

**ORDINARY MEETING**

**OF**

**TAWA COMMUNITY BOARD**

**AGENDA**

Time: 7:00pm  
Date: Thursday, 9 November 2017  
Venue: Tawa Community Centre  
5 Cambridge Street  
Tawa  
Wellington

---

**MEMBERSHIP**

Jill Day  
Graeme Hansen  
Richard Herbert (Chair)  
Liz Langham  
Margaret Lucas (Deputy Chair)  
Jack Marshall  
Robyn Parkinson  
Malcolm Sparrow

**Have your say!**

*You can make a short presentation to the Councillors at this meeting. Please let us know by noon the working day before the meeting. You can do this either by phoning 803-8334, emailing [public.participation@wcc.govt.nz](mailto:public.participation@wcc.govt.nz) or writing to Democratic Services, Wellington City Council, PO Box 2199, Wellington, giving your name, phone number and the issue you would like to talk about.*

---



---

**TABLE OF CONTENTS**  
**9 NOVEMBER 2017**

---

<b>Business</b>	<b>Page No.</b>
<b>1. Meeting Conduct</b>	<b>7</b>
<b>1.0 Whakatauki</b>	
<b>1.1 Apologies</b>	<b>7</b>
<b>1.2 Conflict of Interest Declarations</b>	<b>7</b>
<b>1.3 Confirmation of Minutes</b>	<b>7</b>
<b>1.4 Public Participation</b>	<b>7</b>
<b>1.5 Items not on the Agenda</b>	<b>7</b>
<b>2. Oral Reports</b>	<b>7</b>
<b>2.1 Police Update</b>	
<b>2.2 Tawa Volunteer Fire Brigade Update</b>	
<b>2.3 Members' Reports</b>	
<b>2.4 Tawa Community Board Discretionary Fund Update</b>	



<b>3. Reports</b>	<b>9</b>
<b>3.1 Upper Stebbings and Marshall Ridge Structure Planning</b>	<b>9</b>
<b>3.2 Criteria- Tawa Community Grants</b>	<b>17</b>
<b>3.3 Tawa Community Service Awards</b>	<b>21</b>
<b>3.4 Tawa Branding Logo</b>	<b>27</b>
<b>3.5 Armistice Day Memorial Plaque Rock</b>	<b>31</b>
<b>3.6 NZ Post Paxsters Trial</b>	<b>37</b>
<b>3.7 Remuneration Review 2017</b>	<b>173</b>
<b>3.8 Resource Consent Applications and Approvals for 5     October to 29 October 2017</b>	<b>179</b>
<b>3.9 Current and Upcoming Council Consultations and     Surveys</b>	<b>181</b>
<b>3.10 Forward Programme</b>	<b>185</b>

**Questions**



## **1 Meeting Conduct**

### **1.0 Whakatauki**

#### **1.1 Apologies**

The Chairperson invites notice from members of apologies, including apologies for lateness and early departure from the meeting, where leave of absence has not previously been granted.

#### **1.2 Conflict of Interest Declarations**

Members are reminded of the need to be vigilant to stand aside from decision making when a conflict arises between their role as a member and any private or other external interest they might have.

#### **1.3 Confirmation of Minutes**

The minutes of the meeting held on 12 October 2017 will be put to the Tawa Community Board for confirmation.

#### **1.4 Public Participation**

A maximum of 60 minutes is set aside for public participation at the commencement of any meeting of the Council or committee that is open to the public. Under Standing Order 3.23.3 a written, oral or electronic application to address the meeting setting forth the subject, is required to be lodged with the Chief Executive by 12.00 noon of the working day prior to the meeting concerned, and subsequently approved by the Chairperson.

#### **1.5 Items not on the Agenda**

Any item not on the agenda may only be discussed if a motion to discuss the item is passed by a unanimous resolution of the meeting; and:

1. The item is a minor item relating to the general business of the local authority; and
2. The Chairperson explains at the beginning of the meeting, at a time when it is open to the public, that the item will be discussed at the meeting but no resolution, decision or recommendation may be made in respect of that item except to refer that item to a subsequent meeting for further discussion; and
3. The Chairperson explains to the meeting why the item is not on the agenda and the reason why discussion of the item cannot be delayed.

## **2 Oral Reports**

### **2.1 Police Update**

### **2.2 Tawa Volunteer Fire Brigade Update**

### **2.3 Members' Reports**

### **2.4 Tawa Community Board Discretionary Fund Update**





---

### 3. Reports

---

## UPPER STEBBINGS AND MARSHALL RIDGE STRUCTURE PLANNING

---

### Purpose

1. To provide the Tawa Community Board with a briefing on the Upper Stebbings and Marshall Ridge Structure Plan project, upon which Council will be publicly engaging during 2018.

### Recommendation

That the Tawa Community Board:

1. Receive the information.

### Background

2. Wellington City is expected to grow by 50,000 to 80,000 people over the next 30 years.
3. The National Policy Statement for Urban Development Capacity requires the Council ensure there is sufficient land available to meet demand over the next 3, 10 and 30 years.
4. Upper Stebbings Valley was first identified as a growth area in 2003. Planning for Upper Stebbings Valley and Marshall Ridge will help us meet our growth targets for the city.
5. Upper Stebbings Valley, Marshall Ridge, rural parts of Glenside and the Arohata Prison land are included in this project to ensure an integrated planning process for the area.
6. This includes looking at options for improving access into and out of Lower and Upper Stebbings Valley and across to Tawa.
7. This project will integrate with the review of the Outer Green Belt Management Plan.
8. A structure plan (or master plan) is a high level plan outlining what the future of the area will look like. It generally includes specifying zones and rules associated with topics such as housing and development, and parks and open spaces.

### Discussion

9. The Council will be conducting public engagement and workshops starting in 2018.
10. The preferred option will be consulted on before a recommendation is made to the Council.
11. Once the structure plan has been developed, the Council will undertake a District Plan change process.

### Attachments

Attachment 1. Upper Stebbings and Marshall Ridge Structure Planning

Page 12

Author	David Mitchell, Spatial Planning Advisor
Authoriser	John McSweeney, District Plan Manager

---

## **SUPPORTING INFORMATION**

### **Engagement and Consultation**

This project is at the stage of 'pre-engagement'. Engagement will commence in 2018 with formal consultation to follow.

### **Treaty of Waitangi considerations**

There are no known impacts for this project currently, but ongoing engagement with Mana Whenua will identify any issues not yet identified.

### **Financial implications**

There are no financial implications related to the Tawa Community Board.

### **Policy and legislative implications**

This project is aligned with the Northern Growth Management Framework and the Wellington Urban Growth Plan. Furthermore, it will help support the actions that will be required from the National Policy Statement for Urban Development Capacity.

### **Risks / legal**

Currently there are no identified legal risks.

### **Climate Change impact and considerations**

This project will consider environmental impact and the wider climate change as required to under the policies of the Council.

### **Communications Plan**

An outline of the engagement process is attached.

### **Health and Safety Impact considered**

There are no health and safety impacts identified for this project.

## Upper Stebbings and Marshall Ridge Structure Planning

### **What is a structure plan?**

- A structure plan (or master plan) is a high level plan outlining what the future of the area will look like. It generally includes specifying zones and rules associated with topics such as: housing and development; parks and open space; environmental protection; transport, road networks and a street hierarchy; commercial needs; community needs; or a range of other topics.
- A District Plan Change will follow this process, which will formalise the re-zoning and associated rules or controls developed through the structure plan.

### **Why is it needed?**

- City is expected to grow by 50,000 to 80,000 over the next 30 years. This growth will happen across the city, with different typologies and densities (apartments to detached dwellings).
- The National Policy Statement for Urban Development Capacity requires the Council to ensure there is sufficient land available to meet demand over the next 3, 10 and 30 years.
- Planning for Upper Stebbings and Marshall Ridge will help us meet our growth targets for the city.
- The area is one of two remaining identified greenfield growth opportunities for the city.
- Upper Stebbings, Marshall Ridge, the rural parts of Glenside and the Arohata Prison land are included in this project to ensure an integrated planning process for the area. This includes looking at options for improving access into and out of Lower and Upper Stebbings Valley.
- This project will integrate with the review of the Outer Green Belt Management Plan.

### **Local information**

- The area covers 254 HAs of land from Churton Park to Tawa, including Glenside.
- There are 10 land owners for the outlined area:
- A road from Upper Stebbings to Tawa is to be considered as part of the project.
- The Stebbings Stream flows into the Porirua Stream. The National Policy Statement for Freshwater Management is in effect and the Porirua Whaitua process is underway. Both of these processes will require land use controls to manage flooding and water quality management in all waterways including Stebbings Stream, Porirua Stream and the Porirua Harbour.

## **Project process**

This project will be a workshop based process.

### Phase 1: Investigation and research (currently underway)

- Consultants will produce technical reports covering topics of landscape, ecology, transport, infrastructure capacity and we are investigating local heritage values.
- Initial engagement with local landowners, key stakeholders and local community groups.

### Phase 2: Vision and design principles

- These workshops will be early next year and include the public and interested parties.
- It will produce a local area vision and design principles which can be used throughout the process to guide and refine future works.

### Phase 3: Scenario development and testing

- Following Phase 2, these workshops will create multiple options for how the area may develop.
- This will be done with the stakeholder and interested parties.

### Phase 4: Master plan iteration

- Phase 3 scenarios will be assessed against the Phase 2 vision and principles. A preferred option will be identified via engagement and feedback processes.
- The preferred option will then be further refined.

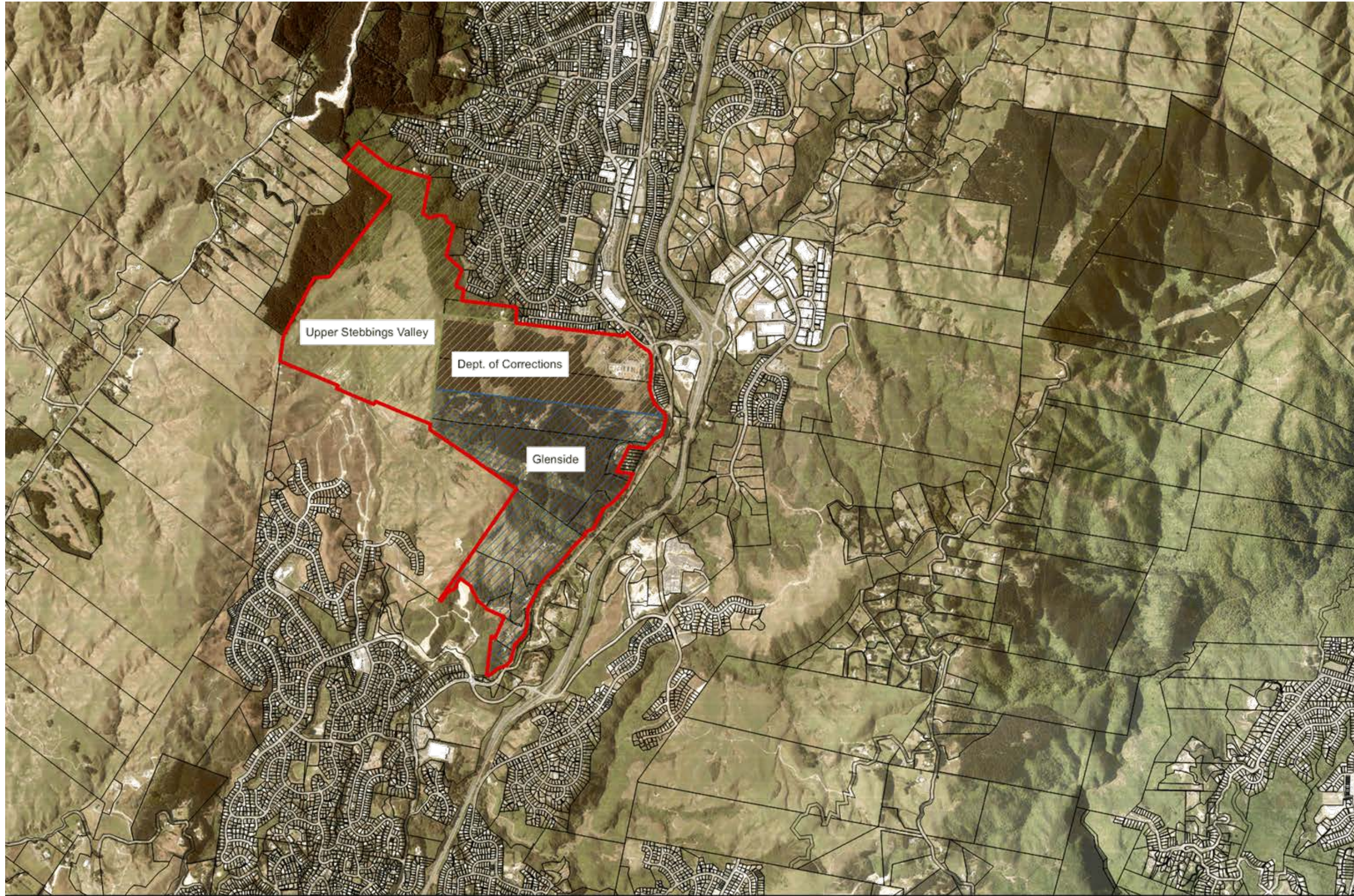
### Phase 5: Consultation and approval

- The preferred option will be consulted on before a recommendation is made to the Council.
- This stage will conclude the structure plan development and signal the start of the District Plan Change process.
- There is no set timeframe for this process as we want to ensure sufficient flexibility in the process to enable full engagement with the landowners and local communities.

## **Key Council contacts**

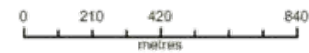
- Please contact David Mitchell (project manager) if you require any information or if community members require a staff contact for the project.
  - ph: 04 806 4706
  - email: [david.mitchell@wcc.govt.nz](mailto:david.mitchell@wcc.govt.nz)
- There is a wider project team within the Council to provide specialist input on particular topics including Parks and Open Space planning, Biodiversity, Transport and Urban Design. Please contact me and I can put you in touch with the team as required.





Property boundaries, site contours, road names, rail lines, address & site points sourced from Land Information NZ. Crown Copyright reserved. Property boundaries accuracy: +/-1m in urban areas, +/-5m in rural areas. Census data sourced from Statistics NZ. Postcodes sourced from NZ Post.

MAP PRODUCED BY:  
Wellington City Council  
www.wellington.govt.nz



ORIGINAL MAP SIZE: A4  
AUTHOR: mitchd  
DATE: 8/9/2017







---

## CRITERIA- TAWA COMMUNITY GRANTS

---

### Purpose

1. To update the criteria for Tawa Community Grants.

### Summary

1. The Tawa Community Grants Funding of \$15,000 per year was established following amalgamation of Tawa Borough Council with Wellington City Council. The funding is managed via an annual grant round, which supports one off projects and local initiatives.

### Recommendations

That the Tawa Community Board:

2. Receive the information.
3. Agree to approve the proposed changes to the Tawa Community Grants criteria as set out in Table 1.

### Background

4. The criteria for Tawa Community funding have remained largely unchanged since the mid1990's.

*The Tawa Community Grants Fund is designed to assist voluntary projects in Tawa. Grants may be for charitable, educational, welfare, community development, cultural, recreational, sporting, activity development, equipment or training programmes. Grants may also be given to people representing New Zealand in a recognised sporting or cultural event.*

5. In 2014, criteria were updated to reflect changes to Council Funding pools, with the establishment of separate fund criteria (Social and Recreation, Arts and Culture, Environment) replacing a 'General Grants' fund criteria.

### Discussion

2. Proposed changes aim to ensure that the fund responds to local community need. Having clearer criteria will help groups making applications and support decision making by the Tawa Community Board through the Tawa Community Board Grants Subcommittee.
3. Current (existing) criteria and proposed criteria are shown in Table 1 below, the proposed criteria;
  - Provide scope for local groups and organisations to get support for projects which address a range of activity (charitable, educational, welfare, community development, cultural, recreational, sporting, activity development, equipment or training programmes).
  - Place particular emphasis on projects that can support those members of the community who are economically or socially disadvantaged

- Remove the specific criteria that enable individuals representing New Zealand in a recognised sporting, cultural or other approved event to apply to the fund. In recent years very few grants have been allocated to individuals through this fund.
- Remove of the need for applications to meet the Wellington City Council Social and Recreation Fund criteria.

<b>Table 1 - Tawa Community Funding</b>	
<b>Existing Criteria</b>	<b>Proposed Criteria</b>
<p><b>Purpose</b></p> <p>The Tawa Community Grants Fund is designed to assist voluntary projects in Tawa. Grants may be for charitable, educational, welfare, community development, cultural, recreational, sporting, activity development, equipment or training programmes. Grants may also be given to people representing New Zealand in a recognised sporting or cultural event.</p>	<p><b>Purpose</b></p> <p>The Tawa Community Grants Fund is designed to assist projects within Tawa (including- Tawa, Linden, Takapu Valley and Grenada North)</p>
<p>To be eligible, applicants must:</p> <ul style="list-style-type: none"> <li>• be based in Tawa</li> <li>• show their project will directly benefit the Tawa community</li> <li>• not have excess reserve funds</li> <li>• Preference will be given to projects that help develop economically or socially disadvantaged groups.</li> </ul>	<p>To be eligible, applicants must:</p> <ul style="list-style-type: none"> <li>• show their project will directly benefit the Tawa community</li> <li>• preference will be given to projects that will be completed within 12 months</li> <li>• not have excess unallocated reserve funds</li> </ul>
<p><b>Criteria</b></p> <ol style="list-style-type: none"> <li>1. The applicant is based in Tawa and the project directly benefits residents in the Tawa Ward.</li> <li>2. The applicant group must not have excess reserve funds.</li> <li>3. The preference is for projects to be completed within 12 months.</li> <li>4. There is a preference for new or expanded activities.</li> <li>5. Grants will not be made for purposes that the Tawa Community Board considers to be subsidising subscriptions, rent or debt - except in exceptional circumstances.</li> <li>6. Grants may be made for charitable, educational, welfare, community</li> </ol>	<p><b>Criteria</b></p> <ol style="list-style-type: none"> <li>i. The project benefits the residents of Tawa.</li> <li>ii. Grants may be made for charitable, educational, welfare, community development, cultural, recreational, sporting, activity development, equipment or training programmes.</li> <li>iii. Preference may be given to grants that help develop and support those who are economically or socially disadvantaged.</li> <li>iv. Grants will not be made for purposes that the Tawa Community Board considers to be subsidising subscriptions, rent or debt - except in exceptional circumstances.</li> </ol>

<p>development, cultural, recreational, sporting, activity development, equipment or training programmes.</p> <p>7. Preference will be given to grants that help develop economically or socially disadvantaged groups.</p> <p>8. Applications for individuals representing New Zealand in a recognised sporting, cultural or other approved event may be considered.</p> <p>9. Your project will also need to meet the Social and Recreation Fund Criteria.</p>	<p>v. The applicant is a legally constituted community group or organisation.</p> <p>vi. The applicant group must not have excess unallocated reserve funds.</p>
--	--

4. The next closing date for applications for Tawa Community Grants is scheduled for 28 February with decisions made at the Tawa Community Board meeting four to six weeks after the closing date.

**Attachments**

Nil

Author	Mark Farrar, Team Leader Funding and Relationships
Authoriser	Jenny Rains, Community Services Manager Barbara McKerrow, Chief Operating Officer

## **SUPPORTING INFORMATION**

### **Engagement and Consultation**

Officers work closely with groups and organisations to communicate the availability of support for projects that help deliver in Council goals and outcomes, this involves discussions about the availability of funding through grant funds.

### **Treaty of Waitangi considerations**

For Council grant funds there are specific criteria and questions relating to Maori.

### **Financial implications**

The Long Term Plan makes provision for community grants in several places -2.1.6 - Community environmental initiatives, 3.1.4 - Grants and creative workforce, 4.1.4 – (Arts and) Cultural grants, and 5.2.4 - Grants (Social and Recreation). Arts and Culture Funding comes under project C661 (157.1098), Tawa Community Grants **is included at \$15,000 per year within project C678 (157.1124).**

### **Policy and legislative implications**

Council funds have been created to assist community initiatives in line with Council strategy. Council Officers engage and consult widely with a range of groups and organisations before funding applications are made and throughout the assessment process.

### **Risks / legal**

Funding allocated through community grants are subject to a detailed funding agreement which sets out outcomes based on those proposed within funding applications, these form the basis for a funding agreement and subsequent accountability reporting provided by applicants on completion of their projects.

### **Climate Change impact and considerations**

No climate change impacts

### **Communications Plan**

Community grants are promoted through various channels in consultation with Council's Communication and Marketing team and via local channels eg Tawa Community Centre and Library as well as other local channels (via Residents associations etc).

### **Health and Safety Impact considered**

Projects seeking support from Council are delivered by organisations and groups who are legal entities and responsible for health and safety of the project, events, etc.

---

## TAWA COMMUNITY SERVICE AWARDS

---

### Purpose

1. To provide the Tawa Community Board with the background to the proposed Tawa Community Service Award, together with a proposal for its adoption.

### Recommendations

That the Tawa Community Board:

1. Receive the information.
2. Agree to implement the new Tawa Community Service Award as proposed, subject to the design being finalised in consultation with the appropriate WCC officers and members of the Board.

### Background

2. At her first public event as a Tawa Community Board member, Robyn Parkinson, was told by a Tawa resident and long-time rest home carer that her job would be even more rewarding if someone said 'thank you'.
3. Robyn was prompted by this conversation to suggest an additional award to complement the existing Tawa Community Civic Awards and Tawa Rotary Young Employee Award.
4. The Board agreed to this in principle and the attached criteria and award details circulated to Board members.

### Discussion

5. The new Tawa Community Service Award is aimed at those in paid employment, who go above and beyond in their work.
6. The aim is to promote regular recognition of those who merit thanks, who are not usually nominated for Civic Awards.
7. Robyn Parkinson has suggested that the Tawa Community Service Award be implemented in 2018, following finalisation of the certificate design in consultation with Council staff.

### Attachments

Attachment 1.	Draft Tawa Community Service Award Certificate	Page 23
Attachment 2.	Draft Nomination Form for Tawa Community Service Awards	Page 24
Attachment 3.	Comparison of Tawa Community Civic Awards with proposed Tawa Community Service Awards	Page 26

Author	Carline Thomas, Governance Advisor
Authoriser	Crispian Franklin, Governance Team Leader

---

## **SUPPORTING INFORMATION**

### **Engagement and Consultation**

Consultation has taken place with the Tawa Community Board.

### **Treaty of Waitangi considerations**

No Treaty of Waitangi considerations have been identified.

### **Financial implications**

Financial implications have not yet been identified.

### **Policy and legislative implications**

No legislative implications have been identified. Wellington City Council officers are being consulted with regards to the design of the certificates.

### **Risks / legal**

No legal implications or risks have been identified.

### **Climate Change impact and considerations**

There are no climate change implications.

### **Communications Plan**

Communications to advertise the Tawa Community Service Awards will follow the 'nominations process' outlined in the attached comparative table of the Tawa Civic Community Awards and the proposed Tawa Community Service Awards.

### **Health and Safety Impact considered**

No health and safety implications have been identified.

*Tawa Community Service Award*

This certificate is awarded to

*Recipient's Name*

in acknowledgement of your contribution  
to the community of Tawa

Signed

Date

Chair, Tawa Community Board



Absolutely Positively  
Wellington City Council  
Me Heke Ki Pōneke

## Tawa Community Board Service Awards

Do you know someone who deserves more thanks for their work?

Nominate them for a Service Award from the Tawa Community Board.

Conditions of Award:

1. Any person may nominate an individual aged 16 and over who:

- lives, or works, or has similarly strong connection to Tawa, and
- does an act or acts of service in their work that merits greater appreciation from the Tawa community.

2. Awards will reflect an individual going over and above the usual expectations of their role.

3. Board members are not eligible for nomination. Awards are given at the sole discretion of the Board. Nominations may be made at any time.

To make a nomination contact any Board member or place completed form in the nominations box at Tawa Library or Tawa Community Centre

Award recipients receive a certificate of appreciation in a brief presentation at regular Board meetings.





Tawa Community Board  
Service Awards - Nomination Form



**Name of person you wish to nominate:**

**Their contact details** – postal address, email, landline, mobile  
(any 2 of these):

**Nominated by:**

**Your contact details** – postal address, email, landline, mobile  
(any two of these, email preferred: may be confidential if you wish):

**Reasons for nomination:**

Tell us why you believe this person deserves the award:

Your identity as nominator will be kept confidential at your request.  
Your contact details will not be used for other purposes.  
The person nominated may elect not to receive the award, in which case you will be advised.

Contact any Tawa Community Board member  
or place printed form in box at  
Tawa Library or Tawa Community Centre

**Absolutely Positively**  
**Wellington City Council**  
Me Heke Ki Pōneke

<b>Tawa Community Civic Awards</b>	<b>Tawa Community Service Awards</b>
<p>"The biennial Tawa Community Civic Awards recognise and show appreciation to groups or individuals who enhance the Tawa community and make it a better place to live. Also included is the Tawa Rotary Young Employee Award."</p> <p>Nominations close early May for late May ceremony</p> <p>7 categories, winner of each gets book voucher and framed certificate                      All eligible nominations receive certificate.                      Certificates / winners awarded at special ceremony attended by Mayor.</p> <p><b>"ELIGIBILITY:</b></p> <ol style="list-style-type: none"> <li>1. Any person with an interest in Tawa may nominate any not-for-profit group, organisation or individual working to enhance the Tawa community.</li> <li>2. An individual may nominate an organisation of which they are a member. "</li> </ol> <p><b>Award selectors:</b></p> <p>? - Malcolm - who does these?</p> <p><b>Nominations process:</b></p> <p>"Nominations for the 2016 Tawa Community Civic Awards are now open. To nominate someone online, go to <a href="#">this page</a> [WCC web page]. Printed nomination forms are being delivered to every household in Tawa. Additional forms are available at the Mervyn Kemp Library."</p>	<p>Awards given up to 10 times a year (at TCB meetings) to recognise and show appreciation of workers for acts of service that merit greater appreciation from the community.</p> <p>Nominations may be made to the Board at any time.</p> <p>No categories.                      Nominations deemed eligible by the Board receive a certificate signed by the Chair and a brief presentation made at the start of any public Board meeting.</p> <p>Recipient has the option to decline the award should they not wish to be publicly recognised.</p> <p><b>ELIGIBILITY:</b></p> <ol style="list-style-type: none"> <li>1. Any person may nominate an individual aged 16 and over who:                             <ul style="list-style-type: none"> <li>- lives, or works, or has similarly strong connection to Tawa, and</li> <li>- does an act or acts of service in their work that merits greater appreciation from the Tawa community.</li> </ul> </li> <li>2. Awards will reflect an individual going over and above the usual expectations of their role.</li> <li>3. Board members are not eligible for nomination. Awards are given at the sole discretion of the Board.</li> </ol> <p><b>Award selectors:</b></p> <p>The Board, or a sub-group at its discretion. The Board has the right not to make any award or to 'carry over' excess nominations to another meeting for award.</p> <p><b>Nominations process:</b></p> <p>Nominations called for via WCC web page, Board Facebook page, and Neighbourly. Hard copy posters / forms / nomination boxes at the Library and Community Centre: also at businesses should the Business Association think that appropriate and owners wish. No mail out.</p>

---

## TAWA BRANDING LOGO

---

### Purpose

1. To approve the Tawa branding logo

### Summary

2. The board developed the Tawa branding logo for the use of local events and also certificate awards.
3. The intention is that it is used alongside the WCC logo to brand Tawa community items and events as uniquely Tawa.
4. Officers have been in discussion with the Creative and Branding unit and they have agreed that the Board is allowed to use the logo with any of the WCC brand and logo to represent Tawa.
5. Officers have advised that the Tawa logo can be used for any Tawa events but wherever it is specifically a Tawa Community Board event, it needs to be accompanied with the Council logo.

### Recommendations

That the Tawa Community Board:

1. Receive the information.
2. Support the use of the Tawa branding logo.

### Attachments

Attachment 1. Tawa Branding Logo

Page 29

Author	Ryan Wilson, Elected Member Support Advisor
Authoriser	Crispian Franklin, Governance Team Leader

## **SUPPORTING INFORMATION**

### **Engagement and Consultation**

Officers have been consulted on the use of the Tawa logo with the WCC brand.

### **Treaty of Waitangi considerations**

Not applicable.

### **Financial implications**

Not applicable.

### **Policy and legislative implications**

In line with the WCC branding policy.

### **Risks / legal**

Not applicable.

### **Climate Change impact and considerations**

Not applicable.

### **Communications Plan**

Not applicable.

### **Health and Safety Impact considered**

Not applicable.





---

## ARMISTICE DAY MEMORIAL PLAQUE ROCK

---

### Purpose

1. The purpose of this report is to seek the support from Tawa Community Board on the proposed relocation of the rock to which is affixed “a World War One Commemorative Plaque”.

### Recommendations

That the Tawa Community Board:

1. Receive the information.
2. Agree to support the relocation of the World War One Commemorative Plaque and the rock to which it is affixed, from Willowbank to Grasslees Reserve.

### Background

3. On 25 September 2017, the president of the Tawa Returned and Services Association (Inc.) (‘the RSA’) sent a letter to the Wellington City Council Chief Executive, on behalf of the Tawa RSA and the Tawa Historical Society. The letter requests approval to relocate a World War One Commemorative Plaque and the rock to which it is affixed.
4. The rock and plaque are currently situated in Willowbank Park in Tawa. Approval is sought to relocate these to Grasslees Reserve where several other memorials are also located.
5. If the relocation is approved, the Wellington City Council’s assistance with the move is requested by the Tawa RSA and the Tawa Historical Society.

### Discussion

6. The Wellington City Council’s Parks, Sports and Recreation team have agreed to the relocation of the rock and plaque from Willowbank to Grasslees Reserve.
7. The Parks, Sports and Recreation team have also agreed to move the rock to Grasslees Reserve and meet the associated costs.
8. The exact location of the rock in Grasslees Reserve is subject to agreement between the Tawa RSA, the Historical Society, the Board, and the Council officer coordinating the move, Victoria Bennett, Project Officer (Public Art), Assets and Projects.
9. The Council officer has indicated a date in late summer to be most appropriate for the relocation, and will endeavour to accommodate any proposed ceremony associated with the relocation.

### Attachments

Attachment 1. RSA Letter

Page 34

Author	Carline Thomas, Governance Advisor
Authoriser	Crispian Franklin, Governance Team Leader

Item 3.5



---

## **SUPPORTING INFORMATION**

### **Engagement and Consultation**

The Tawa RSA and Tawa Historical Society have engaged with the Tawa Community Board and Council Officers from the Parks, Sports and Recreation team of Wellington City Council. The site for the memorial will be selected by representatives of each of these.

### **Treaty of Waitangi considerations**

No Treaty of Waitangi considerations have been identified.

### **Financial implications**

Wellington City Council will relocate the memorial rock at no cost to the Tawa RSA, Tawa Historical Society or Tawa Community Board.

### **Policy and legislative implications**

Wellington City Council Parks, Sports and Recreation officers have been consulted.

### **Risks / legal implications**

No risks or legal implications have been identified.

### **Climate Change impact and considerations**

No climate change implications have been identified.

### **Communications Plan**

Communications with Tawa residents will be managed by the Tawa RSA, Tawa Historical Society and Tawa Community Board.

### **Health and Safety Impact considered**

No health and safety implications have been identified.

***Tawa Returned and***



***Services Association***

***(Inc.)***

25 September 2017

The Chief Executive  
Wellington City Council  
PO Box 2199  
WELLINGTON 6140

Dear Sir

**TAWA WORLD WAR 1 COMMEMORATION ROCK  
LOCATED IN WILLOWBANK PARK, TAWA**

You may be aware that the Mayor, Mr Justin Lester, unveiled the new Tawa Memorial on 22 April 2017. This new memorial was created at the initiative of the Tawa Historical Society with strong support from the Tawa Community Board, the Tawa RSA and other benefactors and is located at the northern end of Oxford Street adjacent to Grasslees Reserve. The City Council was involved in the project and granted approval for the use of the land on which it is placed. Also placed in this reserve is a memorial to Elsdon Best and another for Dr Brian Webb.

The RSA, with support from the Tawa Historical Society, considers that Grasslees Reserve is a suitable location to centralise Tawa remembrance memorials.

Located in Willowbank Park, Tawa, near the Takapu Road rail underpass, is a World War One Commemorative Plaque affixed to a large rock. The plaque was originally presented in 1993 to the then Tawa Borough Council by members of the RSA and the rock and plaque located on the eastern side of the park. The site became overgrown and the rock was moved by the Council to its present site in 2004 at the request of the RSA.

The Tawa RSA and the Tawa Historical Society believe that it would be appropriate and fitting for the approaching 100 year anniversary of the end of World War One, that the Commemorative Rock be relocated to a position within Grasslees Reserve reasonably close to the new memorial.

Neither of the two organisations have the resources nor the ability to carry out this move and would be very appreciative of assistance from the Council to undertake the work.

The organisations feel that it would also be appropriate if the relocation, if approved, could be carried out by Armistice Day on 11 November if this is possible.

89 Oxford Street, Tawa, Wellington  
Telephone: 04 232 5788

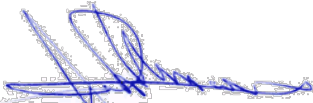
PO Box 51-100, Tawa, Wellington 5249  
Facsimile: 04 232 5738  
Email: [tawa.rsa@xtra.co.nz](mailto:tawa.rsa@xtra.co.nz)

The two organisations seek:

1. Wellington City Council's approval and permission to relocate the Rock to Grasslees Reserve.
2. Assuming Council approval, it would be helpful if Council and/or its contractors could undertake the physical relocation, to an agreed site within the Reserve and near the Tawa Memorial.
3. It is acknowledged that there would be a cost involved, and we may be able to access some funding to assist with this, should Council consider that would be necessary.

A photograph of the "Rock" is attached.

Yours sincerely



**John Munson**  
**President**  
**Tawa Returned and Services Association (Inc.)**

**CC:** Councillor Malcolm Sparrow  
Councillor Jill Day  
Councillor Peter Gilbert  
Chairman of the Tawa Community Board  
President of the Tawa Historical Society



---

## NZ POST PAXSTERS TRIAL

---

### Purpose

1. This report provides the Tawa Community Board with information about a proposed NZ Post Paxsters trial in Tawa.
2. The Board is asked to endorse a trial of the NZ Post Paxsters in 2018.

### Recommendations

That the Tawa Community Board:

1. Receive the information.
2. Endorse a trial of the NZ Post Paxsters to take place in Tawa in 2018.

### Background

3. NZ Post are seeking approval from WCC to operate Paxster electric mail delivery vehicles on footpaths in Wellington to provide a more efficient and cost-effective means of mail delivery.
4. NZ Post are noting an shift towards a demand for the delivery of increasing quantity of parcels, along with a decreasing quantity of smaller mail items.
5. NZ Post have a statutory obligation to deliver mail. The Paxsters are viewed as a viable option to manage the changing nature of posted items.
6. NZ Post are now operating the Paxsters in several towns and cities in New Zealand, namely Ashburton, Oamaru, Invercargill, New Plymouth and parts of Auckland.
7. NZ Post have previously presented their case for a trial of their Paxsters to a meeting of the Tawa Community Board and followed this with a demonstration in Tawa.

### Discussion

8. A meeting was held on Tuesday 24 October, at which councillors agreed a trial was appropriate. Northern Ward Councillors Day, Gilbert, and Sparrow, Councillors Calvi-Freeman and Free (transport-related portfolio holders), and Council officers Steve Spence (Transport), Charles Kingsford (Traffic), and Ryan Wilson and Carline Thomas (Democracy Services) were present at the meeting.
9. It was agreed at the meeting that feedback regarding a trial of the Paxsters by NZ Post in Tawa would be sought from the Tawa Community Board and other councillors. Cr Calvi-Freeman is coordinating the latter response.
10. Following feedback from the Board and wider group of councillors, officers will prepare a response to NZ Post.
11. The response will potentially be a 'Tawa Trial Agreement', with such concerns as an upper speed limit included, based on the Board's feedback to councillors and Council officers.

### Attachments

Attachment 1. NZ Post FAQs for Local Authorities

Page 40

---

Attachment 2.	Health and Safety Risk Assessment and Management Plan	Page 45
Attachment 3.	Paxster Training User Guide	Page 103
Attachment 4.	Draft Approval Document for the Operation of Paxsters in Wellington City	Page 158

Author	Carline Thomas, Governance Advisor
Authoriser	Crispian Franklin, Governance Team Leader

---

## **SUPPORTING INFORMATION**

### **Engagement and Consultation**

Officers have engaged with the relevant Councillors, Tawa Chairperson and officers to discuss the trial.

### **Treaty of Waitangi considerations**

Not applicable.

### **Financial implications**

Covered by current operational budgets.

### **Policy and legislative implications**

The current proposal is for a limited trial on certain streets in Tawa. Subject to the completion of a successful trial, any proposal for a wider/permanent use of footpaths in Wellington City by NZ Post Paxster vehicles will be submitted to City Strategy Committee for approval.

### **Risks / legal**

Council can decide whether to approve the suggested trial and any subsequent proposal for permanent use of NZ Post Paxster vehicles on specified footpaths in Wellington City.

### **Climate Change impact and considerations**

Not applicable.

### **Communications Plan**

To be developed.

### **Health and Safety Impact considered**

The suggested trial will be carried out on the basis of a detailed operating plan agreed with NZ Post. This will include detailed health and safety conditions.



**New Zealand Post Electric Vehicle Proposal**

**Frequently Asked Questions for Local Authorities**

Question	NZ Post Response
<b>The Paxster Vehicle</b>	
Are the vehicles registered to drive on the road?	Yes. NZTA supported the trial of new delivery vehicles in 2015. After the successful trial, they formalised approval of use of the delivery vehicles in New Zealand.
What will the hours of operation be?	Generally between 7am and 6pm Monday to Saturday.
Will the vehicles be primarily utilising the footpaths or roads?	Any non-delivery travel or transit will be on the road as Paxsters can travel up to 50km hour on the road. The footpath operation is solely for delivering mail and parcels.
Are the vehicles able to be driven on grass berms in residential areas?	No – Vehicles are not to be driven on berms.  If there is no footpath or a footpath on one side of the road only, Delivery Agents deliver by parking on the road and/or driving up and down driveways.
What if there are footpaths which are too narrow to fit Paxsters and/or some have obstacles in the way?	NZ Post completes a comprehensive assessment using local Posties to determine which footpaths and streets are suitable for Paxster delivery. Any footpaths which are too narrow or contain hazards or obstacles are assessed by the local health and safety team and delivery leaders, alongside council. Any instances where Paxsters cannot use footpaths are considered in the overall design of the delivery system and risks are managed or mitigated.
What speed will the vehicles be travelling at?	According to NZ Post safety assessments (undertaken by external experts in their field), the midrange vehicles will be driven to the conditions of the footpath but no greater than 20km/hr on the footpath. Given that the vehicles operate in a very stop-start manner, we know from current our pilot in New Plymouth that speeds rarely exceed 14kph.
Do the vehicles have reversing beepers and/or a horn?	Vehicles have a reversing beeper and comprehensive safety assessments have been undertaken to ensure the vehicles are safe reversing. We are currently assessing the use of a reversing camera.





	The vehicles are also equipped with front facing cameras which record the speed of travel and incidents.
Where will the re-charge station be?	At the Delivery Branch. The vehicles are stored and recharged here.
Does the payload include the weight of the delivery agent?	Yes.
<b>Footpath and Footpath Users</b>	
Where are the vehicles currently operating in NZ?	The vehicles are operating in Ashburton, Oamaru, Invercargill, New Plymouth and parts of Auckland – North Shore and West Auckland.
Where else is NZ Post planning to operate the vehicles in NZ?	In all the metropolitan areas and larger cities in NZ.
Are other footpath users, especially users of mobility scooters, expected to move out of the way of the Paxster?	<p>Definitely not.</p> <p>The NZ Post Health and Safety Management Plan for these vehicles states that Delivery Agents give way to every pedestrian and all other instances of transport on the footpath. <b>All delivery agents are trained to do this and any breach will be addressed accordingly.</b></p> <p>The agreement between NZ Post and each local authority states</p> <p><b>General safety rules:</b></p> <ul style="list-style-type: none"> <li>• Vehicles will maintain a safe speed on the footpath,</li> <li>• Vehicles must give way to pedestrians, mobility devices or wheeled recreational devices being used on the footpath             <ul style="list-style-type: none"> <li>o The operators must give way to pedestrians, mobility devices or wheeled recreational devices being used on the footpath. This means that the vehicle must pull off the footpath if possible as to not obstruct the other user, and come to a complete stop until the user passes.</li> </ul> </li> <li>• The vehicle should never be operated in a way that forces another user of the footpath to step off the footpath, into traffic, take any other evasive action, or force the other user into an unsafe situation. Vehicles will not block the footpath</li> <li>• Vehicles will not ride on grass verges</li> </ul>



	<ul style="list-style-type: none"> <li>All operators should only enter or exit footpaths from driveways or other formed access points. The vehicle should never be driven up or down the kerb.</li> <li>All operation shall be on the left-hand footpath of the road except in specifically identified areas.</li> </ul>
Are the needs of footpath and disability advocacy groups being considered?	Yes. Consultation has taken place with national footpath and disability advocacy groups on multiple occasions, with engagement taking place over 2016. The last meeting with all interested parties was with a number of Hamilton groups on Monday 13 March 2017 to discuss the use of Paxsters on footpaths in detail.
<b>Local Authorities</b>	
Can the Council identify areas it considers unsuitable for electric vehicle mail delivery?	Yes. NZ Post identifies all areas unsuitable for vehicles to be on the footpath in the agreement with the local authority. These areas are agreed with the local authority and it can also identify other areas.
<b>Trials</b>	
NZ Post has run trials in Auckland, Wellington and New Plymouth over the past two years to ensure that any issues or risks would be identified before a nationwide rollout began.	<p>The trials held in Wellington and Auckland were successful, both from a safety perspective but also supporting the sustainability of our mail delivery model. These trials led to the pilot in New Plymouth which has now been operating for 19 months without issue.</p> <p>We have continued to roll out the vehicles in Auckland, working closely with Auckland Transport.</p> <p>We can provide a reference for Council representatives to contact. We have contacts at New Plymouth District Council and Auckland Transport who are happy to be contacted for their thoughts.</p> <p>The contact at Auckland Transport is</p> <p>Terry Sugrue – Transport Controls Team Leader Network Management and Safety, DDI 09 447 4062 Ex 489062, Mb 027 209 7732 <a href="mailto:terry.sugrue@at.govt.nz">terry.sugrue@at.govt.nz</a></p> <p>The contact at New Plymouth City Council is</p> <p>Max Aves - Manager Roading Assets New Plymouth District Council general phone – 06 759 6060 <a href="mailto:Max.aves@npdc.govt.nz">Max.aves@npdc.govt.nz</a></p>



<p>In the 19 months of trial operation in New Plymouth, have there been any incidents with pedestrians and/or any vehicles?</p>	<p>None.</p>
<p>Will increased numbers of motorised traffic on the footpath impact on the life of the footpath?</p>	<p>There are a number of 'proof points' that have provided tangible results regarding any impacts to the footpath infrastructure;</p> <p>Results of the trial run in Auckland and Wellington show negligible effect on infrastructure in the short term:</p> <ul style="list-style-type: none"> <li>▪ No damage to footpath or grass berm infrastructure observed during 19 months of pilot in New Plymouth where we are operating c.20 vehicles;</li> <li>▪ No damage to footpath infrastructure has been observed during trials in Auckland and Wellington - no cracking, chipping or compaction observed;</li> <li>▪ Some damage to grass berms was observed in early phases of the Wellington trial, corrected via further training of operators;</li> <li>▪ Over 4,000 vehicles are being operated in Switzerland and no degradation of infrastructure in 4 years of operating a similar type of delivery vehicle on the footpath.</li> </ul>
<p><b>Insurance and Liability</b></p>	
<p>If the service causes problems, will Council have a mechanism to qualify the conditions of the agreement?</p>	<p>A condition of the Footpath agreement provides a reporting, complaints and issue resolution process:</p> <p><b>Reporting, complaints &amp; issue resolution</b></p> <p>New Zealand Post commits to investigating any issues raised by XXX Council in good faith, and XXX Council commits to working with NZ Post in good faith to ensure the long-term success of the Integrated Delivery agent and use of electric delivery vehicles.</p> <p>In regards to complaints from the public via the New Zealand Post customer call centre, New Zealand Post commits to either resolving the issue or agreeing a timeline for resolution with the customer within 48 hours of lodging the complaint.</p>
<p>If Council can identify any damage caused by the vehicles, will this be covered by NZ Post under the</p>	<p>See above.</p>



agreement?	
Will NZ Post’s Health and Safety Plan be made available to Council?	Yes. It is an attachment to the agreement signed by the Local Authority and NZ Post. It is an essential component of the agreement.
Will NZ Post be covered by Public Liability Insurance for accidents in road reserve?	<p>Paxsters (being registered vehicles for road use) are insured under the NZ Post Group Motor Vehicle Insurance policy. This covers:</p> <ol style="list-style-type: none"> <li>1. Section 1 – Accidental loss or damage to the vehicle.</li> <li>2. Section 2 – Liability to third parties for property damage or personal injury, arising out of use of insured vehicles - limit \$20m.</li> </ol> <p>The motor vehicle insurer is aware the Paxsters can be used on the footpath as well as roads.</p> <p>See Section 7 of the Footpath Agreement.</p>
Does the Council take on any liability by signing this agreement?	NZ Post will be liable for any incidents caused by their delivery agents while acting under the approval.



# **Integrated Delivery Health and Safety Risk Assessment and Management Plan**

**June 2016**

## Reference

<b>Document title</b>	Integrated Delivery Health and Safety Risk Assessment and Management Plan
<b>Sponsor</b>	Andrew Knight, Integrated Delivery Workstream Lead
<b>Prepared by</b>	Leigh-Ann Harris, Safety and Wellbeing Specialist Emma Bassett, People and Change Lead, Network of the Future
<b>Version</b>	1
<b>Date of approval</b>	
<b>Approved by</b>	Mark Stewart, COO Customer Service Delivery
<b>Effective date</b>	June 2016
<b>Date of last review</b>	June 2016
<b>Date of next review</b>	November 2016
<b>Reference documents</b>	New Zealand Post Safety and Wellbeing Management System New Zealand Post Safety Standards Health and Safety at Work Act 2015 Health and Safety at Work (General Risk and Workplace Management) Regulations 2016

## Contents

[Introduction](#)

[Context: Integrated Delivery](#)

[Commitment to health and safety](#)

[Health and safety governance for integrated delivery nationally](#)

[Risk assessment method](#)

[Risks and controls](#)

- [1. Driving Paxsters on public roads](#)
- [2. Driving Paxsters on footpaths](#)
- [3. Exposure to moving vehicles](#)
- [4. Driver fatigue](#)
- [5. Delivering in extreme weather conditions](#)
- [6. Manual handling](#)
- [7. Working in isolation](#)
- [8. Stressful situations](#)

[Actions register](#)

[Appendix A. Learning pathway for Delivery Agents \(Draft\)](#)

[Appendix B. Definitions of likelihood and consequence](#)

## Introduction

Risk management is fundamental to ensuring that the new Integrated Delivery (ID) model is a safe operating environment for our people and the public. Trial and piloting of this proposed work system and tools, particularly the delivery vehicles, has provided valuable insight into the nature of risks and the effectiveness of control measures.

This paper consolidates key learnings about the health and safety risk profile for implementing Integrated Delivery. Notably, it focuses on:

- identifying hazards that are new or substantially different to those associated with the current Postie and courier driver roles,
- applying a consistent methodology to risk assess each hazard,
- outlining controls to eliminate or minimise harm and
- recommending actions to further reduce the risk profile of the ID system of work.

The paper identifies and individually risk assesses each of the following key hazards:

1. driving the Paxster on public roads,
2. driving the Paxster on footpaths,
3. exposure to moving vehicles,
4. driver fatigue,
5. delivering in extreme weather conditions,
6. manual handling,
7. working in isolation and
8. stressful situations.

Before outlining how each of these risks was assessed and controlled, the paper provides background information to put the assessment in context. This includes an overview of the proposed ID work system, New Zealand Post's continuing commitment to health and safety throughout the change process and how governance will be provided via the Integrated Delivery Working Group (IDWG).

The information presented in this assessment is a 'snapshot' of our current understanding of the risks and how they can be effectively controlled. Given that risk management is a dynamic and continual process, the content requires regular review to ensure new risks are included and controls for existing risks are working effectively to prevent and mitigate harm.



## **Context: Integrated Delivery**

New Zealand Post's traditional letter business has been declining and its parcel business, whilst growing, operates in a fast moving and highly competitive environment. Integrated Delivery, merging parcel and mail delivery using electric Paxster vehicles, leverages delivery of mail volumes to significantly improve price competitiveness of our residential parcel delivery services. Instead of having separate posties and couriers in residential areas, one 'Delivery Agent' will be delivering parcels and mail on a Paxster (where this makes sense).

New Zealand Post will be rolling out Integrated Delivery around the country over the next 18 months. This change in delivery model will result in profound changes in the manner in which delivery work is done. The Integrated Delivery project will be implementing new tools, systems, and work processes that will be used by integrated delivery agents. This risk assessment is intended to identify foreseeable risks and New Zealand Post's plans to manage these in the interests of keeping Delivery Agents safe and healthy at work.

This section provides background information about the ID Project to place this assessment in context. It focuses on how the ID work system has developed via trial and pilot, information about the new Paxster delivery vehicle and operating conditions for Delivery Agents.

### **IDA trials and pilot**

Since 2014, the concept of integrated delivery using electric vehicles to deliver both parcels and mail has been extensively tested in a range of contexts. The first trial in Wellington involved an assessment of the suitability and effectiveness of different modes to deliver future product. A further trial was conducted in Auckland to test the concept in a key metropolitan area.

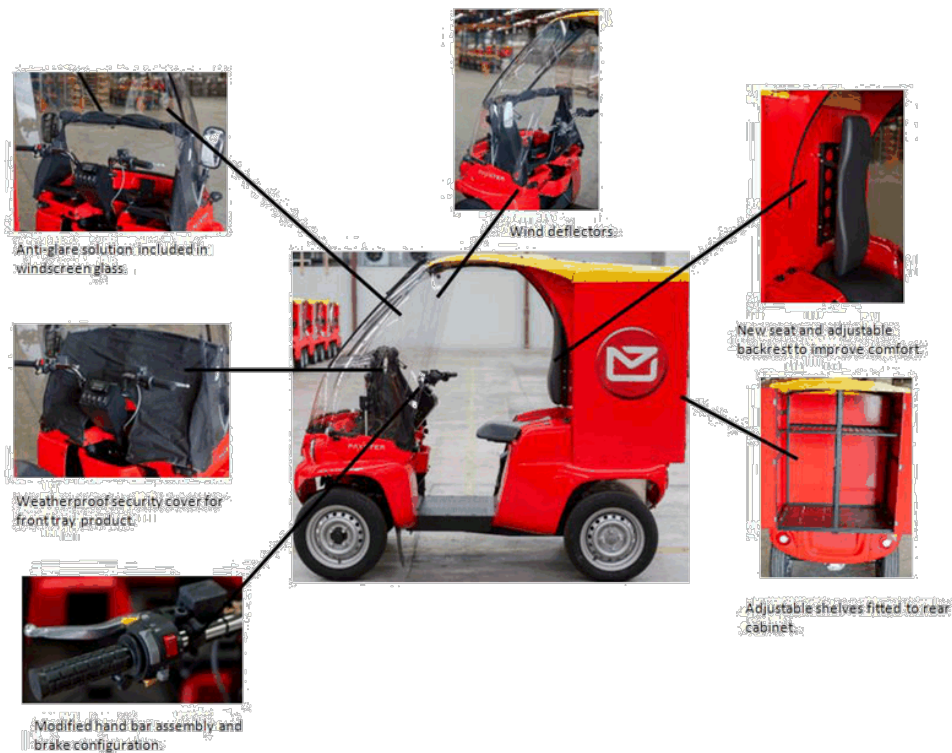
Two new electric vehicles, a Loyds Paxster and Kyburz DXP, were procured to trial. Both vehicles are designed and used in Europe as postal delivery vehicles, and were sought because they have a greater capacity to transport larger bulkier items and remove physical distance constraints of New Zealand Post's current delivery modes.

Based on trial results, the Board of Directors approved a large scale commercial pilot involving the procurement of 50 vehicles for roll out in New Plymouth. The aim was to prove the ID concept at scale by making a permanent change to a provincial city. Since June 2015, all delivery rounds in the Taranaki District have implemented integrated delivery. The Kyburz was used for "on day" delivery while Paxsters were used for priority mail and parcel delivery to "off-day rounds". This provided an opportunity to test the vehicles and work system with different Postie populations under variable conditions for an extended period (e.g. peak and low product volumes, different terrain and weather seasonality).

Learnings from the New Plymouth pilot were used to develop a business case for presentation to Board in November 2015. A national roll out of ID was approved. This included acquisition of a fleet of Paxster

vehicles (Gen 2 with modifications – see Figure 1 for an image of the vehicle, including new key features). Implementation is due to begin in mid-2016.

Figure 1. Loyds Paxster: the four wheeled postal delivery vehicle



**Paxster delivery vehicle**

Under European Union Directive 2002/24/EC, the Paxster is classed as a light quadricycle and meets minimum safety requirements under this Directive. In the absence of an equivalent vehicle classification, the NZTA classed the Paxster as a motor vehicle to enable its operation on local roads. NZTA allow the Directive to dictate the requirements that vehicles must meet to ensure roadworthiness. Technical standards also apply in New Zealand, which maintains the integrity of the safety standards developed for this unique class of vehicle across the European Union.

Vehicle classification is important to articulate because it necessitates minimum safety features and terms governing the use of the vehicles (see Table 1). Notably, Paxster operators require a class 1 license and a helmet is the only legally mandated personal protective equipment (PPE) required. The vehicle is

subject to fewer safety standards than passenger vehicles because they carry goods and are engineered to travel at lower speeds (maximum 45 km/hr). For instance, vehicles do not require fitted seat belts, head restraints or impact testing regimes.

*Table 1. Paxster vehicle classifications and exemptions*

EU classification	L6e light quadricycle
NZ vehicle classification	Class NA (Light Goods Vehicle)
Exemptions required for motor vehicle classification	Interior Impacts 2001, section 2.3(1) Seatbelt and Seatbelt Anchorages 2002 - All requirements. Seat and Seat Anchorages 2002, section 2.1. External Projections 2001, section 2.1. Light vehicle brakes 2002, section 2.5.
Driver license	Class 1
PPE	Helmet

Vehicle specifications for the Paxster are presented in Table 2. Notably, the vehicle is battery powered, and engineered to operate at a maximum speed of 45 km/hr.

*Table 2. Vehicle specifications for the Paxster*

Manufacturer	Loyds Industri AS, Norway
Dimensions (width/length, mm)	1120 x 2150
Weight	400kg
Payload (theoretical)	300kg
Payload (measured)	96 kg
Maximum speed	45km/hr (limited)
Power output	6kw - electric

**Operating conditions**

Paxsters will be operated by employees of New Zealand Post called Delivery Agents. The purpose of this role is to safely deliver products and services offered by the business in New Zealand’s “first and last mile” in a way that meets our brand, customer experience, service and productivity expectations.

Based on current designs, an Agent’s typical working day will start at 7am at a delivery branch (or a hub, depot) when mail and parcels arrive. Mail will be prepped for Delivery Agents by interim sorters initially

and as mail processing technology improves, branches will receive increasing amounts of pre-sequenced mail. This will allow Delivery Agents to be primarily working outdoors driving a Paxster. Agents will need to scan and sort parcels for delivering to their rounds. Parcels and mail items will be loaded into the Paxster before they head out on delivery. Agents will be required to re-load product during the day at the delivery branch or other location.

Vehicles will be driven on the road according to a pre-determined route in an urban area. Agents have permission to drive on the footpath to get to, and move between, delivery points to deposit product in letter boxes. The distance between the delivery points will be greater for Agents when delivering priority items. Vehicle dismounts are required if letter boxes are inaccessible from the vehicle. Agents are also required to travel down driveways to deliver and pick up parcels directly from customers. They need to be available to answer contact centre queries via mobile phone up to 5.30pm on a day they are rostered to work (12.30pm on a Saturday).

The Agent is considered a key frontline role providing consistently high customer service experience. They are expected to be curious and get to know their customers, and their customers will know and trust them. Agents are expected to proactively identify opportunities to enhance customer service, spot potential sales opportunities, and improve productivity. To facilitate this level of service, Agents are required to carry and use mobile phones and scanning equipment to send and receive customer and product information, including item tracking.

Full time Delivery Agents will work standard hours of 37 hours and 40 minutes over four days. This means an average working day of 9 hours and 25 minutes. The number of standard hours and working days are to be set and changed by agreement and may be more or less than this. Working days will be determined by roster. Overtime at T1.5 will apply to hours worked on rostered days in excess of 40 per week, except in the case of Delivery Agents who have agreed to their standard weekly hours being greater than 40 per week. For these employees, the time when overtime starts will be agreed at the time the extended hours are agreed.

Agents will potentially work for less than their standard hours when product volume is lower and longer than their standard hours when product volume is higher. Overtime penal rates will be agreed with agents when their standard hours are agreed, for 4 day per-week Agents overtime rates will apply for work performed in excess of 40 hours per week. For known high volume/peak periods (e.g. lead up to Christmas and following a Public Holiday) additional resourcing plans will also be in place.

During a working day Agents can decide when to take a 5 minute paid break every hour and a 30 minute unpaid-break in the middle of the day. The majority of working hours will be outside delivering using a Paxster.

## **Commitment to health and safety**

New Zealand Post remains fundamentally committed to health and safety as the Integrated Delivery work system is designed and implemented. Our *Safety and Wellbeing System and Standards* remain applicable to this process. Key elements of the system are noted along with how they apply to the ID project implementation.

### **1. Assessment of hazards and risks**

In addition to this high level assessment, sites will be supported to undertake their own local risk assessments to determine how ID impacts upon their current hazard and round registers. Any changes made within branches will also need to be assessed for any new hazards that are introduced. For instance, physical changes to the layout of the branch.

To support branches, checklists will be made available and monitored via a “branch fitness check”. A Safety and Wellbeing Specialist will visit branches within 7 days of implementation to check branch set up, operator comfort, hazard and incident registers and address any concerns.

### **2. Training**

New Zealand Post is committed to ensuring Delivery Agents and their leaders are properly trained to safely operate vehicles, handle parcels and carry out their other duties prior to implementing integrated delivery at a site.

Safety training will be provided to agents via on line learning modules with learning reinforced through practical instructor led training for small groups of agents (approx 4 per session). Agents will then have an opportunity to practice their skills on the job while continuing to receive coaching and feedback prior to undertaking a competency assessment. The latest learning pathway for Delivery Agents is attached at Appendix A.

If any additional or ongoing safety training is identified as necessary from time to time then New Zealand Post will provide this to Delivery Agents.

### **3. Incident reporting and investigation**

New Zealand Post will remain committed to the accurate and timely reporting, recording and investigation of all incidents. Incidents include near misses, early symptoms of pain and discomfort, injuries and property damage. Incident data and investigation findings from sites where integrated delivery has been implemented will be centrally monitored and regularly analysed for trends by a Safety and Wellbeing Specialist.

The Safety and Wellbeing Specialist may determine from time to time to request the assistance of a suitably qualified external expert to investigate incidents that appear may have complex or multiple

contributing causes that should be identified to improve risk management.

**4. Injury management**

As an Accredited Employer in the ACC Partnership Programme, New Zealand Post will continue to actively support our people affected by work-related injury and illness. This includes a commitment to providing appropriate medical, social and vocational support, including light or alternative duties whenever possible and practicable to facilitate the rehabilitation process. Case management will be provided by either Gallagher Bassett or ACC for motor vehicle claims.

**5. Communication and employee participation**

New Zealand Post will continue to consult with employees and their representatives about the proposed ID work system and associated health and safety risks. The company and unions have agreed to the establishment of a joint Integrated Delivery Working Group (IDWG) to oversee national implementation of integrated delivery. One of the roles of this group is to ensure employees' views are communicated to the company and can influence decision making.

Additional opportunities for employees' input and direct participation at site level will include training, team briefings, feedback surveys and conversations with their leaders.

Employees can also access traditional representative channels including Safety and Wellbeing Action Group (SWAG) members or attend SWAG committee meetings.

**6. Contractor and visitor management**

The company has robust procedures in place for contractor and visitor management at its sites, and these will continue in line with the new provisions introduced by the Health and Safety at Work Act.

**Emergency management**

New Zealand Post has identified and implemented response procedures to protect and appropriately support its workforce through a variety of emergency situations. These procedures are regularly reviewed and updated at a Group level. Implications for emergency management at an individual site will be considered when integrated delivery is implemented at a site.

**7. Employee wellbeing**

As New Zealand Post employees, Delivery Agents will have access to wellbeing initiatives such as EAP Services.

**8. Performance measurement and reporting**

Safety and wellbeing performance will be regularly measured and reported to senior stakeholder groups and the IDWG .

## **Health and safety governance for integrated delivery nationally**

The Integrated Delivery Working Group has been established as an engagement forum and stakeholder reference group for the Integrated Delivery project. Specifically, the union members of the Working Group will contribute on behalf of their members to the development of safe work processes and practices for IDA nationally and monitor:

- Roster design in integrated delivery sites;
- Additional resource plans for high peak periods in ID sites;
- Work measurement and round sizing

Membership will include three representatives from each union (ETu and PWUA) and six managers or business representatives. Local and expert representation will be seconded as required.

**Risk assessment method**

To facilitate compliance with the new Health and Safety at Work Act, a risk management method was used to assess the risk profile of the new Integrated Delivery Agent role. This involved a dynamic and continual six steps process of hazard identification, risk evaluation, risk control, documentation, communication and review.

**Step 1: Identification of hazards**

In order to manage risks to health and safety, New Zealand Post has identified hazards for Delivery Agents that could give rise to reasonably foreseeable risks to their health and safety. Hazards in this context include anything that could cause physical and/or mental harm to any person and damage to property.

Hazards associated with introduction of the Paxster and new ways of working were identified using a range of methods. These included reference to:

- User feedback – employees who participated in trials and the pilot provided feedback about hazards via multiple channels (e.g. team briefings, SWAG meetings, surveys).
- Manufacturer’s instructions and guidance.
- Industry injury/disease information and literature sources from other postal operators with similar work systems and tools.
- Analysis of incident reports and investigation findings from trials and the pilot.
- Consideration of current risks encountered by posties and couriers and how this profile could change as working conditions, systems and tools are revised.
- Internal subject matter experts – specialist vehicle trainers, product specialists, business owners of vehicle fleet policy, and safety and wellbeing specialists.
- External subject matter experts – NZTA, New Zealand Police, local road controlling authorities, discussions with WorkSafe and advice sought from those listed below.

A number of external experts were engaged to support the risk assessment process. Information about these experts is provided in the table below.

*Table 3. External experts engaged to support the ID risk assessment process*

<b>Name and Affiliation</b>	<b>Profession</b>	<b>Scope</b>
Dr Hamish Mackie, Mackie Research and Consulting	Ergonomist	Assessment of the likelihood of fatigue and ergonomic risks associated with proposed work system.
Stu Kearns, independent	Serious crash unit investigator	Assessment of risks when operating vehicles on footpaths and roadways and suitability of the XTR helmet.



---

Transport Specifications Limited (TSL)	Vehicle engineers	Provided a range of physical vehicle tests to assess performance and safety for Agents and pedestrians (e.g. handling, and impact tests).
--	-------------------	---

**Step 2. Evaluation of risk**

Risk is the chance, rare to almost certain, that a hazard will cause harm. The level of risk was estimated using the health and safety risk assessment matrix presented in Figure 2. This is a generic matrix used by New Zealand Post Group Risk, but has been tailored for health and safety related events.

Likelihood and consequence are cross referenced to determine risk (definitions of likelihood and consequence are included in Appendix B). This is defined as inherent risk or the level of risk that exists without any controls in place to manage or mitigate the likelihood of harm. As part of this process, consideration was also given as to who and what could be harmed and how.

*Figure 2. Health and safety risk assessment matrix*

		Consider the <i>likelihood</i> of a hazardous event occurring				
		Rare	Unlikely	Possibly	Likely	Almost certain
Consider the <i>consequence</i>	Catastrophic (e.g. fatal)	Low	Moderate	High	Extreme	Extreme
	Major (e.g. permanent disability)	Low	Moderate	High	Extreme	Extreme
	Moderate (e.g. hospitalization/short or long term disability)	Low	Moderate	Moderate	High	High
	Minor (e.g. first aid)	Low	Low	Moderate	Moderate	High
	Superficial (e.g. no treatment)	Low	Low	Low	Low	High

Level of risk determines ownership of the risk and required actions. For instance, extreme risk is owned by the Chief Executive and Board of directors. See Appendix for more detail about risk level, ownership and action.

**Step 3. Control of risk**

New Zealand Post has a duty of care to do everything reasonably practical to control the risk of harm to people. 'Reasonably practical' is a new phrase introduced by the Health and Safety at Work Act. To

determine if something is reasonably practical, we are required to weigh up and consider the following factors:

- How likely are any hazards or risks to occur?
- How severe could the harm that might result from the hazard or risk be?
- What a person knows or ought to reasonably know about the risk and the ways of eliminating or minimising it?
- What measures exist to eliminate or minimise the risk?
- How available and suitable is the control measure(s)?

Lastly, we have to weigh up the cost:

- What is the cost of eliminating or minimising the risk?
- Is the cost grossly disproportionate to the risk?

This means that level of inherent risk determines priority for action. Higher risks with serious consequences should be prioritised and controlled with reference to the new ‘hierarchy of control measures’ introduced by the Health and Safety at Work Act (see Figure 3).

*Figure 3. Hierarchy of control measures*

<b>Most effective</b>	<b>ELIMINATE:</b>	
<b>1</b>	<b>Eliminate the hazard</b> – remove it completely from your workplace.	If this isn’t reasonably practical, then...
	<b>MINIMISE:</b>	
	<b>2</b> <b>Substitute the hazard</b> – with a safer alternative.	If this isn’t reasonably practical, then...
	<b>3</b> <b>Isolate the hazard</b> – prevent people from coming into contact with it	If this isn’t reasonably practical, then...
	<b>4</b> <b>Engineering controls</b> – adapt tools or equipment to reduce risk	If this isn’t reasonably practical, then...
<b>Least effective</b>	<b>5</b> <b>Administration controls</b> – change work practices and organisation (e.g. job rotation, rules)	If this isn’t reasonably practical, then...
	<b>6</b> <b>Use personal protective equipment (PPE)</b> – this is the last option after you have considered all others.	

Elimination strategies should be considered as part of proposed changes to systems of work, equipment, processes, procedures or physical lay out. This promotes the ‘prevention through design principle’, which is considered the most effective method of preventing or controlling occupational injury and disease. Essentially, it enables risk to be anticipated and ‘designed out’.

If elimination is impractical, risks need to be minimised by taking one or more of the following actions that is most appropriate and effective in relation to the nature of the risk: substitution, isolation, engineering controls, administrative controls and provision of PPE. These measures need to be fit for

purpose; suitable for the nature and duration of work; and installed, set up and used correctly. Maintenance regimes are necessary to ensure that some control measures remain effective.

Once these controls are established, residual risk can be determined. This is defined as the risk that remains once appropriate control measures have been put in place to manage and reduce the risk to as low as reasonably practical.

**Step 4. Documentation of risk**

The purpose of this paper is to document reasonably foreseeable risk in the context of implementing integrated delivery.

**Step 5. Communication of risk**

NZ Post will communicate the risks and hazards identified with Delivery Agents and Delivery Fleet Leaders who will be working with, or affected by them. This information will include:

- the nature of the risks and hazards and how they can be affected by it,
- controls in place to manage the risk and their responsibilities to follow the controls,
- any specific training or personal protective equipment required,
- requirement to report where controls are not working or could be improved and
- consequences of not following control measures.

**Step 6: Review of risk**

NZ Post will centrally monitor and review and, as necessary, revise control measures during the period of implementation to ensure the IDA remains a safe and healthy system of work for our people and the public. Ensuring multi-site visibility and learning while implementing a new work system is highly desirable. A Safety and Wellbeing Specialist has been assigned the responsibility for overseeing this and providing specialist support to leaders for the duration of the implementation project. In particular, they will focus on hazards that are controlled by minimization strategies (e.g. administrative controls or PPE) to determine their effectiveness. At the conclusion of the implementation project, responsibility for ongoing review and monitoring will be transitioned to Delivery Fleet Leaders having primary responsibility as part of their normal daily working practice with more detailed oversight and multi-site reviews occurring at regular intervals.

The level of risk and effectiveness of controls will determine how often a risk needs to be reviewed. This is usually:

- when a new relevant hazard or risk is identified,
- on a regular time framed basis (annually at a minimum),
- when a control measure has failed to control a risk it was intended to mitigate (e.g. in the event of a serious incident or near miss),
- before a change at the workplace that is likely to give rise to a new or different risk (e.g. a change to a system of work, a process or a procedure and changes to the physical work environment),
- where monitoring indicates that controls are failing to control a risk it was intended to mitigate.

## **Risks and controls**

### **1. Driving Paxsters on public roads**

There is a risk that vehicles operating on public roads may crash; strike, or be struck by, another vehicle; and/or strike pedestrians.

#### **Possible implications**

- Death or serious injury to Agent and/or members of the public.
- Damage to public and/or privately owned property.
- Prosecution of New Zealand Post and/or Agent under the Health and Safety at Work Act.
- Enforcement action taken against the individual operator found to be driving carelessly, which includes fines, demerit points and/or prosecution.
- Damage to New Zealand Post's brand and reputation and/or cancellation of NZTA approval to use the vehicles in New Zealand.

#### **Examples of pre-conditions**

- Agent inexperience or lack of training to operate a vehicle.
- Vehicle may be travelling at a speed inconsistent with the flow of traffic in a situation where there is no room for faster travel to pass the vehicle safely.
- Vehicle may not be seen by another driver using the roadway.
- Compromised roadworthiness due to lack of warrant, servicing and maintenance.
- Vehicle instability due to overloading, uneven distribution of product and/or steep or even terrain.
- Inadequate time in which to complete delivery resulting in driver inattention or distraction.
- Agents may be physically impaired or incapable of operating the vehicle safely.
- Agent fatigue or discomfort.

#### **Inherent risk rating**

Inherent risk is the level of risk that exists without any controls in place to manage or mitigate the likelihood of risk. Inherent risk ratings are as follows:

- Consequence: catastrophic
- Likelihood: likely
- Inherent rating: extreme

#### **Controls**

Risks could be eliminated if vehicles were not operated on public roads, but this is impractical given the businesses operating model.

Minimization strategies will be applied to reduce the risk rating to as low as reasonably practical. These include vehicle selection, improvements made to vehicle usability, adherence to vehicle class technical standards, fleet management practices to ensure road worthiness, enhancements to vehicle visibility, training Delivery Agents about safely managing vehicle speed, driver's license requirements and monitoring, personal protective equipment, safe loading principles, rules to minimize driver distraction, round design, workload management, fatigue and fitness for driving, first aid, training and supervision.

#### 1.1 Vehicle selection

One of the reasons the Paxster was selected as the vehicle of choice for national rollout was because it was found to be the safer of the two vehicles independently tested. While both the Paxster and Kyburz are designed for the purpose of postal delivery within Europe, the Paxster was found to be more suited to the tasks and conditions under which it will be operated in New Zealand.

A transport engineer from Transport Specifications Limited provided a direct comparison between the vehicles in relation to safety, practicality and ease of operation. The Paxster outperformed the Kyburz in most tests.

The following key findings were made in relation to the safety of the Paxster:

- *Stability* – the Paxster could be operated at higher speeds before cornering limits were reached with the limitation being loss of traction and a tendency to slide.
- *Performance and battery life on delivery* – the Paxster performed well and maintained power allowing Agents to focus on the task of driving.
- *Crash impact* – sufficient operator survival space was maintained when the frontal impact strength was tested.
- *Pedestrian impact* – the lower and more rounded front end of the Paxster means that pedestrians are likely to be deflected away, rather than dragged under, the vehicle. Mirror design was also superior from a pedestrian safety perspective as they collapse on impact.
- *Reliability* – speedometer and park brake were found to be unreliable, but these issues were addressed with the manufacturer when New Zealand Post ordered the new model of Paxster.

#### 1.2 Vehicle usability

During trial and pilot, there was a process of refinement to make the vehicle as usable as possible for the driver. User feedback resulted in the retro-fitting of items to improve comfort (e.g. 'wings' were fitted to the front of the vehicle cab to deflect wind). Lloyds was consulted about fundamental design changes for the next iteration of the vehicles for national roll out. For instance, the handle bar assembly on the current version of the vehicle has been redesigned to improve performance.

To improve usability and comfort while driving, consensus amongst Agents in New Plymouth was that more training could be provided to 'fit' the person to the vehicle. This included training on customizing new adjustable seating positions and how to operate the vehicle using minimal body forces (to apply brakes, steering). An ergonomist also advised that there should be training provided to Agents on the safest means of mounting and dismounting the vehicle given the repeated nature of this activity during

the course of a working day. This training module requires development for deployment on-line. For initial implementation, it will be provided by a physiotherapist.

### **1.3 Adherence to vehicle class technical standards**

The Paxster is manufactured to meet the minimum safety requirements for its light quadricycle vehicle class under European Union Directive 2002/24/EC. The NZTA allow this standard to also dictate the safety requirements in the New Zealand context.

### **1.4 Roadworthiness**

To further mitigate risks associated with operating vehicles on roads, New Zealand Post is required to ensure vehicles are maintained in a roadworthy and legal condition at all times. When vehicles arrive in the country, they undergo entry certification to gain registration and a warrant of fitness (WOF). This involves checking, certifying, registering and licensing vehicles to ensure they are safe enough to drive on roads.

In addition to one-off registration, Delivery Fleet Leaders will be required to ensure vehicles are regularly licensed and have a warrant of fitness. Given vehicles are new, the first Wof will be issued for three years. Thereafter, a Wof is required every 12 months. Vehicles will be expected to undergo a Wof if they have been involved in a serious incident. Checks by a certified agent ensure vehicles meet required safety standards at the time of inspection (e.g. tyre condition, brake operations, structural condition).

To ensure vehicles are in a warrantable condition at all times, Delivery Agents will conduct a daily inspection using a checklist to systematically assess the safety and roadworthiness of their vehicle. Damage and defects should be noted and reported to their Delivery Fleet Leader. Vehicles that are unsafe to drive will be placed out of service immediately and repaired by an independent agent approved by Loyds before being made available to drive. All reported faults should be reviewed by a competent person with feedback to the driver of the outcome of the review and/or the action that was taken. This procedure needs to be outlined in training and information for Agents and leaders.

Vehicles will be regularly serviced at intervals determined by the manufacturer. Loyds have approved an independent service agent to provide national support to the Paxster fleet. This ensures there is adequate mechanical support to maintain these unique vehicles.

Each vehicle should have its own maintenance record to keep track of this activity. Records should note faults reported/repaired, routine maintenance required/completed, repairs undertaken. Records should be regularly monitored to identify recurring faults, gaps in maintenance programmes or lapses in preventative maintenance.

### **1.5 Vehicle visibility**

Paxsters will be painted red with accents of yellow to reflect the colours of the New Zealand Post brand, and operated with their headlights on regardless of lighting conditions. An expert has recommended a range of further measures to improve the visibility of the Paxster to other road users. This included

retro-fitting vehicles with additional daytime LED lights and adding reflective chevrons to the rear doors. Stu Kearns has been engaged to sign off on the solution implemented.

The independent service agent and Loyds have developed solutions that meet the expert's expectations and these will be retrofitted to all vehicles prior to deployment. Agents will require training and information about when and how to activate lighting. For initial deployments this training will be provided during the one day practical training by the vehicle instructor.

#### **1.6 Vehicle speed**

As per the New Zealand Road Code, Agents are expected to travel within all posted speed limits and at a speed consistent with traffic flows to minimise the likelihood of collision and reduce injury severity in the event of collision.

Engineered to move at a maximum speed limit of 45 km/h, the Paxster can maintain this speed on the flat or downhill when fully loaded. This 45 km/h speed is within normal NZTA expectations for 50km/h speed limit areas where considerations on setting the speed limit include the high likelihood that vehicle traffic will frequently encounter cyclists, pedestrians, turning vehicles, parking vehicles and attendant frequent requirements to slow or to stop.

On moderate uphill sections, speeds of 25-35km/h are typical for the Paxster. This reduces to 20-22km/hr on steeper uphill sections. While the engineered speed restriction is a safety feature in itself, the slowness of the vehicles when fully loaded in these circumstances may pose a risk to other road users and Agents if traffic flow is unduly impeded.

During early trials, other road users were found to have potential to become abusive to Agents if hindered by the vehicle. For the New Plymouth pilot and future planned implementations on-line training followed up with practical training has been developed on the Agents' obligation not to impede faster moving traffic and to pull over or stop to let other vehicles pass. Steps have also been taken to increase the visibility of the Paxster vehicle to improve safety in situations where other road users are attempting to pass the vehicle.

In New Zealand there are no minimum speed restrictions and it is a daily occurrence for slower moving vehicles to be operating on our roadways (e.g. farm vehicles and cyclists). Advice from an independent expert has concluded that with visibility enhancements, including daytime LED lights and reflective chevrons, the vehicle could in many situations be operated safely for travelling short distances on many 70km/h roadways. In making this assessment, the expert noted that one of the factors NZTA requires in approving speed limits greater than 50km/h is greater physical width of the roadway to provide opportunity for faster moving traffic to pass slower moving vehicles safely. NZTA accepted this advice and the expert's opinion that operation would not unreasonably impede traffic on 70km/h roadways. NZ Post intends to retain the independent expert to assess any proposals to use the vehicle on 70km/h



roads in early implementations with the expert also training internal round designers on how to make these assessments in the longer term.

#### **1.7 Driver's license**

Agents must hold a current class 1 license (restricted at minimum) to drive a Paxster. This ensures Agents have studied the Road Code, which is the basic guide to safe, legal and considerate road user behaviour in New Zealand. As per law, Agents must carry their license while driving and need to comply with their licensing conditions (e.g. wearing of prescription glasses).

Driver licenses will be monitored in the NZTA's Transport Organisation Register Online (TORO). This enables managers to check that only licensed drivers are operating the Paxster as well as their drivers' license status and activities. Leaders should also conduct 'spot checks' to ensure Agents are carrying their licenses while driving the Paxster. Agents will be reminded of this requirement as part of initial and ongoing training.

#### **1.8 Personal protective equipment**

A helmet approved by the NZTA is the only legally mandated item of PPE required to protect the head in the event of a collision. Use and maintenance of PPE should be included in training for Agents.

As per current procedure, equipment issued to Agents must be documented in a PPE register. Ongoing monitoring of PPE use is required to ensure it remains fit for purpose, is correctly worn, maintained and replaced.

#### **1.9 Safe loading principles**

Overloading and the uneven distribution of product could potentially undermine vehicle performance and stability thus increasing the likelihood of a vehicle incident. To mitigate this risk, principles of safe loading will be included in Agent training. This will encompass generic principles such as weight distribution and the security of loads. Agents will receive initial training and regularly reminded of these principles. Regular monitoring is required to ensure Agents are packing their vehicles safely and redistributing load as the vehicle gets lighter while on delivery.

#### **1.10 Rules to minimize driver distraction**

Driver inattention or attention diversions are common contributing factors in crashes resulting in injury. To minimize distractions, Agents are expected to abide by a set of rules to ensure they maintain focus on the driving task at hand. For instance, Agents are not permitted to sort and scan while driving, use cell phones or listen to music devices. This information is included in training material and requires regular reminder and monitoring.

#### **1.11 Round design**

Rounds specify the route that Agents should take on public roadways while out on delivery. The way in which a round is designed will impact upon an Agent's exposure to hazardous roadways. Therefore, a number of safety factors need to be considered and controls applied to the design of rounds in order to eliminate or minimize risk the risk of collision and injury.

Here are examples of factors that Delivery Support Systems will be considering when designing rounds for integrated delivery:

- *Left-hand delivery* – Delivery rounds will be designed so that operators are required to drive on the left-hand footpath of the road to ensure vehicles enter and exit roadways with the flow of traffic.
- *Gradient assessments* – Paxsters are not permitted to travel up roadways with gradients of more than 30% (17 degrees) or more.
- *Speed limit zones* – A risk assessment is required for every situation where it is proposed that a Paxster may need to travel on a road with a speed limit of 70km/hr. An external expert, Stu Kearns, will be providing initial assessments and training for Delivery Support Systems to undertake these assessments in the longer term. This training needs to be arranged.

#### **1.12 Workload management**

The management of workload is fundamental to ensuring that Agents have sufficient time in which to complete delivery safely with sufficient rest periods for recovery during and between shifts. During a shift Delivery Agents receive 5 minutes per hour as paid breaks.

The collective bargaining process has established that ID Rosters will be designed so that the combination of hours per day and the pattern of days on and off are such as to minimise the potential for employee harm. The joint union and company IDWG will oversee the implementation of Integrated Delivery nationally and its oversight role extends to:

- roster design in integrated delivery sites;
- additional resource plans for high peak periods in ID sites;
- work measurement and round sizing.

Workload will be monitored as part of the IDWG meetings and will feature as part of the controls to manage the risk of fatigue.

#### **1.13 Fatigue and fitness for driving**

Controls for the risk of fatigue and fitness for driving are presented in risk 4. *Driver fatigue*.

#### **1.14 First aid requirements**

In the event of a collision that causes injury, a quick first aid response can mean the difference between life and death, or can reduce the severity of the injury. All Paxsters carry a vehicle first aid kit.

Agents will all carry mobile phones as a job requirement enabling them to call for assistance from emergency services or from their Delivery Fleet Leader in the event of an incident.

#### **1.15 Training**

Training is fundamental to mitigating risks associated with operating the Paxster. A bespoke in-house training package has been developed to support the Integrated Delivery Agent role. All Agents and their leaders will be trained and assessed as competent before being permitted to drive vehicles.

The training programme encompasses e-learning modules that focus on safe driving principles, defensive driving techniques, frequently encountered hazards and controls, and information about reporting incidents. This will be reinforced with practical training and competency assessments that will be managed by qualified vehicle instructors. The training pathway is attached at Appendix A.

Given the majority of the risk mitigation strategies lie with the Delivery Agent training needs to be regularly assessed and monitored for effectiveness with cross-checking against incidents reported to ensure that Agents are complying with all safety procedures and that they understand all the operating rules.

**1.16 Supervision**

NZ Post accepts that it has a legal obligation to ensure employees are supervised by a person who has knowledge or experience. This is challenging for employees who work independently across geographically dispersed locations and developing a compliance monitoring approach will be essential.

In addition the company will ensure that many of its senior leaders, Fleet Delivery Leaders and Delivery Support Officers undertake Delivery Agent training and are familiar with and can contribute to ongoing development of the safe operating procedures that apply to Delivery Agents.

**Recommended actions**

The current risk rating is high given that the consequence is extreme, but unlikely. The following actions are recommended to further minimise the risk of harm.

#	Title	Action	Owner
1.1	Vehicle usability	Develop training material to improve the usability and comfort of Paxsters for Agents (e.g. adjusting seat, how to dismount vehicle).	ID Project
1.2	Vehicle visibility	New Paxsters require visibility enhancements to be retro-fitted.	ID Project
1.3	Driver's licenses	Develop system to collect driver license information for entry into TORO monitoring tool	ID Project
1.4	PPE	Monitoring ongoing effectiveness of operator PPE (helmet) and any additional requirement.	ID Project
1.5	Safe loading principles	Ensure safe loading principles included in training and develop material for subsequent follow up by leaders.	ID Project

1.6	Round design risk assessment	Engage Stu Kearns to provide tools and training to support Delivery Support Systems undertake risk assessments of roadways with speed limits of 70 km/hr if this use is proposed.	ID Project
1.7	Training	Ensure training modules for Agents and leaders outline key risks and mitigants.	ID Project
1.8	Supervision	Consider how to supervise and monitor compliance for Agents who work independently across geographically dispersed locations and document how this will be done. Ensure that representative numbers of Senior Leaders, Fleet Delivery Leaders and Delivery Support are trained in and are familiar with safe operating procedures for Delivery Agents.	ID Project

**Residual risk rating**

Residual risk is the risk that remains once control measures have been put in place to reduce the risk to as low as reasonably practical. Once all possible mitigating activities have been put in place, the risk will shift from extreme to high (see risk matrix below, which maps inherent, current and residual ratings).

		<i>Likelihood</i>				
		Rare	Unlikely	Possibly	Likely	Almost certain
<i>Consequence</i>	Catastrophic (e.g. fatal)			Current Residual	Inherent	
	Major (e.g. permanent disability)					
	Moderate (e.g. hospitalization/disability)					
	Minor (e.g. first aid)					▼
	Superficial (e.g. no treatment)					

## **2. Driving Paxsters on footpaths**

Operation of Paxsters on footpaths creates risk to the public and to Delivery Agents. Risks include:

- colliding with vehicles entering/exiting driveways,
- striking or running over footpath users (pedestrians, mobility devices and recreational devices), and
- 'forcing' footpath users onto the road and exposing them to oncoming traffic.

### **Possible implications**

- Death or serious injury to members of the public and/or the Agent.
- Damage to public and/or privately owned property.
- Prosecution of New Zealand Post and/or the vehicle operator under the Health and Safety at Work Act.
- Enforcement action taken against the individual Agent found to be driving carelessly, which includes fines, demerit points and/or prosecution.
- Damage to NZ Post's brand and reputation.
- Members of the public petitioning councils to revoke permits if vehicles are perceived to be operating carelessly or recklessly on footpaths resulting in revocation of permits to operate.

### **Examples of pre-conditions**

- Vehicles travelling at speed that is unreasonable and inappropriate to safe operation on the footpath (up to 45 km/hr).
- Operators failing to give way to other footpath users or vehicles moving across footpaths.
- Operator inattention or attention diversions (e.g. reading mailing addresses).
- Operators may not see other footpath users, particularly where their line of sight is obscured (e.g. high fences or when turning a corner).
- Operator may be impaired to drive a vehicle (e.g. under the influence of drugs or alcohol).
- Vehicles may occupy most or the full breadth of a footpath forcing a pedestrian or other footpath user to give way or take evasive action to avoid the device by moving onto the road and into traffic moving at 50 km/hr or higher.
- Footpath users may unduly impede the passage of the vehicle or act unpredictably around the vehicle, especially children.
- Obstacles (e.g. utility services or rubbish bins) may unduly impede the passage of the vehicle increasing the number of times an Agent is required to exit the footpath and enter the roadway to navigate the obstacle.
- Footpath users and drivers exiting driveways may not see or hear the vehicle approaching.

### **Inherent risk rating**

Inherent risk is the level of risk that exists without any controls in place to manage or mitigate the likelihood of risk. Inherent risk ratings are as follows:

- Consequence: Catastrophic
- Likelihood: likely
- Inherent rating: extreme

#### **Controls**

Risks could be eliminated if vehicles travelled solely on public roads, but this is an undesired control measure. For reasons of delivery efficiency, New Zealand Post has for many years applied for Council approval to operate cycles and motorcycles on footpaths for the purpose of delivering mail. The company has obtained permission from NZTA and NZ Police to seek and in many cases hopes to be granted approval to operate Paxsters similarly.

Accordingly, risks associated with the operation of vehicles on footpaths need to be controlled through minimization strategies. A set of rules, presented below, will primarily govern the operation of vehicles on the footpath. However, all risk mitigation strategies that apply to driving Paxsters on public roads also apply to the operation of vehicles on footpaths. These include:

- 1.1 Vehicle selection
- 1.2 Vehicle usability
- 1.3 Adherence to vehicle class technical standards
- 1.4 Road worthiness
- 1.5 Vehicle visibility
- 1.6 Vehicle speed
- 1.7 Driver's license
- 1.8 Personal protective equipment
- 1.9 Safe loading procedure
- 1.10 Rules to minimize driver distraction
- 1.11 Round design
- 1.12 Workload management
- 1.13 Fatigue and fitness for driving
- 1.14 First aid requirements
- 1.15 Training
- 1.16 Supervision

#### **2.1 Footpath rules**

Operating vehicles on footpaths, with limited exceptions since a 2009 amendment, is illegal under the Land Transport (Road User) Rules 2004 . New Zealand Post has applied for and been granted an exemption to this rule (by NZTA ) that allows the company to apply to local road controlling authorities for approval to allow Paxsters to use footpaths in a similar way that bicycles are used to deliver to letterboxes within that authority's area.

The NZTA exemption and subsequent Council approvals have been granted on condition that vehicles are driven in accordance with safety rules to minimise the risk of harm to footpath users, other road users and Delivery Agents. In the absence of regulations governing this type of operation in the Road

User Rules, New Zealand Post has developed and refined the rules based on learnings from the New Plymouth pilot and expert advice from serious crash investigator, Stu Kearns.

Rules governing the use of the Paxster on the footpath are articulated, below, along with the rationale for each.

1. *Maintain a safe driving speed on the footpath that is reasonable for the conditions.*
  - a. Agents are required to use their judgement to determine a safe speed of travel while operating on footpaths. Operators are required to assess local conditions in order to determine a safe speed, such as the presence of other footpath users, obstacles (e.g. rubbish bins), blind spots, high fences, slippery surfaces and reduced visibility. According to Stu Kearns, travelling at a speed of 15 km/hr may be safe in most instances. Speeds of 20 km/hr or more will never be acceptable.
2. *Footpath driving is only permitted when the operator is delivering mail or other product in areas approved by the Road Controlling Authority.*
  - a. Operation of vehicles on footpaths is only permitted for the purpose of delivering postal product. If the operator is not delivering postal product, they should move onto the road to minimise interaction between vehicles and footpath users.
3. *Operators are required to give way to pedestrians, mobility devices and wheeled recreational devices being used on the footpath. This means that the vehicle must be pulled off the footpath if possible as to not obstruct the other user and come to a complete stop until the user passes.*
  - a. The NZTA has exempt new delivery vehicles from operating on footpaths on condition that operators give way to all footpath users. Operators have a basic duty to exercise care and consideration in order to minimise the risk of injury to these parties.
4. *Vehicles should never be operated in a way that forces another user of the footpath to step off the footpath, into traffic, take any other evasive action, or force the other user into an unsafe situation.*
  - a. This rule is intended to reduce the likelihood of footpath users moving on to the road to avoid the vehicle. This reduces the risk of footpath users being struck by a passing vehicle, which is likely to be moving at least 50 km/hr.
5. *Vehicles must not block the footpath.*
  - a. This ensures footpath users are able to continue along the footpath as a safe passage as opposed to being 'forced' or choosing to step into the road to get around the vehicle.
6. *Driving on berms or grass verges is prohibited.*
  - a. New Zealand Post has only been granted approval to operate vehicles on foot paths. Operation of a vehicle on a berm is illegal.
  - b. If berms are wet or slippery, vehicles could sink.

- c. Operating a vehicle on a berm would damage the lawn.
7. *Operators must not sort and scan mail while driving (or use cell phones or listen to music devices).*
  - a. Driver inattention or attention diversions are common contributing factors in crashes resulting in the injury of pedestrians in New Zealand. To minimise the risk, Agents are prohibited from undertaking activities that are known to cause distraction.
8. *Operators must only exit footpaths from driveways or other formed access points. Vehicles must never be driven up or down the kerb.*
  - a. Driving up or down kerbs creates instability that could lead the vehicle to tip or roll increasing the likelihood of injury to operators and members of the public.
9. *Driving on the footpath is not permitted for the purpose of avoiding traffic.*
  - a. Operation of vehicles on footpaths is only permitted for the purpose of mail delivery. If the operator is not delivering product they should move onto the road to minimise interaction between vehicles and footpath users.
10. *Driving on the footpath is not permitted when an operator is travelling to and from a delivery branch and any 'dead-rides'.*
  - a. This ensures operators travel at a higher more efficient speed on the road. It also prevents footpath users from being needlessly exposed to the vehicle on the footpath.
11. *Driving on the footpath is not permitted if there is no mail for some distance i.e. 50 meters or greater distance between delivery points (unless during a formal hazard assessment it is demonstrated to be unsafe on the road).*
  - a. This ensures operators can travel at a higher, more efficient speed on the road. It also prevents footpath users from being needlessly exposed to the vehicle on the footpath.
12. *Driving on the footpath is not permitted in areas where there is reason for the operator or leader to expect that there will be high footpath usage at the time vehicles passes the area. These include:*
  - *outside schools, preschool or other learning institutions;*
  - *outside hospitals, rest homes or other medical facilities;*
  - *outside any retail business which would typically be trading during delivery working hours;*
  - *any industrial area where there is business activity that may extend onto the footpath;*
  - *any other area where there is reason to suspect that there will be high footpath usage.*
  - a. This rule is intended to give operators discretion over when they travel on footpaths. Operators should make this decision based on an assessment of the contextual variables. For example, the risk of hitting a pedestrian outside a school would be low during the school holidays, so vehicles are likely to be able to travel safely along the footpath. However, operators would be expected to travel on the road when passing a



school at 3pm when children are exiting the school grounds.

Avoiding footpaths during times of high pedestrian activity reduces the likelihood of collision between vehicles and pedestrians. This is particularly critical in areas where there are likely to be higher densities of vulnerable pedestrians who may act unpredictably, such as children and the elderly.

Ultimately, this control measure is heavily reliant upon Agents behaving according to a comprehensive set of rules and exercising good judgment. This is a risk, as it assumes an Agent will comply with all of the rules all of the time. Given there are significant risks associated with breaching the footpath rules, a compliance assurance process is required to provide assurance that rules are being complied with.

In addition to monitoring by supervisor/trainer observations, from time to time, the Company is currently undertaking an assessment of other potential monitoring approaches such as inviting comment on driver behaviour from members of the public and installation of a static camera in the vehicle so that footage can be reviewed in the course of investigating a serious incident or accident.

**2.2 Training**

On-line training modules and practical 1 day training sessions to be provided to Delivery Agents include information about footpath rules and how to safely operate vehicles on footpaths. Specifically, training encompasses the:

- nature of the hazards associated with driving on footpaths;
- rules to manage the risk and their responsibilities to follow these rules,
- defensive driving techniques (eg driving to weather conditions, slowing and moving to the right outer curve when approaching a left hand turn, slowing down when approaching driveways)
- requirement to report where controls are ineffective or could be improved and
- the serious consequences that could eventuate if control measures are not followed.

Agents also need to be regularly reminded of the footpath rules and the consequences of failing to comply.

**Recommended actions**

The current risk rating is moderate given that the consequence could be catastrophic, but is unlikely to occur. The following actions are recommended to further minimise the risks associated with the operation of Paxsters on footpaths:

#	Title	Action	Owner
2.1	Footpath rules	Develop and implement a compliance and assurance process to detect any systemic non compliance with footpath rules.	ID Project



**Residual risk rating**

The residual risk rating is the risk that remains once control measures have been put in place to manage and reduce the risk to as low as reasonably practical. Once all possible mitigating activities have been put in place, the residual risk will continue to be moderate (see risk matrix below, which maps inherent, current and residual ratings).

		<i>Likelihood</i>				
		Rare	Unlikely	Possibly	Likely	Almost certain
<i>Consequence</i>	Catastrophic (e.g. fatal)			Current	Inherent	
	Major (e.g. permanent disability)		Residual			
	Moderate (e.g. hospitalization/disability)					
	Minor (e.g. first aid)					▼
	Superficial (e.g. no treatment)					

### **3. Exposure to moving vehicles**

As pedestrians, there is a risk that Delivery Agents could be struck by a moving vehicle. This risk for Delivery Agents is extremely similar if not identical to that faced by Posties delivering mail product.

#### **Possible implications**

- Death or serious injury to Agent.
- Prosecution of New Zealand Post and/or Agent under the Health and Safety at Work Act.
- Enforcement action being taken against the individual Delivery Agent for careless or negligent behaviour as a pedestrian.
- Damage to brand and reputation.

#### **Examples of pre-conditions**

- Exposure to slow moving vehicles within interchanges and car parks where vehicles are typically stored and loaded. This includes forklifts, trucks, courier vans and cars.
- When vehicles are unable to travel on footpaths, Agents stop the vehicle on the road-side and may be required to walk on the road to reach the delivery point.
- Agents walking on sections of footpath or driveways to reach letter boxes or the customer's front door.

#### **Inherent risk rating**

Inherent risk is the level of risk that exists without any controls in place to manage or mitigate the likelihood of risk. Inherent risk ratings are as follows:

- Consequence: catastrophic
- Likelihood: possible
- Inherent rating: high

#### **Controls**

##### **3.1 Branch traffic management risk assessment**

New Zealand Post has the greatest control of risks associated with moving vehicles within delivery branches. When branches are converted to Integrated Delivery the project implementation plan will require branches to conduct a traffic management risk assessment to determine the local risks and possible control measures suitable for the characteristics of the site. For instance, this will involve considering whether people and moving vehicles can be separated, erecting signage to direct customers to visitor car parks and managing the times at which operational vehicles use interchanges. The Project will support leaders to undertake this assessment and Project stage-gate and toll-gate processes will ensure that these are in place prior to implementation.

##### **3.2 Left hand delivery**

Rounds will be designed so that operators deliver product to addresses on the left-hand side of the road. This ensures Agents exit the Paxster if using the roadway rather than the footpath (not recommended in training) from the left side on to a berm or footpath instead of stepping to the right side of the vehicle into a flow of traffic.

**3.3 Enhanced visibility of the Delivery Agent**

High visibility aspects have been deliberately designed into the shirts/jackets in the proposed Integrated Delivery uniform range to make an Agent more visible to vehicle operators in the Agent’s vicinity. These visibility aspects are consistent with those that appear in the current Postie Uniform.

Neither the Postie nor the Delivery Agent uniform as manufactured fully complies with the Australia/New Zealand Standard for high visibility garments (4602:1999). This Standard specifies best practice requirements for high-visibility clothing for persons working in high risk situations (e.g. roadway construction workers, utility workers, survey crews, emergency responders).

New Zealand Post will continue to monitor and review the risk rating.

**Recommended actions**

The current risk rating is high given that the consequence is catastrophic and the likelihood is possible. The following action will further minimise the risks associated with Delivery Agents working within proximity to moving vehicles.

#	Title	Action	Owner
3.1	Branch traffic management risk assessment	Develop guidelines to assist Delivery branches to conduct a traffic management risk assessment.	ID Project

**Residual risk rating**

The residual risk rating is the risk that remains once control measures have been put in place to manage and reduce the risk to as low as reasonably practical. Once all possible mitigating activities have been put in place, the risk will be moderate (see risk matrix below, which maps inherent, current and residual ratings). Although the consequences of the risk are extreme the controls should significantly reduce the likelihood of incidents occurring.

		Likelihood				
		Rare	Unlikely	Possibly	Likely	Almost certain
Consequence	Catastrophic (e.g. fatal)		Residual	Current	Inherent	
	Major (e.g. permanent disability)					
	Moderate (e.g. hospitalization/disability)					
	Minor (e.g. first aid)					▼



#### 4. Driver fatigue

Driver fatigue is a recognised risk factor for people who drive vehicles commercially. When fatigued while driving, judgment and decision making are affected and reaction times slow down thus increasing the risk of collision and injury.

##### Possible implications

- Death or serious injury to Agent and/or members of the public.
- Damage to public and/or privately owned property.
- Prosecution of New Zealand Post and/or Agent under the Health and Safety at Work Act.
- Enforcement action taken against the individual operator found to be driving carelessly, which includes fines, demerit points and/or prosecution.
- Damage to New Zealand Post's brand and reputation and or cancellation of NZTA approval to use the vehicles in New Zealand.

##### Examples of pre-conditions

- Delivering mail and parcels is demanding work with Agents needing to be alert for extended periods to look out for traffic and footpath users. Fatigue can easily lead to slips and lapses and a moment of not checking properly for traffic could lead to a collision.
- Drugs, prescribed medications or alcohol consumed by Agents even if/when not at work can contribute to the onset of fatigue.
- Total amount of time Agents spend working, including driving, either in a continuous period or over a day and/or week can contribute to physical and mental fatigue.
- Lack of rest periods while working or driving combined with sustained mental/physical effort.
- Environmental stresses such as heat, cold and vehicle vibration can result in fatigue.
- Challenging road and climatic conditions can increase mental and physical demands and may combine with other factors to increase fatigue risk.

##### Inherent risk rating

Inherent risk is the level of risk that exists without any controls in place to manage or mitigate the likelihood of risk. Inherent risk ratings are as follows:

- Consequence: catastrophic
- Likelihood: likely
- Inherent rating: extreme

**Controls**

**4.1 Fatigue management policy**

During the recent CEA negotiations both unions and the company referred to the NZTA's *Preventing fatigue in the commercial road transport industry: A good practice guide* (2010). The parties agreed that rosters shall be designed with a view to ensuring that the combination of hours per day and the pattern of working and non-working days are such as to minimise the potential for employee harm.

It was also agreed to establish a joint IDWG to engage over and oversee the implementation of Integrated Delivery nationally including:

- roster design in ID sites;
- additional resource plans for high peak periods in ID sites; and
- work measurement/round sizing.

A number of factors recommended in the Guide are already well established within New Zealand Post's workplace and systems. For instance, management practices, assessing fitness for duty, driver health management, work environment, induction and training, vehicle management practices and systems for reporting incidents and near misses.

Independent ergonomist, Hamish Mackie, recommended the most effective way of managing fatigue hazards is to focus on the design of the Delivery Agent role and shift patterns. He noted that the proposed role shift patterns caused "no immediate cause for alarm", especially in relation to the working hours of truck drivers and the more dynamic nature of the Agent's role.

To habituate Agents to new longer shifts, Hamish recommended a stepped introduction to longer shifts. Notably, on the job habituation is achieved by gradually increasing shift left over time or starting with more rest breaks than usual and gradually reducing the rest periods until Agents become accustomed to working longer hours.

Overall, it was recommended that a long-term monitoring framework be developed and implemented to track Paxster usability and safety as the vehicle becomes embedded in the work system and the length of the outdoor delivery component increases. This includes reviewing shift and break patterns and aggregating reports of discomfort, pain and injury, near misses and incidents.

**Recommended actions**

The current risk rating is moderate given that the consequence could be catastrophic even if occurrence is unlikely. The following action will be taken to further minimize the risk of harm.

#	Title	Action	Owner
4.1	Fatigue management policy	Review current fatigue management policies and practices in line with the NZTA's <i>Preventing</i>	ID Project

		<i>fatigue in the commercial road transport industry: A good practice guide (2010). Identify any gaps requiring further development and implementation (e.g. training modules for Delivery Fleet Leaders on identifying driver fatigue).</i>	
4.2	Monitoring and review	Establish monitoring framework for incidents and near misses to identify indicators and trends indicative of fatigue risk increasing.	ID Project

**Residual risk rating**

The residual risk rating is the risk that remains once control measures have been put in place to manage and reduce the risk to as low as reasonably practical. Once all possible mitigating activities have been put in place, the risk will be moderate.

		Likelihood				
		Rare	Unlikely	Possibly	Likely	Almost certain
Consequence	Catastrophic (e.g. fatal)	Green	Yellow Current Residual	Orange Inherent	Red	Red
	Major (e.g. permanent disability)	Green	Yellow	Orange	Red	Red
	Moderate (e.g. hospitalization/disability)	Green	Yellow	Yellow	Orange	Orange
	Minor (e.g. first aid)	Green	Green	Yellow	Yellow	Orange ▼
	Superficial (e.g. no treatment)	Green	Green	Green	Green	Orange



## **5. Delivering in extreme weather conditions**

Weather conditions are one of a number of contributory factors that lead to vehicle incidents.

### **Possible implications**

- Death or serious injury to Agent and/or members of the public.
- Enforcement action being taken against the Agent for careless use of a vehicle if lapse of judgment or not driving reasonably for the conditions.
- Prosecution of New Zealand Post and/or Agent under the Health and Safety at Work Act for failure to manage the risk of driving in extreme weather conditions.
- Damage to public and/or privately owned property.
- Damage to brand and reputation.

### **Examples of pre-conditions**

- Road and climatic conditions increase mental and physical workload and may combine with other factors to increase risk of fatigue or driver inattention.
- Agents may slide or lose control of vehicles in slippery conditions.
- High winds moving through the cab could rock the Paxster causing driver distraction.
- Subjecting Agents to extreme cold and heat compromises their ability to concentrate on the task of driving and increases the likelihood of error.

### **Inherent risk rating**

Inherent risk is the level of risk that exists without any controls in place to manage or mitigate the likelihood of risk. Inherent risk ratings are as follows:

- Consequence: catastrophic
- Likelihood: likely
- Inherent rating: extreme

### **Controls**

#### **5.1 'Weather policy'**

As per current 'weather policy', leaders will continue to conduct daily assessments of weather and road conditions to ensure agents can work safely and comfortably, particularly in adverse conditions (e.g. high winds, icy roads). The risk of harm is typically eliminated via a decision to postpone or cancel delivery until conditions improve and the linehaul network is able to deliver product to site.

#### **5.2 Vehicle characteristics**

Vehicle performance in adverse weather conditions was assessed as part of the pilot in New Plymouth, and vehicle handling in slippery conditions formed part of the independent testing by TSL. The Paxster's performance was one of the reasons why it was selected as the vehicle of choice. In addition to having

superior stability, the roof and windscreen provided better weather protection for the driver. Further retrofitting of items, such as wind deflectors, are hoped to further improve driver comfort. Further retrofits may be required to protect the Agent in icy conditions. Risk assessments will be made at the time of implementation in colder regions. For instance, vehicles could be fitted with improved slip reducing floor grip plates, winter tyres and chains if necessary. Norway Post, who use the Paxster, have advised that these accessories are fitted when temperatures drop below zero. In New Zealand’s warmer climate these conditions will occur with less frequency than in Norway.

**5.3 Delivery Agent Uniform**

While the vehicle provides a degree of protection, Agents require a uniform and accessories to mitigate against the effects of climatic conditions when out on delivery. The Agent uniform is based on the Postie uniform, which has developed over years of experience to maximize comfort to those directly exposed to the elements. Notably, it’s built on the concept of a garment layering system so individuals can adjust layers to regulate temperature. This includes base layers, mid-layers and outer shells for protection from wind and rain. Accessories are provided to protect extremities (socks, gloves, hardy footwear and if needed Yaktrax).

The uniform is also designed to protect against exposure to ultraviolet light. To protect the face, sunglasses and visors are supplied. The windscreen in the Paxsters has been modified to incorporate sun shielding foil in the manufacturing process. The Agent’s body is protected by long sleeved garments with collars, and outer fabric layers are manufactured with a special sun protective fabric.

Ongoing monitoring of uniform will continue to ensure it’s effective at protecting Agents from extreme weather conditions.

**Recommended actions**

The current risk rating is moderate given that although consequence is catastrophic, but incidents are unlikely to occur. The following actions are recommended to further minimise the risks associated with the operation of Paxsters in extreme weather conditions:

#	Title	Action	Owner
5.1	Uniform	Ongoing monitoring of the effectiveness of the Agent’s uniform is required.	ID Project
5.2	Weather-proofing vehicles	Ongoing feedback and assessments may be required to ‘weatherproof’ the Paxster if operating in colder regions.	ID Project

**Risk rating**

The residual risk rating is the risk that remains once control measures have been put in place to manage and reduce the risk to as low as reasonably practical. Once all possible mitigating activities have been put in place, the risk will shift from moderate to low.

		<i>Likelihood</i>				
		Rare	Unlikely	Possibly	Likely	Almost certain
<i>Consequence</i>	Catastrophic (e.g. fatal)	Residual	Current	Inherent		
	Major (e.g. permanent disability)					
	Moderate (e.g. hospitalization/disability)					
	Minor (e.g. first aid)					▼
	Superficial (e.g. no treatment)					

## **6. Manual handling**

Manual handling involves any activity requiring Agents to lift, lower, push, pull, carry, move, restrain, hold or handle objects. Manual handling of mail and parcel product puts Agents at risk of discomfort, pain and injury.

### **Possible implications**

- Agents may experience pain, discomfort and injury (e.g. back injury, acute low back pain, disorders of the knees, arms and hands). Repeat exposure to poor practices over extended periods can lead to gradual process injury.
- New Zealand Post will incur costs to provide treatment and cover absences or in the case of extended exposures see increased incidence of medical retirements.

### **Examples of pre-conditions**

Not all manual handling is harmful, but the chances of discomfort, pain and injury increase if one or a number of risk factors are present. Examples of risk factors include:

- *Load* – heavy, bulky uneven in its weight distribution, difficult to grip;
- *Environment* – slippery, sloping or with steps, carried outside;
- *People* – inadequately trained, insufficient in number, wearing clothing or footwear that may compromise manual handling.
- *Task* - large horizontal or vertical reaches, reaching above shoulder height or below mid-thigh, handling over long distances, postures (awkward, twisted, stooped);
- *Management* – inadequate rest breaks, insufficient people assigned to workload.

### **Inherent risk rating**

Inherent risk is the level of risk that exists without any controls in place to manage or mitigate the likelihood of risk. Inherent risk ratings are as follows:

- Consequence: moderate
- Likelihood: almost certain
- Inherent rating: high

### **Controls**

Complete elimination of manual handling risk is impossible given the nature of the business. However, the amount of manual handling required to sort mail will reduce and eventually be eliminated as the sequencing process will be automated at mail processing sites. In the mean-time, a number of strategies will be used to reduce the number and severity of injuries relating to manual handling.

#### **6.1 Parcel streaming process**

A number of the risk factors for discomfort, pain and injury associated with manual handling will be eliminated via the parcel streaming process. Under the ID model, parcels will be streamed to either a

courier van or a Paxster for delivery depending on their characteristics. Parcels that are larger, heavier and awkwardly shaped will be delivered via a courier van, which can hold more volume and has space for a trolley to facilitate safer handling. Agents will receive smaller and lighter items for delivery.

**6.2 Manual handling training**

A number of manual handling training resources have been developed to support ID implementation along with checklists to verify application of learning. The *Safe sorter* e-learning module has been developed to train agents how to safely handle mail at the sort case. Additionally, a parcel handling module has been developed to demonstrate the safe handling of parcels within the delivery branch.

Further training material will be developed as an e-learning module to provide guidance to Agents about how to safely manual handle out on delivery. The external environment is riskier with a plethora of factors that are difficult to control (e.g. uphill, weather conditions, uneven and slippery terrain). For initial implementations, training will be provided by a physiotherapist.

After implementation at a site any issues or incidents arising will be centrally monitored. If appropriate, a local physiotherapist should be invited to visit branches to assist individuals and provide practical advice and training to improve safe practices.

**6.3 Assessment of equipment in branch**

In planning for implementation, a branch check will be completed to ensure the necessary equipment is available to facilitate the parcel sorting process (e.g. ergo barrows and tables). Unsuitable equipment will be removed from the work area or replaced.

**6.4 Uniform**

The IDA uniform has been designed to facilitate the manual handling process. Garments are made of flexible fabric to move with the body. The garments are also tapered to the body to prevent fabric from catching or creating a hazard (e.g. as high viz vests often do).

**6.5 System for early reporting of discomfort and pain**

As per current process, Agents will be encouraged to report early signs of pain and discomfort to their team leader. This allows for the Agent to seek appropriate medical treatment, if appropriate, and for causes to be investigated and corrected.

**Recommended actions**

The current risk rating is high. The following actions are recommended to further minimise the risks associated with manual handling mail and parcel product:

#	Title	Action	Owner
6.1	Manual handling training	Develop e-learning training material to guide Agents about how to manual handle out on delivery. Develop checklist for leaders to help ensure correct manual handling practices are being followed.	ID Project

6.2	Manual handling equipment	Develop branch checklist to assess whether branch has suitable equipment for manual handling parcels.	ID Project
-----	---------------------------	---	------------

**Residual risk rating**

The residual risk rating is the risk that remains once control measures have been put in place to manage and reduce the risk to as low as reasonably practical. Once all possible mitigating activities have been put in place, the risk will shift from high to moderate (see risk matrix below, which maps inherent, current and residual ratings).

		Likelihood				
		Rare	Unlikely	Possibly	Likely	Almost certain
Consequence	Catastrophic (e.g. fatal)					
	Major (e.g. permanent disability)					
	Moderate (e.g. hospitalization/disability)					Inherent
	Minor (e.g. first aid)				Residual	Current ▼
	Superficial (e.g. no treatment)					

## **7. Working in isolation**

The new Health and Safety Work Regulations 2016 provide that businesses must manage risks to the health and safety of workers who perform isolated work. Delivery Agents will be working independently for significant portions of their work day in the Integrated Delivery business model. The new role will thus have less contact with colleagues but, in the course of delivering parcels, increases the amount of contact with customers compared with the current Postie role.

### **Possible implications**

- Agent's may receive reduced psycho-social satisfaction from working closely with colleagues in a team environment.
- Delivery Agent's may become less engaged with New Zealand Post's business objectives resulting in lower standards of customer service.
- Delivery Agent's may have higher rates of attrition if the nature of the work does not meet their personal needs or expectations of working collegially.
- Agents may not be able to summon assistance when it is needed.

### **Examples of pre-conditions**

- Agents will be out on delivery working on their own for over seven hours per day.

### **Inherent risk rating**

Inherent risk is the level of risk that exists without any controls in place to manage or mitigate the likelihood of risk. Inherent risk ratings are as follows:

- Consequence: moderate
- Likelihood: possible
- Inherent rating: moderate

### **Controls**

#### **7.1 Mobile Phones and work tools**

To minimize the risks of working in isolation to the health and safety of Agents, they will be required to carry mobile phones with them while on delivery to send and receive messages.

Postie and Courier work also involves a considerable amount of time working independently and this manner of working suits many who choose these roles. The potential to communicate effectively with Agents and enhance their easy access to relevant information and to keep in touch should be assessed on an on-going basis and whenever the company is considering potential for introducing new work tools.

#### **7.2 Company communications**

New Zealand Post will look to supplement team briefs with additional information channels (eg videos, noticeboards, 'tiki tours', e-learning). This ensures Agents have access to and receive information that they need for their role and to foster connection to the wider organisation. Guidelines for managing personal safety while out on delivery will be one of the first briefings at implementation.

**7.3 Teamwork**

Agents will be required to start their day at a Delivery or satellite Branch and will be loading their vehicles in a team environment. Delivery performance information will be assembled at a team level to reinforce Agents' sense of contribution to team achievement. Within branches the process of ensuring that Agents are familiar with more than one round and buddy training will continue.

**7.4 Role description and profile**

Clearly describing the nature of the role and the amount of work that is carried out independently to potential Delivery Agents will help potential candidates who would not be suited to a role with reduced social contact to self select "out".

**Residual risk rating**

The residual risk rating is the risk that remains once control measures have been put in place to manage and reduce the risk to as low as reasonably practical. Once all possible mitigating activities have been put in place, the risk will continue to be moderate.

		Likelihood				
		Rare	Unlikely	Possibly	Likely	Almost certain
Consequence	Catastrophic (e.g. fatal)					
	Major (e.g. permanent disability)					
	Moderate (e.g. hospitalization/disability)		Current Residual		Inherent	
	Minor (e.g. first aid)					▼
	Superficial (e.g. no treatment)					



## **8. Stressful situations**

Events, such as theft or poorly behaved members of the public, may adversely affect an Agent's stress levels. Some consideration should be given as to how to support Agents who are negatively impacted if encountering these risks.

### **Possible implications**

- Agents may experience stress or trauma as the result of an encounter, increasing propensity for errors on and off the road.
- Agents may feel anxious about returning to a particular delivery point where they've encountered a stressful situation.

### **Examples of pre-conditions**

- Agents may be targeted by thieves wishing to steal parcel product.
- Agents may be confronted by a customer who becomes abusive if their parcel is late.

### **Inherent risk rating**

Inherent risk is the level of risk that exists without any controls in place to manage or mitigate the likelihood of risk. Inherent risk ratings are as follows:

- Consequence: moderate
- Likelihood: almost certain
- Inherent rating: high

### **Controls**

#### **8.1 Dealing with challenging customer situations**

New Zealand Post has developed (and piloted in New Plymouth) a range of communications material that is designed to make customers aware of proposed changes to services and modes of delivery ahead of changes being implemented.

An online e-module has been developed to help agent's foster positive engagement with customers and the general public. This will include skills that may be required to handle customers perceived to be difficult or abusive, and will be supplemented with leader-led conversations and coaching.

#### **8.2 Dealing with theft of vehicle or product**

Group Risk Security is helping to adapt Kiwibank's procedures on dealing with theft. The overarching message to agents will be, "Don't be a hero" look out for your personal safety first.

#### **8.3 Manager support and Employee Assistance Programme**

In the event of incidents when out on delivery the training provided to Agents requires them to look after themselves and anyone else impacted by the situation first and to call for assistance from their Delivery Fleet Leader as soon as practical to do so.

New Zealand Post also provides access to an employee assistance programme (via EAP Services) for its employees. Agents can access professional advice and support for a broad range of issues on a '24/7' basis. The support service is free and is fully confidential.

**Recommended actions**

The current risk rating is moderate. The following actions are recommended to further minimise the risks associated with stressful situations:

#	Title	Action	Owner
8.1	Training on managing stressful situations	Finalise e-learning training material to guide Agents about how to handle stressful situations.	ID Project

**Residual risk rating**

The residual risk rating is the risk that remains once control measures have been put in place to manage and reduce the risk to as low as reasonably practical. Once all possible mitigating activities have been put in place, the risk will shift from high to moderate (see risk matrix below, which maps inherent, current and residual ratings).

		Likelihood				
		Rare	Unlikely	Possibly	Likely	Almost certain
Consequence	Catastrophic (e.g. fatal)					
	Major (e.g. permanent disability)					
	Moderate (e.g. hospitalization/disability)					Inherent
	Minor (e.g. first aid)				Residual	Current ▼
	Superficial (e.g. no treatment)					

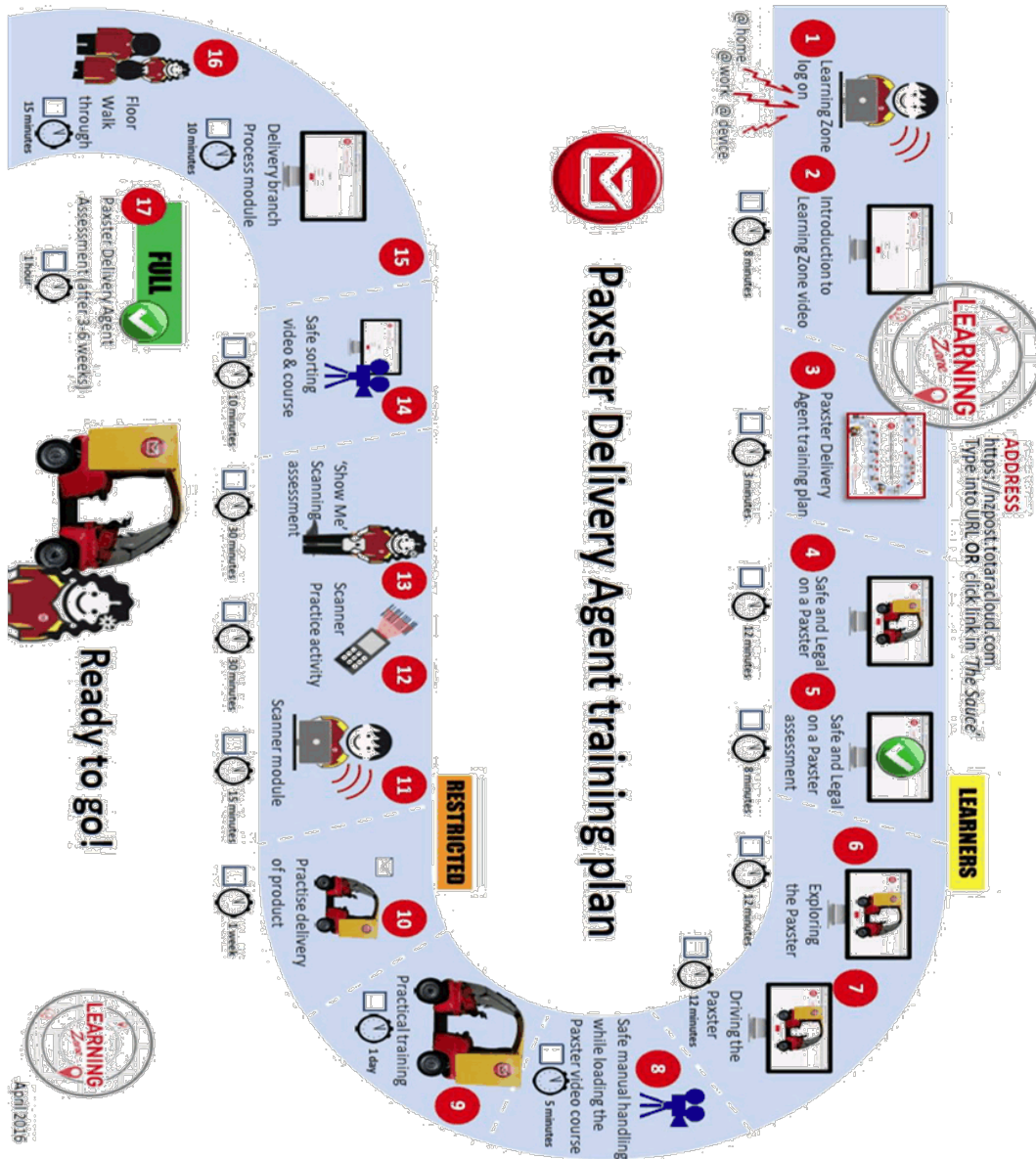
### Actions register

The following table summarises the outstanding actions that are being undertaken by a Safety and Wellbeing Specialist dedicated to the Integrated Delivery work stream.

#	Title	Action	Responsible
1.1	Vehicle usability	Develop training material to improve the usability and comfort of Paxsters for Agents (e.g. adjusting seat, how to dismount vehicle).	ID Project
1.2	Vehicle visibility	New Paxsters require visibility enhancements to be retro-fitted.	ID Project
1.3	Driver's licenses	Develop framework to monitor that Agents have current driver's licenses and that they carry them on delivery.	ID Project
1.4	PPE	Monitoring ongoing effectiveness of operator PPE.	ID Project
1.5	Safe loading principles	Develop a framework to monitor the safe loading principles.	ID Project
1.6	Round design risk assessment	Engage Stu Kearns to provide tools and training to support Delivery Support Systems undertake risk assessments of roadways with speed limits of 70km/h.	ID Project
1.7	Training	Ensure training modules for Agents and leaders outline key risks and mitigants.	ID Project
1.8	Supervision	Consider how to supervise and monitor compliance for Agents who work independently across geographically dispersed locations. Ensure that representative numbers of Senior Leaders, Fleet Delivery Leaders and Delivery Support are trained in and are familiar with safe operating procedures for Delivery Agents.	ID Project
2.1	Footpath rules	Develop and implement a compliance and assurance process to detect any systemic non compliance with footpath rules.	ID Project
3.1	Branch traffic management risk assessment	Develop guidelines to assist Delivery branches to conduct a traffic management risk assessment.	ID Project
4.1	Fatigue management policy	Review current fatigue management policies and practices in line with the NZTA's <i>Preventing fatigue in the commercial road transport industry: A good practice guide</i> (2010). Identify any gaps requiring further development and implementation (e.g. training modules for Delivery Fleet Leaders on identifying driver fatigue).	ID Project

4.2	Monitoring and review	Establish monitoring framework for incidents and near misses to identify indicators and trends indicative of fatigue risk increasing.	ID Project
5.1	Uniform	Ongoing monitoring of the effectiveness of the IDA uniform is required.	ID Project
5.2	Weather-proofing vehicles	Ongoing feedback and assessments may be required to 'weatherproof' the Paxster if operating in colder regions.	ID Project
6.1	Manual handling training	Develop e-learning training material to guide Agents about how to manual handle out on delivery.	ID Project
6.2	Manual handling equipment	Develop branch checklist to assess whether branch has suitable equipment for manual handling parcels.	ID Project
8.1	Training on managing stressful situations	Finalise e-learning training material to guide Agents about how to handle stressful situations.	ID Project

**Appendix A. Learning pathway for Delivery Agents (Draft)**



## Appendix B. Definitions of likelihood and consequence

When estimating risk, the following tables can be cross referenced to determine likelihood and consequence. Table 1 provides definitions of likelihood while Table 2 provides a range of possible consequences.

*Table 1. Assessing likelihood of harm*

Almost certain	The event is almost certain to occur within the next two financial years. There is an 80-100% expectation that the event will occur during the time period.
Likely	The event will probably occur within the next two financial years. There is a 50-80% expectation that the event will occur during the time period.
Possible	The risk exposure may possibly occur in the next two financial years. There is a 30-50% expectation that the event will occur during the time period.
Unlikely	The event may occur in the next two financial years. There is 5-30% expectation that the event will occur during the time period.
Rare	There is <5% chance of the event occurring in the next two financial years.

Table 2. Assessing consequence

Risk Factor	Extreme 5	High 4	Moderate 3	Low 2	Insignificant 1
<b>Financial</b>	<ul style="list-style-type: none"> <li>\$20m Revenue impact</li> <li>\$20m Cost increase or failure to achieve projected reduction</li> <li>\$10m EBIT impact</li> <li>\$50m Capital impact</li> </ul>	<ul style="list-style-type: none"> <li>\$10m-15m Revenue impact</li> <li>\$10m-15m Cost increase or failure to achieve projected reduction</li> <li>\$5m-10m EBIT impact</li> <li>\$20m-10m Capital impact</li> </ul>	<ul style="list-style-type: none"> <li>\$10m Revenue impact</li> <li>\$10m Cost increase or failure to achieve projected reduction</li> <li>\$1m-2m EBIT impact</li> <li>\$10m-1m Capital impact</li> </ul>	<ul style="list-style-type: none"> <li>\$1m-\$200k Revenue impact</li> <li>\$1m-\$200k Cost increase or failure to achieve projected reduction</li> <li>\$1m-100k EBIT impact</li> <li>\$1m-\$500k Capital impact</li> </ul>	<ul style="list-style-type: none"> <li>\$50k Revenue impact</li> <li>\$200k Cost increase or failure to achieve projected reduction</li> <li>\$50k EBIT impact</li> <li>\$100k Capital impact</li> </ul>
<b>Business As Usual (BAU)</b>	<ul style="list-style-type: none"> <li>Core operational activity ceases for 48 hours in a key region or a Premium customer's significant requirement is impacted</li> <li>Unplanned industrial action for 48 hours</li> </ul>	<ul style="list-style-type: none"> <li>Core operational activity ceases for 24-48 hours in a key region or a Premium customer is impacted with a service requirement</li> <li>Large amount of rework required</li> <li>Extensive management effort required to rectify industrial action</li> </ul>	<ul style="list-style-type: none"> <li>Service interruptions impacting multiple locations</li> <li>Limited industrial action</li> </ul>	<ul style="list-style-type: none"> <li>Service interruptions impacting one location</li> <li>Work to do</li> </ul>	<ul style="list-style-type: none"> <li>Isolated incident of service failure</li> <li>Managed as BAU activity</li> <li>Minimal employee disruption</li> </ul>
<b>Transformation</b>	<ul style="list-style-type: none"> <li>All or most key strategic points to results in one or more of the strategic initiatives not being delivered for the plan</li> </ul>	<ul style="list-style-type: none"> <li>All or most key strategic points to results in one or more of the strategic initiatives being delayed by 6 months</li> </ul>	<ul style="list-style-type: none"> <li>One or more key strategic points do not delivered for the plan</li> </ul>	<ul style="list-style-type: none"> <li>One or more key sub-projects are delayed by 6 months for the plan</li> </ul>	<ul style="list-style-type: none"> <li>One or more key sub-projects are delayed by up to 3 months for the plan</li> </ul>
<b>People</b>	<ul style="list-style-type: none"> <li>2-3 Loss Time Injury EITUs per annum</li> <li>1-2 Loss Time Injury EITUs per annum</li> <li>1-2 Loss Time Injury EITUs per annum</li> <li>Minor shortage of the right skills</li> <li>Significant portion of employees have lost faith in ability to navigate a future path</li> </ul>	<ul style="list-style-type: none"> <li>1-19 Loss Time Injury EITUs per annum</li> <li>Significant shortage of skills such that there is a practical gap in the delivery of the strategic initiatives</li> <li>Large portion of employees have lost faith in ability to navigate a future path</li> </ul>	<ul style="list-style-type: none"> <li>2-9 Loss Time Injury EITUs per annum</li> <li>Some shortage of skills such that there may be a delay but will be managed</li> <li>Some portion of employees have lost faith in ability to navigate a future path</li> </ul>	<ul style="list-style-type: none"> <li>2-9 Loss Time Injury EITUs per annum</li> <li>Minor shortage of skills but no significant delay</li> <li>Small portion of employees have lost faith in ability to navigate a future path</li> </ul>	<ul style="list-style-type: none"> <li>2-3 Loss Time Injury EITUs per annum</li> <li>Very minor shortage of skills with no impact</li> <li>No significant loss of employee commitment</li> </ul>
<b>Reputation</b>	<ul style="list-style-type: none"> <li>Sustained damage to core elements of the brand impacting on business opportunities or an event which brings into question the brand</li> <li>Significant fraud</li> </ul>	<ul style="list-style-type: none"> <li>Medium term damage to core elements of the brand which impacts on business opportunities or an event which brings into question the brand</li> </ul>	<ul style="list-style-type: none"> <li>Medium term brand damage which impacts or delays business opportunities for 3 months or an event which brings into question the brand</li> <li>Moderate fraud</li> </ul>	<ul style="list-style-type: none"> <li>Some brand damage manageable impact</li> </ul>	<ul style="list-style-type: none"> <li>Minor damage, no perceptible impact</li> </ul>
<b>Customer loss of revenue</b>	<ul style="list-style-type: none"> <li>Loss of 10% Premium customer per annum</li> <li>Significant increase in the decline of Mail volumes than what is expected</li> </ul>	<ul style="list-style-type: none"> <li>Premium Customer impacted by loss of 50% revenue of 1 or 2 Premium Customers per annum</li> <li>Increase in the decline of Mail Volumes than what is expected</li> </ul>	<ul style="list-style-type: none"> <li>Loss of 50% Premium Customer business over 2 years</li> <li>Relationship with business customer SME's a revenue impact \$100 to \$1m</li> </ul>	<ul style="list-style-type: none"> <li>Loss of 20% Premium Customer business over 2 years</li> <li>Small number of customers affected Minimal management effort to recover Revenue impact \$50k to \$100k</li> </ul>	<ul style="list-style-type: none"> <li>Loss of 20% of loss Premium Customer business over 2 years</li> <li>Multiple consumer customers impacted Revenue impact \$50k</li> </ul>
<b>Regulation and Compliance</b>	<ul style="list-style-type: none"> <li>A breach of critical legislation such as the Commerce Act, Privacy Act, NZK and Consumer Protection which could compromise the ability to operate a banking licence. If such a breach occurs the non-compliance is also systemic, legislative, public and damaging to investor perception. Also, non-compliance found to be the result of systemic failure or absence of key processes and controls, may impact on business operations</li> </ul>	<ul style="list-style-type: none"> <li>A breach of critical legislation such as the Commerce Act, Privacy Act, NZK and Consumer Protection which could compromise the ability to operate a banking licence. If such a breach occurs the non-compliance is also systemic, legislative, public and damaging to investor perception. Also, non-compliance found to be the result of systemic failure or absence of key processes and controls, may impact on business operations</li> </ul>	<ul style="list-style-type: none"> <li>A breach of general legislation that forms the NZPC's sensible and prudent compliance framework (such legislation is considered to be the non-critical legislation, the breach of which is unlikely to make a material impact on the business)</li> <li>A breach of Access Rules and Guidelines</li> <li>A breach of a key customer contractual requirement</li> <li>Significant potential for impact to business operations</li> <li>Non-compliance is not systemic in nature but there has been or there is potential for repeated breaches</li> </ul>	<ul style="list-style-type: none"> <li>A breach of general legislation that forms the NZPC's sensible and prudent compliance framework (such legislation is considered to be the non-critical legislation, the breach of which is unlikely to make a material impact on the business)</li> <li>The impact of the breach would be minor in terms of penalty and impact to business operations</li> </ul>	<ul style="list-style-type: none"> <li>A breach of general legislation that forms the NZPC's sensible and prudent compliance framework (such legislation is considered to be the non-critical legislation, the breach of which is unlikely to make a material impact on the business)</li> <li>The impact of the breach would be minor in terms of penalty and impact to business operations</li> </ul>



Table 3. Ownership of risk and required actions

Risk Owner Rating	Required Action
<b>CE/Board (Extreme)</b>	<ul style="list-style-type: none"> <li>• Only the Chief Executive and Board can accept this level of residual risk.</li> <li>• The Chief Executive and Senior Management must be informed of any risk at this level and must implement remedial action immediately.</li> <li>• The Board must be told of this risk in the month of identification.</li> <li>• The Chief Executive must monitor conformance with the remedial action plan.</li> <li>• There should be contingency plans developed to deal with these risks occurring.</li> </ul>
<b>GLT Member (High)</b>	<ul style="list-style-type: none"> <li>• Only Senior Management/General Manager can accept this level of residual risk.</li> <li>• The Chief Executive and Senior Management must be told of any risk of this level and remedial action must be implemented within one working week of identification.</li> <li>• The Finance Risk Investment Committee and the Board must be informed of these risks in the course of usual performance reporting mechanisms.</li> <li>• Senior Management must monitor conformance with the remedial action plan and risk mitigation activity in the ordinary course of performance reporting.</li> <li>• Where appropriate, there should be contingency plans developed to deal with these risks occurring.</li> </ul>
<b>3<sup>rd</sup> Tier Managers (Moderate)</b>	<ul style="list-style-type: none"> <li>• The relevant 3<sup>rd</sup> Tier Manager.</li> <li>• The Chief Executive and Senior Management must be informed of these risks in the usual course of performance reporting.</li> </ul>
<b>Managers within Business Units (Low)</b>	<ul style="list-style-type: none"> <li>• Business Unit Managers can accept this level of residual risk.</li> <li>• These risks should be managed as part of business as usual.</li> <li>• These risks should be reported to the relevant member of the Senior Management Team if they occur.</li> </ul>

**Appendix C. Personal Protective Equipment Risk Assessment**

Hazard	Description	PPE control measures
<p>Pedestrian interaction with moving vehicles in variable lighting conditions</p>	<p>Pedestrian/vehicle interaction is a significant hazard that could lead to serious injury or fatality. Agents risk being hit by moving vehicles when:</p> <ul style="list-style-type: none"> <li>● vehicles are loaded in interchanges and parking lots;</li> <li>● agents have to stop on public roads, dismount and walk to reach letter boxes inaccessible by vehicle and when they walk across driveways to deliver parcels to front doors.</li> </ul> <p>Interaction occurs in a variety of lighting conditions:</p> <ul style="list-style-type: none"> <li>● indoors under artificial lighting,</li> <li>● Daylight,</li> <li>● darkness in early morning/evening in winter when sorting component is removed from agent's role.</li> </ul>	<ul style="list-style-type: none"> <li>● Agents are required to wear garments that increase their visibility to drivers. This is considered NZ 'best practice' (e.g. under the <i>Code of practice for temporary road management, WorkSafe's Keeping safe around moving plant fact sheet</i>).</li> <li>● High visibility components must be designed and manufactured into the garments. Garments added over the top are inappropriate as they add bulk and get caught in hand grips.</li> <li>● Garments must be designed and manufactured to conform to two Australia/New Zealand Standards. Notably, <i>AS/NZS 4602.1:2001 High visibility safety garments - Garments for high risk applications</i> and <i>AS/NZ 1906.4:2010 Retroreflective materials and devices for road traffic control purposes. Part 4: High-visibility materials for safety garments</i>. These provide guidance for the design and manufacture of garments to be worn in situations where visibility is critical.</li> </ul>
<p>UV exposure</p>	<p>UV exposure is a significant hazard that requires control to protect agents from sunburn, skin damage and cancer. Agents require</p>	<ul style="list-style-type: none"> <li>● Manufacture garments with sun protective UPF fabrics (especially outer garments e.g. polos, pants)</li> </ul>

	personal protection from UV exposure while out on delivery between September and April.	<ul style="list-style-type: none"> <li>• Long pants that are breathable in warmer conditions.</li> <li>• Breathable long sleeved collared shirts.</li> <li>• Gloves to protect back of hand from sun damage.</li> <li>• Sunglasses that adhered to Australia New Zealand Standard 1337. Alternatively sun protective visor on helmet.</li> <li>• Helmet with peak</li> </ul> (Based on guidance from Cancer Society of New Zealand)
Manual handling	Manual handling is a significant hazard. Clothing and PPE is considered an individual risk factor that is known to impact upon a person’s ability to safely handle product. E.g., clothing that is too tight will restrict movement and adversely affect manual handling technique. If too loose, it restricts the agent's ability to carry load close to the body and may snag during lifting. Feet also require protection from objects that fall or drop (up to 16kg).	<ul style="list-style-type: none"> <li>• Well fitted garments that flex with the movement of the body.</li> <li>• Enclosed footwear to protect the feet falling parcels that weight up to 16kg.</li> </ul> (Base on guidance from Manual Handling Guidelines for the Workplace (OSH)).
Cold temperatures	People working in uncomfortably cold environments are more likely to behave unsafely because their ability to make decisions and/or perform manual tasks deteriorates. For instance, people may take short cuts to get out of cold environments. Their ability to concentrate is impaired, which increases the risk of errors and likelihood of accidents.	<ul style="list-style-type: none"> <li>• Agents need to wear thermally rated garments that are breathable to ensure sweat is wicked away to maintain comfort. Garments should include:                             <ul style="list-style-type: none"> <li>o long john base layer,</li> <li>o long sleeve top base layer,</li> <li>o gloves (in combination with heated hand grips),</li> <li>o mid-layer fleece and</li> <li>o neck gaitor.</li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <li>• Pair with wind-proof outer shell garment for insulation in windy conditions.</li> <li>• Protection for ears (e.g. thermally rated beanie or ear flaps on helmet)</li> <li>• 'Winter footwear' that is insulated and water resistant.</li> </ul>
Hot temperatures	Hot summer months may increase risk of heat stress for some people, especially given the physical nature of postal delivery. Typical symptoms of heat stress include an inability to concentrate and fatigue ( <a href="#">HSE</a> ). Employees are unlikely to wear personal protective equipment properly in hot environments as a way of regulating thermal comfort ( <a href="#">HSE</a> ).	<p>A number of possibilities for cooling are possible, including:</p> <ul style="list-style-type: none"> <li>• manufacture of garments from breathable, lightweight fabric; and</li> <li>• breathable footwear.</li> </ul>
Variable temperatures between seasons and work environments	Uniform is required to provide thermal comfortable in extreme temperature variations. For instance, in winter the uniform needs to keep agents comfortable indoors in a heated environment and warm when they head outdoors into cold conditions.	Best way of optimising thermal comfort is to give people individual control over their environment. For instance, allowing them to add/remove garments to adapt to conditions ( <a href="#">HSE</a> ). Uniform should be based upon a layering principle that enables the addition and removal of clothing depending on level of activity, environmental conditions and personal preference. Layering systems include base layers for heat retention, a mid-layer to trap warmth and an outer layer for windproof protection.
Rain	Agents are exposed to rain within the vehicle and when they dismount to deliver. Rain wets clothing and the body causing discomfort and cooling. Agents may also become more obscure to drivers when they dismount	<ul style="list-style-type: none"> <li>• Provision of waterproof outer garments, including pants and jacket, for heavy rain. Other garments require water resistance ratings for wet conditions.</li> </ul>

	vehicles in heavy rain.	<ul style="list-style-type: none"> <li>• Manufacture garments from fabrics that dry quickly.</li> <li>• Breathability of garments is important to ensure sweat is wicked away to maintain comfort.</li> <li>• Agents are required to wear garments that increase their visibility to drivers in poor weather conditions where light may be dim.</li> </ul>
Wind	Cold winds cause thermal cooling of the body.	Provide agents with wind proof outer shell garments to protect from wind chill factor.
Hygiene	Agents perform a physically demanding role causing sweat production. The uniform needs to be kept clean and dry to prevent fungal infections and odour.	<p>Provide agents with multiple garments and pairs of shoes so they can alternate items to air and/or launder.</p> <ul style="list-style-type: none"> <li>• Manufacture garments from breathable materials that are easy to launder, dry and resistant to odour (e.g. bamboo fabric is used effectively for Postie uniform).</li> <li>• Footwear should be made from breathable fabric to keep feet warm and dry.</li> </ul>
Prolonged standing and walking	Agents spend over half their working day on their feet sorting mail, packing their vehicles and walking back and forth between their vehicle, front doors and letterboxes. Long periods of walking and standing causes pain, discomfort and injury.	<ul style="list-style-type: none"> <li>• Provide socks to cushion, absorb pressure and allow feet to breathe.</li> <li>• Footwear must be designed for walking – well-made, low heeled, fully enclosed, supportive with flexibility through ball of the foot and arch support.</li> </ul>
Variable surface types on which agents walk	Agents walk on a variety of surfaces on which they can slip, trip and fall.	<ul style="list-style-type: none"> <li>• Footwear is required to provide grip on a wide range of surfaces e.g. lino, tiles, grass, cement, wooden decking (in wet, dry and frosty conditions)</li> </ul>

		<ul style="list-style-type: none"> <li>Yaktrax must be available to put over their footwear when working in icy conditions (hard frost and snow)</li> </ul>
Feet are exposed to sharp objects	Agents will be exposed to a range of sharp objects on delivery that may cause injury to feet, such as broken glass.	Footwear to protect against sole puncture and penetration risks.
Impact/collision	Agents are at risk of being injured in an impact/collision. They could be flung forward onto the windshield or flung out of the vehicle. By law, vehicles are engineered to provide little, if any, protection in such an event (e.g. no seatbelts, no roll bars or airbags). Without this protection, the risk of injury has to be minimised with PPE. While this type of equipment will provide protection, it creates further hazards that also need to be managed (discomfort and heat stress).	Helmet is legally mandated to protect the head in the event of a collision. Ideally, PPE must strike a balance between comfort and protection. During initial trials in Wellington, armoured motorcycle PPE was found to be too heavy and restrictive. Lightweight fabric padding added to garments during the pilot was found to be uncomfortable and ineffective at protecting against abrasion. Agents in New Plymouth requested permission to revert back to the Postie Uniform because it was comfortable and was perceived to offer a suitable level of protection in the event of an incident.
Breaking and/ or dropping technology while on delivery	Psychosocial hazard that agents discussed in relation to cell phones and scanners. They were concerned about dropping and breaking the equipment.	Agents recommended designing large pockets in garments to protect equipment.



## New Zealand Post Paxster



A reference guide for the Paxster - 2015  
Written for Paxster Operators



## Table of Contents

### DOCUMENT CONTROL

#### REVISION HISTORY

### CONTACTS

### GLOSSARY

### INTRODUCTION

#### ABOUT THE GUIDE

#### WHO SHOULD USE THIS GUIDE

#### HOW TO USE THE GUIDE

### INTRODUCING THE LOYDS PAXSTER

#### VEHICLE OVERVIEW

##### Paxster controls

##### Drive modes

###### *Eco mode*

###### *Winter mode*

###### *Power mode*

### OPERATOR PERFORMANCE AND EVALUATION CRITERIA

#### OPERATOR REQUIREMENTS

##### Areas of assessment

#### COMPLIANCE WITH RULES, POLICIES AND GUIDELINES

##### Consequences of non compliance

##### Traffic infringements

##### New Zealand Post policies and expectations

###### *What we expect of our operators*

###### *Vehicle options*

##### NZTA and local roading authority regulations

###### *Key rules from the road code*

###### *Rules for operating on the footpath*

#### VEHICLE MAINTENANCE AND STORAGE

#### INCIDENTS AND INSURANCE

### OPERATING THE PAXSTER

#### WHAT YOU NEED TO BECOME AN OPERATOR





- [Licensing](#)
- [Performance](#)
- [OPERATING THE PAXSTER CONTROLS](#)
  - [Applying the parking brakes](#)
    - [\*Left hand control brake\*](#)
    - [\*Under seat hand brake\*](#)
  - [Using the throttle](#)
    - [\*Driving forward\*](#)
    - [\*Driving in reverse\*](#)
  - [Using the control panel switches](#)
- [MAINTAINING THE PAXSTER BATTERY PACK](#)
  - [8 steps for conserving battery power](#)
  - [Charging guidelines](#)
  - [Battery management](#)
    - [\*Low voltage warning\*](#)
    - [\*Charging duration\*](#)
  - [Charging process](#)
    - [\*Understanding the charging status\*](#)
    - [\*Charging steps\*](#)
- [SAFETY AND MAINTENANCE GUIDELINES](#)
  - [Daily safety checks](#)
  - [Correct loading and unloading](#)
    - [\*Maximum load capacity\*](#)
    - [\*Distribute the load correctly\*](#)
    - [\*Loading guidelines\*](#)
  - [Safety during operation](#)
    - [\*Staying alert\*](#)
    - [\*Safe operation on the road\*](#)
    - [\*12 rules for safe operation on the footpath\*](#)
    - [\*Tips for ergonomic and correct driving style\*](#)
    - [\*Hazard identification and reporting\*](#)
- [INCIDENT MANAGEMENT GUIDELINES](#)
  - [After an incident](#)
    - [\*At the scene\*](#)
    - [\*At the branch\*](#)
  - [Incident investigation](#)
    - [\*Insurance\*](#)
- [REGULAR VEHICLE SERVICING AND LICENSING](#)
  - [Servicing](#)
  - [Licensing and Warrant of Fitness \(WOF\)](#)
- [CLEANING THE PAXSTER](#)

[UNIFORM/PPE GUIDELINES](#)





## Document control

Author	Date	Version	Distributed to	Comments
Linda Te Hiko	17/03/2015	Draft v1.0	Caroline Spencer Paul Laugalis Stephen O'Neil Chris Lake Tracy Ayres Jason Howcroft	First draft distributed for review and feedback
Linda Te Hiko	May 2015	Draft v1.1	Chris Lake	Revised following feedback and distributed for review
Linda Te Hiko	May 2015	Draft v1.2		Revised following feedback from Tom Croskery/Leigh-Ann Harris/Chris Lake..  Pending addition of Paxster images

## Revision history

Date	Description
14/08/15	km servicing requirement changed (pg 43)
19/02/16	Mode information updated (pgs 7, 11, 25)

## Contacts

Name	Role	Contact information
Paul Laugalis	Training Specialist	<a href="mailto:paul.laugalis@nzpost.co.nz">paul.laugalis@nzpost.co.nz</a> Ph: 027 496 6710
Stephen O'Neil	Delivery Training	Stephen.o'neil@nzpost.co.nz



	Specialist	Ph: (09) 367 9578
--	------------	-------------------

## Glossary

Term	Description
BMS	Acronym that stands for Battery Management System
kph	Acronym that stands for kilometres per hour
Leader	The operational leader at a New Zealand Post delivery branch/depot, including but not limited to the Delivery Leader or Fleet Manager
NZTA	Acronym that stands for New Zealand Transport Authority
Operator	The person assigned to perform the role of driving a vehicle to deliver mail and parcels on behalf of New Zealand Post
PPE	Acronym that stands for Personal Protective Equipment
Pre ride	means before leaving the delivery branch/office to begin the days mail delivery
SWAG	Acronym that stands for Safety and Wellbeing Action Group
Vehicle licence	A label that displays the expiry date of the vehicle licence with NZTA. Commonly referred to as the (vehicle) registration or rego.



## **Introduction**

The following section contains information about this guide and how it should be used.

### **About the guide**

This guide provides information about the New Zealand Post Loyds Paxster, including: New Zealand Post company policies, New Zealand traffic regulations, and guidelines for safe use and operation.

Information in this guide is intended to support any practical knowledge and experience of using the Paxster, and may also be used for assessment purposes.

### **Who should use this guide**

The guide is designed for use by operators of the Paxster, before, during, and after operator training.

### **How to use the guide**

Familiarise yourself with the contents of this guide prior to attending any Paxster operator training, and use it to complete any pre training assessment materials.

Bring the guide to operator training as you'll need to use it during indoor sessions.

On completion of operator training the guide must be retained for reference purposes.



## Introducing the Loyds Paxster

This section provides information about the Paxster vehicle, including: location of main controls, and information on some of the features available.

### Vehicle overview

The Paxster is an electric quadracycle (four wheeled) vehicle purpose built for delivery. It has easy cockpit access that enables the operator to reach most mailboxes without getting out, and a 300 kg loading capacity (excluding operator weight).

In addition to the four large wheels, which help provide safety, stability, and handling, on any surface and in all weather conditions, there are also three drive modes available – Power, Eco and Winter.

Driving forward the Paxster has a maximum speed of 45 kph and in reverse a maximum speed of 7 kph.

Each Paxster vehicle also comes with a unique set of keys, including a key for the:

- ❖ Ignition lock – used to turn the vehicle on and off
- ❖ Rear cargo hold – used for storage of mail items
- ❖ Side cargo hold – used for a first aid kit and storage of personal items ie; wet weather gear



**1 = Front storage**



**Paxster controls**

The Paxster controls are all operated by hand, similar to a conventional motorcycle.  
 The main controls are depicted on the next few pages along with a brief description of their purpose.

Description	Control
Drivers front environment 1. Hand control on the left side 2. Main instrument panel/centre controls 3. Control panel 4. Hand control on the right side 5. Ignition lock 6. Loading platform for postal containers	







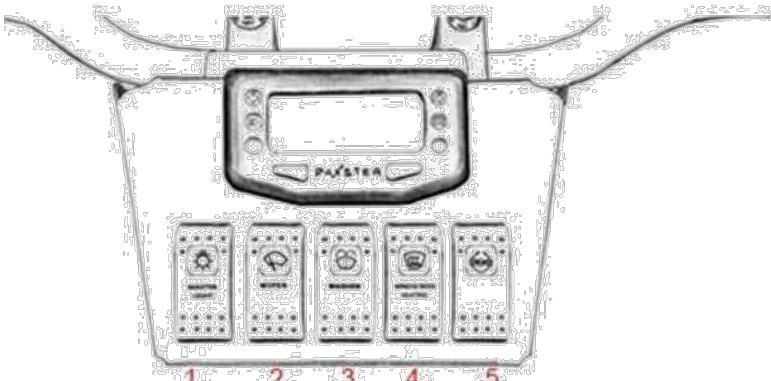
<p>Drivers rear environment</p> <ol style="list-style-type: none"> <li>1. Charging contact</li> <li>2. Hand brake</li> <li>3. The manufacturer's data plate</li> <li>4. Seat adjustment handle</li> </ol>	
<p>Left hand control</p> <ol style="list-style-type: none"> <li>1. Brake lever for the rear brake</li> <li>2. Container for brake fluid</li> <li>3. Switch to engage reverse</li> <li>4. Breaker for main beam/driving lights</li> <li>5. On/off switch for warning light</li> <li>6. Switch for direction indicators</li> <li>7. Horn</li> </ol>	





<p>Right hand control</p> <ol style="list-style-type: none"> <li>1. Throttle</li> <li>2. Brake handle for front brake</li> <li>3. Container for brake fluid</li> </ol>	
<p>Main instrument panel centre control</p> <ol style="list-style-type: none"> <li>1. Speedometer</li> <li>2. Mode selection panel</li> <li>3. Battery indicator</li> <li>4. Reset button</li> <li>5. Mode button</li> <li>6. Warning lamps</li> </ol>	
<p>Mode symbols on the main instrument panel</p> <ol style="list-style-type: none"> <li>1. Press the mode button to change the display</li> </ol>	<p>○</p> <ul style="list-style-type: none"> <li>Speedometer – KM/H</li> <li>Maximum velocity – MAX</li> <li>Average velocity – AVG</li> <li>Trip meters 1 &amp; 2 – TRIP ½</li> <li>Odometer – ODO</li> <li>Total driving time - TT</li> <li>Clock - L</li> <li>Battery meter</li> </ul>



<p>Warning lamp descriptions</p>	<ul style="list-style-type: none"> <li> Warning lamp current level</li> <li> Warning lamp malfunction in the engine control system</li> <li> Direction flasher indicator / warning light indicator</li> <li> High beam indicator</li> </ul>
<p>Control panel switches</p> <ol style="list-style-type: none"> <li>1. Master light</li> <li>2. Wiper</li> <li>3. Washer</li> <li>4. Windscreen heating</li> <li>5. Drive mode</li> </ol>	



## **Drive modes**

### **Eco mode**

Eco mode is designed for use during normal driving conditions and is the preferred driving mode.

It enables the operator to reach the top speed of 45 kph, and also provides regenerative braking, where energy is returned to the battery when you release the throttle and the engine begins to brake.

Eco mode is not recommended for use when the road is slippery as it may lead to skidding.

### **Winter mode**

Winter mode has the same characteristics as Eco mode but without regeneration. This makes it suitable for use in slippery conditions as the Paxster won't begin to skid when the throttle is released.

### **Power mode**

Power mode should only be used in situations where extra torque is needed, such as starting on an uphill.

This mode has a maximum speed of only 5 kph, and excessive use of it can cause the engine to overheat.



## Operator performance and evaluation criteria

As the operator of an electric vehicle you must have a good understanding of the correct operation and use of the vehicle, both on the road and the footpath, and of all the rules, requirements, and guidelines you need to comply with.

### Operator requirements

To become a Paxster operator you must:

1. hold a current New Zealand class 1 licence (restricted or full)
2. have a satisfactory driving record
3. complete and pass all New Zealand Post Paxster certification training requirements
4. be willing and able to comply with all New Zealand Post, NZTA and local council rules, policies, guidelines and expectations

### Areas of assessment

During training you will be assessed by a New Zealand Post approved instructor, and will need to competently explain and/or demonstrate knowledge, skills and/or behaviour related to the following:

Subject	Knowledge/skill/behaviour being assessed
Footpath use and safety	<ol style="list-style-type: none"> <li>1. Speed limit compliance</li> <li>2. Rules and processes for giving way</li> <li>3. Use of mirror and head checks</li> <li>4. Early hazard identification</li> <li>5. Approach and exit options from delivery points</li> <li>6. Sorting/scanning mail</li> <li>7. Correct use of the footpath</li> <li>8. Professionalism/operator conduct</li> <li>9. Consequences of improper and/or unsafe footpath use</li> </ol>
Road use and safety	<ol style="list-style-type: none"> <li>1. Speed limit compliance</li> <li>2. Defensive driving techniques including positioning on the</li> </ol>



	road 3. Sorting/scanning mail 4. Road rule compliance 5. Professionalism/operator conduct 6. Early hazard identification 7. Use of mirrors and head checks
Vehicle use and operation	1. Vehicle incidents/accidents policy 2. Alcohol and drug policy 3. Guidelines for vehicle storage, maintenance, and appearance 4. Use of mobile devices and headphones/earplugs 5. Consequences of non compliance with: NZ Post vehicle policies; NZTA rules; local council regulations 6. Daily safety checks/pre ride inspections 7. Traffic offences 8. PPE requirements 9. Professionalism/operator conduct 10. Paxster controls and adjustments 11. Preserving energy/battery 12. Defensive riding techniques 13. Vehicle control skills including: <ul style="list-style-type: none"> <li><input type="checkbox"/> Slow tight manoeuvring</li> <li><input type="checkbox"/> Braking including regenerative and emergency options</li> <li><input type="checkbox"/> Swerving</li> <li><input type="checkbox"/> Curves</li> <li><input type="checkbox"/> Reversing</li> </ul> 14. Loading capacities and weight distribution 15. Vehicle charging

### **Compliance with rules, policies and guidelines**

Due to the high level of interest, from the media, public and others, it's extremely important you follow all rules, guidelines and policies, with the objective of: keeping yourself and others safe, protecting the reputation of New Zealand Post, and enabling ongoing use of electric vehicles for mail delivery

You must comply with all rules, policies and guidelines set by New Zealand Post, NZTA, and local roading authorities, including all relevant rules in the road code.



### **Consequences of non compliance**

Non compliance, in particular when operating on the footpath, increases the risk of death or serious injury for you and/or members of the public, and even minor incidents are likely to be highly publicised and negatively impact on New Zealand Post's reputation and on you as the operator.

New Zealand Post has permission to use footpaths for mail delivery on the condition that all operators comply with rules to minimise the risk of harm to other footpath users and themselves.

Breaking the rules of footpath operation means the vehicle is then operating on the footpath illegally, and as a result the local roading authority may ban New Zealand Post from operating all electric vehicles on the footpath.

Non compliance could also result in prosecution of New Zealand Post and/or yourself under the Health and Safety in Employment Act. This can lead to you having to appear in court, receiving a fine (usually \$1000), and a potential loss of your licence.

Failing to comply, including vehicle misuse and/or neglecting to maintain the vehicle in accordance with the guidelines, could also result in New Zealand Post withdrawing the vehicle from use or substituting it with another delivery vehicle.



## **Traffic infringements**

Standard road rules apply to use of the vehicle on the road, however the consequences of receiving a traffic infringement on the footpath are far greater.

Breaking footpath rules can result in the local roading authority issuing a cease and desist notice which prevents any further use of electric vehicles. This action will affect you, your peers and New Zealand Post, and creates a very negative public perception.

If you receive any kind of infringement while operating a New Zealand Post vehicle you must inform your leader immediately. This includes infringements received while operating on the road and/or footpath.

Payment of fines and resolving any action arising from traffic offences is the sole responsibility of the person operating the Paxster at the time of the offence.



## **New Zealand Post policies and expectations**

The New Zealand Post Paxster is classed as a company vehicle and is provided to authorised employees/delivery agents to perform their mail delivery role.

1. The Paxster must only be operated by authorised New Zealand Post operators
2. The Paxster must not be used for any other activities
3. Smoking in the Paxster is not allowed

All incidents, infringements, and complaints in relation to Paxster operation are treated seriously, and may result in disciplinary action being taken.

### **What we expect of our operators**

As a Paxster operator you are required to:

1. Ride in a professional manner at all times and demonstrate behaviour that reflects positively upon the reputation of New Zealand Post in the community. This includes being customer focused, and conducting all interactions in a safe, professional, honest, and courteous manner.
2. Operate the Paxster safely and obey all road rules, including staying within all speed limit rules on the road and footpath.
3. Wear all mandatory uniform/PPE items when operating the Paxster. Failure to do this will be considered as serious misconduct
4. Only wear uniform/PPE that is approved for use by New Zealand Post
5. Abide by all New Zealand traffic laws and NZTA regulations (including the road code) and agreements with local councils in relation to Paxster operation
6. Follow all New Zealand Post operating and reporting guidelines and rules for the operation of the Paxster, including meeting all servicing, appearance, safe loading, and reporting expectations





7. Be familiar with instructions in the Incident Report Packet supplied with each vehicle before operating it

#### **Vehicle options**

New Zealand reserves the right to:

- ❖ Remove the vehicle from an operator or substitute with another vehicle (or alternative delivery mode) of any description

if the original criteria for eligibility ceases to apply

if the operator fails to comply with the policies, expectations, and rules for operating the Paxster, including vehicle use and maintenance guidelines

- ❖ Renew the vehicle at the discretion of the New Zealand Post Group
- ❖ Change the vehicle (make and/or model) as required to suit operational conditions
- ❖ Monitor company vehicles for safety and wellbeing, fleet management, and data collection purposes
- ❖ Fit company vehicles with GPS units and/or cameras



## NZTA and local roading authority regulations

When operating the Paxster you must follow the same road rules that apply to driving a car or other light vehicle. In addition to this you must also comply with the rules for operating on the footpath.

### Key rules from the road code

- ❖ Ensure the vehicle displays a current WOF and vehicle licence
- ❖ Never ride under the influence of alcohol or drugs. Medically approved drugs can only be used where vehicle operation is safe
- ❖ No handheld electronic devices (including mobiles) can be used while driving a vehicle
- ❖ A current full (or restricted) licence must be carried with you for the vehicle you are operating

### Rules for operating on the footpath

Rule	Reason
1. Vehicles are limited to a maximum speed of 20 kph (drive to the conditions)	Lower speeds reduce the risk of crashing and also the severity of injuries if a crash does occur
2. Footpath use is allowed for delivery of mail or other products only in areas approved by the local roading authority	When not delivering postal product the vehicle must be driven on the road to minimise interaction with other footpath users, and operate in areas approved as safe
3. Electric vehicle operators must give way to pedestrians, mobility devices, and wheeled recreational vehicles	This shows care and consideration for other footpath users and minimises the risk of harm to yourself and others
4. Vehicles must not force another footpath user to step off the footpath, into traffic, or take any other evasive action, or force the other user into an unsafe situation	This reduces the risk of other footpath users being struck by another passing vehicle, which is likely to be moving at least 50 kph, and minimises the risk of harm to yourself and others
5. Vehicles must not block the footpath	Ensures other footpath users have safe passage along the footpath without having to take action to



	avoid the vehicle
6. No driving on berms or grass verges	Operation of a vehicle on the berm/grass verge is illegal. The surface may also be slippery or wet, and the vehicle may sink and/or cause damage.
7. No sorting or scanning mail while driving (or using mobile devices or listening to music)	Inattention and/or distractions are common contributing factors in crashes that caused injury to pedestrians
8. Driveways or other formed access points must be used to exit/mount footpaths. Vehicles must not be driven up or down the kerb	Driving up or down kerbs creates instability which could cause the vehicle to tip or roll and increases the risk of injury
9. Driving on the footpath to avoid traffic is not permitted	Footpath use is only permitted for the purpose of mail delivery, and you must minimise the time other footpath users must share the footpath with the vehicle
10. Driving on the footpath when travelling to or from the delivery branch and any dead rides is not permitted	Ensures operators can travel at a higher more efficient speed on the road, and prevents other footpath users from needlessly sharing the footpath with the vehicle
11. Driving on the footpath is not permitted when there is no mail delivery for some distance ie; 50 m or greater distance between delivery points, except where formal hazard assessment has confirmed road operation is unsafe	Ensures operators can travel at a higher more efficient speed on the road, and prevents other footpath users from needlessly sharing the footpath with the vehicle
12. Driving on the footpath is not permitted in areas where there is high footpath usage at the time the operator will be passing through. This includes: <ul style="list-style-type: none"> <li><input type="checkbox"/> Outside schools, preschools or other learning institutions</li> <li><input type="checkbox"/> Outside hospitals, rest homes or other medical facilities</li> <li><input type="checkbox"/> Outside any retail business which typically trades during delivery working hours</li> <li><input type="checkbox"/> Any industrial area where business</li> </ul>	<p>Avoiding footpaths during times of high pedestrian activity reduces the likelihood of collision between vehicles and pedestrians.</p> <p>In particular areas were vulnerable pedestrians such as children and the elderly should be avoided.</p> <p>Operators do have some discretion over when they travel on the footpaths based on the individual situation. An example of this is use of footpaths near schools during the school holidays when footpath use is minimal may be ok.</p>

- activity extends onto the footpath
- Any other area where there's reason to expect high footpath usage





## **Vehicle maintenance and storage**

As an operator you must perform regular inspections on the Paxster. This includes completing a daily inspection using a checklist (refer to the section “Compulsory daily safety checks” for more information), and also a weekly check where you must check:

- ❖ Warrant of fitness is displayed and current
- ❖ Registration/licence label is displayed and current
- ❖ Servicing information is displayed and up to date
- ❖ Window washer fluid level is topped up

You must also ensure that the vehicle is:

- ❖ Kept in a clean and tidy condition
- ❖ Roadworthy

You are not permitted to perform any modifications or additions to the vehicle.

When not in use the Paxster should be parked in the designated parking space at the delivery branch.



## Incidents and insurance

If you are involved in an incident you are required to follow all incident management processes and guidelines provided by New Zealand Post.

This includes reporting all incidents and near misses to your leader as soon as possible, and completing all relevant documentation within a 24 hour period of the incident/near miss occurring.

You will also be required to cover any associated costs if an incident is found to be caused by careless operation of the Paxster or if any of the following circumstances apply:

- ❖ The vehicle did not have a current warrant of fitness (WOF)
- ❖ The operator did not have a valid licence
- ❖ The operator was under the influence of drugs or alcohol

More information on this process is provided in this guide under the section on “Incident management guidelines”



## Operating the Paxster

This part of the guide provides information on correct use of the Paxster vehicle, including: operator requirements, maximising vehicle performance, safe operation, and appearance guidelines.

### What you need to become an operator

Minimum requirements for the role of a Paxster operator are outlined in this section.

As delivery agents for the New Zealand Post Group, operators must meet all legal and company requirements to perform in this role, including attending and passing vehicle training and assessment.

More information on the New Zealand Post policies and transport regulations can be found in the section on “Operator responsibilities”.

### Licensing

NZTA has classified the Paxster as a light vehicle (LV), which means an operator must hold a current New Zealand class 1 licence. New Zealand Post also requires all operators to have a satisfactory driving record.



Having a full licence is preferable however you can operate a Paxster for a maximum of 6 months on a restricted licence. After this time you must have obtained your full licence to continue as a Paxster operator.



Your licence will need to be carried with you at all times when driving and you must allow your leader to check it on request - at least every 3 months – and also keep a copy of it on file.

## **Performance**

As an operator you must ride in a professional manner at all times, and are required to be physically and mentally able to perform your duties.

This includes taking responsibility for: following road rules, observing speed limits, and demonstrating behaviour that promotes New Zealand Post's reputation as a safe, trusted, reliable, and responsible postal operator.

## **Operating the Paxster controls**

The following section provides an overview of some of the Paxster controls. Further instruction and hands on activities will be provided during the compulsory Paxster operator training.

### **Applying the parking brakes**

The Paxster has two brakes, one on the left hand control and the other located on the left side beneath the seat.

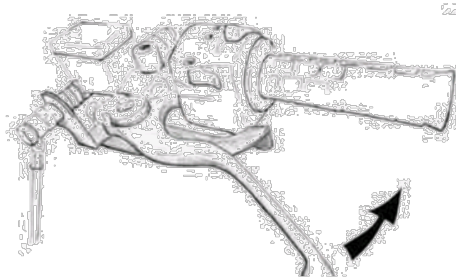
#### **Left hand control brake**

The brake on the left hand control should only be used during short stops where you don't leave the vehicle.

To activate the brake pull the main brake handle towards you and press the small brake handle away from you.

To release the brake pull the main brake handle



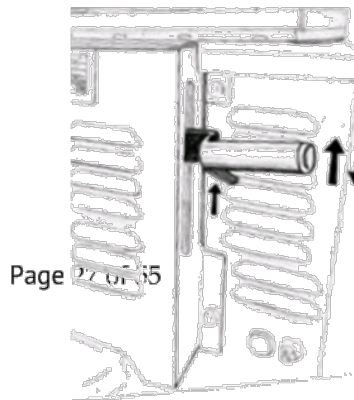


**Under seat hand brake**

The hand brake beneath the seat, on the left, should be used anytime you will be leaving the vehicle.

To engage the hand brake first bring the vehicle to a complete stop (by using both brakes on the hand controls) then pull the main lever up.

Before you start driving, release the hand brake by drawing the short lever (the release) on the handle towards you at the same time as you press down on the main lever until it is completely down.





### **Using the throttle**

The throttle is located on the right hand control, and is used both on its own and in conjunction with the reverse button.

#### **Driving forward**

Turn the throttle toward you in a smooth and gradual motion to accelerate forward

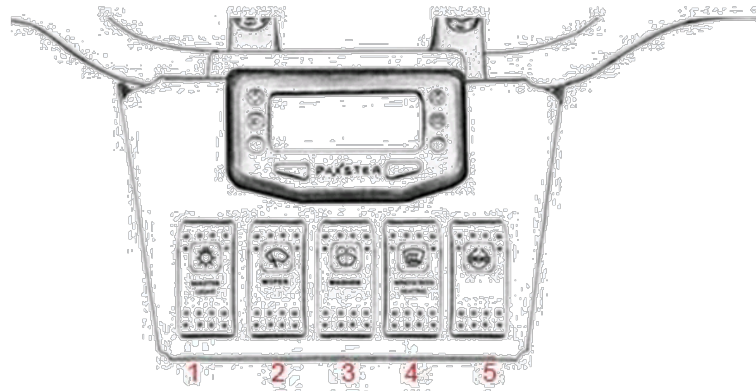
#### **Driving in reverse**

Depress and hold down the yellow reverse button on the left hand control, then smoothly and gradually turn the throttle towards you



**Using the control panel switches**

There are 5 switches on the control panel which are used to operate the: lights, wiper, washer, windscreen heating, and drive mode. Details of the use of each switch are described below



1. Master light switch - must be switched on before you can use the driving and high beam lights (on the left hand control)
2. Wiper switch – this is continuously lit and has three functions:
  - a. Off
  - b. Speed 1
  - c. Speed 2
3. Washer switch – washes the windshield with washer fluid. *NOTE: The washer tank to refill with washer fluid is in the right side pocket*
4. Windscreen heating switch – is for de-icing the windshield in icy conditions. *NOTE: this consumes 200W so should only be used when absolutely necessary*
5. Drive mode switch – has 3 positions as follows:

Position	Mode	Light display
Middle	Eco	No light



Down/back	Winter	Small red light
Up/forward	Power	Large red light

## Maintaining the Paxster battery pack

The Paxster is a battery powered vehicle so it's important to keep the battery pack in excellent working condition. Information on maximising battery use/life is covered over the next few pages.

### 8 steps for conserving battery power

The Paxster has a battery range of approximately 40 to 80 km or 6 to 8 hours travel, but factors such as poor operating, overloading, and incorrect charging after use, can cause this range to decrease.

To achieve the maximum range, and to avoid ending up with diminished performance and/or having to be towed, always follow these 8 simple guidelines for conserving battery power:

Guideline	Reason
1. Check the battery is fully charged before heading out and always leave it charging as long as possible before use	Having a full battery charge maximises the distance you can travel
2. Use Eco mode regenerative braking whenever possible	Regenerative braking restores charge to the battery when the throttle is released NOTE: this is not available in Winter mode
3. Use low beam for your headlights	Using high beam uses more power
4. Be smooth when using the throttle	Reduces the chance of using more power than necessary each time you move off
5. Keep within the safe loading and weight guidelines	Heavier loads consume more battery power
6. Check tyre pressures are correct	Underinflated tyres cause more friction and increase the drain on the battery



7. Limit the use of windscreen heating on the front windscreen	This is intended for de-icing use only as it consumes 200W of battery power
8. Avoid manoeuvring the vehicle from a complete stop	Manoeuvring once the wheels are in motion helps reduce the power required for steering

**Charging guidelines**

It's important to remember how to get the best performance from your vehicle battery and also understand what impacts on overall battery lifespan.

Below are 6 simple guidelines that should always be followed to ensure your battery pack is ready for use and in good condition

Guideline	Benefit/reason
1. Charge the battery after every drive	Extends the battery lifespan and ensures the vehicle is ready for use
2. Never completely discharge the battery	Reduces the risk of battery damage
3. Make sure the vehicle is used regularly and doesn't sit idle for long periods of time	Reduces the risk of battery damage
4. Always remove the charging cable before driving	Vehicle is not ready for operation until the cable is unplugged
5. Keep the charger connected to the power supply whenever the charging cable is connected (to the Paxster)	Ensures the battery charge is constant and the vehicle will be ready for use when unplugged



- 6. Regularly check the battery charger's cable for damage

Damage to the charger cable could result in the user being harmed ie; electric shock injury



## **Battery management**

The Paxster has a built in battery management system (BMS) that optimises and maintains the performance of the battery pack, and helps minimise the risk of battery damage.

The BMS also prevents the battery pack from being overcharged, so you should always leave the battery charging for as long as possible, including leaving it plugged in over weekends.

### **Low voltage warning**

If the voltage in the battery pack becomes too low during vehicle operation, the BMS will put the Paxster in to a protection mode.

Once the protection mode activates the vehicle will slow down and you will no longer be able to drive at a normal speed.

If this happens you'll need to return to your vehicles charging station and connect the charger for up to 14 hours until a full charging cycle has been completed.

### **Charging duration**

It can take up to 14 hours to fully charge the Paxster battery pack, but charging time reduces in warmer temperatures and when the battery hasn't been completely discharged.

If the Paxster has been left charging for more than 2 weeks without being used (not recommended), the BMS lets the battery pack level drop to around 60% before resuming the charging process.

In this situation check the battery charge level before driving and if it's less than 100% start a new charging cycle by unplugging the charger from the socket, waiting for 30 seconds, then plugging the charger back in.



## Charging process

The following section provides information about the charging process, including: identifying the charger status, and completing the charging steps.

### Understanding the charging status

The Paxsters BMS controls the charging process and may involve various stages.

Each stage in the process is indicated by changes to the number of light pulses/blinks on the battery symbol, found on the main instrument panel.

It's normal for the battery symbol light to blink anywhere between 1 to 4 times within a 2 second interval, and descriptions of what these pulses mean is shown below:

No. of blinks/pulses (in 2 secs)	Charging status	Description
1	Pre heating	Indicates the battery pack is too cold and the battery heater has turned on. The BMS then waits until the battery pack is warmer than 0 degrees Celsius before main charging begins
2	Pre charge	Indicates the battery pack is completely discharged. The BMS will maintain a low current charge to all batteries in the battery pack until they have reached a certain voltage.
3	Main charging	Indicates full power is being sent from the charger to the battery pack
4	Balancing	Indicates the BMS is measuring that all batteries in the battery pack have the same voltage (once fully charged), and is adjusting voltage as required





None – Light stays on	Complete	Indicates the charging cycle has finished without any problems – may blink off intermittently but will otherwise remain on
Rapid and continuous	Malfunction	Indicates something has gone wrong during the charging process

**Charging steps**

***Important information***

Always use the grab handle when unplugging/disconnecting the charging cable. Pulling on the actual cable can damage it and this damage will not be covered by the guarantee

***What you need***

- ❖ Knowledge of the battery charging guidelines
- ❖ Knowledge of the charger status
- ❖ A Paxster vehicle to be charged
- ❖ A Paxster battery charging cable
- ❖ A grounded wall power socket (circuit of at least 10A)

***Background***

Battery charging should always be done at a designated electric vehicle charging station.

A full battery charge can take up to 14 hours, but it's ok to charge for longer than this as automated protection prevents the battery from being overcharged.

***Before you begin***

Make sure the Paxster hand brake is activated (on) – located on the left side under the seat

Remove the key from the ignition

***Start here***

1. Plug the charging cable into the wall power socket first
2. If needed switch the power socket on
3. Locate the Paxster charging socket – under the seat adjustment handle
4. Plug the charging cable into the charger socket on the Paxster
5. Check that the battery symbol light on the main instrument panel is flashing a charging status
6. After the battery symbol stays lit up indicating the charge cycle is complete, and only when the Paxster is going to be operated, unplug the charging cable from the vehicle

**Safety and maintenance guidelines**

During Paxster operation keeping yourself and others safe is a top priority, so it's essential that you actively follow all safety and maintenance guidelines.

**Daily safety checks**

One of the best ways to avoid equipment failure is by identifying any potential problems before leaving the delivery branch each day.

Daily safety checks are compulsory for the Paxster, and involve a pre ride inspection and completion of a daily check sheet, that must then be signed by you and your leader, before being filed for auditing purposes.



**PAXSTER**  
 DAILY AND WEEKLY  
 SAFETY & MAINTENANCE CHECK (version 1.4 18052016)

Branch Name: \_\_\_\_\_ Vehicle Registration Number: \_\_\_\_\_ Message: \_\_\_\_\_

Instructions: Highlighted items must be checked and signed for. All other items must be checked and initials marked. All faults, repairs and servicing requirements visible during inspection must be recorded on this sheet and reported to your Team Leader. The sheet must be given to your Team Leader for filing once completed.

Part	Check	Mo	Tu	We	Th	Fr	Sa
Handbrake	Handbrake works and is on before starting checks						
Appearance	Vehicle is clean and well presented						
Damage	No visible damage to the vehicle including scratches, cracks or any impact damage.						
Charge Level	Vehicle is fully charged						
Charger Power Cable & Mains Power Socket	Charger, power cable and wall mains plug are undamaged and work.						
Ignition Switch	Works						
Forward Lighting	Main lights, high beam, low beam work						
Rear Lighting	Tail lights, brake lights						
Indicators & Hazard lights	Front left & right, rear left & right indicator lamps work						
Horns	Works						
Throttle	Throttle operates smoothly and snaps closed						
Reverse Switch	Works						
Front Brake	Front brake works						
Thrust Brake	Works						
Rear Brake	Rear brake works						
Tyre Pressure	All tyres are inflated to 30psi						
Tyre tread and condition	Is tyre tread more than 1.5mm, sidewalls are in good condition and no sign of possible puncture causing objects.						
Seat	Adjusts easily						
Mirrors	Mirrors adjust easily						
Windscreen	Windscreen is clean and no sign of cracks & chips						
Helmets	Is adjusted correctly is clean & in good condition						
UoF	Current and displayed	Expiry Date: 2/1/17					
Registration	Current and displayed	Expiry Date: 2/1/17					
Servicing	Servicing due (stroke valve and current)	Due at: 1/1/17					
Window/Washer	Check water level						

Delivery Agent Initials: \_\_\_\_\_

Comments (Faults, Repairs, Servicing, notes): \_\_\_\_\_

Team Leader Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
 Delivery Agent Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
 Delivery Agent Name: \_\_\_\_\_

You must report any faults identified during these checks to your leader immediately, and if the equipment is unsafe or is not roadworthy it must be removed from operation until an authorised Paxster service agent has resolved any issues.

More information about which items to check, and what you need to look for, is provided on the following pages.



<b>Paxster inspection</b>	<b>Check daily</b>
Hand brake	Is functioning correctly and has been applied before starting inspection
Appearance	Is the vehicle clean and well presented
Damage	Is there any visible damage to the vehicle including: scratches, cracks and any impact damage (ie; dents)
Charge level	Is the vehicle fully charged
Charger power cable & mains power socket	Is the charging power cable undamaged (ie; no wires exposed) Is the mains power outlet undamaged, and no double adaptors or multi power boards are in use
Charge socket	Is the vehicle charging socket damaged
Ignition switch	Is working properly
Forward lighting	Main lights, high beam, and low beam are all working
Rear lighting	Tail lights, brake lights and reversing lights are all working
Indicators & hazard lights	Front left and right, and rear light and right indicator lights are working
Horn	Horn is working
Throttle	Throttle operates smoothly and snaps closed
Reverse switch	Reverse is working
Front brake and park brake	Front brake and park brake are functioning correctly
Tyre pressure	All tyres are inflated to 30psi
Tyre tread and condition	On all tyres the tyre tread is more than 1.5mm, sidewalls are in good condition, and there is no sign of possible puncture causing objects
Wheels	All wheels are in good condition and show no signs of damage or weakening points
Seat	Is adjusted to the correct position for operator and is easy to adjust
Mirrors	Mirrors are correctly adjusted for operator and are easy to adjust
Helmet	Is adjusted correctly for operator is clean and in good condition



Windscreen	Is clean and shows no signs of cracks and or chips
------------	--

**Correct loading and unloading**

Weight limits apply to the Paxster, and the weight must also be distributed correctly. This is to help ensure safe and efficient vehicle operation and to reduce the risk of an unstable and potentially unsafe ride.

**Maximum load capacity**

Below are the maximum weights allowed for the Paxster – this excludes the weight of the operator.

You must never exceed these weight limits, as doing so could result in loss of control and/or equipment failure.

Description	Maximum load capacity (excluding operator weight)
Paxster front loading platform	45 kg
Paxster rear cargo hold load	255 kg
Paxster side cargo hold load	Not applicable – must only be used for small personal items

**Distribute the load correctly**

As well as staying within the maximum load capacity, it's important to properly distribute the weight of the load, and also understand what affect this has on vehicle handling.

Overloading and bad weight distribution can make the vehicle unsafe, by making it unstable and difficult to handle during operation, which then puts both the operator and other road users in danger.

A heavy load also affects the vehicle by reducing the battery range, and increasing the time it takes to speed up, slow down, and make turns.

**Loading guidelines**

These 8 guidelines must be applied when loading and redistributing the load in the Paxster

1. Keep the load low to create a low centre of gravity and make sure that heavy items are loaded lowest. Eg. Always place empty trays at the top of the rear cargo hold and full trays at the bottom
2. Position the majority of the weight at the back of the vehicle, and only move items forward when necessary
3. Distribute the weight as evenly as possible, making sure one side of the vehicle isn't heavier than the other
4. Secure the load (and any personal items) so that no items can fall out or fly forward if you stop suddenly
5. Always lock the rear cargo hold door and remove the key before you get back in the vehicle
6. Only use the front loading platform for items that will be delivered immediately
7. When using the front loading platform always position the flap on the back of the platform so that it grips into the containers lifting handle and use the elastic cord with the steel hook to secure the container in place
8. Never add and/or modify storage accessories on the vehicle



## **Safety during operation**

All delivery agents need to be constantly aware of their surroundings, including identifying any other road and footpath users in the vicinity.

You should also remember that with a top speed of 45 kph your vehicle may be slower than other road users, and due to its smaller size the Paxster may also be harder for other road users to see.

### **Staying alert**

These 3 rules are compulsory for all operators, and help to ensure you remain alert and that unnecessary distractions are reduced - such as noise that can affect the ability to hear oncoming traffic

1. Headphone/earplug use is prohibited during vehicle operation. The only exception is when use is during on the road training and/or assessment with an approved NZ Post instructor.
2. Mobile phones and other mobile devices are prohibited from use while the vehicle is moving. If a mobile device is required you must first stop in a safe place, that isn't blocking the footpath or creating a traffic hazard, and then apply the handbrake before using the device.
3. Sorting and/or scanning mail while the vehicle is moving is prohibited. The vehicle must come to a complete stop before any sorting and/or scanning of mail is done.

### **Safe operation on the road**

Staying safe requires ongoing use of good habits. This includes actions performed before leaving for delivery and defensive driving techniques. Use the tips below and on the next page to stay safe.

- ❖ Complete all daily checks (pre ride inspections)
- ❖ Operate the vehicle according to your skill level
- ❖ Choose a wise road position, and scan ahead, over, or through vehicles to stay aware of developing situations, allow time to make adjustments, including moving away from danger



- ❖ Check your mirrors every few seconds
- ❖ Ride to the conditions
- ❖ Be predictable to other road users – ie; use your indicators and try to avoid stopping suddenly.

Once on the road an operator should create space and protect it. Use the guidelines shown below to help you avoid unnecessary incidents on the road:

Action	Guideline
Choose a wise road position	<ol style="list-style-type: none"> <li>1. Move safely to the right when passing cyclists or parked vehicles</li> <li>2. Move safely to the left when approaching oncoming traffic, particularly heavy vehicles</li> <li>3. Move safely away from any vehicles intending to move into your path</li> </ol>
Identify and avoid hazards	<ol style="list-style-type: none"> <li>1. Scan the road ahead of you and anticipate what you can see</li> <li>2. Stay alert and anticipate potential issues that you can't see</li> <li>3. Concentrate on the road ahead but also be aware of what's happening behind you – ie; traffic building up wanting to pass building up wanting to pass</li> <li>4. Report all hazards to your leader by the end of each day</li> </ol>
Demonstrate safe and consideration driving/riding	<ol style="list-style-type: none"> <li>1. Avoid high speed roads where possible, and if you need to drive in 70 kph areas use the shoulder – if it's not safe to do so report this to your leader.</li> <li>2. When it's a safe option, move to the left and allow other road users to pass you</li> <li>3. When turning right allow enough time to take your road position, don't take risks and if necessary pull over to a safe position and wait for traffic to clear</li> <li>4. When positioned to the right of your lane be watchful of vehicles trying to pass you on your inside</li> <li>5. Avoid sudden direction changes as this may cause the vehicle to tip</li> <li>6. Ensure both Paxster rear wheels remain on the ground to maintain stability</li> <li>7. Brake to a safe speed before turning</li> <li>8. Create enough room to stop in an emergency by allowing a 3 second following distance between you and the vehicle immediately in front of you</li> <li>9. Adjust and monitor your speed to match situations</li> <li>10. Stay away from danger</li> <li>11. Always comply with all traffic laws, including operating within speed limits</li> </ol>
Night riding/driving - dusk till dawn	<ol style="list-style-type: none"> <li>1. Turn the vehicle lights on when operating between dusk and dawn</li> <li>5. Wear approved hi-vis reflective PPE/uniform</li> </ol>





**12 rules for safe operation on the footpath**

Paxster operators will often need to share the footpath with other users such as pedestrians, animals, and other vehicles. This means operators need to maintain awareness of other footpath users, and always show consideration and respect when sharing the footpath.

The 12 key rules all operators are required to use for safe and considerate operation on the footpath are as follows:

1. Never travel faster than 20 kph (ride to the conditions)
6. Never sort and/or scan mail while riding or driving
7. Always give way to all pedestrians, mobility devices or wheeled recreational devices being used on the footpath
2. Ensure you do not block the footpath
3. Do not ride on grass verges
4. Avoid the footpath if there is high footpath usage at the time the vehicle is passing the area – ie; outside schools, hospitals, retail and industrial areas where activity extends onto the footpath
5. Always use the road when riding to or from the delivery branch and for any dead rides – don't use the footpath
6. Always use the road when riding between delivery points that are far apart ie; 50m or more including near educational facilities and rest homes
7. Only ride on the footpath for the purpose of delivering mail or other New Zealand Post products – footpath riding to avoid traffic is strictly prohibited
8. Only use the footpath in areas permitted and approved by the road controlling authority
9. Always enter and exit the footpath from driveways or similar access points, and never drive the vehicle up/on or down/off the kerb
10. Always operate on the left hand side of the footpath – riding in the same direction as the road traffic - unless given specific instruction by your leader



**Tips for ergonomic and correct driving style**

- ❖ Adjust the seat so you're sitting gripping the handlebars and your back is at a nearly 90 degree angle with the ground
- ❖ Try to set the wheels in motion before you start manoeuvring the vehicle
- ❖ When riding over a bump try to go at a 45 degree angle so that one wheel passes over before the others



**Hazard identification and reporting**

Hazards can appear in many places, so you need to use caution while out and about, remain alert for any potential hazards, and recognise how to avoid them - especially when operating on the footpath.

Ensure you perform all actions below every time you operate the Paxster, as they'll help you to identify and avoid hazards. When you identify a hazard (even if you avoid it) you must also report it to your leader as soon as possible.

Action	Reason
Always Stop – Deliver – Read – Ride <input type="checkbox"/> Stop at the delivery point <input type="checkbox"/> Deliver the mail <input type="checkbox"/> Read the address for the next delivery point <input type="checkbox"/> Ride to the next delivery point	Sorting and scanning mail while the Paxster is moving is extremely dangerous as it takes both your attention and your eyes off the road/footpath and could result in a serious incident
Perform a 12 second scan <input type="checkbox"/> Down the footpath to plan delivery <input type="checkbox"/> Between delivery points	The Paxster take up more space than other delivery modes and are therefore exposed to more hazards
Continuously check mirrors	To be aware of anything that may be approaching from behind
Perform head checks <input type="checkbox"/> Each time you move off <input type="checkbox"/> Whenever you change direction	Like most vehicles the Paxster has blind spots so head checks are essential to spot any potential hazards, ie; children playing or other vehicles
Be aware of time and day <input type="checkbox"/> Roads and/or footpaths may be busier at certain times of day and on specific days of the week	Monday to Friday may have school drop off (approx 8am – 9am) and school pick up (approx 2:30pm – 3:30pm)  Saturday may have school sports drop off and pick up  Rubbish days will mean rubbish bags/bins are out and a rubbish truck will be in the area
Stay on the look out for children	Children may be curious and could want to take a closer look at the Paxster and trailer  They may also be small and harder to see and could run out



---

on the footpath unexpectedly

---

## Incident management guidelines

An incident is an unplanned event that either has the potential to or does result in harm and/or damage to people, vehicles, equipment, or the environment.

In the event an incident does occur you will need to follow the investigation and reporting processes outlined in the following section. This is compulsory for all near misses, collisions, accidents or vandalism incidents.

### After an incident

There are two key processes following an incident, the first covers what to do while still at the scene, and the second covers the reporting process.

#### At the scene

When an incident results in damage this isn't a good experience for anyone involved. Do your best to remain as calm as possible and ensure you maintain a professional manner at all times.

The 4 steps to remember for managing incidents at the scene are:

1. Exchange details with anyone else involved in the incident
2. Contact the police
3. Contact your leader
4. Take photos of the incident scene and of any damage to vehicles and/or property that was caused by the incident

You will also need to remember the following 3 rules if you're involved in an incident

1. Do not sign any statements regarding responsibility for the incident
2. Do not discuss details of the incident with the media or other external parties, unless they are authorised representatives for New Zealand Post (ie; our insurance providers) or New Zealand Police



Do not share incident details, including any images, on social media



3.

**At the branch**

After any incident New Zealand Post requires the details to be reported in writing within 24 hours. There are 2 forms that may need to be completed for reporting purposes.

1. HS1 form – this must be filled in for all incidents including near misses.



**EXAMPLE**  
**HS1 Form Incident & Injury Report**

**Date & Time:**

Of Incident: Date: 17-1-2012 Time: 11:30am Of Report: Date: 17-2-2012 Time: 11:45am

**Reported by**

Employee name: Fred Jones Employee contact: (09) 336 8449  
 Employee ID: 076543

**Reported to:**

Employee name: Jane Smith Employee contact: (09) 336 8333  
 Employee ID: 123477

Incident location (physical address): 122 KERAWYN AVENUE, EAST TAMAKI, AUCKLAND

**Description of incident**

Please record the facts as they took place, including physical address. Attach another page if necessary.  
 Note: Improvements are to be recorded later in this form.

I was rushing to empty a VLD of frayed mail. I bent over the back of VLD to lift out a tray and felt pain in my lower back

**Type of incident**

- |  |   |   |
|--|---|---|
| <input type="checkbox"/> Customer incident | <input type="checkbox"/> First aid                      | <input type="checkbox"/> Lost time injury |
| <input type="checkbox"/> Near miss         | <input checked="" type="checkbox"/> Pain and discomfort | <input type="checkbox"/> Fatal injury     |
| <input type="checkbox"/> Property damage   | <input type="checkbox"/> Medical treatment injury       |   |

**Which of the below best describes the nature of the incident (mechanism)**

- |  |  |
|--|--|
| <input type="checkbox"/> Bitten/stung by animal, insect or spider                          | <input type="checkbox"/> Contact with chemical or biological substance                       |
| <input type="checkbox"/> Cuts or abrasions   | <input type="checkbox"/> Cycling accident  |
| <input type="checkbox"/> Exposure to mental stress factors                                 | <input type="checkbox"/> Exposure to noise   |
| <input type="checkbox"/> Exposure to UV light  | <input type="checkbox"/> Falls from cycles and motorbikes                                    |
| <input type="checkbox"/> Forklift accident   | <input type="checkbox"/> Hit or struck by a person   |
| <input type="checkbox"/> Hitting or being hit by objects or equipment                      | <input type="checkbox"/> Motor vehicle accidents   |
| <input type="checkbox"/> Motorbike accident  | <input type="checkbox"/> Overweight mail bags / product / inwards goods                      |
| <input type="checkbox"/> Rubbing and chafing   | <input type="checkbox"/> Slips, trips and falls  |
| <input type="checkbox"/> Strains or sprains from repetitive movement                       | <input type="checkbox"/> Strains or sprains with no objects being handled e.g. over reaching |
| <input checked="" type="checkbox"/> Strains or sprains while handling objects e.g. lifting | <input type="checkbox"/> Trapped by moving machinery   |

**Basic cause of incident (from Incident Investigation Guidelines)**

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Behaviour         | <input type="checkbox"/> Communication                         |
| <input type="checkbox"/> Design / engineering process | <input type="checkbox"/> Feedback systems                      |
| <input type="checkbox"/> Initial employee selection   | <input type="checkbox"/> Maintenance                           |
| <input type="checkbox"/> Procedural issue             | <input type="checkbox"/> Purchasing / equipment specifications |
| <input type="checkbox"/> Supervision                  | <input type="checkbox"/> Training / competency                 |

**Has a new hazard been identified from this incident?**

- Yes  If yes, please contact your Safety and Wellbeing Specialist for further information on hazard investigation.  
 Or complete HZM01 Hazard report and Assessment form.

No

**Investigation of incident (Manager's investigation notes)**

Fred was rushing because it was nearly time for lunch. He took a short cut by bending over the rear of the VLD, instead of the front where the door was open. This was an unsafe act and he didn't follow the correct manual handling procedure.  
 (NOTE: All Serious Harm and Lost Time Injury incidents must have an INVO1 Incident Investigation form completed)



2. NZI Vehicle Accident report form – this form has 4 pages that will need to be completed if the incident resulted in any damage or injury





**NEW ZEALAND POST GROUP - DETAILED CAR AND VAN ACCIDENT REPORT**

(Warning: If you supply any false information, knowing that it is not true, then the insurer NZI (a business division of IAG NZ Limited), shall have the right to refuse the claim.)



Please return the completed form to Gareth Ayling at NZI email: [gareth.ayling@nzi.co.nz](mailto:gareth.ayling@nzi.co.nz) | 04 903 4217  
and copy in Paul Booth email [paul.booth@expresscouriers.co.nz](mailto:paul.booth@expresscouriers.co.nz) | 09 336 8052 | 021 064 6758

**SECTION A: TO BE COMPLETED IN FULL**

Insured: New Zealand Post Limited Policy Number: 17-NZPOSTS-VMS

**Business Group:** Please note this section must be completed for your claim to be processed  
(You must select one of the following)

- |  |  |
|--|--|
| <input type="checkbox"/> Express Couriers (includes CourierPost) | <input checked="" type="checkbox"/> NZ Post (includes Datam, Rural Post, Mail Centres) |
| <input type="checkbox"/> Kiwibank                                | <input type="checkbox"/> Reach Media   |
| <input type="checkbox"/> Localist                                | <input type="checkbox"/> Delivery  |
|  | <input type="checkbox"/> Convergix Group   |

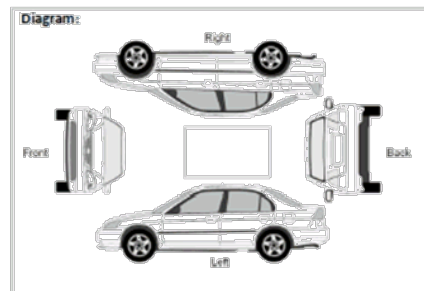
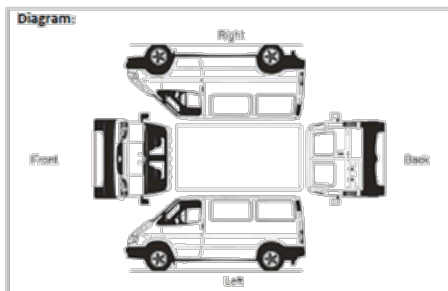
Department ID (Cost Centre Number):  Privately owned vehicle:  Yes  No  
*Please note: Cost Centre Number MUST be included above.* *(indicate if a privately owned vehicle being used for business purposes at the time of the accident)*

Particulars of vehicle: Registration Number:  Year:  Make:  Model:  Style (Sedan, Hatch, Wagon, Utility etc):

When did the accident occur: Time:  am/pm Date:

Location of the accident: Street:  Town:

What is the damage to the vehicle:



Vehicle location/repairer:





### **Incident investigation**

Your leader and a SWAG member are required to investigate all vehicle incidents, including any near misses and/or property damage that involved a mail delivery vehicle.

Regardless of who was at fault, the operator involved in the incident may be required to undertake a drug and alcohol test within 8 hours of the incident occurring. A request for testing will be made when there is reasonable cause and is in line with New Zealand Post policy.

### **Insurance**

New Zealand Post Group provides insurance cover for all company vehicles, including the Paxster. This does not cover any personal property held in the vehicle though.

After New Zealand Post and our insurance provider complete a full investigation, costs may be recovered from the operator if the incident cause was due to careless operation, or failure to comply with all New Zealand Post policies and guidelines and/or New Zealand transport regulations.

## **Regular vehicle servicing and licensing**

As the Paxster operates on the road it must remain roadworthy and display a current WOF and vehicle licence (rego) label.

### **Servicing**

You are required to report any servicing needs for your vehicle to your leader. Regular Paxster servicing must also be scheduled, by your leader, for every 2500km. For all servicing requirements it's compulsory that they are only performed by an authorised Paxster servicing agent.

### **Licensing and Warrant of Fitness (WOF)**

You must check that the Paxster displays the correct WOF and licence label, and you must report any problems with these to your leader.



3 year WOFs are issued to each new Paxster, with annual checks needed once they expire.

As long as the WOF is current, payment of licensing fees and the posting out of licence labels is managed by Custom Fleet on behalf of New Zealand Post



## **Cleaning the Paxster**

Keeping the Paxster clean and tidy is an important part of promoting the New Zealand Post brand.

It also shows that operators for New Zealand Post take pride in their overall appearance (uniform/PPE and vehicle) while performing their role.

You must use the following guidelines for keeping the Paxster looking at its best

- ❖ Always remove the key from the Paxster ignition and apply the handbrake before you start washing
- ❖ Wash at least once a week
- ❖ Use water with a mild car or motorcycle wash and a soft cloth or sponge
- ❖ Rinse off with an ordinary hose
- ❖ Never use a high pressure cleaner on the Paxster as this can damage the vehicle



## **Uniform/PPE guidelines**

The New Zealand Post brand is easy to identify so the appearance of our operators will have an impact on our image and reputation in the community.

Always wearing a clean and tidy uniform/PPE is an important part of creating a positive public image.

All employees and contractors that operate a Paxster must wear and correctly maintain the following company issued and approved PPE.

- ❖ **Helmet:** must comply with one or more of the approved international standards
- ❖ **Shoes:** provide ankle support, be lightweight, offer protection and have adequate grip
- ❖ **Gloves:** fingerless gloves
- ❖ **Uniform:** mid-range vehicle padded uniform as being developed for trial by Profile
- ❖ **Hi-vis vest:** required at all times to increase visibility of the operator

These PPE items are supplied to protect you from harm and meet the requirements of relevant NZ Transport consents.

If any of your uniform/PPE needs to be replaced you will need to notify your leader so they can then follow this up.



NEW  
ZEALAND  
POST  
GROUP

Approval for the Footpath Operation of Electric  
Delivery Vehicles (Wellington City Council)

---

In the Jurisdiction of Wellington City Council  
May 2017

**1 Application**

New Zealand Post has applied to Wellington City Council as the road controlling authority for approval to operate its electric delivery vehicles on the footpath within the jurisdiction of Wellington City.

This document serves as approval of this application and outlines the conditions and rules that New Zealand Post must abide by in its operation of delivery vehicles.

This approval gives effect to the exemptions granted to NZ Post by NZTA over section 2.13 of the Land Transport (Road User) Rule 2004, and satisfies the condition that the Road Controlling Authority must authorise NZ Post’s application, as specified in the exemption letters.

**Application lodged on behalf of New Zealand Post:**

<b>Name</b>	Alan Court	<b>Designation</b>	GM, Transport
<b>Signature</b>		<b>Date</b>	

**Application Approved on behalf of Wellington City Council:**

<b>Name</b>		<b>Designation</b>	
<b>Signature</b>		<b>Date</b>	

**2. Contents**

This document includes:

- Section 3 - Background to the need for this approval
- Section 4 - Description of the approved vehicle
- Sections 5 - 10 - NZ Post’s guidelines, rules and processes to manage the approved activity
- Appendix 1 - Schedule of the approved activity
- Appendix 2 - Map of the postal rounds showing exclusion zones for approval
- Appendix 3 - Round Assessment Information detailing known hazards (schools, early childhood centres, rest homes etc)
- Appendix 4 New Zealand Post Training Guide for Paxster Operators (Attachment 1)
- Appendix 5 - New Zealand Post Safety Management Plan (Attachment 2)
- Appendix 6 - Council Information Document
- Appendix 7 - Summary of planned communications to residents and businesses



### **3. Requirement for footpath access**

Changes in customer demand means New Zealand Post needs to change the ways it delivers postal products. The introduction of an Integrated Delivery Agent allows for greater efficiency and more flexibility as to the products that can be delivered, in-line with changing customer expectations. This is complementary to maintaining the level of service specified by New Zealand Post's Deed of Understanding mandated by the New Zealand Government

The Integrated Delivery Agent requires the use of an electric delivery vehicle, and access to the footpath by those vehicles to deliver mail, parcels and other postal products.

### **4. Electric Delivery Vehicle Descriptions**

This approval relates to the use of New Zealand Post's 4 wheeled electric delivery vehicles used for the purpose of delivering postal product. The vehicle that this approval covers is specified below:

#### **4.1. Lloyds Paxster**

- Classified as a class NA light good vehicle
- Exemption granted to section 2.13 of the Land Transport (Road User) Rule by NZTA, and subject to approval from the relevant road controlling authority to allow footpath access
- Operator must hold a current class 1 licence

### **5. Guidelines for safe operation on the footpath**

New Zealand Post will operate on the footpath in accordance with the policies specified in its Safety Management Plan for electric delivery vehicles. The rules relating to footpath operation are summarised below:

#### **General safety rules:**

- Vehicles will maintain a safe speed on the footpath
- Vehicles must give way to pedestrians, mobility devices or wheeled recreational devices being used on the footpath
  - The vehicle must pull off the footpath if possible as to not obstruct the other user, and come to a complete stop until the user passes.
  - Operators shall keep to the left when travelling on shared cycleway/footpaths
  - The vehicle should never be operated in a way that forces another user of the footpath to step off the footpath, into traffic, take any other evasive action, or force the other user into an unsafe situation.
- Vehicles will not block the footpath
- Vehicles will not ride on grass verges
- All operators should only enter or exit footpaths from driveways or other formed access points. The vehicle should never be driven up or down the kerb.
- All operation shall be on the left-hand footpath of the road except in specifically identified areas

---

**Approval of the Footpath Operation of Electric Delivery Vehicles**  
In the Jurisdiction of Wellington City Council  
New Zealand Post Group





**Riding on the Footpath is not permitted:**

- In areas specifically excluded or not permitted by the Road Controlling Authority
- When travelling to and from the Delivery Branch and any dead-rides
- If there is no mail delivery for some distance i.e. 50m or greater distance between delivery points (unless during a formal hazard assessment it is demonstrated to be unsafe on the road).
- In areas where there is reason for the 'operator' or 'leader' to expect that there will be high footpath usage at the time of the vehicles passing the area.

**6. Additional safety measures**

NZ Post has completed a Safety and Wellbeing assessment of the vehicles and operating model. This assessment identifies risks needing to be eliminated, isolated or minimized in line with its obligations under the Health & Safety Employment Act, including:

- Rounds will be left-hand side delivery to allow for the safe entry of electric delivery vehicles into traffic flow when exiting the footpath
- Operators are required to wear Personal Protection Equipment (PPE) as specified by NZ Post

**7. Complaints and issue resolution**

New Zealand Post commits to investigating any issues raised by the Council in good faith, and the Council commits to working with NZ Post in good faith to ensure the long-term success of the Integrated Delivery agent and use of electric delivery vehicles.

In regards to complaints from the public via the New Zealand Post customer call centre, New Zealand Post commits to either resolving the issue or agreeing a timeline for resolution with the customer within 48 hours of lodging the complaint.

New Zealand Post holds motor vehicle insurance which covers the electric delivery vehicles while being used on the footpath, as well as the road. The insurance includes cover for liability for property damage and personal injury arising out of use of the insured vehicles.

**8. Operators and Training**

All operators of electric delivery vehicles must have completed NZ Post's training programme prior to driving on the footpath, and have passed an assessment administered by an approved NZQA trainer.

**9. Warrants**

Wellington City Council may request that all electric delivery vehicles carry a warrant of authorisation or other documentation demonstrating approval for footpath operation, to be provided by Wellington City Council if required. Vehicles will carry authorisation documentation from NZTA.

**10. Amendment and Review**

This agreement should be reviewed by discussion between NZ Post and Wellington City Council, three years from the signing date. New Zealand Post will continue to operate under the terms of this agreement until advised in writing of any changes or variations that Wellington City Council wishes to add.

---

**Approval of the Footpath Operation of Electric Delivery Vehicles**  
In the Jurisdiction of Wellington City Council  
*New Zealand Post Group*



**Appendix 1: Schedule of Activity**

<b>Applicant:</b> New Zealand Post Group Private Bag 39990 Wellington Mail Centre Wellington 5045	
<b>Description of approved activity</b>	Operation of electric delivery vehicles on the footpath for the purposes of delivery mail, parcels and other postal products.
<b>New Zealand Post Delivery Route References</b>	This approval covers all footpaths and streets in the Wellington jurisdiction, Tawa (Porirua Delivery Branch), with the exceptions shown in Appendix 2 - in these areas vehicles will not operate on the footpath.  If required, NZ Post will apply for approval to operate Paxsters in other areas under the jurisdiction of Wellington City Council, together with the appropriate design and exclusion zone detail for review.
<b>Proposed Footpath Operating Hours</b>	This approval is applicable 24 hours a day, seven days a week.
<b>Proposed Traffic Management and Safety Measures</b>	NZ Post is to abide by measures outlined in its Safety Management documentation: <ul style="list-style-type: none"> <li>• Safe speed limit on footpaths</li> <li>• Electric delivery vehicles to be ridden on formed footpaths only</li> <li>• Riders to give way to pedestrians</li> <li>• Footpath only to be used when delivering mail &amp; other postal items</li> <li>• Roadway to be used when there is some distance (50m+) between delivery points</li> <li>• New Zealand Post to provide training for operators</li> </ul>
<b>Public Notification</b>	A copy of Wellington City Council approval to be sent to the New Zealand Police - Wellington Branch NZ Post to implement communications plan on implementation
<b>Commencement Date</b>	
<b>Review Date</b>	(3 years after commencement date)

**Approval of the Footpath Operation of Electric Delivery Vehicles**  
 In the Jurisdiction of Wellington City Council  
 New Zealand Post Group



<b>Responsible persons</b>	Alan Court General Manager, Transport E: <a href="mailto:alan.court@nzpost.co.nz">alan.court@nzpost.co.nz</a> mailto:alan.court@nzpost.co.nz M: 027 447 6401
----------------------------	---

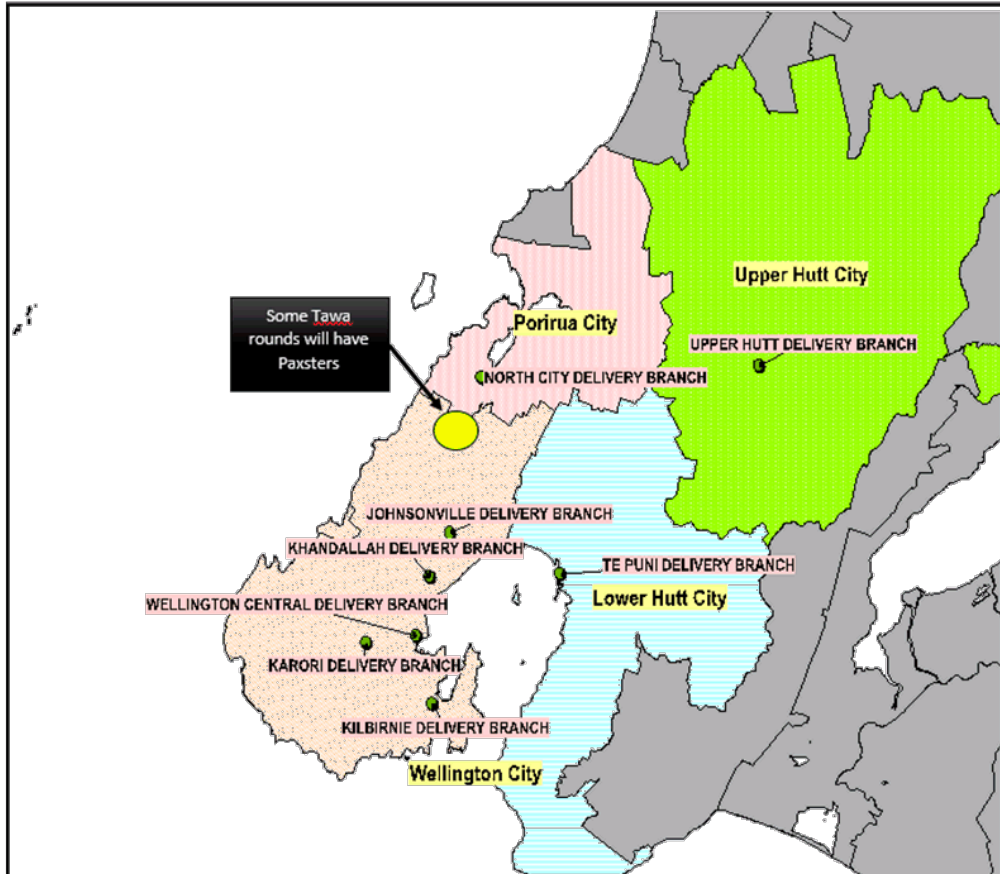
---

**Approval of the Footpath Operation of Electric Delivery Vehicles**  
In the Jurisdiction of Wellington City Council  
*New Zealand Post Group*



### Appendix 2: Exclusion zones

The Map below shows the entire boundary of the Wellington City Council as a footpath exemption. This covers all the delivery branches in the Wellington City Council catchment. The only affected delivery branch is the North City Delivery branch, based in Porirua.

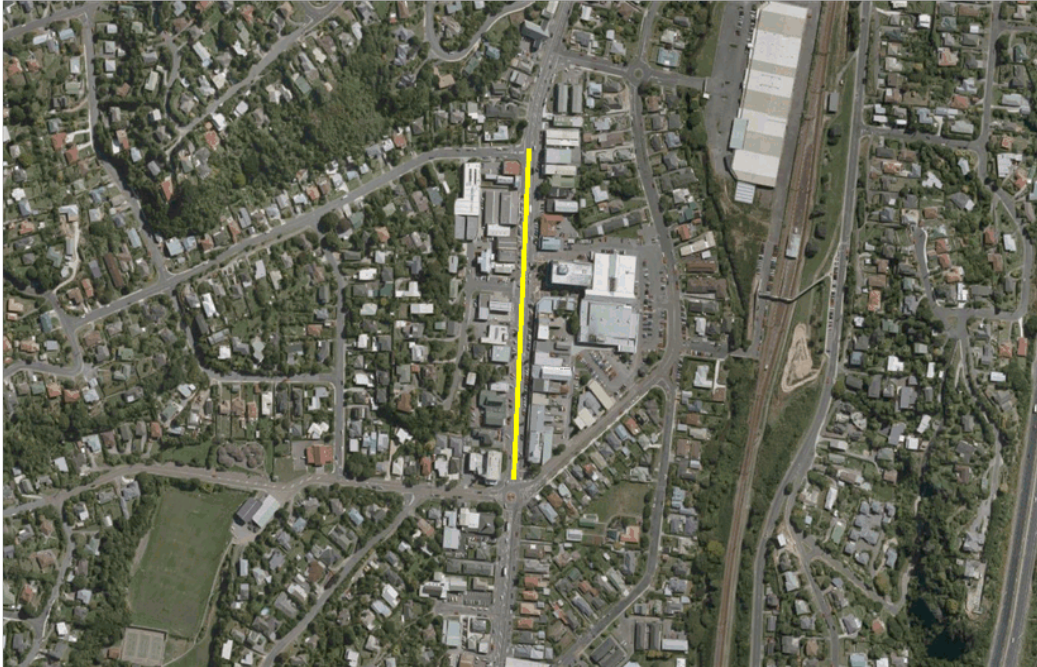


The Wellington City Council areas only include delivery in the suburb of **Tawa**. Vehicles will not operate on footpaths in the area marked in yellow on the map below.

Approval of the Footpath Operation of Electric Delivery Vehicles  
In the Jurisdiction of Wellington City Council  
New Zealand Post Group



**Tawa Shopping Centre - 169-215 and 160-236 Main Road**



**Approval of the Footpath Operation of Electric Delivery Vehicles**  
In the Jurisdiction of Wellington City Council  
*New Zealand Post Group*



**Appendix 3: Round Assessment Report**

**North City Delivery Branch**

This delivery branch has 1 team. The round numbers which deliver in the Tawa area are:

- NCD 015
- NCD 016
- NCD 017 partial
- NCD 018
- NCD 019
- NCD 020
- NCD 032

**Known Hazards:**

Detailed below are the rest homes, hospitals, schools and early childhood centres located within this branch catchment. As per our safety management plan we will not use the Paxster vehicle on the footpath during high traffic times:

**Rest Homes/Hospitals:**

Round No.	Street No	Street	Name of Rest Home/Hospital
Ncd018	42	Main Road	Redwood Village
Ncd019	14	Sunrise Blvd	Longview Resthome

**Schools/Childcare Centres:**

Round No.	Street No.	Street	Name of School/Childcare Centre
Ncd016	38	Duncan Street	Tawa College
Ncd016		Ranui Terrace	Tawa Intermediate
Ncd016	60	Raroa Terrace	Green Acres School
Ncd016	1	Ranui Terrace	Ranui Playcentre
Ncd016	58	Ranui Terrace	Linden Primary School
Ncd016	9	Matai Street	He Huarahi Tamariki
Ncd017	12b	Mexted Terrace	Tui Park Kindergarten
Ncd018	71	Main Road	St Francis Xavier
Ncd018	6a	Oxford Street	Tawa School
Ncd018	21	Oxford Street	Tawa Central Kindergarten
Ncd018	57	Oxford Street	Tawa Community Kindy
Ncd019	71a	Redwood Avenue	Redwood School
Ncd020	20	Kenepuru Drive	Viard College
Ncd020	25	Main Road	Kindercare
Ncd020	60	Raiha Street	Faavae Mautu

**Approval of the Footpath Operation of Electric Delivery Vehicles**  
 In the Jurisdiction of Wellington City Council  
 New Zealand Post Group



Ncd020	58	Raiha Street	Seventh Day Adventist
Ncd032		Rimu Street	Hampton Hill School
Ncd032	28	Victory Crescent	Brian Webb Kindergarten
Ncd032	55	Victory Crescent	Nga Hauranga Kohanga Reo

**Appendix 4: NZ Post Training Guide for Paxster Operators**

Provided as a separate document - Attachment 1

**Appendix 5: NZ Post Safety Management Plan**

Provided as a separate document - Attachment 2

---

**Approval of the Footpath Operation of Electric Delivery Vehicles**  
In the Jurisdiction of Wellington City Council  
*New Zealand Post Group*





## **Appendix 6: Council Information Document**

### **New Zealand Post Group - Introduction of New Electric Delivery Vehicle**

#### **Introduction**

New Zealand Post is planning to introduce a new postal delivery electric vehicle in metro and city areas around New Zealand over the next year.

The first area where these vehicles are being rolled out is in Auckland, starting in Glenfield and Birkenhead on the North Shore in September 2016, and followed by other parts of North Shore and West Auckland in early 2017. The new vehicles have also been recently introduced in Oamaru, Invercargill and Ashburton which were selected as the first smaller sites for the roll out.

This information sheet explains why we're introducing the new delivery vehicle and information on the vehicle itself.

#### **Why are we introducing a new vehicle?**

The number of letters being sent by mail continues to fall significantly and the volume of parcels being delivered to people's homes is increasing with the rise in online shopping. As the needs of our customers change, it makes sense to look at using different types of vehicles that are smaller than a van, but can carry more than a bicycle.

New Zealand Post is responding to the challenge of building a sustainable business for the future and has extensively researched what international postal organisations are doing to effectively manage the changes in the market. One of the ideas that has been successfully introduced in Europe is the use of new electric vehicles that have the capacity to carry more parcels and mail, are suited to a wide range of terrain, and can operate for longer without the battery needing to be re-charged.

Since early 2014 we have undertaken thorough and rigorous testing of two potential new delivery vehicles on the footpath in residential areas, firstly in Lower Hutt, Wellington, then parts of Auckland and more recently in New Plymouth.

Overall results have shown that the four-wheeled electric Paxster vehicle is quick and efficient for mail delivery. Customers and the public are also supportive and positive of New Zealand Post's new delivery approach.

Based on our results, we've introduced the Paxster vehicle into our delivery fleet this year.

#### **The Paxster vehicle**

Key features include:

---

**Approval of the Footpath Operation of Electric Delivery Vehicles**  
In the Jurisdiction of Wellington City Council  
*New Zealand Post Group*





The four-wheeled Paxster vehicle has been classified by NZTA as a Light Goods Vehicle (Class NA) and can be driven on the road. In order for the Paxster to be used on the footpath, NZTA has granted a formal exemption from Road User Rule Clause 2.13(1) of the Land Transport (Road User) Rule 2004.

The vehicle is small and manoeuvrable enough for Delivery Agents to safely deliver mail to residents from the footpath, and can travel fast enough on roads to be safe and efficient in traffic to enable Delivery Agents to travel to their delivery rounds.

The battery powered Paxster is eco-friendly and will complement many of the other initiatives New Zealand Post are undertaking to reduce our environmental footprint. We have ambitious greenhouse gas reduction goals through to 2020 and this investment in the electric vehicles will support us reaching those targets. Plus, they have also been designed with recycling in mind so, when they come to the end of their life, the plastic, aluminium and steel components and batteries can all be easily separated and recycled.

**New Zealand Post contact person**

Marion Schrama  
Regional Service Delivery Manager - Wellington  
New Zealand Post  
04 470 2000 or 027 214 471  
[marion.schrama@nzpost.co.nz](mailto:marion.schrama@nzpost.co.nz)

**Approval of the Footpath Operation of Electric Delivery Vehicles**  
In the Jurisdiction of Wellington City Council  
New Zealand Post Group



**Appendix 7: Summary of Planned Communications to Residents and Businesses**

<p>NZ Post plans to inform residents and businesses in Wellington through several channels around the time the new delivery vehicles become visible on the streets as part of driver training.</p>	
<b>Local Media</b>	<p>Prior to the commencement of driver training, a media release will be distributed to local agencies to explain what’s happening and provide detail on the Paxster and its operation.</p>
<b>Stakeholders</b>	<p>Prior to the commencement of driver training, stakeholders (eg local business associations, chambers of commerce, Greypower, community interest groups) will be contacted and provided with information about how we’ll be using the vehicles to deliver mail along with parcels in local residential neighbourhoods.</p> <p>Stakeholders will be encouraged to share this information with their members.</p>
<b>NZ Post Website</b>	<p>Information about the vehicles, how we will use them, safety etc. will be available on the NZ Post website (<a href="http://www.nzpost.co.nz">www.nzpost.co.nz</a>). Frequently Asked Questions (FAQs) will be included. People who have additional questions will be directed to an 0800 number and email address.</p>
<b>Customer Service Centre</b>	<p>Residents and businesses can ask questions and get further information by calling NZ Post’s Customer Service Centre on 0800 501 501.</p>



---

## REMUNERATION REVIEW 2017

---

### Purpose

1. The purpose of this report is to provide Community Board members with information about the Remuneration Authority (RA) Remuneration Review 2017, and to canvas feedback related to community board remuneration.

### Summary

2. The RA is proposing a new remuneration framework. This framework maintains a number of existing approaches including a 'total remuneration' approach rather than meeting fees and a size index for relativity between councils (although sizing factors and weighting will change). However, there are also new elements being proposed. These include a 'base pay' dependent on council size for Mayors (that recognises this position is full time) and a governance/representation 'pool' for other elected member positions, including community board members.
3. The RA is looking at a new approach that, while providing a fiscal framework, would put the decisions about elected member remuneration into the hands of the local council. The RA are looking at setting a total 'governance/representation pool' that each council would distribute.
4. The RA suggest that if council does not want to cover remuneration for its community boards from the proposed governance/representation pool, then a targeted rate should apply to the area represented by a particular community board.
5. The RA consider it important that the functions undertaken by any community board are clearly and transparently defined by council and that all community board delegations should be by way of a formal council resolution.

### Recommendations

That the Tawa Community Board:

1. Receive the information.
2. Provide collective feedback to Democracy Services regarding the following questions related to community board remuneration:
  - Should community board remuneration always come out of the council governance/representation pool?
  - If not, should it be funded by way of a targeted rate on the community concerned?
  - If not, what other transparent and fair mechanisms are there for funding the remuneration of community board members?

### Background

6. The Remuneration Authority (RA) sets the base remuneration, allowances and expenses for all elected members, including community boards.
7. When making decisions, RA must:
  - Achieve and maintain fair relativity with remuneration received elsewhere

- Be fair to individuals and groups
- Have regard for ratepayers
- Recruit and retain competent persons

And take into account:

- Requirements of the positions
- Conditions of service
- Any adverse economic conditions

8. The 2017 remuneration review has been done in two parts:
  - Part two – immediate proposals (consultations were done earlier in the year with feedback provided to RA. The 2017 Determination has now been published and changes came into effect in Sept, but backdated to 1 July).
  - Part three – longer term proposals (provide feedback to RA by 15 December 2017, with any changes to the framework implemented in 2019).
9. As with the immediate proposals, RA is seeking the views of councils, not individuals.

## Discussion

10. Under the current system used by RA for local government members, a base councillor rate is set for each council. Submissions for additional remuneration for those councillors undertaking additional duties can be made by councils.
11. Under the system, a relationship between the size of a council (measured using a size index) and mayor, chairperson, and base councillor salaries is determined every 3 years in an election year.
12. A similar approach is used to set the remuneration of community board members, where the remuneration of each board member is related to the population.
13. The new framework being proposed maintains a number of existing approaches:
  - a 'total remuneration' approach rather than meeting fees
  - a size index for relativity between councils (although sizing factors and weighting will change)
  - a 'pay scale'
  - review every 3 years
14. However, there are also new elements being proposed. These are:
  - a new formula for Council sizing
  - a 'base pay' dependent on council size for Mayors (that recognises this position is full time)

- a governance/representation 'pool' for other elected member positions
  - a local government pay scale.
15. The RA is looking at a new approach that, while providing a fiscal framework, would put the decisions about councillor remuneration into the hands of the local council. RA are looking at setting a total 'governance/representation pool' that each council would distribute. The pool would be linked to the size of the council and would be irrespective of the number of elected members.
16. The RA is proposing to set mayor/chair roles as full time, and therefore set the salary, but it would be included in the governance/representation pool allocated to each council. Remuneration for all other positions – councillors, deputy mayor/chair, chairs of committees, portfolio holders and community board members – would be allocated from its own pool by each council. The councils' proposed allocations would be forwarded to RA for inclusion in the Determination.

### **Options for Community Board remuneration**

17. The RA suggest that if council does not want to cover remuneration for its community boards from the proposed governance/representation pool, then a targeted rate should apply to the area represented by a particular community board. However, councillors appointed to represent the council on community boards would be paid from the pool.
18. The RA consider it important that the functions undertaken by any community board are clearly and transparently defined by council and that all community board delegations should be by way of a formal council resolution.
19. The specific questions RA is asking feedback on related to community board remuneration are:
- **Should community board remuneration always come out of the council governance/representation pool?**
  - **If not, should it be funded by way of a targeted rate on the community concerned?**
  - **If not, what other transparent and fair mechanisms are there for funding the remuneration of community board members?**

### **Next Actions**

20. A workshop with Councillors was facilitated on 3 October to address the key questions raised in the Remuneration Authority consultation document. Consultation with the Makara/Ohariu and Tawa Community Boards – specifically about Community Board remuneration will take place in late October and early November.
21. Democracy Services will collate all feedback and prepare the submission document. This will go to a City Strategy Committee for adoption (we will advise a date soon) and will then be sent to the RA before 15 December.
22. Democracy Services will keep you informed about the outcome of the review.
23. Any changes to the remuneration framework will be implemented in 2019.

### **Attachments**

Nil

Author	Angela Sopp, Senior Democracy Advisor
Authoriser	Crispian Franklin, Governance Team Leader



---

## **SUPPORTING INFORMATION**

### **Engagement and Consultation**

A workshop with Councillors was facilitated on 3 October to address the key questions raised in the Remuneration Authority consultation document. Consultation with the Makara/Ohariu and Tawa Community Boards – specifically about Community Board remuneration will take place in late October and early November 2017.

Democracy Services will collate all feedback and prepare the submission document. This will go to a City Strategy Committee for adoption (we will advise a date soon) and will then be sent to the RA before 15 December 2017.

### **Treaty of Waitangi considerations**

Nil

### **Financial implications**

Nil

### **Policy and legislative implications**

Nil

### **Risks / legal**

Nil

### **Climate Change impact and considerations**

Nil

### **Communications Plan**

Not required

### **Health and Safety Impact considered**

Nil



---

## RESOURCE CONSENT APPLICATIONS AND APPROVALS FOR 5 OCTOBER TO 29 OCTOBER 2017

---

### Purpose

1. In accordance with an agreement reached with the Tawa Community Board, the purpose of this report is to advise the Board of all resource consents lodged, along with decisions made by Officers acting under Delegated Authority, on Land Use and Subdivision resource consent applications.

### Recommendation

That the Tawa Community Board:

1. Receive the information.

### Background

2. This report advises the Community Board of resource consents lodged and decisions made during the period 5 October to 29 October 2017.

### Discussion

3. For the period from 5 October to 29 October 2017, there were two applications lodged with the Council.

<b>Service Request</b>	<b>Address</b>	<b>Applicant</b>
395456	343 Takapu Road, Takapu Valley	First Gas
Land use consent for protection work on a gas pipeline in the Takapu Stream bed.		
395459	28A Redwood Avenue, Tawa	Vikas Chaubey
A two lot subdivision and land use consent for associated earthworks.		

4. For the period from 5 October to 29 October 2017, there were five applications approved under delegated authority.

<b>Service Request</b>	<b>Address</b>	<b>Applicant</b>
392964	106 Woodburn Drive, Takapu Valley	Hendrika Catsburg
Subdivision consent for a two lot fee simple subdivision in the Rural Area.		

**TAWA COMMUNITY BOARD**  
**9 NOVEMBER 2017**

<b>387801</b>	<b>13A Tawa Terrace, Tawa</b>	<b>Desmond &amp; Susan O'Sullivan</b>
Land use consent for a new deck.		
<b>391537</b>	<b>4 Turriff Crescent, Tawa</b>	<b>K I and N F Hickling</b>
Subdivision consent for a two lot fee simple subdivision and land use consent for a new dwelling.		
<b>394264</b>	<b>8 Olivia Crescent, Tawa</b>	<b>San Del Rosario Properties Ltd</b>
Subdivision consent for a two lot fee simple subdivision.		
<b>394465</b>	<b>93 Bing Lucas Drive, Tawa</b>	<b>Jay Rama</b>
Land use consent for earthworks and a new dwelling.		

## Attachments

Nil

Author	Nicole Tydda, Manager Cust Serv & BusSupport
Authoriser	Bill Stevens, Resource Consents Team Leader David Chick, Chief City Planner

---

## CURRENT AND UPCOMING COUNCIL CONSULTATIONS AND SURVEYS

---

### Purpose

1. To provide the Tawa Community Board with an update of items upon which Council is currently seeking public feedback and to advise the Board on upcoming items for consultations or surveys the Council is undertaking.

### Recommendation

That the Tawa Community Board:

1. Receive the information.

### Discussion

#### Surveys

2. Electric bikes: Council is currently trialling the use of electric bikes (e-bikes) on selected tracks within our open space network.
3. To understand the impact of the trial, Council is conducting a survey and feedback received will help Council to make a decision as to where e-bikes will be allowed in the open space network.
4. The survey closes at 5.00pm on Friday 15 December, 2017.

#### Current Consultations/Community Engagement

5. Oriental Bay Improvements: Council is proposing changes to make walking and biking on part of Oriental Parade, between Herd Street and Freyberg Pool, better for everyone.
6. The Oriental Bay community working group has agreed on two options for improving this section of the shared path.
7. Council would now like your feedback to help us decide which of these options we'll formally consult on in February 2018.
8. You can provide feedback until 5pm, Monday 13 November.
9. The Council is reviewing issues relating to public places in Wellington.
10. These are governed by the Public Places Bylaw. The bylaw is reviewed every 10 years.
11. As part of the review, the Council is also proposing to restructure the bylaw to make it easier for people to access the information relevant to them.
12. The deadline for feedback by submission is 5pm on Thursday 7 December 2017.

#### Options

13. Should the Board wish to participate in the on-line survey, there is no requirement for the Board to formally ratify this.

14. Should the Board wish to make submissions on the Oriental Bay improvements or the Public Places bylaw review, the Board will need to retrospectively approve this submission at its next meeting, scheduled for 7 December 2017.

### Attachments

Nil

Author	Carline Thomas, Governance Advisor
Authoriser	Crispian Franklin, Governance Team Leader

---

## **SUPPORTING INFORMATION**

### **Engagement and Consultation**

All relevant supporting information and documentation relating to these items are available on Council's website and community input is being sought.

### **Treaty of Waitangi considerations**

Any Treaty of Waitangi considerations will be taken into account.

### **Financial implications**

Any financial implications will be considered.

### **Policy and legislative implications**

Any policy and legislative implications will be considered.

### **Risks / legal**

Any legal implications and risks will be taken into account.

### **Climate Change impact and considerations**

Climate change impacts (if any) will be considered.

### **Communications Plan**

Further information will be communicated once feedback has been analysed and considered.

### **Health and Safety Impact considered**

Health and safety impacts will be considered.





---

## FORWARD PROGRAMME

---

### Purpose

1. To provide the Tawa Community Board with a draft work programme for its amendment and approval.

### Recommendations

That the Tawa Community Board:

1. Receive the information.
2. Amend the work programme if necessary.

### Discussion

2. Below is the draft work programme for the Board's approval and amendment where necessary:

<b>Thursday 7 December 2017</b>	
•	Standing Items: <ul style="list-style-type: none"><li>○ Policing in Tawa</li><li>○ Upcoming Areas of Consultation, engagement or surveys (if any)</li><li>○ Tawa Community Board Discretionary Fund Update</li><li>○ Tawa Community Board Members' reports</li><li>○ Forward Programme</li></ul>

### Attachments

Nil

Author	Carline Thomas, Governance Advisor
Authoriser	Crispian Franklin, Governance Team Leader

---

## **SUPPORTING INFORMATION**

### **Engagement and Consultation**

No consultation or engagement is required.

### **Treaty of Waitangi considerations**

There are no Treaty of Waitangi considerations associated with this report.

### **Financial implications**

There are no financial implications associated with this report.

### **Policy and legislative implications**

There are no policy or legislative implications associated with this report.

### **Risks / legal**

There are no risks or legal implications associated with this report.

### **Climate Change impact and considerations**

N/A

### **Communications Plan**

N/A

### **Health and Safety Impact considered**

There are no health and safety impacts associated with this report.