

# Te Tiro Whānui People Highlights

FY 2020-2021



*Let's go there*

**The Culture and Transformation team has had another busy year working alongside the Board, ELT, People Leaders and all our people at Auckland Transport.**

We made good progress toward our goals from last year while continuing to evolve a more transparent, customer focused and adaptive way of working as a team

What better time to reflect and glance over some of our key achievements, celebrate our success, cherish our people and acknowledge all the contributors. This snapshot provides a glimpse of our people highlights from FY 20/21

As people leaders you have all played a role in achieving these incredible outcomes so I want to take this opportunity to thank each of you.

Auahatanga - Better, bolder, together.

**Natasha Whiting**

EGM Culture & Transformation

# Who we are

*“Thanks AT for all the work around Diversity & Inclusion, I feel safe to be myself at work!”*

**Rangatahi Māori**

## Workforce Demographics

Our employee numbers have remained reasonably static, however contractors have reduced significantly.

**FTE**  
**+1.7%** ⬆️

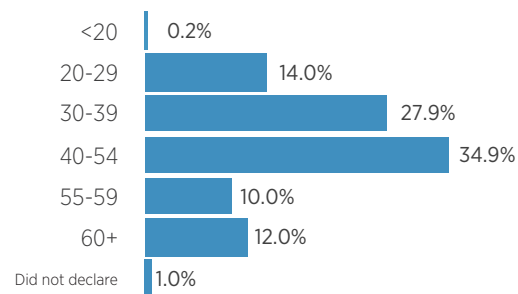
**Overall Headcount**  
**-1.4%** ⬇️

**Contingent workforce**  
**-32.9%** ⬇️

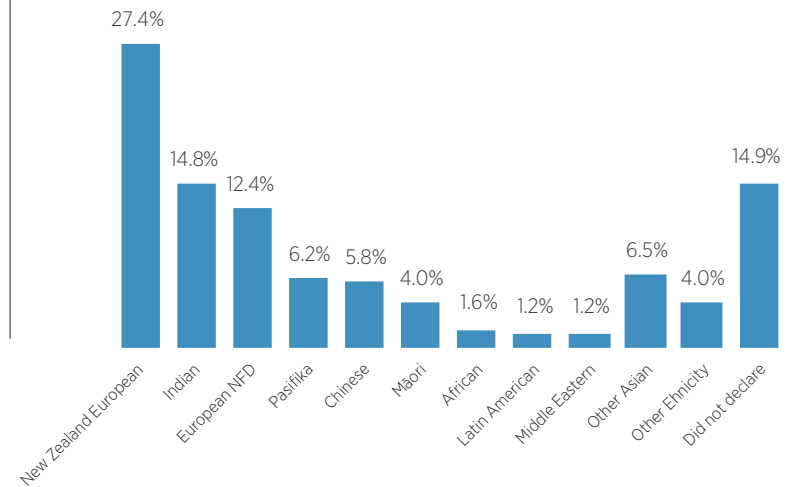
**Median Age**  
**42.7**

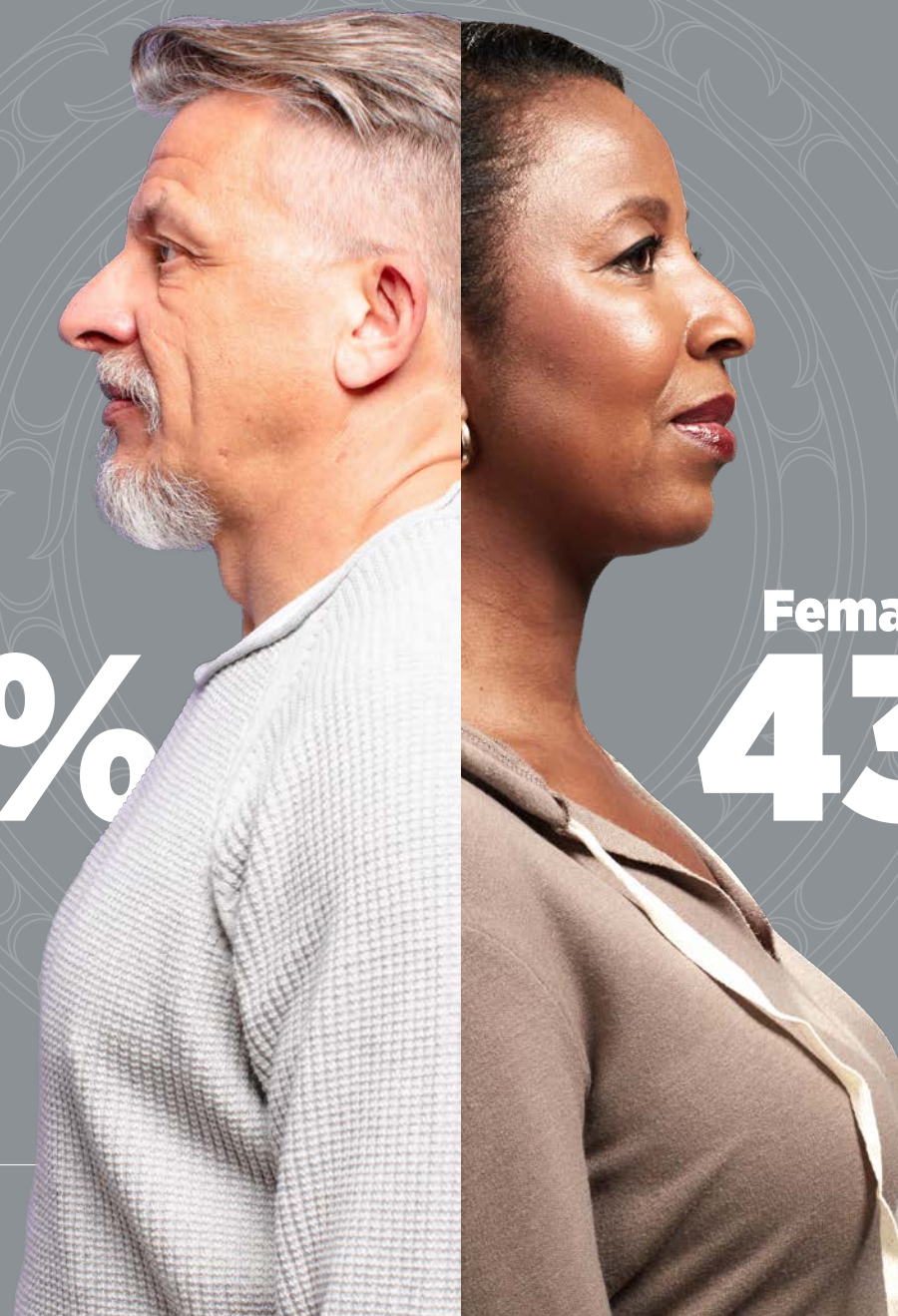
**Median length of service**  
**3.8 years**

### Age Trend



### Ethnicity Distribution of workforce (%)





**Male**  
**56.8%**

**Female**  
**43.2%**

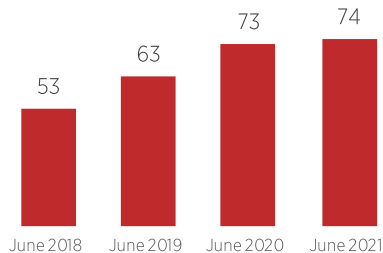
In April 2021 we introduced the ability to capture gender diverse data in employee self service (ESS)

# Diversity & Inclusion

*“Love that AT is serious about Diversity & Inclusion! I especially appreciate AT’s commitment to the Rainbow communities being recently accredited in the Rainbow Tick”*

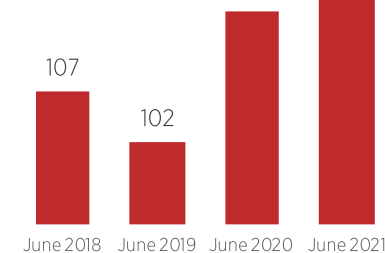
**Family member of a Rainbow person**

## Māori in Workforce



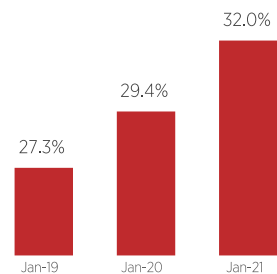
The people of Māori ethnic identity grew by 1.4% growth since FY 20.

## Pasifika in Workforce



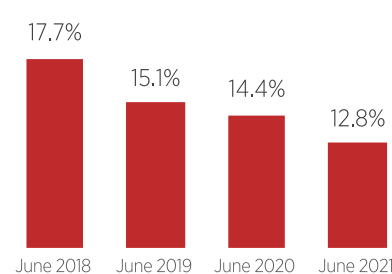
The people of Pasifika identity grew by 2.6% since FY20.

## % of Female Senior Leaders



There was a 9% increase of women in senior role (band I and above) in FY21.

## Gender Pay Gap



Pay gap across like for like roles is now less than 5%.

## Number of Senior Leadership Female appointments

**29**

New female leaders appointed to senior roles (Band I and above). Among the new hires at this level, 57% were females.

## People getting promoted

**139**

People promoted in FY 21. 121% increased when comparing to FY20.

## Number of AT Connect networks

**8**

Bring together around 700 people to celebrate mutli culturalism and encouraging people to learn more about each other’s culture.

## Number of Māori & Pasifika promoted

**11.5%**

People were promoted since FY 20.



# Culture & Leadership

## Thriving Index

84%

Percentage of people who responded agree or strongly agree to the checking in survey.

## Number of values nomination

665

665 people were recognised for demonstrating AT values at work.

## EnPS (Employee Net Promoter Score)

8.6

## Leadership Korero

320

People Leaders participated and Leadership TOHU was launched.

## Leaders completed LSI

173

Leaders received 360 degree feedback and 1 on 1 coaching.

## eNPS (Leadership Korero)

87%

People Leaders built new connection and enriched their Leadership Kete.

## Tier 3 leaders on STEP

(Senior Talent and Executive Potential) Programme.

11

Leaders enrolled for the programme building future leadership pipeline

*"Leadership Kōrero was pertinent, fun and achieved the outcome of connected, collaborative and cross functional working!"*

**People Leader**



# Learning & Capability Building

## Culture of Learning

### Learning NPs

**48.5**

The NPS score is the number of promoters for the learning programmes and shows how likely people are to recommend the learning to a colleague.

### Lunch & Learn Workshops

**4** Sessions

**488** Participants

### Mindhub (Mindfulness workshop)

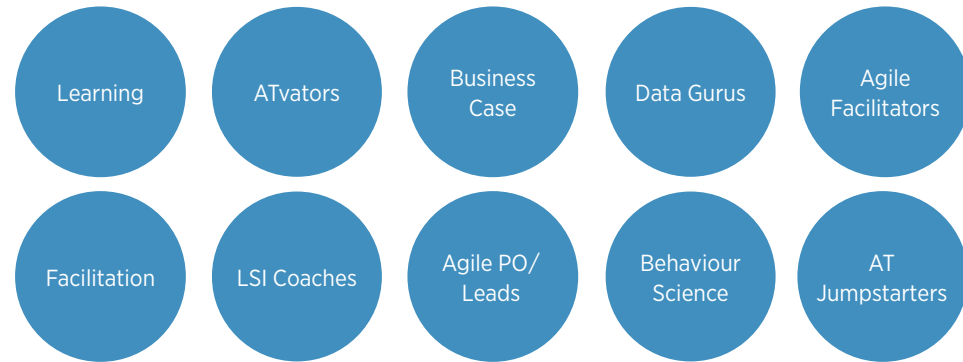
**17** Sessions

**505** Participants



Provides experiences to learn human-centered skills for enhancing personal growth and development.

### Communities of practice (CoP)



## Adaptive ways of working

### Agile learning

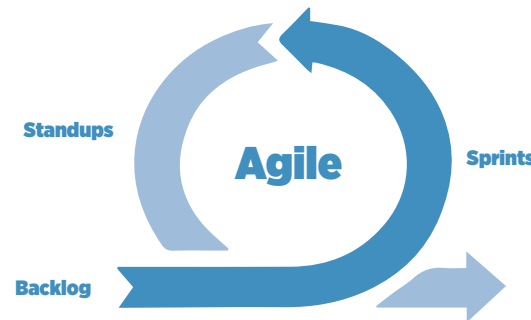
**260** People

Have participated in Agile training including Agile Fundamentals, Team Facilitation, Product Ownership and Scrum Master.

### Agile SCRUM

**24** People

Certified Delivery coaches.



*“The Agile Jumpstart programme taught me how we organise and share work, intentional prioritisation to focus on the right things, improved capability on how we involve our customers, and shifting our mind-set to be more open and curious”*

**Agile Jumpstarter**

# Learning & Capability Building

## Portfolio, Programme, and Project capability uplift (P3M)

**EPMF and Edison**

**250** People

**Prince 2 Foundations**

**77** People



**Commercial Acumen**

**89** People

**Prince 2 Practitioners**

**45** People



## Vision Zero

**Vision Zero Principles elearning**

**85%**

of our people have completed.

**142**

participants attended the Vision Zero Principles workshop



## Professional development participation

**People Skills and Challenging Interactions**

**174**

**Facilitation/ Presentation skills**

**57**

**Business writing**

**154**

**Board report writing**

**60**





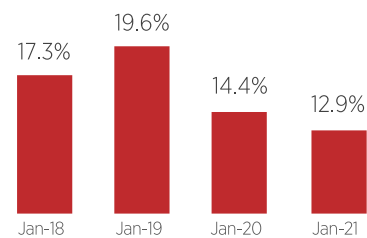
# People Operations

## Holidays Act Payment made to former employees

**779**

AT Payroll System is now fully completely compliant with Holiday Act.

## Overall Turnover



## Pā Mai

**563**

People related queries are logged each month to Pā Mai.



*“Pa Mai is a great example of Auahatanga, continuously making a positive difference to our people”*

**AT employee**



## Additional Hours (OT & TOIL) vs. Planned Work Hours

**34,474**

## Avg. Sick & Domestic day booked per FTE

**7 Days**

## Structural change programmes supported FY 21

**10**

Fit for the Future was a change programme across 5 functional areas. 89% of disestablished employees were redeployed to new roles within the organisation. There has been smaller change processes with minimal impacts across other areas of the organisation in the later parts of FY20/21.



People on  
Parental Leave

53

receive 26 weeks salary top-up so they don't have to worry about finances when adjusting to a new phase in life.

# People Wellbeing

## Support fund assistance

5

people received assistance through the Covid-19 support fund equating to approx \$ 21,578.

## Hours of Covid special leave

3,657

57 people took Covid-19 Special Leave.

## Number of flu vaccines

231

People got Flu shots.

## Work related ACC

34

People were supported through work related accidents or injuries.



*"I felt supported and looked after in a very stressful time during Covid-19 lockdown. Thanks AT for understanding my situation and providing me with options to be able to work"*

## Frontline team member

## DV Tick



## Domestic Violence First Responders

12

DV first responders have been trained to support our people and we now have the DV Tick

# Talent & Recruitment

## Top motivation of candidates joining AT

<b>Career progression</b> <b>32%</b>	<b>Work-life balance</b> <b>16%</b>	<b>Meaningful work</b> <b>17%</b> <small>And contribution to community.</small>
<b>Job security</b> <b>12%</b>	<b>Work atmosphere</b> <b>9%</b>	<b>Other</b> <b>13%</b>

## Recruitment

**New Hires + Internal movements**

**385**

New appointments.

**Time to Hire (TTH)**

**44** Days

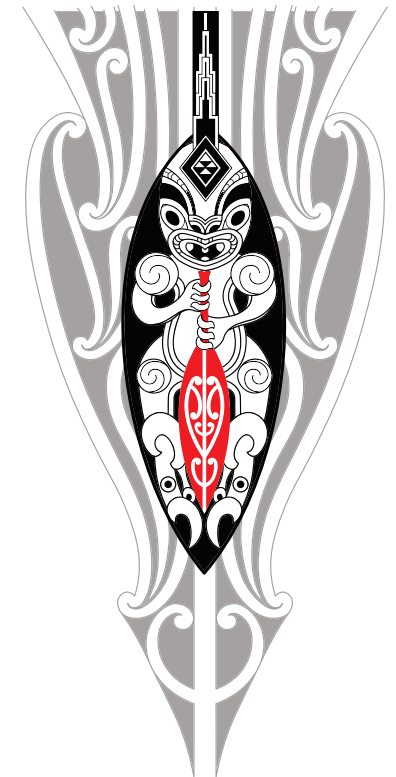
Time to Hire has dropped by 25%.

## Early Career Programme (Ngā Kaihoe)

<b>New Ngā Kaihoe onboarded FY20/21</b> <b>18</b> <small>Graduate talent were onboarded as part of AT Graduate Program (Ngā Kaihoe) in FY 21.</small>	<b>AT engaged Interns from TupuToa</b> <b>8</b>	<b>AT engaged Interns from First Foundation</b> <b>4</b> <b>Virtual Internship for Engineering Students</b> <b>35</b>
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*"The graduate programme has given me the opportunities to work and make connections cross-functionally. It has also given me the trust and confidence to work on projects that make a real difference!"*

**Ngā Kaihoe**



# Workplace Experience

## Workplace utilisation

Average daily access  
from swipe card data

**-34%**

Drop in average daily access swipe card data indicates a 40% increase in the uptake of flexible working post covid.

Meeting room  
utilisation

**45%**

Meeting room space is only utilised.

Office space  
Utilisation

**51%**

Office space is only utilised.



# Change Management & Engagement

## Building connections

### All staff Live events

7

connecting people organisation wide.

### Weekly People Update

52

providing information and keeping in touch.

### Monthly Leadership Update

40%

readership.

150 listeners

on an average tune in to AT Hopcast series.

We created and launched 5 new ways to engage and inform our AT people including:



Our internal AT Hopcast series (audio on the go) has around 150 listeners



All the Latest including 'All the Latest on the go!' on MS Teams for our dispersed mobile workforce.

### Out & About blog

Out & About blog (shining a spotlight on AT's unsung heroes).

### Leaders update

Our monthly Leaders Update.

### Team events

Regular All AT MS Teams Events.

The Change Management Centre of Excellence (COE) provided change management support and advice across

15 key AT programmes and/or projects



We launched the AT Change Management toolkit - a guide to managing change at AT.

Our Internal Communications team supported over 20 in person or virtual all company events in the last FY.

All company virtual events

75%

Of our people joining.

Change Management Community of Practice (CoP)

Established internally and alongside our peers at Auckland Council.

We dished out over

600 Sausages

We welcomed our people back in July 2020 after COVID-19 lockdown with a BBQ!



*Let's go there*