
SAFETY SECURITY AND WELLBEING REPORT

PUBLIC EXCLUDED

Grounds: Section s48(1)(a) - That the public conduct of this item would be likely to result in the disclosure of information for which good reason for withholding would exist under Section 6 and 7.

Reasons: Section 6(b) - The making available of the information would be likely to endanger the safety of a person.

Section 7(2)(d) - The withholding of the information is necessary to avoid prejudice to measures protecting the health and safety of members of the public.

Purpose

1. This report reviews the Council's health and safety performance and activities for the period, 1 July to 30 September 2018.
2. The report provides information that aligns with the Officer due diligence steps under the Health and Safety at Work Act 2015 (HSWA), specifically having:
 - a) Knowledge of work health and safety matters
 - b) An understanding of the nature of operations and the hazards and associated risks
 - c) Appropriate resources and processes to eliminate or minimise risk
 - d) Appropriate resources to receive and consider information
 - e) Verification of the provision and use of resources and processes
 - f) Processes for compliance with duties or obligations under HSWA

Summary

3. Qualitative commentary on activities that have occurred in the last three months are presented in three categories:
 - a) Risk
 - b) Relationships
 - c) Resources
4. Quantitative lead and lag indicators are presented in the Health and Safety Dashboard refer Attachment 1. Lag indicators are backward looking and relate to incidents, hazard source, incident profiles and risk assessment. The lead indicators as reported are positive performance indicators that measure activities within Council that promote proactive health and safety systems and practices.
5. This style of reporting is based on the Business Leader's Health and Safety Forum: Monitoring what matters in Health and Safety – a guide for CEOs which was published in May 2016. The Council is a member of the Business Leader's Forum.

Recommendation/s

That the Finance, Audit and Risk Management Subcommittee:

1. Receives the information.
2. Agrees the two risk profiles presented, Mobile Equipment and Work with or in the vicinity of services.
3. Recommend that the City Strategy Committee receives the information.

Discussion

6. RISKS

6.1 Risk Profiles

The Council's 2016/18 Safety Security and Wellbeing Plan identified eight (out of the 29) priority hazard/risk categories to be reviewed using a recognised risk analysis methodology 'bow-tie' risk assessment.

The final two risk profiles (Attachments 2 and 3) have been completed using 'bow-tie' risk analysis methodology and have been endorsed by ELT. They are now presented to FARMS for consideration and endorsement.

The table below provides the top eight categories, the ELT lead for each critical risk category and the status of the risk analysis process.

Category	ELT 'Lead'	Risk Analysis Status
Work with or in vicinity of services	David Chick	Risk Profile completed (Attachment 3)
Other mobile Equipment	Barbara Mckerrow	Risk Profile completed (Attachment 2)
Personal confrontation/Working Alone	Nicola Brown	Risk Profile presented to FARMS
Work at height	Kevin Lavery	Risk Profile presented to FARMS
Hazardous substances	Kane Patena	Risk Profile presented to FARMS
Vehicles on/off road (including bicycles)	Barbara Mckerrow	Risk Profile presented to FARMS
Health and impairment	Nicola Brown	Risk Profile presented to FARMS
Asset failure	Andy Matthews	Risk Profile presented to FARMS

The Council's Safety Security and Wellbeing team are now focused on the Council's top nine priority hazard/risk controls, as presented to FARMS in September 2018, refer Attachment 1. The top nine are identified as key components of the 2018/20 Safety Security and Wellbeing plan.

Category	ELT 'Lead'
Personal Confrontation	Nicola Brown
Work at Height #	Kevin Lavery

Vehicles Traffic Mobile Equipment	Barbara Mckerrow
Health and Impairment	Kane Patena
Asset Failure #	Andy Matthews
Work with or in the vicinity of services	David Chick
Extreme Natural Events *	David Chick
Work related health hazards *	Nicola Brown
Ignition Sources *	Andy Matthews

The actions and work required to review and strengthen critical risk controls for the top nine to within Council's risk appetite, and to provide assurance on the effectiveness and implementation of controls to eliminate or minimise the risk of harm to our workers, will include:

- bow-tie risk analysis workshops for risk categories that have not already gone through this process (* refer table above)
- independent external review of the effectiveness of risk controls through SafePlus, a performance improvement tool, that provides independent assurance of health and safety performance (# two critical risks assessed during November 2018, findings and recommendations pending).
- safety observations by senior members of Council including the Executive Leadership Team (ELT) and Elected Members
- incident investigations that analyse and identify causation factors against existing controls (including failures)
- internal audits and reviews

Updates on the progress against each of the areas of work will be provided to FARMS in future reports. In March 2019, the Council will report on the recent (November 2018) SafePlus assessment on two of Council's top nine critical risks – Work at Heights and Asset Failure.

6.2 Specific Areas of Risk

Risk Category: Dust Asbestos Silica

To comply with the Health and Safety at Work (Asbestos) Regulations 2016, the Council have undertaken a significant programme of work to identify Council-owned assets that require identification and management of asbestos. Assets have been prioritised based on specific risk factors, i.e. age and use. Asbestos surveying for assets (approximately 60) in the priority 1 and 2 categories have been completed and where remedial works identified this work has been implemented or underway. Quotes for asbestos surveying in the assets in the priority 3 and 4 categories (approximately 100) are underway. Surveying work is for priority 3 and 4 categories is expected to be completed by the end of this financial year. Updates on progress will be provided in future FARMS reports.

6.3 Incident Investigations

No investigations to report on during this reporting period.

Two incidents occurred in November 2018 that required investigations which are now underway. The findings of which will be presented to Council's Health and Safety Steering Group in December 2018 and FARMS in 2019.

7. RESOURCES

7.1 Planning

The Council's 2018-20 Safety Security and Wellbeing Plan has been endorsed by the Council's Health and Safety Steering Group and ELT. A copy was presented to FARMS in September. Actions against the six-monthly milestones will be presented at future FARMS.

8. RELATIONSHIPS

8.1 Elected Members' Due Diligence

The information below demonstrates elected members' performance against due diligence actions for the 12 months period ended 30 June 2018.

Legislative Due Diligence Requirement

- a) Acquire and keep up to date with knowledge of work health and safety matters.
- b) Understand nature of operations and hazards and associated risks.
- c) Appropriate resources and processes to eliminate or minimise risks.
- d) Appropriate resources to receive and consider information.
- e) Verify provision and use of resources and processes.
- f) Have processes for compliance with duty or obligation under the Health Safety at Work Act 2015.

**FINANCE, AUDIT AND RISK MANAGEMENT
SUBCOMMITTEE
4 DECEMBER 2018**

Due Diligence Action	
Attend one health and safety leadership workshop(s) per annum, (e.g. Business Leaders forum; 'Leading Safety' refresher; public Health and Safety seminars)	n/a this reporting period <i>Health and Safety Governance Workshops are being developed and scheduled for the first quarter of 2019.</i>
Participate in one site/workplace safety observation with an ELT member.	n/a this reporting period <i>Observations are being scheduled for 2019.</i>
Oversight and acceptance of Council wide health and safety plan.	Council's 2018/20 Safety Security and Wellbeing Plan presented to FARMS and CSC in September and October 2018 respectively. Future reports will include progress against six monthly milestones identified in the Plan.
Oversight of H&S climate survey findings and results.	n/a this reporting period
Receive and review health and safety information on Council health and safety performance through Council's Health and Safety reporting framework.	Council's 30 June 2018 year end Safety Security and Wellbeing report was presented to FARMS and CSC in September and October 2018 respectively.
Have oversight of Council's Hazard and Risk Register through annual review process.	Council's top nine hazard/risk categories were presented to FARMS and CSC in September and October 2018 respectively. The final two risk profiles – Work with or in the vicinity of services and Mobile Plant presented to FARMS and CSC in November and December 2018 respectively.

Attachments

- Attachment 1. Safety Security and Wellbeing Dashboard
- Attachment 2. Bowtie Risk Assessment - Mobile Equipment
- Attachment 3. Bowtie Risk Assessment - Work with or in the vicinity of services

Author	Paku Edwards, Acting Safety, Security and Wellbeing Manager
Authoriser	Nicola Brown, Director Human Resources

SUPPORTING INFORMATION

Engagement and Consultation

N/A

Treaty of Waitangi considerations

N/A

Financial implications

N/A

Policy and legislative implications

N/A

Risks / legal

This information to ELT and Councillors assists them discharge their Officer due diligence obligations under Health and Safety at Work Act 2015.

The Risk section of this report considers updates on work in this area.

Climate Change impact and considerations

N/A

Communications Plan

N/A

Health and Safety Impact considered

Two health and safety risk profiles have been presented in this report, Mobile Equipment and Work with or in the vicinity of services. Both profiles have a combination of controls that are either fully in place and working, or partially in place. It is intended that over the next twelve months a review and verification of the controls identified will be undertaken to ensure the efficacy of the controls, through the SafePlus assessment process. Both profiles have current risk scores of high and to meet Council's risk appetite of moderate require actions to reduce the current risk.

LAG + LEAD INDICATORS

Hazard Source – incidents reported against Council’s “nasty nine” H&S critical risks

The table below represents the number of incidents reported against our top 9 critical risks. Council have 29 hazard categories and 9 critical H&S risks “the nasty nine”.

Critical Risks	YTD	2017-18
Personal confrontation	100	439
Health and Impairment	17	112
Vehicles, Traffic and Mobile Equipment	44	235
Asset failure	24	104
Work at height	3	24
Extreme natural events	1	11
Work related health hazards	5	41
Ignition sources	2	22
Work with or in the vicinity of services	3	12

KEY: Green = on track for a decrease in reported incidents this year; Orange = tracking towards an equal or slight increase in reported incidents this year.

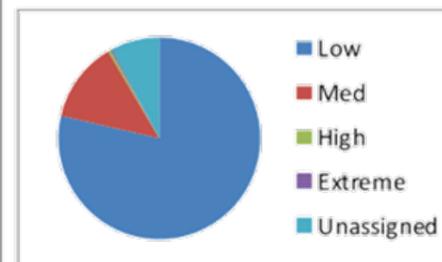
Incident Profile

Key person involved	YTD	2017-18
	NI 183	NI 885
	FA 52	FA 219
	MT 27	MT 184
	NE/LTI 1	NE/LTI 1
	NI 195	NI 750
	FA 200	FA 701
	MT 37	MT 174
	NE/LTI 1	NE/LTI 1
	NI 2	NI 3
	FA 0	FA 0
	MT 0	MT 1

Incidents reported July – September 2018 total 696. The total number of incidents reported in the 17/18 year was 2,919.

KEY:
NI= no injury;
FA= first aid;
MT= medical treatment;
NE/LTI= notifiable event or lost time injury

Incident Risk Score



Risk Score Commentary
Extreme Risk Incident (2) – Hydrogen sulphide leak at landfill; contractor working at height without fall protection.
High Risk Incidents (3) – Work at height with no harness, personal confrontation and filming of parking warden; two members of public in cordoned area of pool and in pool.

Annual leave

As at 30/09/2018 183 employees had 25 days or more than annual leave owing. In comparison 30/09/2017 173 employees had 25 days or more.

Personal Confrontation incident analysis

Business unit	YTD	2017-18
Business Information and Technology		1
City Consenting and Compliance		12
City Design and Place Planning		2
City Housing	4	17
Communications and Engagement		1
Community Networks - Community Services	3	14
Community Networks - Parking	55	204
Community Networks - Libraries / Community Centres	13	52
Customer Service, Innovation and Smart Council		1
Governance		1
Human Resources (includes security)	1	1
Legal and Risk		1
Parks Sport and Recreation	24	112
Property		5
Resilience and Sustainability		3
Transport		1
TOTAL	100	439

KEY: Green = on track for a decrease in reported incidents this year; Orange = tracking towards an equal or slight increase in reported incidents this year.

Security Update

	YTD	2017-18
Trespass notices issued*	2	8
Incidents reported to Police	22	140

41% of incidents reported to the Police were for personal confrontation and 32% for criminal activity such as theft, suspicious behaviour.

* Trespass notices are issued as a reasonable step Council can take to minimise risk of harm. A threshold must be met prior to the issuing of a Trespass notice. Trespass notices are in place for two-years and are monitored by the Council’s Security Team. All trespass incidents involved Council workers or public being exposed to a sustained risk of harm as a result of personal confrontation by these individuals, or theft.

Injury Management

	YTD	2017-18
Work Related ACC Injury Claim Total	20	84
Claim costs to date	\$10,374.21	\$31,186.67
Number of work-days lost	17#	12.7
Non-work claims Wellnz managed	7	29
ACC Partnership Programme Accreditation	Tertiary (TBC)*	Tertiary

KEY: Green = on track for a decrease in reported incidents this year; Orange = tracking towards an equal or slight increase in reported incidents this year; Red = significant increase likely.

Two claims where employees have had >5-working days off work to date.

*The annual ACC audit was undertaken in September. We are awaiting the final result from ACC.

Core H+S Training	YTD	2017-18
H&S REP TRAINING	14	81
FIRST AID	54	237
MANAGEMENT OF ACTUAL OR POTENTIAL AGGRESSION	28	115
RESILIENCE	46	134
Recognition	YTD	2017-18
HEALTH AND SAFETY HEROES	2	18
ELT Observations	YTD	2017-18
HEALTH AND SAFETY OBSERVATIONS (ELT)	1	12
D+A Test Results	YTD	2017-18
DRUG AND ALCOHOL TESTING - Pass	39	127
DRUG AND ALCOHOL TESTING - Fail	1	6
EI and EAP Referrals	YTD	2017-18
EARLY INTERVENTION PHYSIOTHERAPY REFERRALS	9	58
EAP HOURS	207.5	652

- Management of Actual or Potential Aggression is an international training methodology and delivers knowledge and techniques for our ‘front-facing’ staff to help them recognise and respond safely to customers and public who may be acting in a defensive and/or threatening way. MAPA training is identified as an established mitigation/control in the Council’s hazard/risk register for ‘PERSONAL CONFRONTATION’.
- Resilience training has continued as a core training programme to assist staff to build and enhance existing resilience skills as well as provide new techniques to help better handle challenges in the workplace and in life.
- Acknowledging the positive health and safety behaviours demonstrated by our staff is rewarded through the Health and Safety Hero cards – all of which are signed off by the Chief Executive and presented to staff.
- Visible health and safety leadership is measured through ELT completing safety observations.
- Failed drug and alcohol results in disciplinary action in addition to requiring employees to attend compulsory rehabilitation which includes six random drug and alcohol tests over a subsequent two-year period.
- Early intervention referrals to a physio assist employees with discomfort who have not an accident. Intention to prevent issues becoming an ACC claim.
- Council offer free EAP services to employees. This offer is widely used by all business units (a positive sign). Council trends are comparative with national trends. Personal relationships, anxiety, depression are the lead reason for people using EAP.

Employee Participation

- Total number of H&S Reps is 104 (1 vacant role)
- Two new H&S reps were elected to participate in the Council H&S Steering Group, chaired by Kevin Lavery.
- The first 2018-19 quarterly Council H&S Rep forum was held on 22 August. 3 members of ELT attended.

Proactively released in accordance with the provisions of the
Local Government Official Information and Meetings Act 1987

Risk Profile: Mobile Equipment

Risk Description <i>(Definition of this risk, who is exposed, where and when exposure occurs)</i>	<ul style="list-style-type: none"> • Work carried out that involves the use of mobile equipment or being in close vicinity to it, e.g. fork-lifts, specialist road working equipment, brush chippers, diggers, rollers, tractors, ride-on mowers, mobile elevated work platforms. • Workers who use or work near mobile equipment are at risk of significant injury. This includes workers in our Parks Sport and Recreation and Waste Operations teams. Workers in our Chief City Planner, Property, and City Arts and Events teams are exposed to mobile equipment when visiting sites. • A large number of contractors to Wellington City Council use mobile equipment, especially for Waste Operations, Parks Sport and Recreation, Urban Design, Build Wellington, and Transport.
Associated WCC Values	<ul style="list-style-type: none"> • Mahi ngatahi – We have confidence in our colleagues • Mahi ngatahi – We work together to get the best results • Whakapai ake – We are open to new ideas and innovation • Whakapai ake – We learn from our mistakes • Mana tiaki - We consider the impact of what we do
What we know about this risk in our business <i>(Internal context)</i>	<p>Currently we have twenty three controls to manage the risk of harm or death to our workers as a result of using or working near mobile equipment. We know that seventeen controls are in place and working. We know that 6 are partially in place. Therefore we've assessed the residual level of risk as High. The risk will continue to be re-assessed as implementation of further controls occurs. (Refer page 3 for detail on the controls in place to manage this risk).</p> <ul style="list-style-type: none"> • Mobile equipment is one of the Council's nasty nine critical risk categories. • In the year ended 30 June 2018, 49 incidents were reported in the Council's health and safety incident management system, where mobile equipment was the primary hazard source. 1 incident resulted in medical treatment and a full investigation was undertaken (mower rolled down a bank). 1 incident was rated high risk (tenant at C&D Landfill rolled a digger) and 1 was rated as moderate risk (a digger operating without cordons in a public space). • We have a moderate number of speciality mobile plant in our business which means rigorous risk analysis must be applied in addition to standard procurement practice. • A large chunk of our current mobile equipment stock is aged, and thus do not have the newer safety features available on the market. • The scale of contracted work where mobile plant equipment is used is significant. This increases the level of influence and monitoring required by the Council to ensure assurance that the risks are being managed adequately.
What we know about this risk in our operating environment <i>(External context)</i>	<ul style="list-style-type: none"> • WorkSafe state on their website that moving vehicles and equipment (on construction sites) can be fatal if not used correctly and safely. Known as mobile plant, they have the potential to cause serious injury or kill someone by striking them or colliding with other vehicles or equipment. • Mobile equipment is a workplace under the Health and Safety at Work Act 2015, and as such Council have obligations to ensure they are providing a safe place of work. • Mobile equipment is a high risk hazard source that confronts a large number of organisations across New Zealand, including construction, infrastructure, maintenance, and manufacturing organisations. It is known via work with contractors that most organisations in these industries identify mobile plant and equipment in their critical risks. • Wellington's topography and narrow streets mean navigating mobile equipment, particularly large equipment, is significantly more challenging than in other towns and cities across New Zealand. • Technology is constantly improving the safety of mobile plant and equipment use. For example, there are now remote controlled mowers that PSR have been trialling that can mow on steeper slopes than traditional mowers without putting the operator at risk. Mobile plant safety features are constantly evolving and most now come with critical engineering controls, audible alarms, and visibility aids, as examples.

Mobile Equipment - Issue: August 2018; Review: August 2019 – Page 1

Our business objectives potentially impacted by this risk	<ul style="list-style-type: none"> • Council have identified 6 controls that require strengthening to reduce the level of risk to within tolerable levels, that of Moderate. • A consolidated Council-wide assurance programme is being developed, implemented and reported on to test the current status of existing controls to determine if they are within acceptable tolerable levels or further work is required to reduce the level of risk. • The process of testing current controls will determine the acceptance by Council's 'Officers' (defined by the Health and Safety at Work Act 2015) with the level of controls in place and whether they are in 'full' and working or 'partially' in place – as the acceptable level. • Impact on worker safety and wellbeing and the subsequent safe delivery of core Council services. 		
Risk owner	ELT Sponsor, Director Customer and Community Manager Safety Security + Wellbeing Procurement Manager		
Key risk event	<ul style="list-style-type: none"> • Loss of control of mobile equipment • Loss of control of load • Entanglement/trapping/projectiles 		
Cause of event (Threat)	The following events/situations could lead to a risk event: <ul style="list-style-type: none"> • Collision or potential collision with person/ animal/ services • Failure of Load Restraint / Loss of load • Loss of control • Entanglement/trapping/projectiles • Failure of mobile equipment • Operator distraction/ impairment/ lack of capability 	Potential Impact (Consequence)	The following potential impacts could result if the risk event is set in motion: <ul style="list-style-type: none"> • Physical injuries / fatalities • Emotional injuries • Internal or external investigation • Prosecution of our organisation or individual – breach of Health and Safety at Work Act 2015 – failure to provide a safe workplace. • Reputational damage to our organisation • Financial and insurance consequences • Service outage impacts following service strikes
Engagement and communication <i>How we have engaged and consulted with our people about this risk</i>	<ul style="list-style-type: none"> • Council's H+S team facilitated a 'bow-tie' risk analysis workshop involving cross-Council representation, including managers, health and safety representatives, contractor representatives, and workers to test existing controls and identify new controls. • The ELT Sponsor (Director Customer and Community) will be briefed on the existing and new controls identified through the 'bow tie' risk analysis workshop. • Targeted communications will be pitched at high risk teams internally and contractors externally. • The Council-wide Hazard/Risk Register will be updated and made available on StaffNet and in Risk Manager. 		
Additional resource need (items of equipment, processes, training, money etc)	<ul style="list-style-type: none"> • Include review of our mobile equipment in the fleet management processes and practices review (see vehicles on/off road risk profile), and report back to ELT. • Work with procurement and the business to verify some of the controls, and implement the vehicle safety matrix, which covers mobile equipment. • Audit Council's current mobile equipment portfolio to ensure systems are adequate, and accredited to appropriate safety standards, as applicable. 		

Mobile Equipment - Issue: August 2018; Review: August 2019 – Page 2

	<ul style="list-style-type: none"> • ELT and Elected Member safety observations (up to 30 June 2019) will include at least one observation where the critical risk is mobile equipment. • Work with the business to verify that traffic management plans are available and in place at permanent sites where mobile equipment is used. • Work with the business to verify that Job Safety Analyses are being used where necessary, and emergency drills are taking place. • Investigate use of Risk Manager mobile to assist with pre-start check recording for mobile equipment.
--	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Controls – How we manage this risk		
Brief control description (the stuff you have in place to manage the risk)	Hierarchy	Is the control in place and working?
• Use alternative methods of maintenance e.g. developing/planting steep banks so they do not need to be maintained using mobile equipment anymore	Eliminate	Yes
• Replacement, purchase, and use of alternative /suitable equipment	Substitute	Partial
• When plant is procured, hired, leased or modified it must meet AS/NZ 4024.1 and the Work Safe Best Practice Guidelines for Safe Use of Machinery	Isolate / Prevent Contact	Yes
• Equipment safety features in place and used e.g. seat belts, forward collision warning system, ROPS, PTO shut-off	Engineering	Yes
• A procurement and asset maintenance programme and mobile equipment safety checklists shall be used to ensure purchased, hired and leased mobile equipment is safe and fit for purpose. This would include pre-start checks, preventative maintenance, inspections and certification, and equipment monitoring	Administrative	Partial
• Use of equipment visibility devices, for example rotating lights, running lights, mirrors, reversing alarms/cameras.	Administrative	Yes
• All workers driving Council equipment shall have a current and valid drivers' licence appropriate for the type of vehicle.	Administrative	Yes
• Operator qualification and training requirements shall be met at all times.	Administrative	Yes
• Operator competency checks specific to the vehicle / equipment being used shall be completed for all new operators	Administrative	Yes
• Operators using mobile equipment are deemed to be in safety sensitive roles. This means pre-employment, and in some cases on-going medical checks and occupational health monitoring must be in place.	Administrative	Yes
• Any modifications shall be independently certified as being safe and suitable.	Administrative	Yes
• Alternative tasks allocated, until such time as approved/certified modifications have been completed and modified equipment becomes available.	Administrative	Yes
• Special purpose vehicles shall comply with applicable industry standards. They shall include safety equipment such as reversing beepers in accordance with these standards.	Administrative	Partial
• Loads shall be secured in accordance with NZTA requirements	Administrative	Yes
• Standard operating procedures shall be prepared for mobile equipment. These shall incorporate safe use requirements contained in suppliers operating manuals, industry standards or similar and shall provide for the use of signs and spotters, security, storage, cleaning where practicable.	Administrative	Yes
• Job safety analyses used for risk assessment, task planning and selection of suitable equipment for non-routine work, or where the Standard Operating Procedure does not adequately cover the risks and controls required for a particular job.	Administrative	Partial

Mobile Equipment - Issue: August 2018; Review: August 2019 – Page 3

<ul style="list-style-type: none"> Independently approved traffic management plan addressing speed limits, barriers and isolation from pedestrians, and travel direction. 	Administrative	Partial
<ul style="list-style-type: none"> Warning signs installed on sites where mobile equipment is used permanently. 	Administrative	Yes
<ul style="list-style-type: none"> Where reasonably practicable, timing of work using mobile equipment scheduled to avoid peak user times. 	Administrative	Yes
<ul style="list-style-type: none"> Work with mobile equipment adjusted or cancelled in response to adverse weather conditions. 	Administrative	Yes
<ul style="list-style-type: none"> Emergency plans and equipment in place e.g. communication means (lone worker devices, person-down alert), GPS fencing, rescue/emergency equipment, fire extinguishers, first aiders and first aid kits. 	Administrative	Yes
<ul style="list-style-type: none"> Emergency training and drills carried out regularly. 	Administrative	Partial
<ul style="list-style-type: none"> Use of suitable PPE as stated in Operator's manuals, or determined during a risk assessment. 	Personal Protective Equipment	Yes

Risk Assessment							
Inherent risk level <i>Inherent risk level is assessed without controls in place</i>	Critical	Residual risk level <i>Residual risk level is assessed with current status of controls either in place and working, partially in place, or not in place</i>	High	Is this risk within tolerance	No	Council's Tolerable Risk Level <i>Our confidence in adequacy of controls</i>	Moderate

What we're doing to reduce the level of risk from high to moderate

The majority of incidents where 'mobile equipment' was the hazard source involved Council staff. The scale of contracted work where mobile equipment is used is high, which makes the testing and assurance around the consistent application of controls through verifiable practices and systems challenging.

The 6 controls that have a status of 'partial' are controls that require additional actions to be undertaken to move their current status to within an agreed tolerable level or fully in place and working. These actions will be implemented during the 2018/2019 financial year. The Council's Safety Security and Wellbeing team will take the lead on these actions. Updates will be made to the risk profile as they occur and will be included in future reporting to FARMS and CSC.

The following actions will be undertaken to determine if the status can be moved to fully in place and working.

1. Include review of our mobile equipment in the fleet management processes and practices review (see vehicles on/off road risk profile), and report back to ELT.
2. Work with procurement and the business to verify some of the controls, and implement the vehicle safety matrix, which covers mobile equipment.

3. Audit Council's current mobile equipment portfolio to ensure systems are adequate, and accredited to appropriate safety standards, as applicable.
4. ELT and Elected Member safety observations (up to 30 June 2019) will include at least one observation where the critical risk is mobile equipment.
5. Work with the business to verify that traffic management plans are available and in place at permanent sites where mobile equipment is used.
6. Work with the business to verify that Job Safety Analyses are being used where necessary, and emergency drills are taking place.
7. Investigate use of Risk Manager mobile to assist with pre-start check recording for mobile equipment.

In addition to the priority controls, monitoring and assurance for this risk through the Council's H+S management system continues through the following mechanisms:

- Safety Observations
- Training Records in Whare Kura
- Equipment servicing and inspection records
- Fleet management plans
- Pre-employment, health monitoring records
- Incident Reporting
- Fleet management records
- Fleet design risk registers
- Emergency training and drill records

Risk Profile: Work with or in the vicinity of Services

Risk Description <i>(Definition of this risk, who is exposed, where and when exposure occurs)</i>	<ul style="list-style-type: none"> Any situation in which workers or the public are exposed to injury, if Council work contacts or damages services, e.g. gas, electricity, water, telecommunications. Predominantly work with or in the vicinity of services is carried out by contractors to the Council, mainly in the Chief City Planner directorate, PSR, and Property. A small number of workers in the PSR team work closely around services when pruning trees or digging. Some other Council teams may be exposed to services while on site visits, but are unlikely to make contact with them.
What we know about this risk in our business <i>(Internal context)</i>	<p>Currently we have twenty seven controls to manage the risk of harm or death to our workers. We know that fifteen controls are in place and working. We know that twelve are partially in place. Therefore we've assessed the residual level of risk as High. The risk will continue to be re-assessed as implementation of further controls occurs. (Refer pages 2-3 for detail on the controls in place to manage this risk).</p> <ul style="list-style-type: none"> In the year ended 30 June 2018, 12 incidents were reported in the Council's health and safety incident management system, where services were the primary hazard source. It's not common for incidents to occur, but they can have serious consequences. Because of the potential consequences, working with or in the vicinity of services is one of the Council's critical risk categories. Very few, if any of our workers are employed primarily to work around services, but exposure to services is inherent in their roles. The bulk of work around services for Council is contracted out e.g. transport contractors excavating in the road, all maintenance contractors who need direct access to services. This increases the level of influence and monitoring required by the Council to ensure assurance that the risks are being managed adequately.
What we know about this risk in our operating environment <i>(External context)</i>	<ul style="list-style-type: none"> Work with or in the vicinity of services is a hazard source that confronts most physical works contractors – any that excavate or use equipment that could reach overhead and/or underground services. The interaction between people and service infrastructure varies considerably and can become quite complex. For example, Wellington Water, a Council Controlled Organisation maintains one of the city's main services – water. However, Council own the pipes and infrastructure. Multiple contractors may need to work around the pipes but not within them, and could accidentally contact the pipes if not adequately identified. In a small space, particularly in Wellington's CBD, you can often find multiple services owned and maintained by several different organisations and utilities, in varying conditions, and not necessarily where they should be according to plans.
Our business objectives potentially impacted by this risk	<ul style="list-style-type: none"> Council have identified twelve controls that require strengthening to reduce the level of risk to that of Council's risk appetite - Moderate. A consolidated Council-wide assurance programme is being developed, implemented and reported on to test the current status of existing controls to determine if they are within our risk appetite or further work is required to reduce the level of risk. The process of testing current controls will determine the acceptance by Council's 'Officers' (defined by the Health and Safety at Work Act 2015) with the level of controls in place and whether they are 'full' and working or 'partially' in place – as the acceptable level. Impact on worker safety and wellbeing and the subsequent safe delivery of core Council services.
Risk owner	ELT Sponsor, Chief City Planner Manager Safety Security + Wellbeing
Key risk event	Exposure to electricity; Release of combustible gas mixture; Release of water under pressure; Release of hazardous liquids

Work with or in the vicinity of services - Issue: June 2018; Review: June 2019 – Page 1

Cause of event	The following events/situations could lead to a the risk event: <ul style="list-style-type: none"> • Service strike during underground works • Service strikes during above ground works • Outage impacts e.g. power/gas/water cut to critical service facility 	Potential consequence / Impact	The following potential impacts could if the risk event is set in motion: <ul style="list-style-type: none"> • Physical injuries / illness / fatalities • Internal or external investigation • Prosecution of our organisation or individual – breach of Health and Safety at Work Act 2015 – failure to provide a safe workplace. • Reputational damage to our organisation • Financial consequences for loss of services to impacted customers.
Engagement and communication <i>How we have engaged and consulted with our people about this risk</i>	<ul style="list-style-type: none"> • Council’s H+S team facilitated a ‘bow-tie’ risk analysis workshop involving cross-Council representation, including managers, and workers, plus key external stakeholders and contractors including CCO’s, to test existing controls and identify new controls. • The ELT Sponsor (Chief City Planner) will be briefed on the existing and new controls identified through the ‘bow tie’ risk analysis workshop. • The Council-wide Hazard/Risk Register will be updated. • Communication about the updates and programme of work will be included in a monthly report. 		
Additional resource need (items of equipment, processes, training, money etc)	<ul style="list-style-type: none"> • Process for teams that engage workers that work near services to report discrepancies between records and actual location of services as near misses. • Collaboration across contractors, utilities, CCO’s and Council Business Units to inform and influence good risk management practices. • Work with teams across the Council who are influential in the management of work around services, either directly or via contractors to ensure they have knowledge of the relevant resources and can perform safety observations to check basic controls are met. • Work with local service providers to gain assurance that services are being maintained to a safe standard and that overlapping duties requirements are being met when multiple parties have an interest in a particular worksite. • ELT and Elected Member safety observations (up to 30 June 2020) will include at least one observation where the critical risk is services. 		

Controls – How we manage this risk		
Brief control description (the stuff you have in place to manage the risk)	Hierarchy	Is the control in place and working?
<ul style="list-style-type: none"> • Applicable safety in design principles and practices shall be used during the design of Council assets to cover the complete life cycle of Council assets. e.g. road design and pole positions 	Eliminate	Partial
<ul style="list-style-type: none"> • Where practicable, risk should be eliminated before works are carried out, for example turning power off. 	Eliminate	Yes
<ul style="list-style-type: none"> • Work not carried out in proximity of services and/or removal of boundary services 	Eliminate	Partial
<ul style="list-style-type: none"> • Consider use of hydro-vac or threading items to reduce damage to services 	Substitute	Yes

Work with or in the vicinity of services - Issue: June 2018; Review: June 2019 – Page 2

Brief control description (the stuff you have in place to manage the risk)	Hierarchy	Is the control in place and working?
• Route selection for over-height loads	Isolate / Prevent Contact	Yes
• Underground services buried at deep levels, and backfilled adequately to minimum industry standards	Isolate / Prevent Contact	Partial
• Use of suitable equipment, including insulated tools where practicable	Engineering	Yes
• Asset management plans used to maintain the condition of services that WCC own	Administrative	Partial
• Underground services marked with indicator tape or coloured ducting when services are installed	Administrative	Partial
• Condition assessments carried out on Council assets e.g. water pipes and infrastructure	Administrative	Partial
• Contractor agreements and/or H&S plans include controls for work near or with services	Administrative	Yes
• Co-ordination between service owners and organisations whose work could strike underground services	Administrative	Partial
• WCC shall ensure workers are trained on, and adhere to 'Think Safe, Work Safe, Home Safe' booklet 'Your Guide to Working on the Road and Staying Alive', published by the NZ Utilities Advisory Group http://www.powerco.co.nz/uploaded_files/Safety/NZUAGRoadWorkersBookletWeb.pdf	Administrative	Partial
• Corridor Access Request or alternative land owner approval received from WCC	Administrative	Yes
• WCC shall use the Before U Dig service http://www.beforeudig.co.nz/# an online service enabling anyone undertaking excavation works to obtain information on location of underground pipes and cables.	Administrative	Partial
• Traffic management plans, fit for purpose vehicles and pilot vehicles, warning signs, and information for the public in place as required.	Administrative	Yes
• A Standard Operating Procedure, Job Safety Analysis or safe work methodology shall be prepared for any work with or in the vicinity of services prior to work commencing, and toolbox meetings or equivalent held with workers.	Administrative	Yes
• Work shall be carried out according to the requirements of Work Safe Guide for Safety with Underground Services, http://www.business.govt.nz/worksafe/information-guidance/all-guidance-items/underground-services-guide-for-safety-with-underground.pdf and HSE Excavation Guide http://www.hse.gov.uk/pdfs/books/hsg47.htm including using stand-overs, mark-outs, pot-holing method, hand digging with insulated tools within 2m of cables and pipes, working with a buddy. Qualified people to identify live and dead services.	Administrative	Partial
• If a utility service is in a different place from the mark-out or on the service plan, tell the Utility Operator immediately	Administrative	Partial
• Stand-overs may be required for work near overhead wires	Administrative	Yes
• Tree management plan when working in proximity to trees	Administrative	Yes
• Comply with ECP34 Electrical Safe Distances http://www.energysafety.govt.nz/legislation-policy/electricity-acts-regulations-codes/standards-and-codes-of-practice/new-zealand-electrical-codes-of-practice	Administrative	Yes
• Check routes of services for unscheduled emergency work	Administrative	Partial
• Work sites are cleaned up each night	Administrative	Yes
• Rescue/recovery/emergency response plan, resources (e.g. communication mechanisms, back-up equipment, first aid kit and first aiders, person down alerts), training, and drills available and carried out.	Administrative	Yes
• Site visits, inspections, audits and checklists used to verify work is being carried out safely.	Administrative	Yes

Work with or in the vicinity of services - Issue: June 2018; Review: June 2019 – Page 3

<ul style="list-style-type: none"> • Suitable PPE and clothing shall be provided to workers and required to be worn and / or used when there is the risk of exposure to services. This may include fire retardant, anti-static clothing. 	Personal Protective Equipment	Yes
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------	-----

Risk Assessment							
Inherent risk level <i>Inherent risk level is assessed without controls in place</i>	Critical	Residual risk level <i>Residual risk level is assessed with current status of controls either in place and working, partially in place, or not in place</i>	High	Is this risk within tolerance	No	Council's Tolerable Risk Level <i>Our confidence in adequacy of controls</i>	Moderate

What we're doing to reduce the level of risk from high to moderate

During 2018-2020, the following actions will be undertaken for all 'partial' and 'no' controls to determine if the status can be moved to fully in place and working.

The Council's Safety Security and Wellbeing team will take the lead on these actions. Updates will be made to the risk profile as they occur and will be included in future reporting to FARMS.

1. Work with teams across the Council who are influential in the management of work around services, either directly or via contractors to ensure they have knowledge of the relevant resources and can perform safety observations to check basic controls are met.
2. Work with local service providers and utilities to gain assurance that services are being maintained to a safe standard and that overlapping duties requirements are being met when multiple parties have an interest in a particular worksite.
3. ELT and Elected Member safety observations (up to 30 June 2020) will include at least one observation where the critical risk is services.

In addition to the priority controls, monitoring and assurance for this risk through the Council's H+S management system continues through the following mechanisms:

- Safety Observations
- Incident Reporting
- Design and asset management plan checks
- Emergency training and drill records
- Contractor safety reports
- Training records
- Plans, permits, consents and notices issued by Council officers for work where workers could be exposed to services

Work with or in the vicinity of services - Issue: June 2018; Review: June 2019 – Page 4