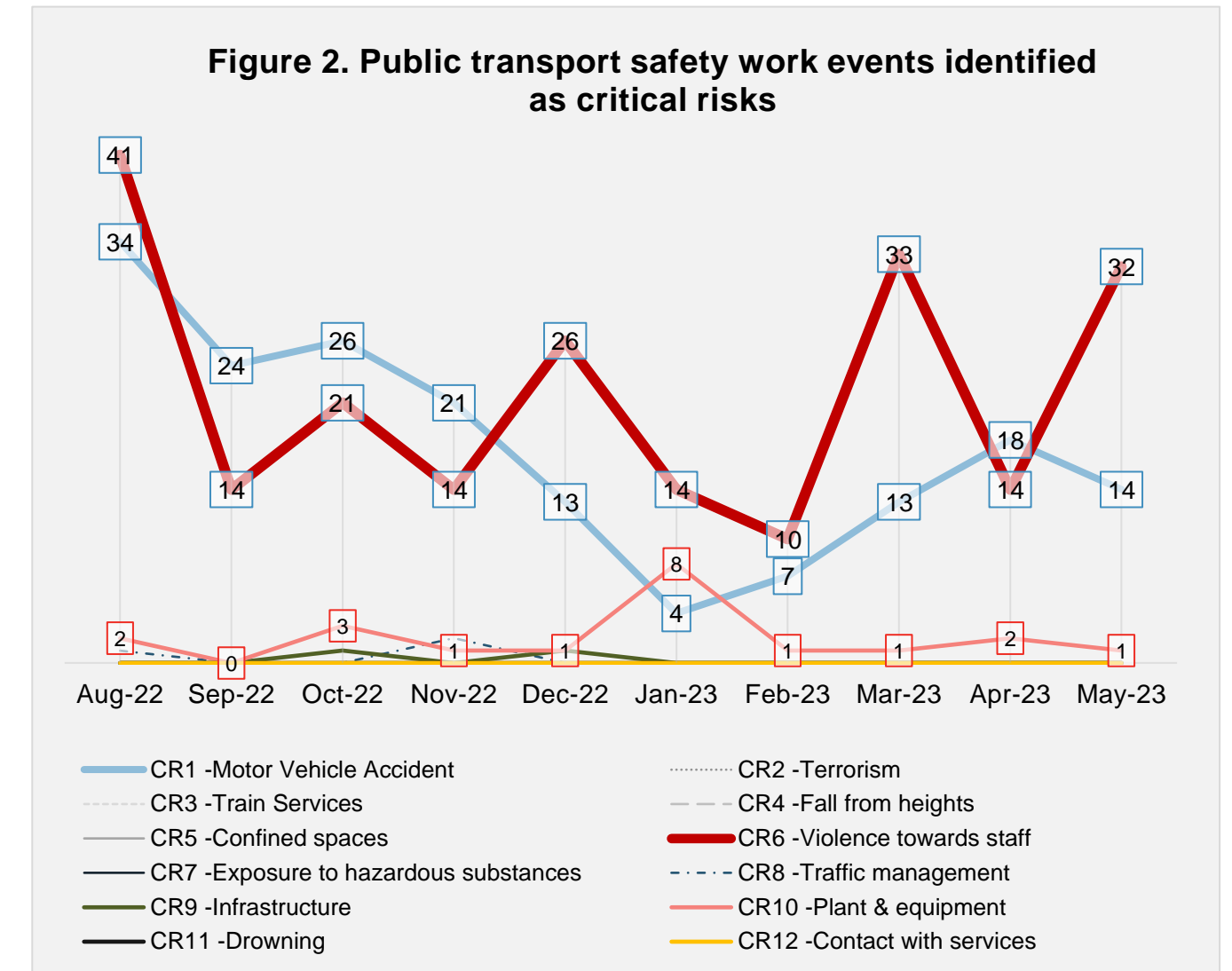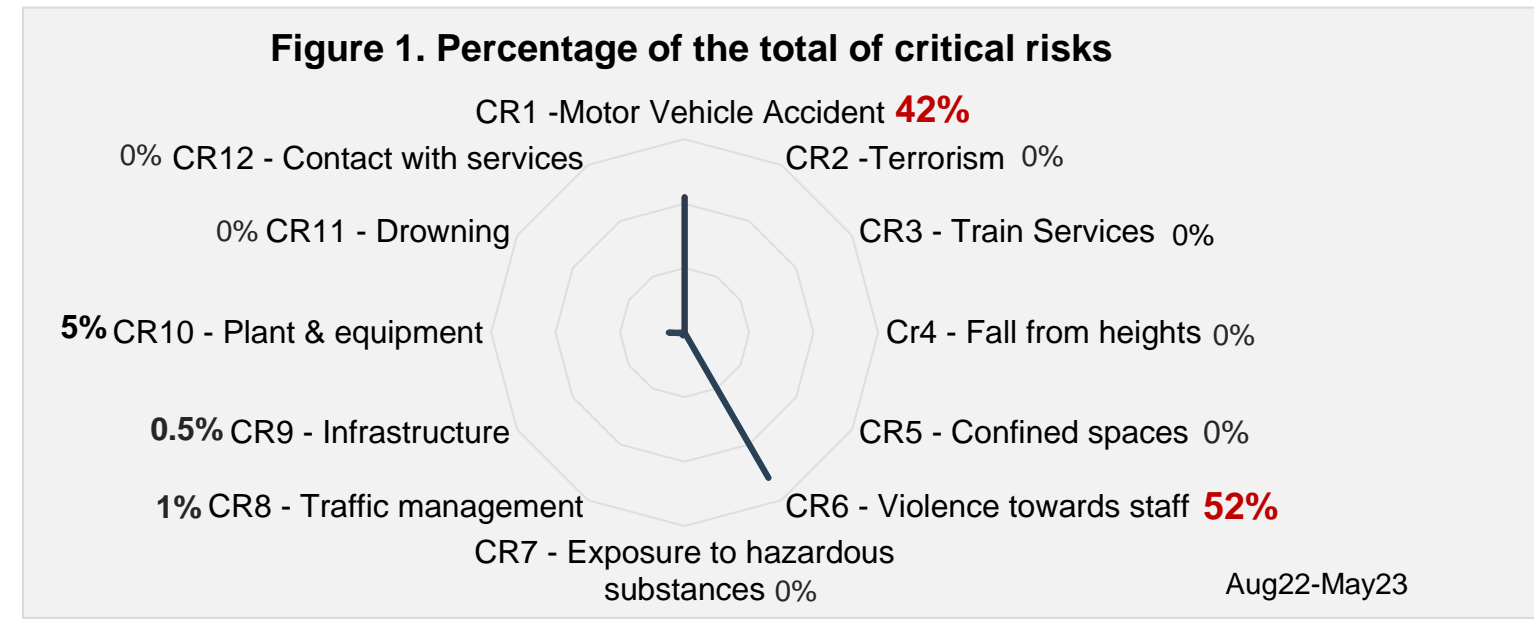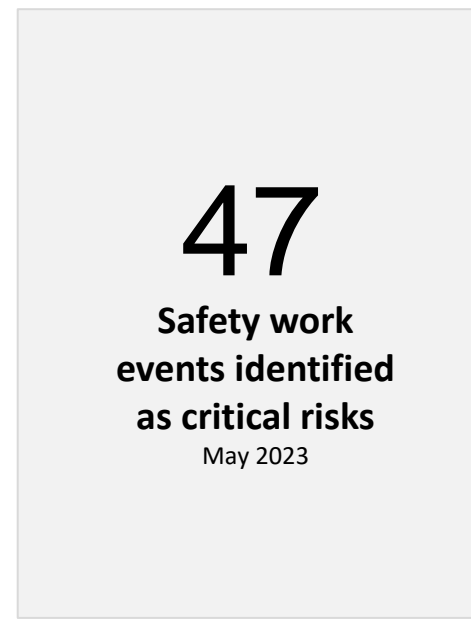
Spotlight

PT Critical Risks

Context

Identification and management of PT critical risks is essential in ensuring our partners are operating safely, PT workers are protected from risk of harm and service users are not exposed to harm, as far as reasonably practicable. AT is working with all operators to eliminate or contain significant risks via consultation, cooperation and coordination with other persons conducting a business or undertaking (PCBUs).

Key insights

- While 12 critical risks (CR) categories are identified for PT operators, seven categories have not been reported against from August 2022 until now involving: terrorism (CR2), train services (CR3) fall from heights (CR4), confined spaces (CR5), exposure to hazardous substances (CR7), drowning (CR11) and contact with services (CR12) (Figure 1).

- Violence towards staff and motor vehicle accident maintain its consistent trend from the prior months with 52% and 42% respectively of critical risk events attributed to it for the period from August 22 to May 23; the least number of safety work events reported involving traffic management and infrastructure representing 1% and 0.5% respectively of PT critical risks (Figure 1). Of 418)

- In May, 68% (32 of 47) of the total of reported safety work events presenting a critical risk to PT operators were related to violence towards staff. There was an increase of 129% (14 to 32) in safety work events classified as violence towards staff compared to April (Figure 2).

- Safety work events related to motor vehicle accidents had a decrease of 22% in May compared to April (Figure 2).

- According to the risk consequence heat map for May, 19 PT critical risks fall into the moderate risk consequence category being 16 violence towards staff, two motor vehicle accident and one plant and equipment; and one PT critical risk falls int the major risk consequence related to violence towards staff (Figure 3).

- Property damage continues trending as the largest outcome for all safety work events identified as critical risk with 66 events from January to May 2023. Although property damage is increasing, it had a decrease of 43% (21 to 12) in May compared to April and opposite to Grade 1 verbal abuse which had an increase of 140% (5 to 12) in May compared to April (Figure 4 and 5).

Dashboard

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Safety work events identified as critical risks

May 2023

Figure 1. Percentage of the total of critical risks

CR1 -Motor Vehicle Accident **42%**
0% CR12 - Contact with services   CR2 -Terrorism 0%
0% CR11 - Drowning   CR3 - Train Services 0%
5% CR10 - Plant & equipment   Cr4 - Fall from heights 0%
0.5% CR9 - Infrastructure   CR5 - Confined spaces 0%
1% CR8 - Traffic management   CR6 - Violence towards staff **52%**
CR7 - Exposure to hazardous substances 0%   Aug22-May23

Figure 2. Public transport safety work events identified as critical risks

	CR1 -Motor Vehicle Accident	CR2 -Terrorism
	CR3 -Train Services	CR4 -Fall from heights
	CR5 -Confined spaces	CR6 -Violence towards staff
	CR7 -Exposure to hazardous substances	CR8 -Traffic management
	CR9 -Infrastructure	CR10 -Plant & equipment
	CR11 -Drowning	CR12 -Contact with services

Figure 3. May 2023 heat map- Risk consequence for safety work events identified as critical risks

Safety work events identified as critical risks

		Likelihood				
		Rare May occur once in 20 years	**Unlikely** May occur once in 5-20 years	**Possible** May occur in 2-5 years	**Likely** May occur in the next 2 years	**Almost certain** May occur this year
		1	2	3	4	5
Consequences	Extreme 5					
	Major 4					
	Moderate 3					1-CR6
	Minor 2	1-CR1		2-CR6		1-CR1 1-CR6
	Insignificant 1	9-CR1 9-CR6	2-CR6	1-CR1	1-CR1 2-CR6	1-CR1 15-CR6 1-CR10

Extreme (21-25)
Major (16-21)
Moderate (9-15)
Minor (4-8)
Insignificant (1-3)

Figure 4. Trend in public transport critical risk outcomes

- Grade 1 - Verbal Abuse (Direct/Indirect Frustration Venting)
- Grade 2 - Verbal Abuse (Targeted but not sustained)
- Grade 3 - Verbal Abuse (Sustained)
- Grade 4 - Intimidation and Threats (Threatening Behavior)
- Grade 5 - Intimidation and Threats (Verbally threaten to harm or kill)
- Grade 6 - Intimidation and Threats (Non-verbal/verbal threat with weapon on display)
- Grade 7 - Assult (Physical contact/touch/object thrown/push/shove/minor assult)
- Grade 8 - Assult (Actively hit) / Serious Assult (Sustained)
- Grade 9 - Serious and Severe Assault
- Injury/illness
- Near miss
- Property damage
- Psychological: Threats and aggression

Figure 5. Outcome types for critical risks

Outcome	Aug-Dec22	Jan-May23
Property damage	116	66
Grade 1 - Verbal Abuse (Direct/Indirect Frustration Venting)	30	38
Grade 4 - Intimidation and Threats (Threatening Behavior)	18	15
Grade 7 - Assult (Physical contact/touch/object…	16	14
Grade 8 - Assult (Actively hit) / Serious Assult (Sustained)	15	8
Near miss	14	6
Grade 2 - Verbal Abuse (Targeted but not sustained)	11	8
Psychological: Threats and aggression	10	
Grade 3 - Verbal Abuse (Sustained)	7	12
Grade 5 - Intimidation and Threats (Verbally threaten to harm…	6	1
Injury/illness	2	1
Grade 9 - Serious and Severe Assault	1	1
Grade 6 - Intimidation and Threats (Non-verbal/verbal threat…	2	

Safety always

1.5 Supplier management - Physical works (PW) contractors

Update on key notifiable or high potential events

Context

The Health and Safety at Work Act 2015 discloses a notifiable event as an unplanned or uncontrolled event in relation to a workplace that exposes a worker or any other person to a serious risk to that person's health or safety arising from an immediate or imminent exposure to several high potential events, such as but not limited to fall or release from height, collapse of structure, electric shock, collision of vessels, fire, explosions and spillages. Specific injuries and illnesses relating to a person must also be notified to regulatory bodies.

Area	Regulator	Notifiable definition
Occupational Health & Safety (workplace)	WorkSafe	When as a result of works being undertaken a death, notifiable illness, injury or incident occurs.

Term	Definitions
High potential event	Is classified as a situation or group of situations that has the potential to cause significant harm to person or property. These are normally viewed and approached as actual events, due to the severity rating.
Near miss	Is classified as a dangerous occurrence which could have caused harm but didn't, there is often some debate around what constitutes as a near miss and contributes to several different reporting styles throughout safety management.

Key insights for notifiable events

- No notifiable events have been reported since September 2022.

Key insights for high potentials

- There were no high potential near misses reported for the month of May.
- There were two near miss events reported in Synergi that should have been classified as high potential. Both events are detailed below for note.
  - Synergi #32205. After a period of heavy rain, lower trench wall collapsed down to the drainage within the trench floor. No persons or plant were in the trench when the collapse occurred. The overall depth was approximately 2m. The benches were constructed at 1m height intervals as per standard.
  - Synergi #32372 Car drove into centre line taper and continues to take out cones and drag a few with them on opposite site to where the clients are working. Car did not stop and was speeding. This was raised by STMS on site - reporting on behalf of Ventia who are the Civil Contractors for the project.
- There is a critical risk element applied to both. One under CR3 - Working outside and the other CR1 - Working in live traffic environment.
- Critical risks are being reviewed to ensure accurate reporting and oversight.

Assurance activities

Context

The assurance activities undertaken by AT project managers demonstrates our internal due diligence of construction activities and progress. We highlight live sites as this puts into context the data we receive, and the number of reports submitted via our external physical works contractors.
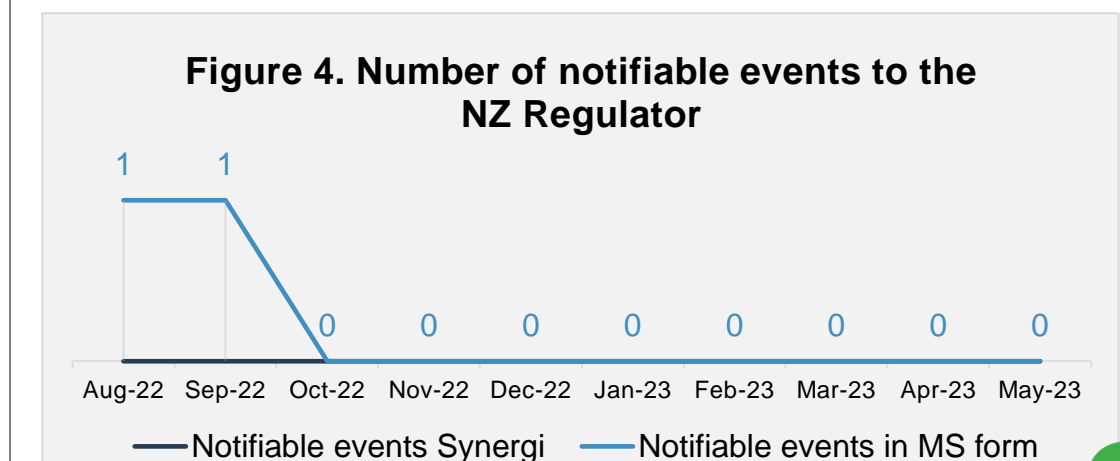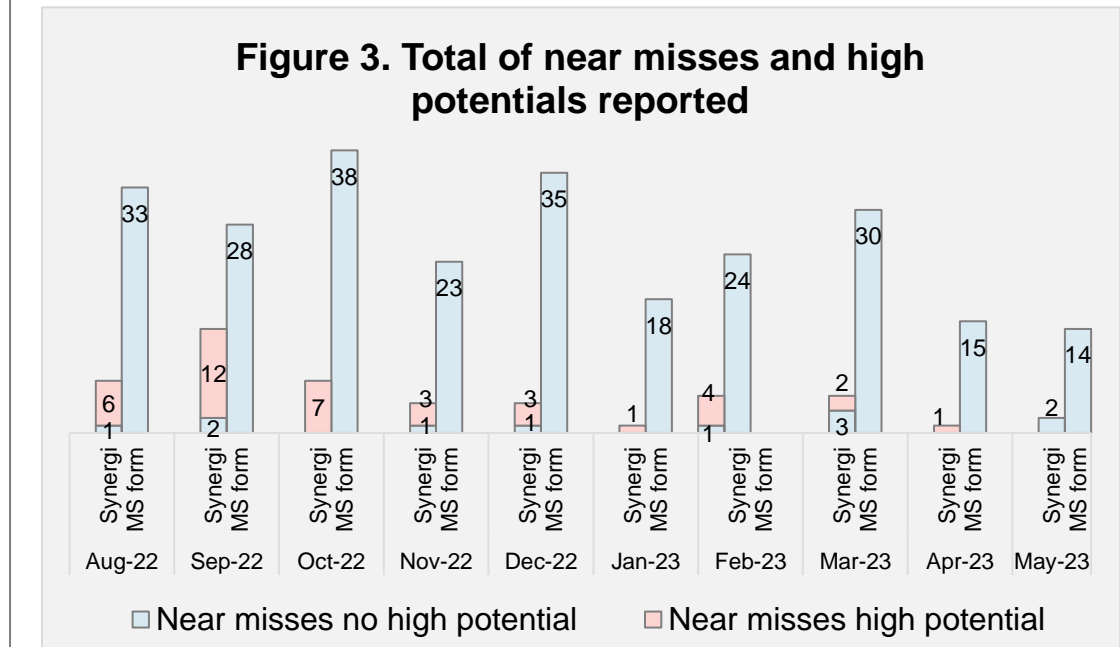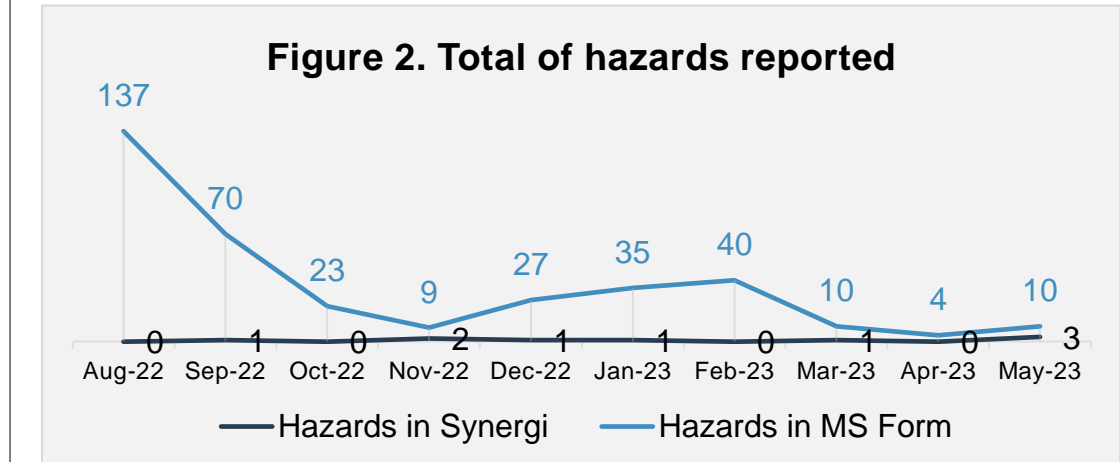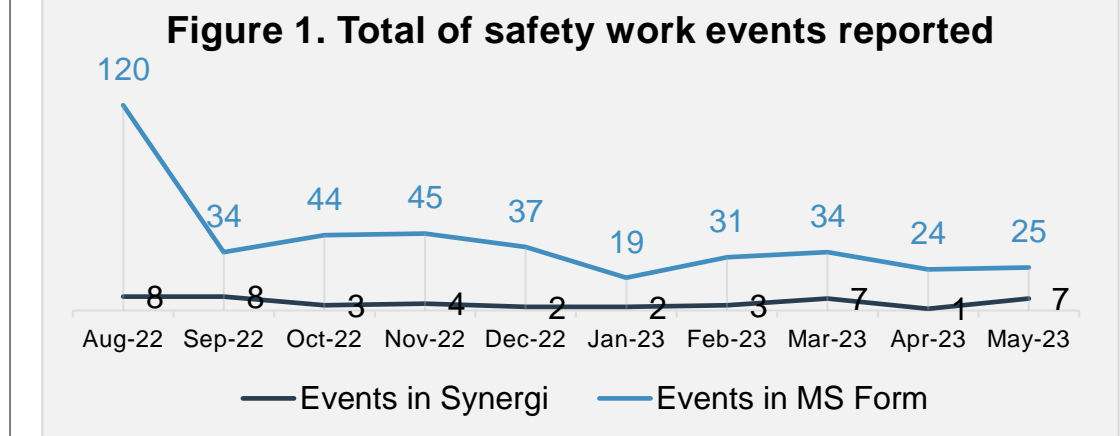
Key insights

- Many of our contractors work across multiple sites, for which they provide individual reports. This allows us to not only review how contractors are performing in general. It also gives us the ability to have oversight on how individual sites are preforming. This is dependent on a healthy and consistent reporting culture. Consistency and quality will be a focus for our project management teams for the coming year, so that we are able to have clear visibility over safety performance and make informed decisions based on areas of concern through review of data.

- In May, 19 reports were submitted across infrastructure construction and asset maintenance contractors via 16 contractors. Nine from the 16 contractors were for Asset maintenance. The construction team did not provide comprehensive data for May so we were unable to fully review.

Area	Live infrastructure construction sites				Audits undertaken			
	Feb23	Mar 23	April 23	May 23	Feb23	Mar 23	April 23	May 23
Construction	11	11	10	-	28	32	21	-
Investigation & design	0	0	0	0	0	0	0	0
Local and safety projects	10	8	9	4	5	4	16	5
PT facilities & structure	5	3	3	2	4	4	3	1

Contractors reporting			
	April 2023		**May 2023**
CSLi	McKay Electrical	Alpha Rail	Liveable Streets
Downer	Naylor Construction Ltd	CSLi	McKay Electrical
Electrix	NorthPower	Downer	Naylor Construction Ltd
Fulton Hogan	Phoenix Solutions	Electrix	NorthPower
HEB	Traffica	Fulton Hogan	Phoenix Solutions
Legacy Construction	Ventia	HEB	Traffica
Liveable Streets	Wharehine Contractors Ltd	John Fillmore Contracting	Ventia
		Legacy Construction	Wharehine Contractors Ltd

Dashboard

Figure 1. Total of safety work events reported

Figure 2. Total of hazards reported

Figure 3. Total of near misses and high potentials reported

Figure 4. Number of notifiable events to the NZ Regulator

1.5 Supplier management - Physical works (PW) contractors critical risks spotlight

Spotlight

PW Critical Risks

Context
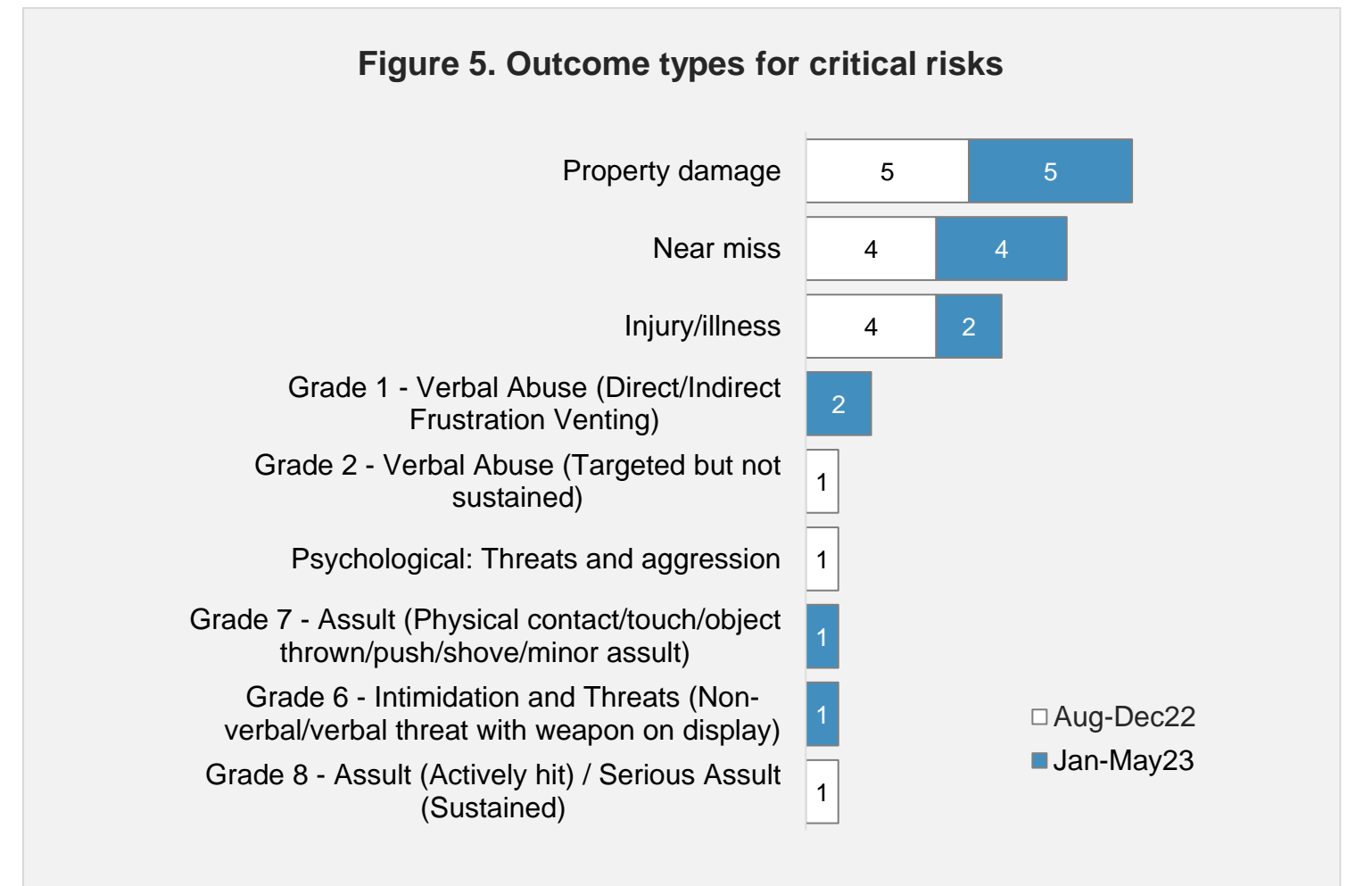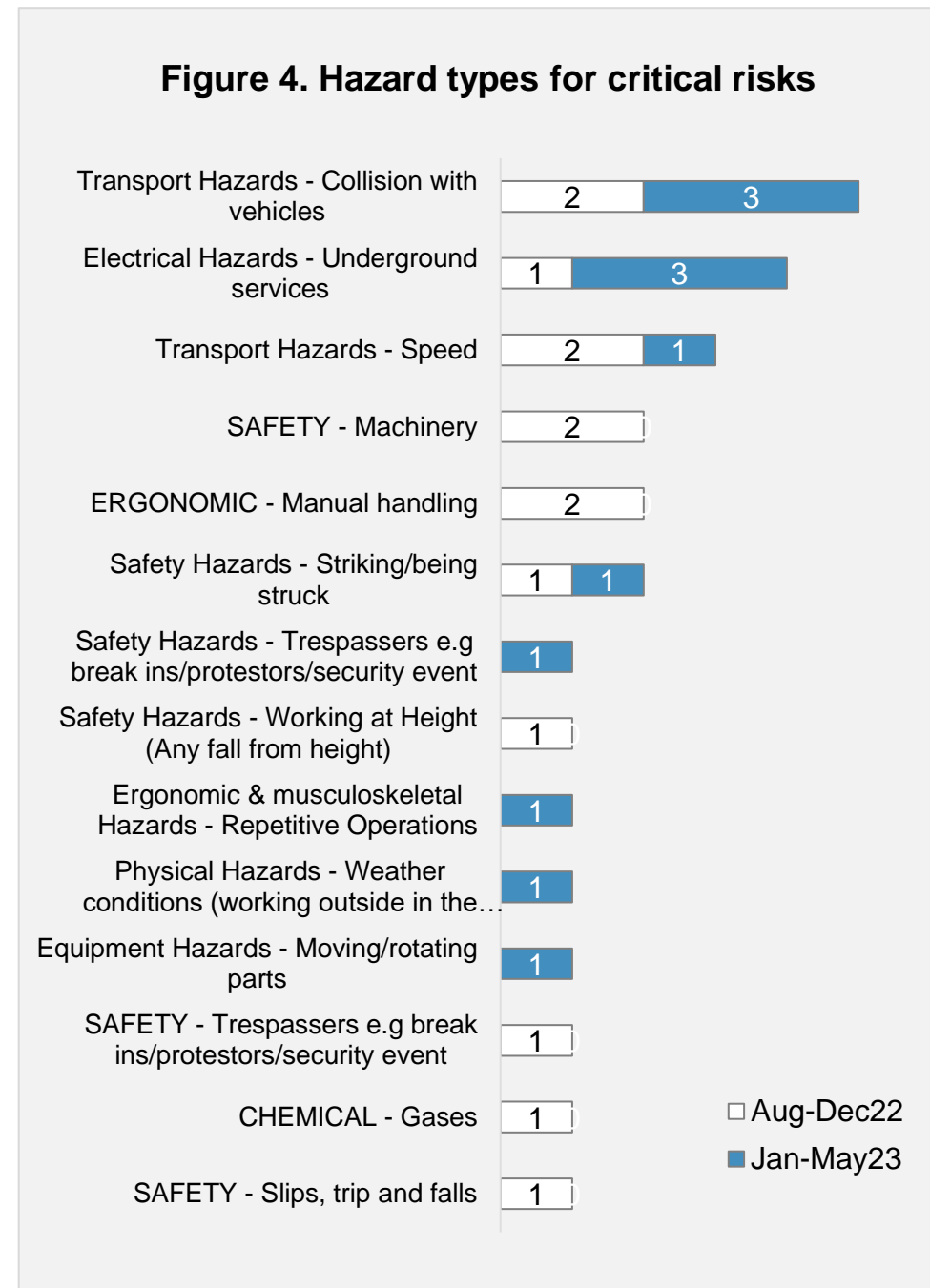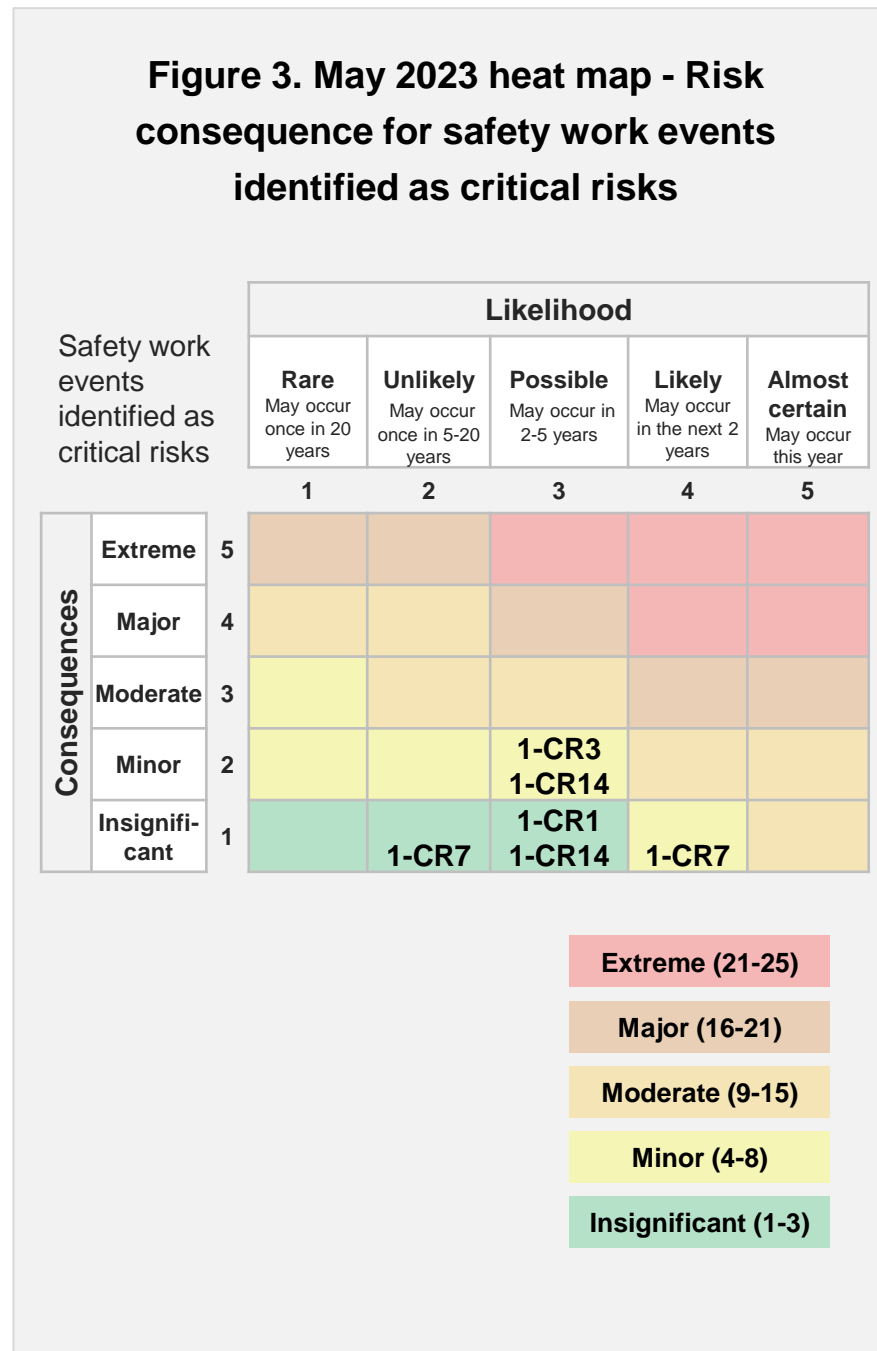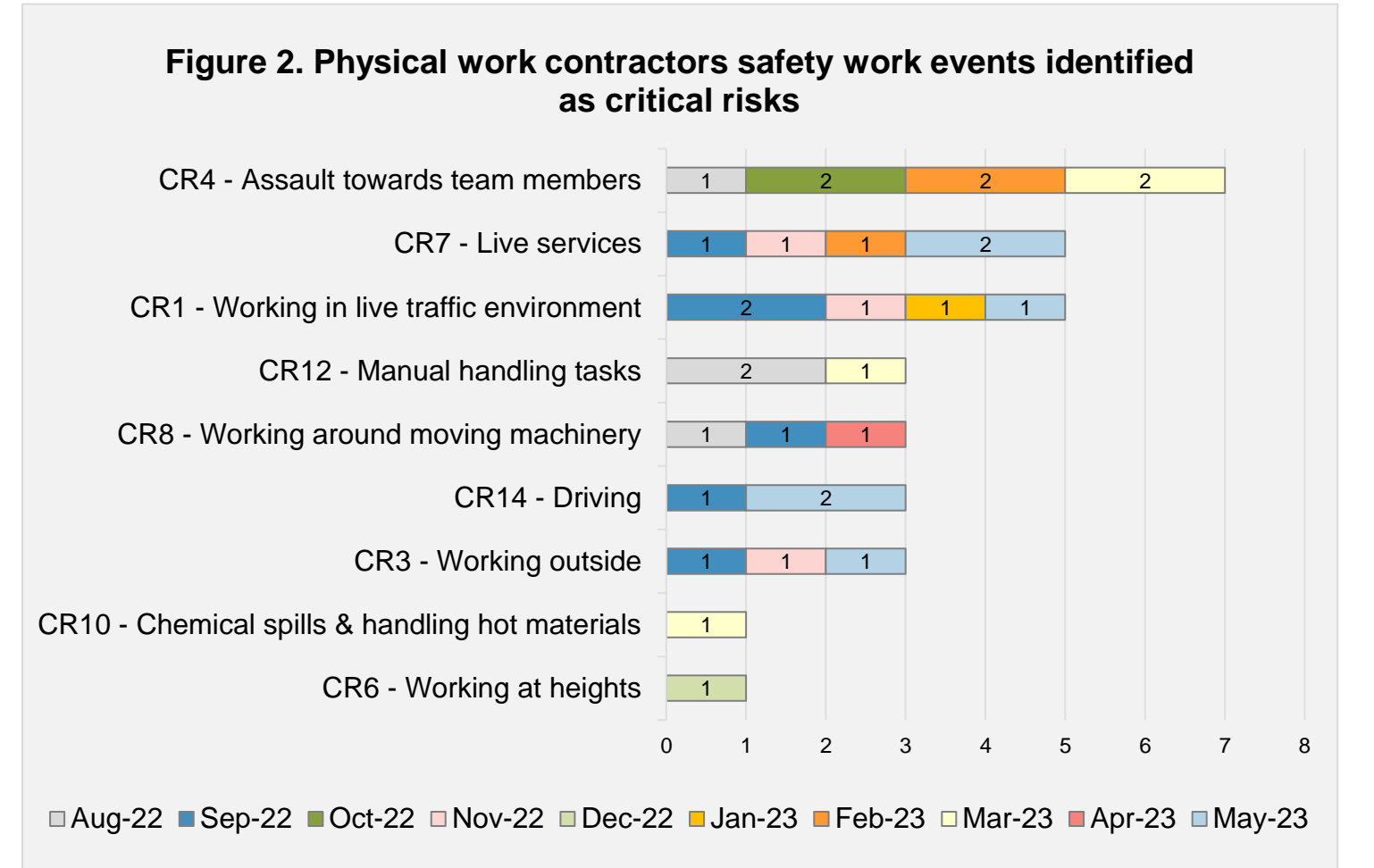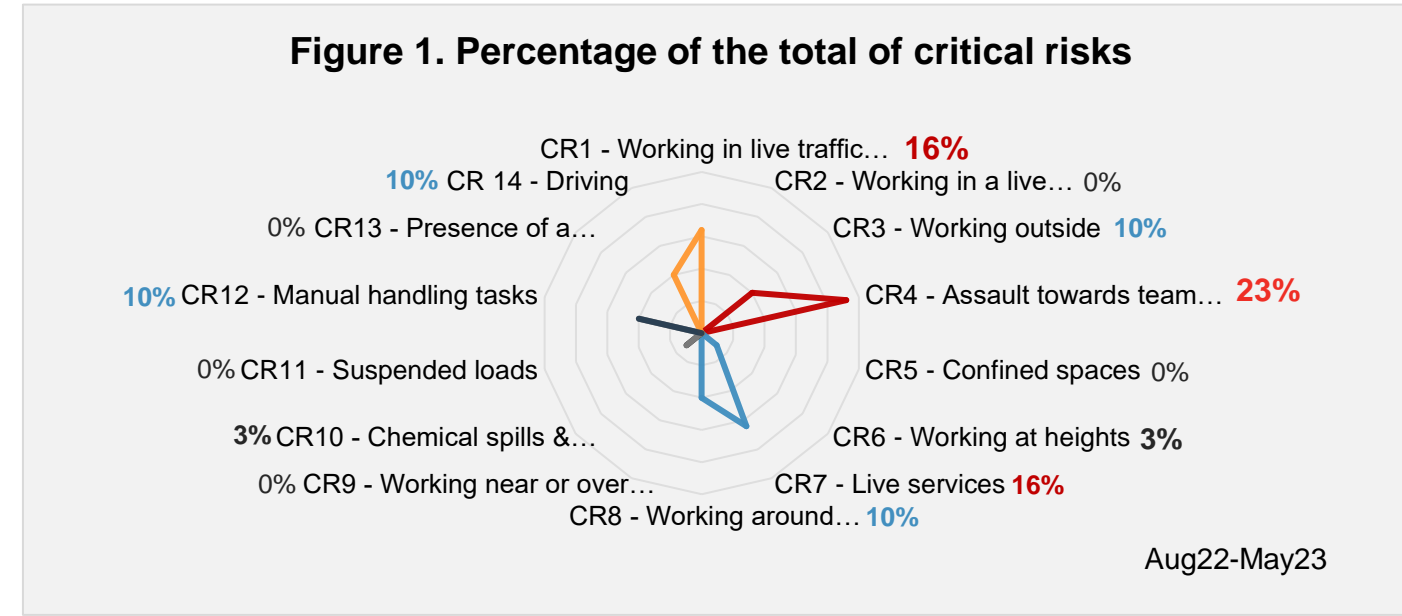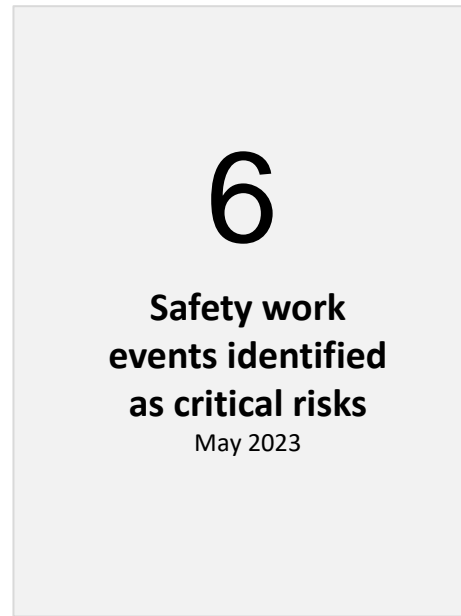
Identification and management of PW critical risks is essential in ensuring our partners are operating safely, PW contractors are protected from risk of harm and are not exposed to harm, as far as reasonably practicable. AT is working with all contractors to eliminate or contain significant risks via consultation, cooperation and coordination with other persons conducting a business or undertaking (PCBUs).

Key insights

- While 14 critical risk (CR) categories are identified for PW contractors, only five categories have not been reported against from August 2022 until now. A review of reportable critical risk categories is being undertaken.

- Assault towards team members and working in live traffic environment maintain a consistent trend from the prior months with 23% and 16% respectively of critical risk events attributed to it. Live services increased from 12% to 16% and driving increased from 4% to 10% since last reporting period (Aug22-Apr23) .The least number of safety work events reported and identified as critical risks involved working at heights and chemicals spills, each representing 3% of critical risks (Figure 1).

- In May, there were six safety work events identified as critical risks being two related to live services, two driving, one working outside and one working in live traffic environment (Figure 2).

- No moderate, major or extreme risk consequence were identified in May. All PW critical risk falls into the minor and insignificant risk consequence category (Figure 3).

- Property damage, near misses and injury/illness continue trending as the largest outcome for all safety work events identified as critical risk. In May, there were two near misses and four safety work events with an outcome of property damage (Figure 5).

Dashboard

6

Safety work events identified as critical risks

May 2023

Figure 1. Percentage of the total of critical risks

CR1 - Working in live traffic… **16%**
10% CR 14 - Driving
CR2 - Working in a live… 0%
0% CR13 - Presence of a…
CR3 - Working outside 10%
10% CR12 - Manual handling tasks
CR4 - Assault towards team… **23%**
0% CR11 - Suspended loads
CR5 - Confined spaces 0%
3% CR10 - Chemical spills &…
CR6 - Working at heights **3%**
0% CR9 - Working near or over…
CR7 - Live services **16%**
CR8 - Working around… **10%**

Aug22-May23

Figure 3. May 2023 heat map - Risk consequence for safety work events identified as critical risks

Safety work events identified as critical risks		Likelihood				
		Rare — May occur once in 20 years	Unlikely — May occur once in 5-20 years	Possible — May occur in 2-5 years	Likely — May occur in the next 2 years	Almost certain — May occur this year
		1	2	3	4	5
Consequences	Extreme 5					
	Major 4					
	Moderate 3					
	Minor 2			1-CR3 1-CR14		
	Insignificant 1	1-CR7	1-CR14	1-CR1 1-CR7	1-CR7	

- Extreme (21-25)
- Major (16-21)
- Moderate (9-15)
- Minor (4-8)
- Insignificant (1-3)

Figure 4. Hazard types for critical risks

Hazard type	Aug-Dec22	Jan-May23
Transport Hazards - Collision with vehicles	2	3
Electrical Hazards - Underground services	1	3
Transport Hazards - Speed	2	1
SAFETY - Machinery	2	
ERGONOMIC - Manual handling	2	
Safety Hazards - Striking/being struck	1	1
Safety Hazards - Trespassers e.g break ins/protestors/security event		1
Safety Hazards - Working at Height (Any fall from height)	1	
Ergonomic & musculoskeletal Hazards - Repetitive Operations		1
Physical Hazards - Weather conditions (working outside in the…		1
Equipment Hazards - Moving/rotating parts		1
SAFETY - Trespassers e.g break ins/protestors/security event	1	
CHEMICAL - Gases	1	
SAFETY - Slips, trip and falls	1	

Figure 2. Physical work contractors safety work events identified as critical risks

	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23
CR4 - Assault towards team members	1		2				2		2	
CR7 - Live services		1		1		1			2	
CR1 - Working in live traffic environment		2		1		1		1		
CR12 - Manual handling tasks	2				1					
CR8 - Working around moving machinery	1		1		1					
CR14 - Driving		1				2				
CR3 - Working outside		1		1		1				
CR10 - Chemical spills & handling hot materials				1						
CR6 - Working at heights			1							

Figure 5. Outcome types for critical risks

Outcome	Aug-Dec22	Jan-May23
Property damage	5	5
Near miss	4	4
Injury/illness	4	2
Grade 1 - Verbal Abuse (Direct/Indirect Frustration Venting)		2
Grade 2 - Verbal Abuse (Targeted but not sustained)	1	
Psychological: Threats and aggression	1	
Grade 7 - Assult (Physical contact/touch/object thrown/push/shove/minor assult)	1	
Grade 6 - Intimidation and Threats (Non-verbal/verbal threat with weapon on display)	1	
Grade 8 - Assult (Actively hit) / Serious Assult (Sustained)	1	

Safety always

2. Road safety dashboard

NOTE: Ministry of Transport (MOT) data will report a higher number of fatalities than the Crash Analysis System (CAS) and is to be noted when reviewing section 2.1 compared to section 2.2 of this report.

Let's go there

2.1 DSI reporting

Performance view

12 months June 2022 to May 2023 Crash Analysis System (CAS) data

Context

One of AT's strategic focus areas is to make Tāmaki Makaurau's transport system safe through the adoption of the Safe System approach and eliminating harm. The programme is divided into four CAPEX branches of high-risk intersections, high risk corridors, speed and vulnerable road users. OPEX component include enforcement, technology (e.g., speed and red-light cameras including monitoring), education, policy and operations (e.g., CAPEX land and fees and OPEX monitoring and maintenance).
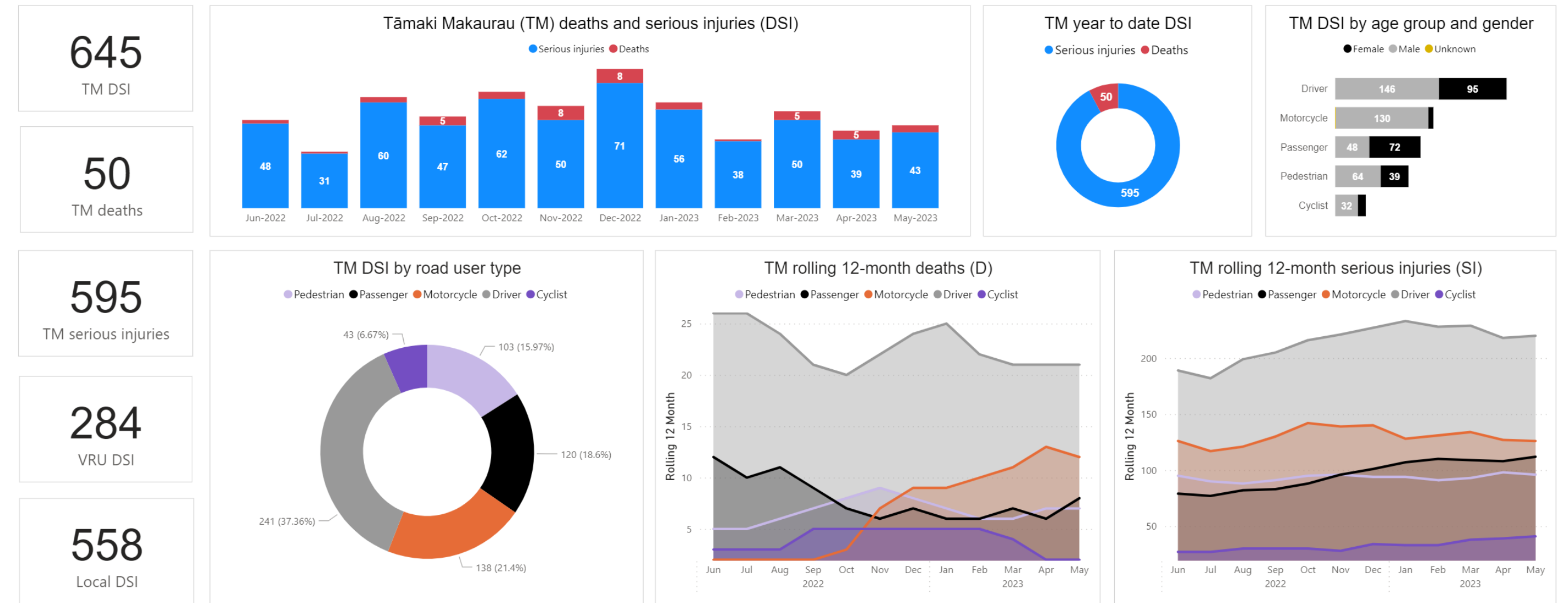
Key progress and insights

- **DSI:** In the last 12-months June 2022 to May 2023, there were 645 deaths and serious injuries (DSI) on Tāmaki Makaurau roads, including 50 deaths and 595 serious injuries. We are not on track to meet our SOI target of no more than 501 DSI by end of 2023.
  - In the five months January to May 2023 (YTD), there were 245 people killed or seriously injured, four less than the same time in 2022.
  - MOT reported 22 people lost their lives this year, the same as 2022.
  - Drivers and motorcyclists remain the largest groups harmed on our roads, representing 59% of DSI. Motorcyclist fatalities are growing fastest, while drivers represent the largest proportion.
  - The top five local boards based on DSI count, account for 43% of total DSI. These local boards are Rodney, Franklin, Manurewa, Otara-Papatoetoe and Howick
  - In May 2023, five people died; one aged between 0-14, two between the ages of 20-24, and two above 60 years of age.
- **Road Safety PBC:** A full refresh has been set in AT's Statement of Intent during FY24 - FY25 and will have a wider focus of transport safety wholistically. To support transport safety monitoring, analysis and decision making, a proof-of-concept dashboard was completed utilising near real-time CAS crash data and next steps are under discussion. ACC and MOH were unable to be evaluated due to resource challenges. Additionally, we have requested data from St. John's ambulance and awaiting next steps.
- **Draft Katoa Ka Ora:** On 30 May the Regional Transport Committee approved the draft plan. This will now go to public consultation.
- **2023 Safety Advocacy Plan:** Progressing next steps with Waka Kotahi Principal Advisor Vehicle Safety for motorcycle safety.

Key risks across

- Resource availability challenges remain for the next phases of the transport harm dashboard and the Road Safety PBC refresh.

Death and serious injuries from Crash Analysis System (CAS)

Reporting period: June22-May23

645 TM DSI

50 TM deaths

595 TM serious injuries

284 VRU DSI

558 Local DSI

Tāmaki Makaurau (TM) deaths and serious injuries (DSI)

TM year to date DSI

TM DSI by age group and gender

TM DSI by road user type

TM rolling 12-month deaths (D)

TM rolling 12-month serious injuries (SI)

Death and serious injuries (DSI) data was sourced 6 June 2023 from the Crash Analysis System (CAS), noting approximately a two-month lag in reported data. CAS figures are likely to be lower than actual numbers. Ministry of Transport (MOT) holds additional information on fatalities and may be reported to remove delays in CAS reporting.

Tāmaki Makaurau reported DSI tracking
Crash analysis system (CAS)
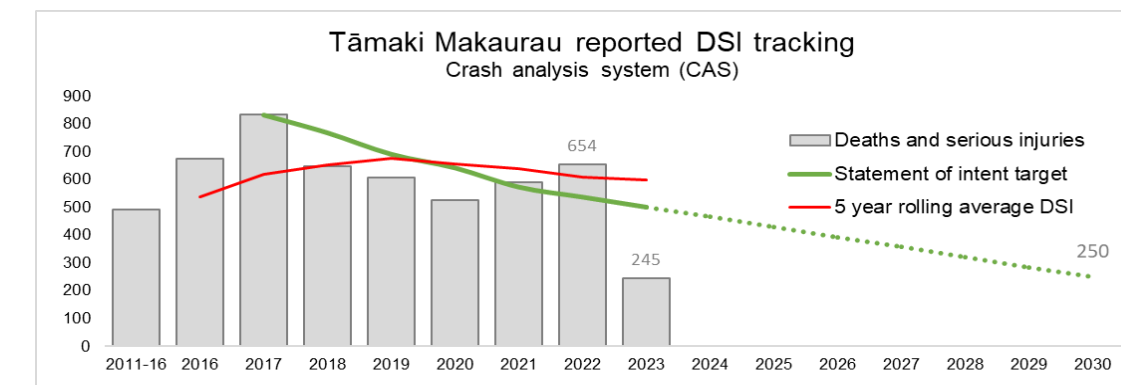
Three additional deaths were reported in Ministry of Transport data to bring the total DSI from January to May 2023 to 248. Numbers in CAS will update as crash investigations complete.

Statement of Intent measures
Crash analysis system (CAS)

Measure	Target	Year-to-date
A steady reduction in the number of deaths and serious injuries on Tāmaki Makaurau's road network, in line with Vision Zero Strategy, expressed as a number of DSI saved compared to the baseline (2016-18) of 716	**Target:** 215 DSIs saved - no more than 501 DSIs by end of 2023	**245 DSIs year-to-date** Jan-May23
Number of vulnerable road user deaths and serious injuries on Tāmaki Makaurau's road network, in line with Vision Zero Strategy, expressed as a number of DSI saved compared to the baseline (2016-18) of 320	**Target:** 96 DSIs saved - no more than 224 DSI by end of 2023	**117 DSIs year-to-date** Jan-May23
The change from the previous calendar year in the number of deaths and serious injuries on the local road network, expressed as a number (2022 end of year minus 41)	**Target:** Reduce by 41 DSI - no more than 517 (from 558 end of 2022)	**222 DSIs year-to-date** Jan-May23

The Statement of Intent (SOI) Safety performance measures of deaths and serious injuries is currently based on calendar year 2022. We are currently reviewing the 24/25 – 26/27 SOI. The SOI DSI target is not being met at present. The Safety division will investigate what other areas of the business are delivering to the Vision Zero targets towards DSI outcomes and work on developing a holistic view to allow this board to discuss and guide steps moving forward.

Safety always

2.1 DSI reporting

Summary factors view

12 months June 2022 to May 2023 Crash Analysis System (CAS) data
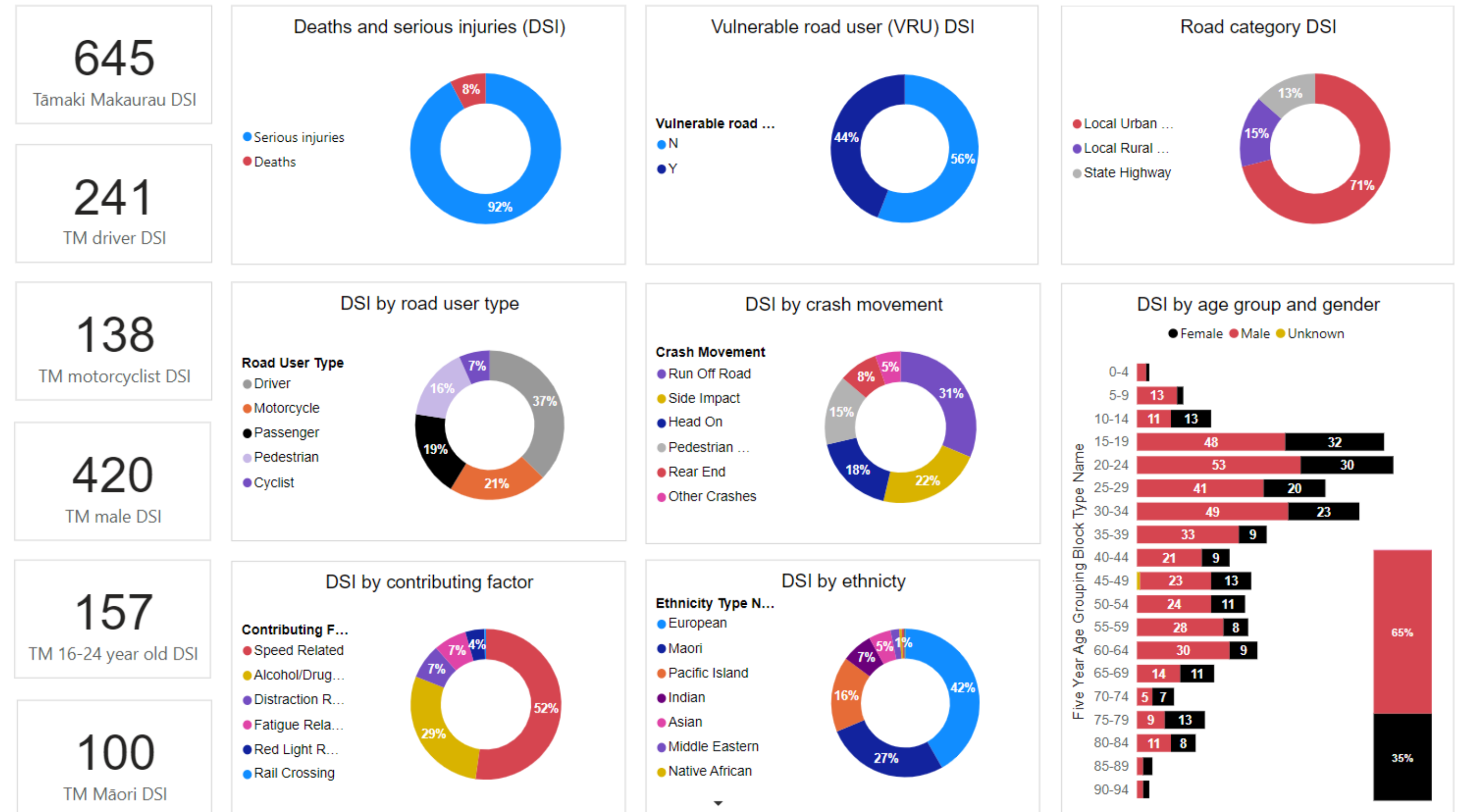
Summary factors breakdown
Deaths and serious injuries

- Vulnerable road users represent 44% of DSIs, comprised of 21% motorcycle, 16% people on foot and 7% people on bikes.

- Men between 16 and 34 years of age are largest representation proportion in DSIs. Men represent 65% of DSIs.

- Run off road and side impact continue to be the most common crash movements.

- 98% of DSI occur on sealed roads. Eight serious injuries occurred on unsealed or end of seal roads and zero fatalities; two occurred in both Rodney and Howick and one occurred in each of Manurewa, Howick, Otara – Papatoetoe and Waitakere Ranges.

- Speed and Alcohol/drugs represent the largest contributing factors to deaths and serious injuries.*

- Māori represents 11.1% TM population and 27% of DSIs.

*Crash related metric: contributing factors may have more than one contributing factors.

Death and serious injuries from Crash Analysis System (CAS)
Reporting period: June22-May23

645 — Tāmaki Makaurau DSI

241 — TM driver DSI

138 — TM motorcyclist DSI

420 — TM male DSI

157 — TM 16-24 year old DSI

100 — TM Māori DSI

Deaths and serious injuries (DSI)
- Serious injuries
- Deaths

92% / 8%

Vulnerable road user (VRU) DSI
Vulnerable road ...
- N
- Y

56% / 44%

Road category DSI
- Local Urban ...
- Local Rural ...
- State Highway

71% / 15% / 13%

DSI by road user type
Road User Type
- Driver
- Motorcycle
- Passenger
- Pedestrian
- Cyclist

37% / 21% / 19% / 16% / 7%

DSI by crash movement
Crash Movement
- Run Off Road
- Side Impact
- Head On
- Pedestrian ...
- Rear End
- Other Crashes

31% / 22% / 18% / 15% / 8% / 5%

DSI by age group and gender
● Female ● Male ● Unknown

Age	Male	Female
0-4		
5-9	13	
10-14	11	13
15-19	48	32
20-24	53	30
25-29	41	20
30-34	49	23
35-39	33	9
40-44	21	9
45-49	23	13
50-54	24	11
55-59	28	8
60-64	30	9
65-69	14	11
70-74	5	7
75-79	9	13
80-84	11	8
85-89		
90-94		

65% / 35%

DSI by contributing factor
Contributing F...
- Speed Related
- Alcohol/Drug...
- Distraction R...
- Fatigue Rela...
- Red Light R...
- Rail Crossing

52% / 29% / 7% / 7% / 4%

DSI by ethnicty
Ethnicity Type N...
- European
- Maori
- Pacific Island
- Indian
- Asian
- Middle Eastern
- Native African

42% / 27% / 16% / 7% / 5% / 1%

CAS is currently reporting 559 local DSI. However, one local DSI is under review and expected to be changed to state highway in future extracts of the data.

Safety always

2.1 DSI reporting

Local board view

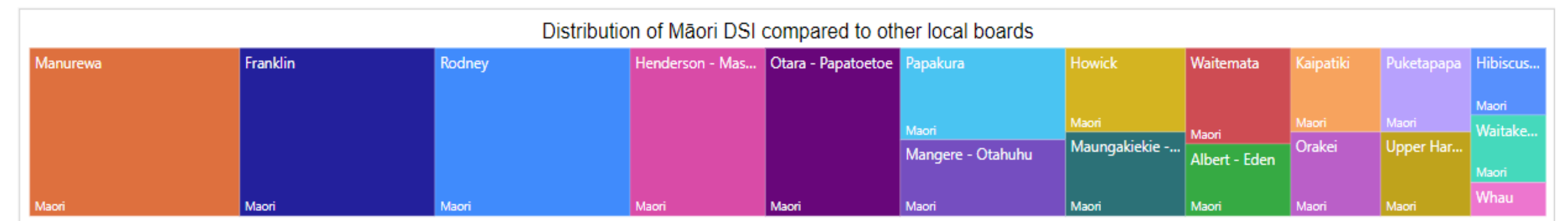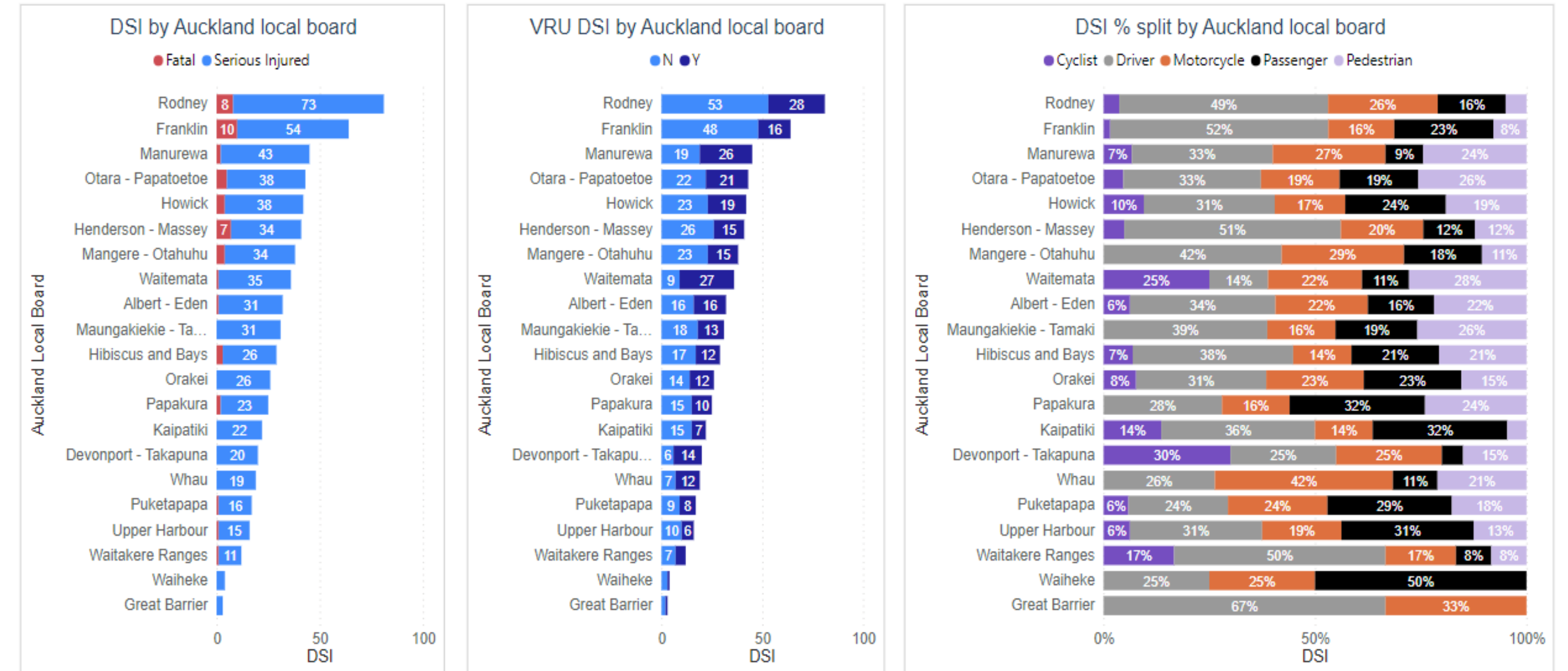12 months June 2022 to May 2023 Crash Analysis System (CAS) data

Local board performance breakdown
Deaths and serious injuries

- 32% more injuries occurred on Tāmaki Makaurau roads when adding minor injuries from fatal and serious crashes to death and serious injuries (DSI over the last 12 months. This equates to 853 injuries versus 646 when only including DSIs.

- 43% of DSI occurred in five local board areas: Rodney, Franklin, Manurewa, Otara-Papatoetoe and Howick.

- 33% of DSI for vulnerable road users occurred in five local board areas: Waitemata, Devonport-Takapuna, Whau, Manurewa and Albert-Eden.

Death and serious injuries from Crash Analysis System (CAS)
Reporting period: June22-May23

DSI by Auckland local board

VRU DSI by Auckland local board

DSI % split by Auckland local board

Distribution of Māori DSI compared to other local boards

2.2 Fatal crash reporting

Performance update

12 months June 2022 to May 2023 Ministry of Transport (MOT) & AT fatal crash reports Crash Analysis System (CAS)

Ministry of Transport reporting on fatalities

- In the last 12 months, driver fatalities remain the largest road user group on Tāmaki Makaurau roads.

- 81% of the 54 fatalities occurred on local roads.

- Jan - May 2023 (YTD), there were 245 people killed or seriously injured, four less than the same time period in 2022 (249)

- In May 2023, five people died; one aged between 0-14, two between the ages of 20-24, and two above 60 years of age.

NOTE: Ministry of Transport (MOT) data will report a higher number of fatalities than the Crash Analysis System (CAS) and is to be noted when reviewing section 2.1 compared to section 2.2 of this report.
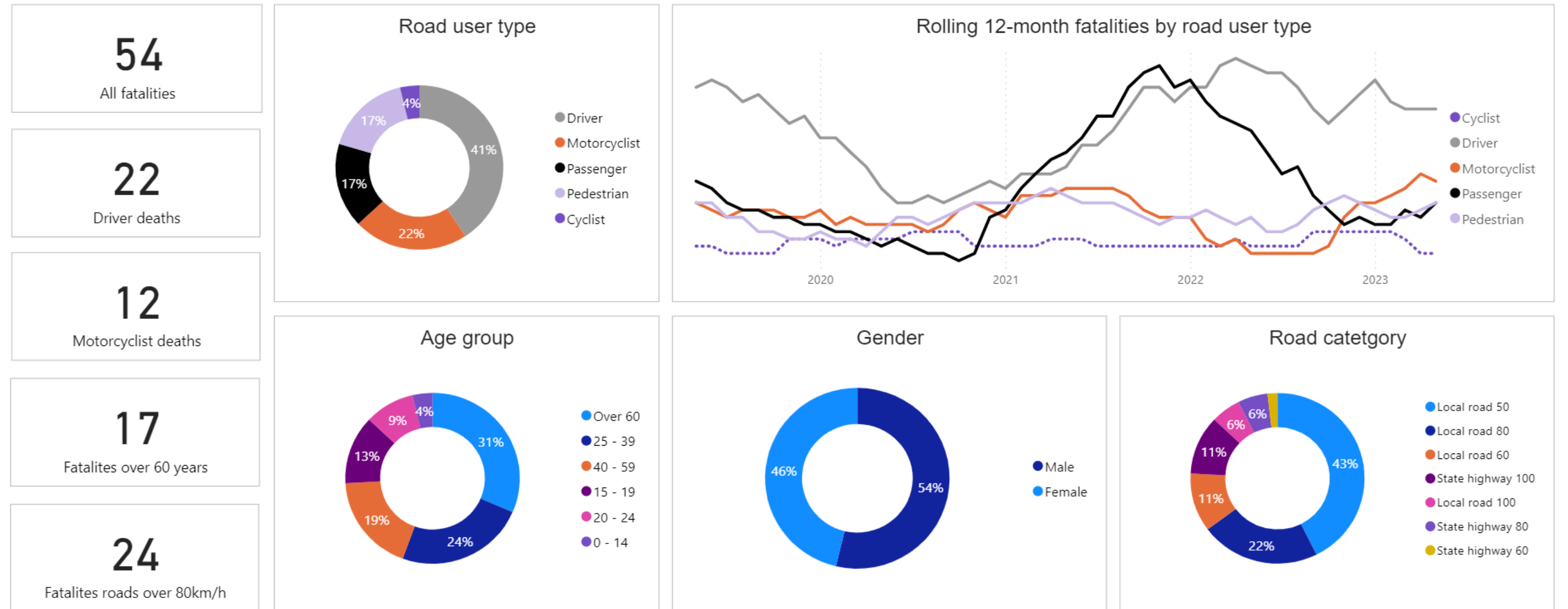
AT fatal crash reporting

AT's Road Safety Engineering team undertake fatal crash investigations in partnership with New Zealand Police. The primary focus of the AT team is to identify operational deficiencies that may have contributed to the cause of the fatal crash. The team identify defects and recommend remedial work that is required. The fatal crash report will also identify any safe systems gaps at fatal crash locations. The final report is submitted to the Police, and they use this in their report to the coroner.

- There were 14 fatal crashes reported on AT roads year-to-date (January – May 2023) with twelve recommendations for Safety Improvements on those roads, of which seven have been implemented and five still remain open.

Fatalities from Ministry of Transport
Reporting period: June22-May23

54 All fatalities	
22 Driver deaths	
12 Motorcyclist deaths	
17 Fatalites over 60 years	
24 Fatalites roads over 80km/h	

AT fatal crash reporting of local roads from CAS
Reporting period: January23 -May23

Safe roads	Safe speeds	Safe road user behaviour	Safer vehicles
Average road star rating (-)	Do not align to safe speeds (54%)	Alcohol confirmed (8%)	Average vehicle star rating (3.8)
Involved unprotected hazards (38%)	Exceeded posted speed limit (23%)	Non-use of restraint where available (17% of ten)	No warrant of fitness (23%)
Involved VRUs with insufficient infrastructure (-)		Drugs confirmed (0%)	Public transport involved (8% one fatal crash out of 13)
No primary treatment where urban fatality (89% of nine)		Distraction suspected (0%)	
		Learner license (15%)	
		Restricted license (31%)	