

Health and Safety (H&S) Performance Graphs

26 March 2020 Board meeting



KEY TRENDS

A stable trend in customer injury frequency rates in January 2020



0.57 Customer injury frequency rate

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



Lost Time Injury Free

Zero new cases in January 2020

SUMMARY OF H&S PERFORMANCE INDICATORS

for February 2019 to January 2020



Total injury frequency rate for AT Suppliers activities

There is a relatively 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 decrease in the total recordable injury frequency rate for AT employees in the new year




Injuries to other persons

There is a relatively stable trend for customer injury frequency rates



Monitoring and inspection

The number of inspections has decreased due to weather conditions and fewer inspections scheduled over the reporting period



Hazard & near miss reporting

The total number of hazards and near miss reporting by workers is trending up over the last 12 months



Drug and alcohol testing

There has been a reduction in the drug and alcohol reporting due to information not being reported by our external operators.





OPERATOR AND CONTRACTOR INJURIES FOR AT ACTIVITIES

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

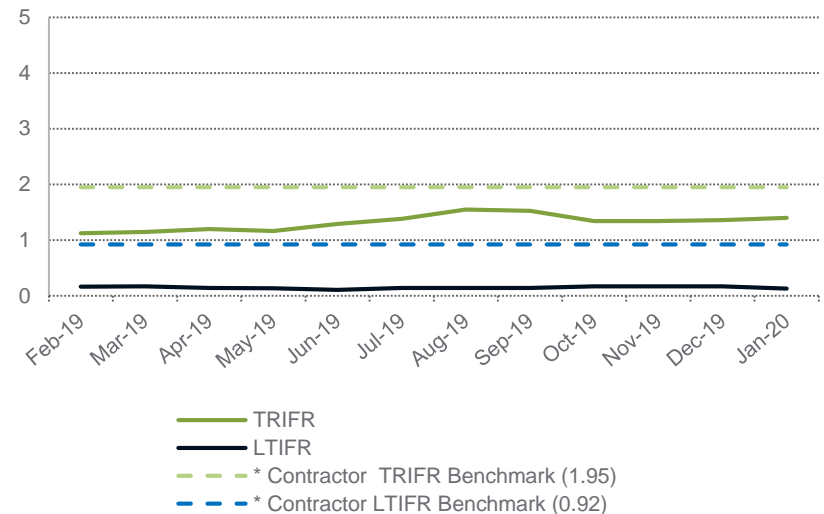
There were three WorkSafe notifiable events reported in January. All involved potential electric shocks for excavation work at Zone 3 Pakuranga Road (AMETI project). Fortunately no one was injured. Full investigations are underway.

In addition to the above, there were 7 reported injuries involving workers of AT suppliers over the reporting period involving vehicle incident, plant/equipment, slip trip and fall and 'violence and abuse'.

One injury worth noting:

- A work crew member was injured while cutting a concrete pipe with a hand-held concrete saw on the ground during minor maintenance work on Woodlands Park Road, Titirangi. He was treated and assessed at Auckland Central hospital. He was discharged within 5 hours and did not require any further medical treatment. He was cleared to return to work. An investigation report is provided by the contractor to outline the main contributing factors, learning and actions (e.g. tailgate to discuss learning, review contractor standard operation procedures and support for cutting concrete pipes).

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 2017 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

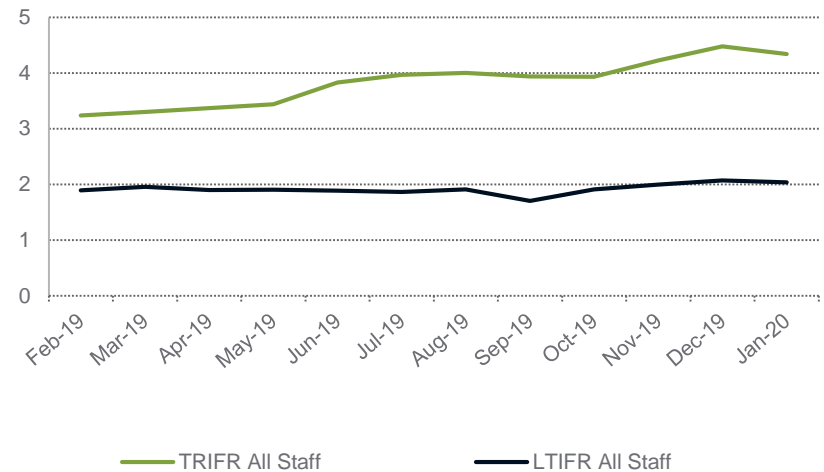
There is an overall slight decrease in the total recordable injury frequency rate (TRIFR) for AT employees

There is no new lost time injury cases in January 2020.

Of the 11 injuries in January, there were 4 reported injuries (3 from Parking and 1 from other parts of the organisation). The majority of these injuries were slip, trip and falls while performing duty.

One ergonomic injury relating to previous injury and degenerative shoulder injury is reported. AT's Occupational Health and Safety Specialist is working with the staff to assist with resuming physiotherapy for their shoulder using a previous ACC claim.

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





INJURIES TO OTHER PERSONS (CUSTOMERS & GENERAL PUBLIC)

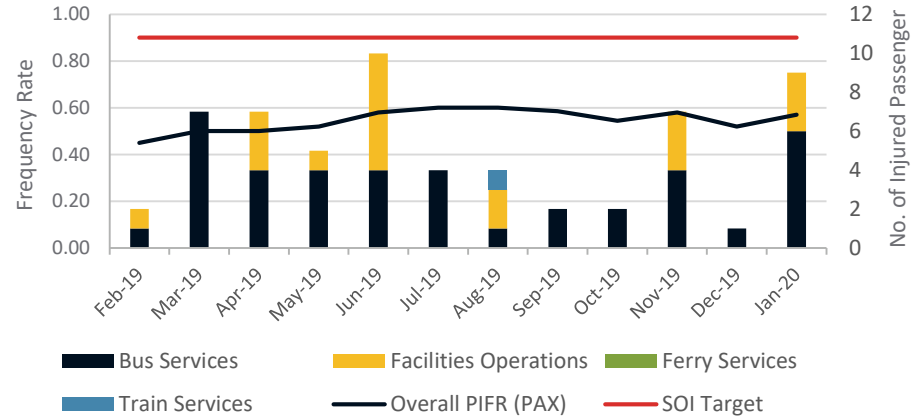
Reported injuries to customers and the general public due to AT activities is variable

There were eleven reported injury events for AT customers in the reporting period. Nine of these were PT-related events involving slip, trip and falls resulting from braking events or moving off too soon, vehicle incidents and a passenger medical event.

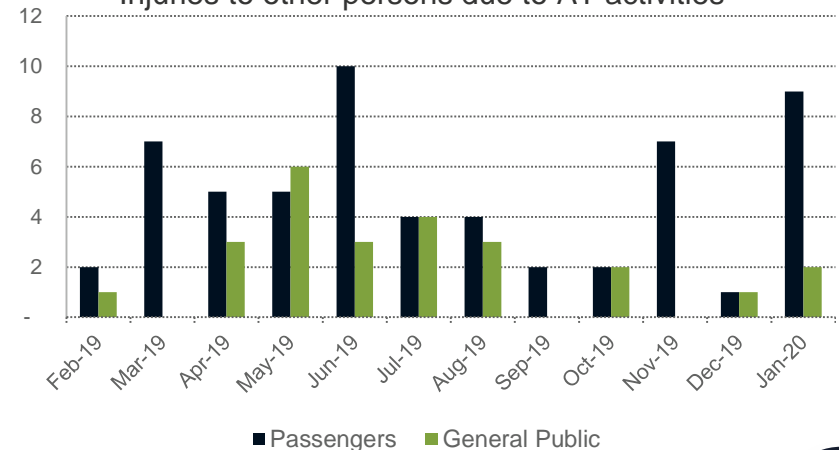
Two AT customers with potentially serious injuries were:

- A passenger suffered an injury to the left eye from a piece of window glass when a truck collided with a moving bus at Mt Roskill. Police were involved and an ambulance was called to attend to the passenger. AT's Regional Manager also attended the scene to check the wellbeing of the drivers and customer. Non-positive drug and alcohol test results were received for both drivers. CCTV footage has been requested by AT.
- A female customer was hit by a courier van at Waiheke Island wharf. An AT first responder attended the scene immediately, along with AT's customer care leader. Police and ambulance also attended and took the injured customer to the hospital for X-Rays and treatment at the Accident & Emergency department.
- 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





INJURIES TO OTHER PERSONS (CUSTOMERS & GENERAL PUBLIC)

Reported injuries to customers and the general public due to AT activities is variable

The majority of passenger incidents over the last 12 months were slip, trip and fall events.

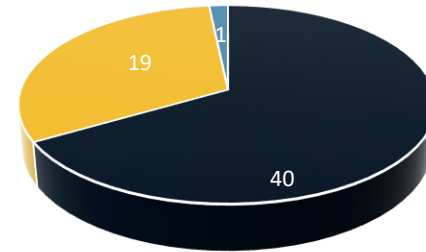
Incidents on bus transport services were largely due to sudden braking or passengers falling when leaving or entering the vehicles.

Other injuries were recorded following customers falling when accessing PT facilities and passenger medical events.

A public awareness campaign to highlight customer safety when travelling on public transport is commencing shortly.

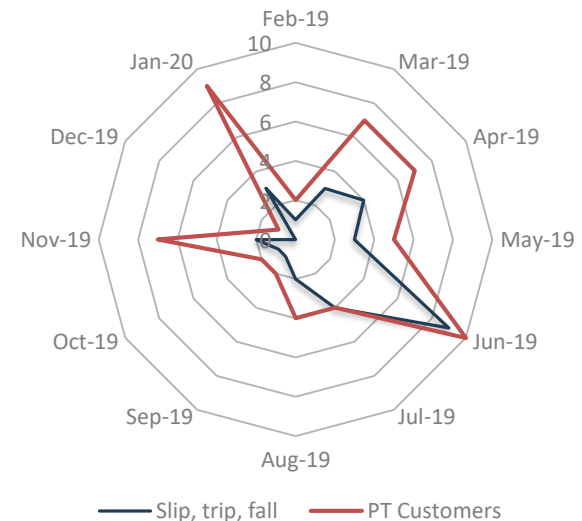
We have implemented a safety communications campaign for passengers (e.g. stickers on public transport) and continuous risk conversations with operators, particularly with double decker bus operations.

Public Transport customer injuries last 12 months



- Bus Services
- Facilities Operations
- Ferry Services
- Train Services

Public Transport customer injury timing





MONITORING AND INSPECTION

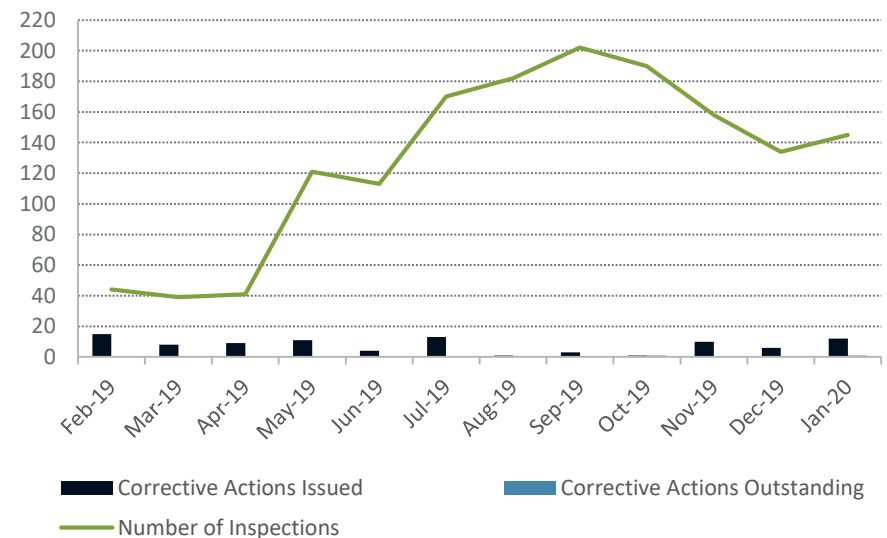
H&S Monitoring and Inspections (physical works)

The number of inspections has improved from December, but is still down from the September peak, mainly due to fewer inspections being carried out during the holiday period.

Twelve corrective actions were issued in January 2020. Seven of these were issued during a site safety walk through the Downtown Project. The most significant item, and the only one which remains open, relates to workers using their personal flotation devices (PFDs). PFDs are mandatory for any task being carried out near the waters edge. Some workers were seen with ill-fitting equipment, were not correctly wearing the crotch strap or were observed with worn and potentially not functioning equipment.

The contractor acknowledged that this is an ongoing challenge which they are addressing through toolbox talks, demonstrations and other interventions. The remaining eleven corrective actions ranged in severity from low to medium.

H&S inspection and monitoring



NEAR MISS, UNSAFE BEHAVIOUR/ CONDITION REPORTING

Near Miss, Unsafe Behaviour/Condition Reporting

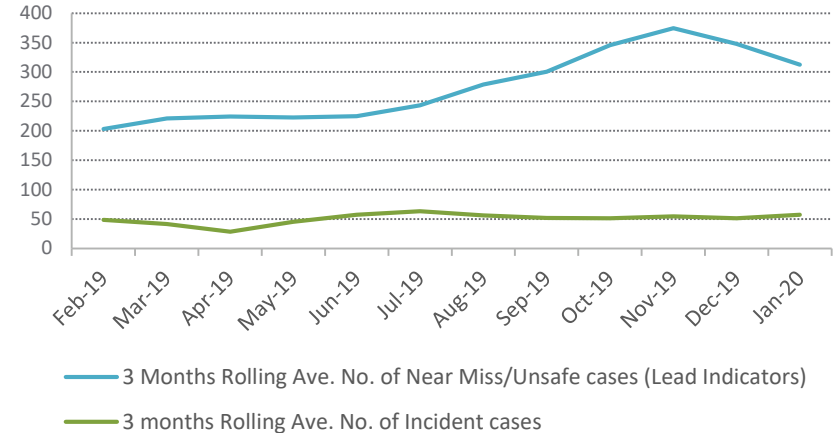
There was an increase in the number of cases reported over the last 12 months with a slightly lower number of cases totalling 351 in the new year.

Of the total H&S events reported over the last month, 80% of cases were lead indicators (near miss or unsafe behaviour/condition events). There has been an increased number of incidents reported for some AT Critical Risk events and slips, trips and falls in the last 12 months.

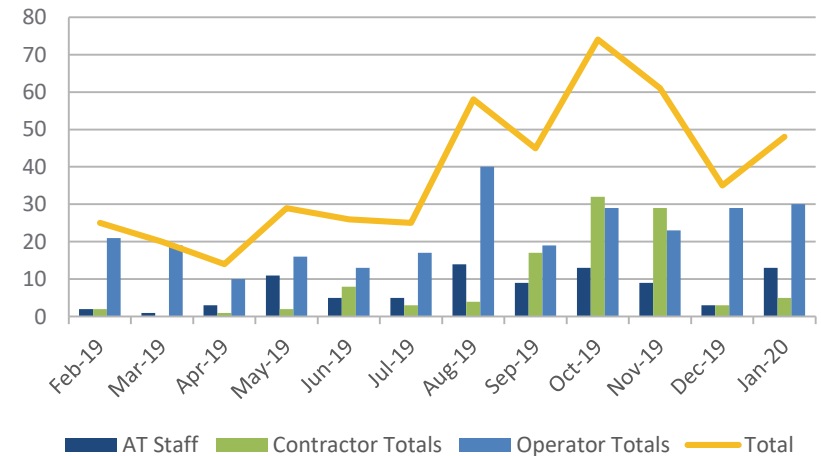
We continue to encourage staff and suppliers to report these lead indicator events in our H&S blog on the Intranet, and will focus in particular on contractor engagement with near misses.

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.

Due to a number of challenges for our operators in completing their KPI reporting into the system, the number of drug and alcohol tests performed by our operators has decreased over the last 12 months.

There was a total of 149 tests completed in the reporting period. There was zero 'not negative' in January 2020.

Over the last 12 months to December 2019, 93 pre-employment tests for AT staff (in safety-sensitive roles) were performed with zero non-negative results in December. There were no drug results conducted / required in the month of January 2020.

Drug & Alcohol testing

