

Entered by Board Secretary

AGENDA ITEM 17 BOARD NOTING PAPER	
To:	The Board
From:	Amandeep Kaur, Group Manager Health Safety and Wellbeing
Reviewed:	Karen Duffy, Director People and Performance Dean Kimpton, Chief Executive
Date:	20 August 2024
Title:	Update on Controls in place for Critical Risk – Violence, Threats & Aggression

Aronga / Purpose

1. To provide an update outlining the mitigations in place to discourage incidents of violence, threats and aggression against Auckland Transport (AT) staff.

Te tūhunga / Recommendation

That the Auckland Transport Board (board):

- a) Notes the status updates provided.

Te horopaki / Background

2. The Health and Safety at Work Act 2015 and General Risk and Workplace Management Regulations 2016 impose a duty on Persons Conducting Business and Undertakings (PCBUs) to eliminate risks to health and safety so far as is reasonably practicable and if not, to minimise those risks (using the hierarchy of control).
3. Violence, Threats and Aggression (VTA) is one of the six identified critical risks for AT operations.

Me mōhio koe / What you need to know

4. The AT safety risk management approach is based on the requirements of AS/NZS ISO 31000 – Risk Management - Guidelines, including the identification, analysis, evaluation, mitigation, monitoring and communication of risk.
5. Extensive control measures for the identified VTA risk, as outlined below, are implemented for AT staff to protect their health, safety and wellbeing before, during and after their duty:

Training:

- a. Induction Training: all new officers (Transport & Parking) undergo comprehensive induction training, relevant to their role requirements, that covers essential topics such as first aid, self-defence, radio communications (normal and emergency use), and de-escalation.
- b. Ongoing Training: annual training initiatives such as self-awareness, resilience, armed offender response, communications, and de-escalation techniques.

Equipment and Technology:

- c. Officers are equipped with body-worn cameras and Global Positioning System (GPS)-monitored radios with duress button to enhance safety and ensure real-time communication and tracking.
- d. Mobile phones are also provided for immediate communication and emergency response.
- e. Emergency help points are strategically placed at all train stations and main hub bus stations for quick access to assistance.

Security Measures:

- f. On-site security guards are stationed at all gated rail stations, bus hubs, and ferry terminals to provide additional support and vigilance.
- g. Roving mobile security patrols further enhance safety across various locations. Night shift staff are accompanied by a security guard.

Entered by Board Secretary

Surveillance Systems:

- h. Closed-circuit television (CCTV) cameras are installed on all modes of transport, throughout the Central Business District (CBD), and at all train stations to monitor and enhance security.
- i. Communication operational support has access to CCTV and can track and monitor AT staff through GPS (Turbonet).
- j. Emergency duress button on the radio with a direct link to Communication operator and a dedicated channel.

Operational Protocols:

- k. In the areas identified as potential high-risk, e.g. CBD, officers are deployed in pairs with a mandatory pairing system. City link services are staffed with three officers for increased safety and efficiency.
- l. Backup teams on the network and/or support staff are available with immediate access to vehicles.
- m. As an elimination control for human interaction, more License Plate Recognition (LPR) vehicles are being deployed in CBD.
- n. COMMS Operational support has direct communication lines to emergency services for immediate support and intervention.
- o. We work with external partners, including the New Zealand (NZ) Police, Auckland Council Patrol officers, Auckland One Rail, and other external entities to identify potential risks and take proactive measures to prevent incidents before they occur.

Approach and Communication Skills:

- p. Disengagement and de-escalation are critical skills for staff dealing with potentially volatile situations. We have invested heavily in training in this area.
- q. Redesign and deployment of new light blue uniforms to remove similarity to NZ Police uniform.

Wellbeing Support:

- r. AT staff have access to a preferred medical provider with 24/7 availability.
- s. In-house counselling services and Employee Assistance Program support are provided to address mental health and well-being concerns.
- t. Critical incident one-on-one sessions are conducted by Lance Burdett, a specialist in communications safety and resilience, and ex-police/FBI negotiator.

Ā muri ake nei / Next steps

- 6. Given the last critical risk assessment occurred in 2022, a risk register review is planned, and these will be and updated to reflect current operations and risk management controls in place. Controls will then be updated as needed to ensure critical or significant risks are managed appropriately. This work will be completed by January 2025.

Te whakapiringa / Attachment

Attachment #	Description
N/A	N/A

Te pou whenua tuhinga / Document ownership

Submitted by	Recommended by	Approved for submission
Amandeep Kaur (Author, GM HSW)	Karen Duffy Director People & Performance	Dean Kimpton Chief Executive
		