

Health Safety and Wellbeing update - November 2019

File No.: CP2019/19817

Te take mō te pūrongo Purpose of the report

1. To update the committee on Auckland Council's health safety and wellbeing (HSW) performance between September and November 2019.

Whakarāpopototanga matua Executive summary

2. Auckland Council's strategic HSW vision is 'to become a leading organisation for HSW by 2020'. Good progress is being made against the strategy.
3. With the elections complete our health safety and wellbeing policy statement becomes due for signing by the mayor and the chief executive, re-establishing a person conducting a business or undertaking (PCBUs) commitment and support to the health and safety for our people, volunteers and visitors.
4. Auckland Council uses an overall performance measure for our HSW performance measure called 'Safe365'. Auckland Council's aggregated Safe365 HSW capability score is at 61 per cent for the period. Our strategy is focussed on achieving 75 per cent by end of June 2020.
5. There are departments who are below the 60 per cent target.
6. Council passed the ACC Accredited Employer Programme Audit at Primary level and will enter the self-insurance accredited employer programme on 16 December 2019.

Ngā tūtohunga Recommendation/s

That the Audit and Risk Committee:

- a) review and endorse this report for referral to the Governing Body and draw the attention of elected members to their duties under the Health and Safety at Work Act 2015
- b) note that this report will be provided to all local boards for their information.

Horopaki Context

7. Under the Health and Safety at Work Act 2015 all elected members are deemed officers and must exercise a duty of due diligence in relation to health and safety. These quarterly reports provide information to assist elected members to carry out that role.
8. Our health and safety framework provides a robust mechanism for ensuring that council can comply with its legal requirements. To ensure this, a commitment is required from council leaders to ensure our framework is supported and effectively managed. Our people also need to know the roles and responsibilities they all play and what is expected from all of us. The health and safety policy statement achieves this.
9. With the election now complete, staff are inviting Mayor Goff and Auckland Council's Chief Executive Stephen Town to sign this document and reconfirm to our people that HSW is central to ensuring our people are kept healthy and safe in the delivery of their work and that our council operations, as far as is reasonably practicable, do not cause harm.

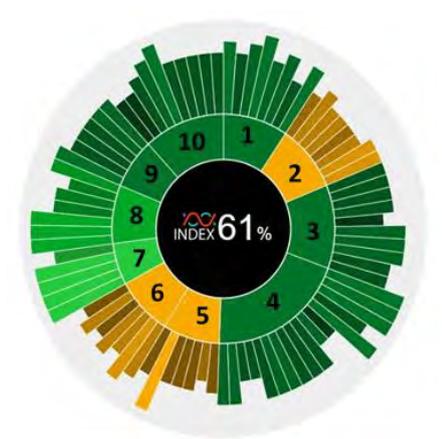
Tātaritanga me ngā tohutohu Analysis and advice

10. The key metrics considered from a health and safety perspective are:
 - Safe365 health and safety capability indicator (lead indicator)
 - people leaders trained in their health, safety and wellbeing responsibilities (lead indicator)
 - new starters - health, safety and wellbeing inductions
 - critical risk reporting and assurance audits
 - reporting index.
11. Our health and safety dashboard comprised of the various metrics can be seen in Attachment A.

Safe365

12. The Safe365 indicator provides a holistic view of performance across the council by measuring health and safety capability across the highest risk areas and then aggregating it. The council's score in November 2019 has not moved since the last report and remains at sixty one per cent. Sixty per cent is an indicator of being in overall compliance.
13. As represented in the starburst graphic below in amber, module 2, forty per cent of our people leaders have attended Managing Safely training, our mandatory HSW Induction.
14. As represented in the starburst graphic below in amber, module 5, our line three assurance program is still in its infancy. Critical risk audits carried out to date have shown very little active monitoring of controls i.e. front-line monitoring, is taking place. This is consistent with organisations developing their safety maturity.
15. As represented in the starburst graphic below in amber, module 6, we must focus on improving our testing or drills on emergencies. The common drill practiced is fire. Our Corporate Security team and HSW team have recently developed training regarding other emergencies such as 'active shooter' and response to major injury.

Chart 1 – Safe365 Starburst – Auckland Council Aggregate



Safe 365 Key: 1. Director knowledge, 2. Management knowledge, 3. Worker / Contractor knowledge, 4. Health and safety management system, 5. Verification and audit activities, 6. Emergency preparedness, 7. Health and safety data collection, 8. Management reporting, 9. Worker/Contractor engagement, 10. Culture and behaviours.

16. Departmental Safe365 scores can now be seen in Attachment B.

ACC Accredited Employer Programme Audit

17. Council was audited by ACC between the 9 and 11 October 2019. Council passed the audit at Primary Level and as such were granted access to the accredited employer program. This audit is significant as it is the first audit under our new framework. It verifies and supports that the council health and safety framework is effective.
18. The audit did identify some areas of weakness in the application of the HSW framework in the two departments audited, (the waste transfer station and libraries). These areas are being addressed.
19. The ACC accredited employer program allows large employers to take on the responsibility of managing their own workplace health and safety, including claims management and rehabilitation of their own employees following a work injury. Council has partnered with WellNZ to deliver this.
20. This is another positive step in council’s health and safety maturity level. It is expected that this will deliver council savings but also foster the culture of prevention and equally, positive and swift response in the event of an incident as council’s performance in this area is now financially linked and provides a further business incentive.

Due diligence duties

21. As ‘officers’ (under the Act) elected members have the duties set out in the table below. This also shows measures underway to support those duties.

Duty	Support provided
<p>Duty 1 - Acquire and keep up to date with health and safety knowledge and matters</p>	<p>Health and safety training for designated ‘officers’</p> <p>Health and safety training has been ongoing to ensure elected members and senior management are well informed and up to date on health and safety matters. Following the recent elections, the health and safety induction will be delivered under the Kura Kāwana (elected member development).</p> <p>Due Diligence Refreshers and proposed coaching for ELT</p> <p>On 25 November ELT undertook a due diligence refresher. In line with our health safety and wellbeing strategy under the pillar of ‘safety leadership’ and with the view of reaching our vision on becoming a leading organisation for health and safety, we are considering trialling a safety leadership coaching programme for the ELT members who have critical risks under their area of management. If supported by ELT these will roll out from the third quarter.</p> <p>The Health Safety and Wellbeing team are working with the Legal Service department to arrange a mock trial to deliver to our senior leadership team, ELT and general managers to further focus their responsibilities and provide insight as to how they are meeting these.</p> <p>Third Party Administrator – Accredited Employer Programme</p> <p>ACC audited council HSW systems and processes between 9 and 11 October 2019. Council passed the audit and will enter the accredited employer programme on the 16 December 2019. The Central Library and the Waitakere Refuse Centre were chosen as audit locations.</p>

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Duty	Support provided
<p>Duty 2 - Understand council's operations and associated hazards/risks</p>	<p>Site visits</p> <p>A health and safety site visit plan for the chief executive, ELT members and elected members is in place. In October ELT visited our West Wave leisure centre and the Waitakere Refuse Centre.</p> <p>Health Safety and Wellbeing committee</p> <p>The ELT operates as the Health Safety and Wellbeing Committee which creates better visibility and understanding of council operations and the health and safety risks in their parts of the organisation. These have been taking place quarterly.</p>
<p>Duty 3 - Ensure the council has appropriate resourcing and processes to eliminate/minimise risks</p>	<p>Corporate training programme</p> <p>A key focus of the current strategy is to build capability within the organisation and to prioritise high risk business areas. A corporate training programme has now been agreed mandating all people leaders to complete a one day 'Managing Safely' course. Our indicator in this area has increased to forty percent. The target is 75 per cent by the fourth quarter.</p>
<p>Duty 4 - Ensure the council has appropriate processes for receiving and considering information regarding incidents, hazards and risks and for responding in a timely way to that information</p>	<p>Management framework and reporting</p> <p>A management framework is now in place. It is designed to ensure robust safety governance, processes, guidance and positive behaviours around health and safety. Risk Manager is also working effectively as our reporting tool for unsafe conditions, incidents and near misses.</p> <p>Triage</p> <p>The Corporate team continues to triage incidents. This assures the quality of the data and furthermore tasks 'reasonably expected' actions to people leaders in the business as incidents arise in Risk Manager. This helps safeguard the organisation further to ensure incidents are not closed without knowledgeable oversight and that any serious incidents involving critical risk are appropriately investigated either by people leaders, local health and safety specialist or the Corporate team.</p>
<p>Duty 5 - Ensure the council has, and implements, processes for complying with any duty or obligation</p>	<p>Policy statement</p> <p>The chief executive and mayor are set to sign the Health and Safety Policy Statement following the elections. This has been implemented alongside the new Health and Safety Framework.</p> <p>Our Charter</p> <p>The health and safety section in Our Charter (we look after our safety and wellbeing) is being prepared for application to all council-controlled organisations. We are ready to roll out this value to all CCOs.</p>
<p>Duty 6 -Take reasonable steps to verify the provision and use of resources</p>	<p>Safe365audits</p> <p>No external verification audits were done this quarter</p> <p>Assurance framework</p>

Duty	Support provided
and processes through reviews and audits	Assurance audits are now taking place. The dashboard in Attachment A shows the audits that have taken place in the last quarter. Our AIM Airport Contract was audited this quarter as were the northern regional parks operation.

Tauākī whakaaweawe āhuarangi **Climate impact statement**

22. The decisions contained in this report do not have an impact on climate change.

Ngā whakaaweawe me ngā tirohanga a te rōpū Kaunihera **Council group impacts and views**

23. This update includes information about council activities only. It does not provide a group-wide view.

Ngā whakaaweawe ā-rohe me ngā tirohanga a te poari ā-rohe **Local impacts and local board views**

24. Briefings for elected members, including local boards, will now be rolled out in line with the Kura Kāwana programme inducting all new elected members. The elected members site visit program will be offered at this session.
25. This report will be provided to all local boards together with a briefing from staff.

Tauākī whakaaweawe Māori **Māori impact statement**

26. Auckland Council staff work with the Independent Māori Statutory Board and the council's co-governance entities, such as the Tūpuna Maunga Authority, Te Poari o Kaipātiki ki Kaipara, the Ngāti Whātua Ōrākei Reserves Board and Te Motu a Hiaroa (Puketutu Island) Trust to ensure they have information and support to comply with their duties under the legislation.
27. The People and Performance department have integrated Health Safety Wellbeing plans into council's Māori employment strategy (known as the Mahi Strategy).

Ngā ritenga ā-pūtea **Financial implications**

28. There are no financial implications in this report.
29. As reflected in the Corporate Risk Register, non-compliance with Health and Safety Legislation and poor performance in this area can carry substantial fines and impacts to operational costs through incidents and or poor productivity.

Ngā raru tūpono me ngā whakamaurutanga **Risks and mitigations**

30. The risk of non-compliance with health and safety is recorded in the council's top risk register. As set out above, controls are in place to monitor and respond to critical risks through the Risk Manager System.

Ngā koringa ā-muri **Next steps**

31. Staff will continue with the implementation of the HSW strategy, embedding the Health and Safety Framework.

Ngā tāpirihanga Attachments

No.	Title	Page
A 	Health Safety and Wellbeing dashboard	57
B 	Safe365 Departmental scores	61

Ngā kaihaina Signatories

Authors	Oliver Sanandres - Head of Health, Safety and Wellbeing Andre Lubbe – Head of Health, Safety and Wellbeing (Acting)
Authorisers	Patricia Reade - Director People and Performance Phil Wilson - Governance Director

Health, Safety and Wellbeing Report

STRATEGIC AND LEADERSHIP

SAFETY LEADERSHIP Ten lead trainers for Managing safely programme by Q2 FY20 Current 5/10		EMBRACING SAFETY Implementation of volunteer management standard by Q1 FY20 Current Completed	KNOW WHAT TO DO All new starters completed Corporate HSW e-learning induction Current 49%	CONTINUAL IMPROVEMENT SAFE365 Current 61%	WELLBEING A capable Wellbeing ambassador in every department Current 82
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TRAINING (YTD)

Managing Safely course

Trained PL: **39.0%**
Target: 75% by Q4 FY20. Current: 35.90%

HSW e-learning induction

49.55%
Target: 100% in first month. Current: 58.37%

CRITICAL RISK

Top 5 Critical risk with potential 3+

Public safety	46
Working at height	20
Driving a vehicle	20
Contractor safety	19
Workplace violence	16

Bottom 5 Critical risk + other with potential 3+

Lone work	3
Work related stress	2
Work related fatigue	2
Excavation	0
Confined space	0
Other	74

ASSURANCE

Externally verified business units

1. Civil Defense & Emergency Services - 65%
2. AIM Services - 55%
3. Regulatory Services - Building Consents - 62%
4. ACE - 59%
5. PSR - Regional Parks: South - 55%
6. I&ES - DPO - 55%
7. I&ES - Engineering & Technical Services - 63%
8. I&ES - Environmental Services - 56%
9. I&ES - Healthy Waters - 56%
10. I&ES - Waste Solutions - 76%
11. I&ES - Relationship Management Unit - 68%

Critical risk audits

Completed	Action plan complete
Tepid Baths AIMS airport Northern regional Parks	0/11
Scheduled	

WORKSAFE (WSNZ) NOTIFIABLE EVENTS (YTD)

<p>Count of notifiable events</p> <p style="font-size: 24px; text-align: center;">0</p> <p>Previous month: 0</p>	<p>Status of notifiable events</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>WSNZ decided not to investigate</td><td>3</td></tr> <tr><td>Duty holder review</td><td>2</td></tr> <tr><td>Unknown</td><td>1</td></tr> </table>	WSNZ decided not to investigate	3	Duty holder review	2	Unknown	1	<p>Status of actions</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Complete</td><td>10</td></tr> <tr><td>Open</td><td>8</td></tr> <tr><td>Unknown</td><td>23</td></tr> </table>	Complete	10	Open	8	Unknown	23
WSNZ decided not to investigate	3													
Duty holder review	2													
Unknown	1													
Complete	10													
Open	8													
Unknown	23													
<p>YTD</p> <p style="font-size: 24px; text-align: center;">6</p>	<p>Count of Actions</p> <p style="font-size: 24px; text-align: center;">0</p> <p>Previous month: 0</p>	<p>Learnings</p> <p>At risk workers - contractors and specifically labour hire</p>												

SPEAK UP (YTD)

Categories	Count
Exposure to health risk	5
Stress	1
Drug & alcohol	1
Bullying and/or harassment	0
Stop work	0
Safety misconduct	0

PERFORMANCE

Reporting index (13th months)

1.23

Initial target: 25

Closed incidents with critical risk and potential consequence 3+ (YTD)

288 (64%)

Initial target: 75%

Closed actions with critical risk and potential consequence 3+ (YTD)

131 (84%)

Initial target: 75%

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Attachment A

WSPN2 Notifiable Incidents (Jan 19 to Sep 19)							
# Incident ID	Reporting Line	Date	Event	Status	Learnings	Actions	Status of actions
1 32222	Auckland Council: Customer & Community Services: Community Facilities: AIM Services: Operational Maintenance	6/05/2019	Melville Park, 18 St. Andrews Road, Epsom: At approximately 2.18pm, Monday 6 May, the Arb crew consisting of Foreman Arborist and agency temp (injured person) were parked outside Melville Park, 18 St. Andrews Road, Epsom. Foreman was driving the truck, arborist was unhooking and opening the park gate and the injured person was disconnecting the 2017 trailer bandit 900kg from the truck where they were going to do mulch in the park. The injured person had disconnected the cables and safety chains from the truck, rotated the jack to elevate the hitch off the tow-ball. When he began winding the jack handle, the trailer moved causing the jack to rotate, falling, landing and trapping his foot.	Unknown	Inconclusive as investigate incomplete and not to a good standard. The injured person (a labour hire) did not provide a statement.	1. Sequential labelling of the safety mechanisms on the trailer Engineering 2 weeks Fleet SDM 2. A competency framework to be developed to include all training, supervision requirements relating to each SOP for all workers, supervisors, trainees, trainers Administrative Q2 Operations SDM Foreman Health & Safety 3. Review and update of SOP 027 (Transporter truck and trailer), include all identified risks and controls. Updated risks to be included in the organisation's risk register and communicated to all arboriculture teams Administrative 1 month SDM Operations Foreman 4. An audit schedule to be developed specifically for the review of SOPs and the identified risks. Administrative 1 month SDM Foreman H&S Team Learning & Development	1 complete 2 open
2 32081	Auckland Council: Customer & Community Services: Community Facilities: Project Delivery: Project Delivery (Rma)	29/04/2019	Tavern lane, Papatoe: Contractor was instructed to clean the area of stripped out membrane on the roof, with initial investigation it looks like he stepped on the skylight to avoid going around and came falling through the ceiling.	Notified by Cape Ltd. (contractor) to WorkSafe. Request for a duty holder review:	Risk management of access to roof and control of skylights (fall through risk) ineffective. Use of Labour hire and reliance on verbal warnings in English	1. Complete an updated task analysis to ensure that the job was discussed, hazards identified, controls agreed and signed off by all involved to show it's been communicated. 2. Ensure all on site were competent to complete the task, had current Site Safe training, could understand English and had been inducted. 3. Carry out daily pre starts. 4. Eft barriers such as danger tape in place to increase awareness of the risk the skylights pose. 5. Control the task through a permit to work. 6. Isolate the area below and consult with the Auckland Council to ensure all relevant parties are aware of what is happening, where it is happening, who is carrying it out and how long it will take.	8 complete
3 31703	Auckland Council: Customer & Community Services: Community Facilities: Project Delivery: Project Delivery (Rma)	4/04/2019	Sunnyside Domain: The Person Affected (Council Employee) attend site progress meeting at Sunnyside Domain playground. All attendees signed into site. Looked over the new works and then went to move on to the other area. As the team moved the contractors (The Plant People) worker turned the digger on as we were about to pass- he previously knew we were onsite. Before I moved I waved at the operator to get acknowledgment and then pointed where we were moving, he nodded at me acknowledging that I was there. I proceed to move however the operator then raised the excavator arm up high. Immediately I moved backwards away from the digger. As I moved back, the bucket detached and landed a meter away from my location.	Notified by The Plant People (contractor) to WorkSafe WorkSafe decided not to investigate	Machine operator (labour hire) had minimal experience on this plant and may not have been competent on this specific plan. A fault on the plant known by others did was not raised and actioned. Exclusion zones around the plant were not being effectively controlled/maintained Note: The machine operator (a labour hire) did not provide a statement	1. Improve induction checklist – add excavator exclusion zone information to site induction form 2. Update JSA3 Machine operator to reference exclusion zones 3. Safety alert notice detail findings upon completion of report 4. Review competency register to ensure all machine operators are on the register and authorised at an appropriate level 5. Repair of front wedge/look on Cat 305.5CR & full service check by Goughs 6. Review and discuss safety alert notice at all tool box and safety meetings 7. Review of accident investigation with Council and add additional recommendations.	2 complete 5 open
4 31707	Auckland Council: Customer & Community Services: Community Facilities: Operational Management & Maintenance: Operational Mgt & Maintenance - Toru	4/04/2019	06 Henderson : Details: Upon going to do a plumbing repair a subcontractor was cleaning out around some pipework with trowel and felt a tingles/shock. The sub-contractor second guessed themselves with what had occurred and continued cleaning out. The worker then experienced a second shock and then exited the hole. The sub-contractor notified UMS of the incident who sent out a UMS electrician to test the area. A voltage was detected in the water and the area was cordoned off. The UMS electrician notified management who notified Auckland Council and called Worksafe. A RM report will be submitted by 14/04/19	Notified by UMS (contractor) to WorkSafe WorkSafe decided not to investigate	Poor quality/condition of telecom cable resulting in water most likely being present in the cable resulting in electrical leakage.	1. Blumbers to continue by inserting temporary earth pegs, one in the base of the hole and the other 1 meter from the edge of the hole and connecting a bonding cable between these two points to remove any step potential. UMS Regional Co-ordinator Completed - 16/04/19 2. Safety Alert to be written up about event. UMS HSEQ Manager – 30/05/19	1 complete 1 open
5 31060	Auckland Council: Customer & Community Services: Community Facilities: Operational Management & Maintenance: Operational Mgt & Maintenance - Toru	22/02/2019	Ran Road, Taporu. https://goo.gl/maps/SW7RZmJK34s : Whilst travelling to conduct water blasting in Taporu, a UMS ute has rounded a corner and rolled. The ute has been significantly damaged in the process of the accident, but the operator has thankfully only sustained minor injuries. An ICAM investigation is currently being undertaken. Reports indicate that the vehicle was travelling too fast for the corner (the vehicle was travelling at 87.5 round the corner). This was confirmed by police on site who also believe that the vehicle was traveling too fast for the corner. It is believed that the load on the tray (a water tank for the water blaster) exacerbated the rolling motion of the vehicle by having the load of water (we are unable to determine the amount due to the tank rupturing in the crash) move to one side of the vehicle which further moved the vehicles centre of gravity.	Notified by UMS (contractor) to WorkSafe WorkSafe decided not to investigate	To the accident was found to be fundamentally due to the speed at which the vehicle attempted to take the corner being greater than what was possible by the vehicle. This resulted in the vehicle losing control and rolling on its right hand side. The organisational factors which contributed to the incident were identified as follows: -Training -Communication -Management of Change -Procedures -Risk Management -Design -Vehicle Management	1. Update driving including trailer use SWMS to include specific hazards and controls required when operating vehicles with a mounted tank containing liquids. Charles de Vidler 30/05/19 2. Identify high risk driving areas and conduct risk assessments for those areas. Charles de Vidler 30/05/19 3. Develop vehicle modification procedure for UMS NZ. Charles de Vidler 30/05/19 4. Introduce and implement driver competency assessment for all staff. Charles de Vidler 30/05/19 5. Revise driver behaviour monitoring programme. Charles de Vidler/Paul Amaral 30/08/19 6. Purchase new water blaster and vehicle in line with best practice around tank installation and protection. Paul Amaral 30/05/19 7. Review filling locations for water blaster and filling methods. Paul Amaral 30/05/19 8. Ensure competent to operate framework considers position and responsibility changes within the same role/position. Charles de Vidler, No date.	Status of actions - TBC
6 29886	Auckland Council: Customer & Community Services: Community Facilities: AIM Services: Operational Maintenance	19/12/2018	5 Tilbury Place, Avondale: While clearing a blockage from behind the chipper feed roller, I used the manual hand crank (jack to lift the roller out) of the way but did not insert the safety locking pin. As he was clearing the debris, the jack slipped allowing the roller to fall a short distance striking his right wrist and hand.	Notified by UMS (contractor) to WorkSafe WorkSafe decided not to investigate	The current operating practices allow for one person to operate the chipper machine, while other persons on-site are undertaking other tasks. Introducing a buddy check procedure could have prevented the accident by reminding the injured to insert the yoke safety pin. 2-person operation of chipper machine Introducing the "Stop Work" process, "Start Over" procedure. Failure to report frequent jams. Which would have prompted a review of the SOP for the chipper.	1. Introducing a buddy-check procedure for all normal pre-start operations as well as emergency operations. 2. A possible improvement recommendation made is to enhance the procedure by introducing a visual cue, for example coloration of the jack (red) and the yoke safety pin (green). 3. Job Safety Analysis (JSA) must be undertaken for all known tasks to support the development of SOPs. 4. Whilst the Pre-Start Risk Assessment Form (F085) is adequate for day-to-day job tasks, a more detailed JSA must be undertaken to support the day-to-day job tasks. The JSAs must be developed/ or reviewed in accordance with a competency manager, SDM, foreman, workers and Health & Safety. 5. Regular inductions on all ARB machines/equipment and detailed procedures and documented 6. Ensuring that all workers are competent, taking into consideration their knowledge, experience, ability and qualifications. Sign-off for competent persons by a competent assessor. 7. Ensure inductions are undertaken on new equipment/ equipment less frequently used and documented. 8. Emphasise the importance of workers to report (in organizations reporting system – Risk Manager) near-miss incidents, unsafe conditions (tam), damage to equipment and incidents to management. 9. Site safety inspections must be undertaken on regular basis by Management and Senior Management. 10. Review SOPs, develop JSAs, Circulate Hazard Alert Circulate recommendations for Protecting Workers from being caught by the chipper/feed mechanism 11. Disseminate Safety Alert to all teams and contractors on the safe use of chippers following the Duty Holder review. Refer attached safety alert as example. 12. Development of competency framework (assessments) for all AIMS operations. 13. Safety campaign (to involve all levels of organization in a H&S improvement group network- facilitated by H&S advisor/manager) 14. Making the machine more user friendly (consider visual cues /or guarding practices) 15. Management control (Safety inspections and audits) not enough resources currently for supervisory functions.	Status of actions - TBC Meeting scheduled on 28/08/2019 to review status of actions

Significant events							
#/Incident	Reporting Line	Date	Event	Status	Learnings	Actions	Status of
1	Auckland Council: Infrastructure & Environmental Services: Environmental Services - Infra & Env: Biosecurity: Biosecurity Central/South	16 Aug 19	Waitakere Ranges by Anawhata Road Please see hunters accounts below: On 16/08/2019 Jerome Kakara was hunting Ridge Road Track towards Chateau Mosquito Track to meet Tainui Hale. Jerome's dogs locked onto to some pigs. 2 dogs came up out of gully chased the pig over the track, into Pig Wallow creek & up onto the ridge where they stopped & started holding a pig 900mtrs away, My other dog had also pulled another pig in the gully below me, I was standing on track ready to go to the dog below me on his own when I heard a gun shot in the direction of my dogs. This was soon followed by a second shot and when I looked back at my GPS only 1 of my dogs were showing on my unit and showed it was running down the Ridge fast. At the same time my other dog finally came back on GPS out on Anawhata Rd & he then went back up the Chateau Mosquito Track towards the other hunter, Tainui Hale. As soon as I heard the second shot Jerome started calling his dogs & rang his manager: Duane Dougherty to inform him. Jerome then radioed the other contactor, Tainui to let him know. Bothe Tainui and Jerome then proceeded to Anawhata Road. Once well clear of the shooting site, and confirming they were in a different block site, they proceeded get the rest of their dogs back which took a few hours as they continued to catch pigs in the area and so were unable to leave the area straight away, Tainui Hale's Account: Tainui Hale and Gerome Kakara split up from different points on Anawhata road. Gerome heading up ridge road track and Tainui heading up the Chateau Mosquito track and then on to R.G.B track. We had hit a mob of pigs on either side of the Pig Wallow stream and Browns stream junction. We made a decision via radio to stick with our own packs of dogs as we had more than one pig to catch up with. I had just gotten over the ridge out of site and at least 1km away from Gerome when he radioed in and told me that somebody had just shot his pig 2 times in the bail. He was very upset as someone had just shot not only a pig, they had put his dogs at risk. None of the hunters carry firearms and use knives only. Duane tried to contact Ron Matthews (Contract Manager) but unfortunately as Ron was in the meeting, the phone was not picked up. Stephen Bell was then contacted who sent Rangers to investigate as well as following through with Regional Park procedures. Ron contacted Duane back and was told to contact the police. Duane stated that Stephen was managing this process and as he is an ex police officer, Ron is confident procedures will be followed.	Awaiting Management Review	1. Ensuring that the site specific safety plan (SSSP) for work such as pig culling covers the less common risks. 2. Update the SSSP to include the following process for similar situations: - Leave the location immediately and go to a safe location out of the bush, on the road where you are clearly visible - If firearms are involved or if you feel threatened phone the police (111) - Contact the appropriate ranger and follow their (and police if contacted) instructions - Notify your manager - File an incident report - An investigation will be conducted	1	Closed
2	Auckland Council: Customer & Community Services: Parks, Sports and Recreation: Active Recreation: Leisure Business	03 Jul 19	In the customer survey the responder reported: My child nearly drowned in the pool. I was standing next to the lifeguard when it happened and had to beg him 3 times to jump in and save her. Finally another casual swimmer saw my panic and rescued her. No staff member came up to check on her after this near drowning, or to report it or to take details.	Awaiting Management Review	Investigation completed locally. The 7month delay in reporting made investigation difficult. Lifeguard standards have been reviewed locally.	0	Closed
3	Auckland Council: Regulatory Services: Resource Consents: Specialist Input	06 Jun 19	No provision of suitable & sufficient supplies in preparedness for an emergency caused by a natural hazard event like an earthquake or volcanic eruption that would likely cause structural building failure. There are currently no emergency provisions held at Graham Street (water, food, blankets, radios, torches etc) that . My understanding that this is the case for most Auckland Council offices.	Closed	Corporate Property to provide facilities to Grahm Street as required. HSW reps to include this n their building monitoring.	1 - Corp Property	Closed
4	Auckland Council: Infrastructure & Environmental Services: Waste Solutions: Waste Enterprises & Refuse	26 May 19	Plant Operator began to push up rubbish along gate 8, in Loader, on multiple occasions, whilst staff & public were on the Gate 6 tipping floor, in direct contravention of recently introduced risk controls, forbidding the operation of plant when there was pedestrians on the tipping floor or in the immediate vicinity of the operating plant. Floor Operator attempted numerous times to get plant operator to cease activity, via RT, with no effect.	Closed	Full site safety review implemented locally by management team. New rules put in place.	0	Closed

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Attachment A

5	32381	Auckland Council: Customer & Community Services: Auckland Emergency Management: Transition - AEM: Emergency Management Operations	14 May 19	* None of the council-owned AEM facilities appear under 'site' drop-down menu * Another significant power failure occurred due to lack of monitoring equipment, non-functioning backup systems (UPS & generator) and no apparent urgency from responsible departments to address all these issues that are well known and now ongoing for over one year. The power failure resulted in critical Civil Defence infrastructure being unavailable for unknown period of time. Because there's no monitoring equipment on site, no one was aware of the failures and no steps could be taken to rectify the issue, until a volunteer arrived on site in the evening to participate in training and noticed that the power was out in the entire building but neither the UPS nor the backup generator was functioning. The same happened during the major storm event in April 2018, this incident and its consequences was noted in the formal, external storm review and subsequently passed on to Corporate Properties as an urgent action for rectification.	Awaiting Full Investigation	Passed to Corporate property for action .	1 - Corp Property	Closed
6	32083	Auckland Council: Customer & Community Services: Parks, Sports and Recreation: Active Recreation: Leisure Operations	29 Apr 19	At 14.20pm, all staff were in the office area, and we heard this almighty crash coming from the roof. We all ran out to the stadium where the noise had come from, and saw a large hole in the ceiling in the 10 floor landing area. Staff member 1, notice a person in a high vis vest, on the floor moaning as he was injured. Staff members ran upstairs to assist. The contractor was laying on the floor in pain, we immediately rang 111, staff member 1, assisted the injured contractor and assessed him for injuries. He could not speak English, and was hard for him to communicate to the team. The ambulance arrived 15 minutes later and took over the care of the injured contractor. He was assessed and taken to hospital, with a suspected broken leg.	Closed	Contractor PCBU carried out incident investigation. Cf not satisfied with outcomes. Untrained sub contractor was sent to carry out the job. Council had provide all relevant info to main contractor. CF to follow up with third parties.	CF to write to all Contractors reminding them of responsibilities to sub contractors. CF to remind all project Managers to check for subs on their sites. Corp HSW to incorporate into Contractor Mgt (Std5) review.	Closed
7	31650	Auckland Council: Customer & Community Services: Community Facilities: Contracts & Supplier Management: Health & Safety	02 Apr 19	It has been brought to my attention that the Samsung J2 model is unable to receive Civil Defence warning messages. ICT has advised that field staff with J2 phones should upgrade to J3 phones. As this may be prevalent across council a council wide alert should be issued for those with J2 phones who are unaware of the problem. This has been raised in Awhina (INC0085476) in September 2018 but no comms have been sent out.	Closed	To be reviewed by Security with WISPER project.		Open
8	30831	Auckland Council: Customer & Community Services: Parks, Sports and Recreation: Park Services: Botanic Gardens	19 Feb 19	Whilst person affected was weeding in a garden bed, he heard a vehicle approach. The vehicle was reversing at an uncontrolled speed from further up slop in the car park. It mounted the kerb and stopped in the garden bed. He went to the vehicle to check on the drivers condition. Driver was in a state of shock but was otherwise unharmed. She moved the vehicle out of the garden bed and parked it in a different location. The driver sat for a while nearby and then went into the Friends Building.	Closed	None		Closed
9	30724	Auckland Council: Customer & Community Services: Parks, Sports and Recreation: Active Recreation: Leisure Operations	13 Feb 19	Sodium Hypochlorite delivery man did not check the fill valve connector before filling and caused a spill in the hypo room floor. He called Lead Lifeguard for assistance in cleaning up his mess without checking if he had his chemical handling and spill management certificate.	Closed	Contractor required to review their procedres and training of their staff.	CF to write to JASOL reminding them of review.	Closed
10	30388	Auckland Council: Regulatory Services: Resource Consents: Premium	29 Jan 19	The Level 1 Fire doors are sticking severely/ jamming and need some work to ensure they open easily when required.	Closed	Building Manager organised maintenance.	None	Closed

	Original Rating	Rating 4th Mar 2019	Rating 8th April 2019	Rating 1st May 2019	Rating 1st June 2019	Rating 1st July 2019	Rating 1st August 2019	Rating 1st Sept 2019	Rating 1st Oct 2019	Current Rating 1st Nov 2019	Overall Improvement	Monthly Improvement
Auckland Council - Organisation (all dashboards)	53%	57%	57%	56%	57%	57%	58%	60%	61%	61%	8%	0.152%
Auckland Council: Customer & Community Services (Aggregated Dashboard)	52%	57%	56%	56%	56%	57%	57%	58%	59%	59%	8%	0.233%
*Safety Index level aggregation only												
Auckland Council: Libraries and Information (Aggregated Dashboard)	50%	50%	50%	50%	50%	50%	50%	51%	51%	51%	1%	0.000%
Auckland Council (Community Services, Libraries & Information): Cluster 3	52%	52%	52%	52%	52%	52%	52%	53%	53%	53%	1%	0.000%
Auckland Council (Community Services, Libraries & Information): Cluster 4	50%	50%	50%	50%	50%	50%	50%	51%	51%	51%	1%	0.000%
Auckland Council (Community Services, Libraries & Information): Cluster 2	50%	50%	50%	50%	50%	50%	50%	51%	51%	51%	1%	0.000%
Auckland Council (Community Services, Libraries & Information): Cluster 1	51%	51%	51%	51%	51%	51%	51%	52%	52%	52%	1%	0.000%
Auckland Council (Community Services, Libraries & Information): Records & Archives	54%	55%	55%	55%	55%	55%	55%	56%	56%	56%	2%	0.000%
Auckland Council (Community Services, Libraries & Information): Central Library	41%	41%	41%	41%	41%	41%	41%	42%	42%	42%	1%	0.000%
Auckland Council: PSR: Active Recreation (Aggregated Dashboard)	63%	63%	63%	63%	63%	63%	63%	64%	64%	64%	1%	0.000%
Auckland Council (Community Services): Recreation Services Cluster 2 and 3	75%	76%	76%	76%	76%	76%	76%	76%	76%	76%	1%	0.000%
Auckland Council (Community Services, Libraries & Information): Cluster 4	50%	50%	50%	50%	50%	50%	50%	51%	51%	51%	1%	0.000%
Auckland Council (Community Services): Recreation Services Cluster 5	68%	68%	68%	68%	68%	68%	68%	69%	69%	69%	1%	0.000%
Auckland Council (Community Services): Recreation Services Cluster 1	58%	59%	59%	59%	59%	59%	59%	60%	60%	60%	2%	0.000%
Auckland Council (Community Services): Recreation Services Cluster 6	63%	63%	63%	63%	63%	63%	63%	64%	64%	64%	1%	0.000%
Auckland Council: PSR: Park Services (Aggregated Dashboard)	52%	53%	53%	53%	53%	53%	53%	54%	54%	55%	3%	0.714%
Auckland Council (PSR - Parks Services): Regional Parks West	49%	49%	49%	49%	49%	49%	49%	50%	50%	50%	1%	0.000%
Auckland Council: Cemeteries	46%	46%	46%	46%	46%	46%	46%	47%	47%	47%	1%	0.000%
Auckland Council: (Parks & Service) Regional Parks North	52%	52%	52%	52%	52%	52%	52%	53%	53%	53%	1%	0.000%
Auckland Council: Parks (Botanic Gardens)	65%	65%	65%	65%	65%	65%	68%	69%	69%	69%	4%	0.000%
Auckland Council (Community Services): Te Waka tai Ranga Whenua	44%	45%	45%	45%	45%	45%	46%	46%	46%	50%	6%	4.000%
Auckland Council (Community Services): Parks Services (Community Parks and Places & Sports Par	58%	58%	58%	58%	58%	58%	58%	59%	59%	60%	2%	1.000%
Auckland Council (Community Services, PSR, Parks Services): Regional Parks: South	49%	54%	54%	54%	54%	54%	54%	55%	55%	55%	6%	0.000%
Auckland Council (Community Services): Arts, Community Events	41%	51%	52%	52%	58%	58%	58%	59%	59%	59%	18%	0.000%
Auckland Council: Community Facilities (Aggregated Dashboard)	42%	61%	61%	59%	61%	62%	62%	65%	69%	69%	28%	0.286%
Auckland Council - Community Facilities: Asset Management Intelligence Support	45%	70%	70%	70%	70%	70%	70%	70%	71%	71%	26%	0.000%
Auckland Council - Community Facilities: Commercial Leases and Businesses	28%	44%	44%	44%	50%	50%	50%	51%	61%	61%	33%	0.000%
Auckland Council - Community Facilities: Project Delivery	51%	80%	80%	64%	66%	66%	66%	66%	67%	69%	18%	2.000%
Auckland Council - Community Facilities: Contractor & Supplier Management	54%	64%	64%	64%	64%	64%	64%	65%	71%	71%	17%	0.000%
Auckland Council - Community Facilities: Operational Maintenance & Management	42%	72%	72%	72%	72%	72%	72%	86%	88%	88%	46%	0.000%
Auckland Council - Community Facilities: Stakeholder and Land Advisory	38%	52%	52%	52%	51%	60%	64%	65%	66%	66%	28%	0.000%
Auckland Council - Community Facilities: Investigation and Design	34%	47%	47%	47%	52%	52%	52%	53%	59%	59%	25%	0.000%
Auckland Council (Operations): Customer Services	48%	48%	48%	48%	48%	50%	50%	51%	51%	51%	3%	0.000%
Auckland Council (Operations): AIM Services	79%	79%	56%	56%	56%	56%	56%	57%	55%	55%	-24%	0.000%
Auckland Council (Operations): Aggregated Dashboard	56%	57%	57%	58%	58%	58%	58%	59%	59%	59%	2%	0.000%
Auckland Council - Operations (Strategic Partnerships)	38%	50%	50%	51%	51%	51%	51%	52%	52%	52%	14%	0.000%
Auckland Council (Operations): Civil Defence & Emergency Management	74%	64%	64%	64%	64%	64%	64%	65%	65%	65%	-9%	0.000%
Auckland Council: Regulatory Services (Aggregated Dashboard)	51%	55%	55%	55%	55%	55%	55%	65%	67%	67%	16%	0.000%
Auckland Council (Regulatory): Animal Management	66%	66%	66%	66%	66%	66%	66%	66%	66%	66%	0%	0.000%
Auckland Council (Regulatory): Licensing & Regulatory Compliance	57%	58%	58%	58%	58%	58%	58%	59%	64%	64%	7%	0.000%
Auckland Council (Regulatory): Engineering	44%	44%	44%	44%	44%	44%	44%	76%	76%	76%	32%	0.000%
Auckland Council (Regulatory): Building Consents	54%	54%	54%	56%	56%	56%	56%	57%	62%	62%	8%	0.000%
Auckland Council (Regulatory Services): Resource Consents	36%	51%	51%	51%	51%	51%	51%	69%	69%	69%	33%	0.000%
Auckland Council: Infrastructure and Environmental Services (Aggregated Dashboard)	59%	59%	59%	59%	59%	59%	62%	62%	62%	62%	3%	0.000%
Auckland Council (Operations, I&ES): Environmental Services	57%	57%	57%	57%	57%	55%	55%	56%	56%	56%	-1%	0.000%
Auckland Council (Operations, I&ES): Waste Solutions	59%	59%	59%	59%	59%	59%	76%	76%	76%	76%	17%	0.000%

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Auckland Council (Operations, I&ES): Relationship Management Unit	67%	67%	67%	67%	67%	67%	67%	67%	68%	68%	68%	1%	0.000%
Auckland Council (Operations, I&ES): DPO	55%	56%	56%	56%	56%	54%	54%	54%	55%	55%	55%	0%	0.000%
Auckland Council (Operations, I&ES): Engineering & Technical Services	61%	61%	61%	61%	61%	63%	63%	63%	63%	63%	63%	2%	0.000%
Auckland Council (Operations, I&ES): Environmental Services	57%	56%	56%	56%	56%	56%	56%	56%	56%	56%	56%	-1%	0.000%
Auckland Council: Executive, Governance and Finance (Aggregated Dashboard)	57%	59%	59%	59%	60%	60%	60%	61%	61%	61%	61%	4%	0.000%
Auckland Council: CPO (Aggregated Dashboard)	57%	57%	57%	57%	61%	4%	0.000%						
Auckland Council (APSR): RIMU	61%	61%	61%	61%	61%	61%	61%	61%	62%	62%	62%	1%	0.000%
Auckland Council (CPO): Heritage Unit - Plans & Places	53%	53%	53%	53%	60%	60%	60%	60%	60%	60%	60%	7%	0.000%
Auckland Council: CFO (Aggregated Dashboard)	57%	60%	60%	60%	60%	60%	60%	61%	61%	61%	61%	4%	0.000%
Auckland Council (Finance): ICT	53%	53%	53%	53%	53%	53%	53%	53%	54%	54%	54%	1%	0.000%
Auckland Council (Finance): Property	55%	63%	63%	63%	63%	63%	63%	63%	64%	64%	64%	9%	0.000%
Auckland Council (Operations): Commercial & Finance	64%	64%	64%	64%	64%	64%	64%	64%	65%	65%	65%	1%	0.000%

Attachment B