

**Audit, Finance & Risk Committee  
15 October 2020**

**Report for Agenda Item | Rīpoata moto e Rāraki take 4**

**Department: Corporate Services**

**Title | Taitara QLDC Organisational Health, Safety and Wellbeing Performance**

**PURPOSE OF THE REPORT | TE TAKE MŌ TE PŪRONGO**

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- 1 The purpose of this report is to provide the Audit, Finance & Risk Committee with a regular update on the Health & Safety performance of the organisation.

**RECOMMENDATION | NGĀ TŪTOHUNGA**

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- 2 That the Audit, Finance & Risk Committee:
  1. **Note** the contents of this report.

Prepared by:



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1/10/2020

Reviewed and Authorised by:



Meghan Pagey  
Acting General Manager,  
Corporate Services

1/10/2020

## CONTEXT | HOROPAKI

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- 3 Queenstown Lakes District Council (QLDC) has duties under the Health and Safety at Work Act and subsequent regulations to ensure the safety of employees, and all other persons, at, or in, the vicinity of work or subsequently affected by the work. This duty is upheld through QLDC's safety management system, which is guided by good practice and designed to address operational risks and workforce behaviour.

## ANALYSIS AND ADVICE | TATĀRITANGA ME NGĀ TOHUTOHU

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### Health & Safety Committee Chair: Quarterly Summary

- 4 COVID-19 was still a strong focus from a Health & Safety reporting perspective for the period from 1 June to 31 August, which this report covers. Moving in and out of Alert Levels 1 and 2 had some impact on operations, but in general QLDC staff were well prepared, and managed the transitions between the levels well.
- 5 Safety protocols were in place throughout the response for staff, contractors, and visitors to QLDC sites.
- 6 Again, there was also a clear wellbeing focus for staff throughout, which will continue to be the case as the recovery continues.
- 7 The Health & Safety Manager and the Health & Safety Committee are doing a great job in supporting staff in all aspects, incidents are well recorded, investigated where necessary and guidance given to improve.

### Health and Safety Manager

- 8 This reporting period included a return to Alert Level 2 and the COVID-19 Business Continuity response for the organisation. A summary of this response is covered off in the first instance, with the remainder of the report will addressing the core, standard safety report for the period.

### COVID-19

- 9 With Alert Level 1 lifted on 9 June, from New Zealand's initial COVID-19 response, business operations returned to the 'new normal'. This included consideration of alternate/flexible ways of working for office based-staff. Workplace trials are continuing to test options in this regard.
- 10 A review of the lessons learned through the first response was undertaken by the Business Continuity Team on 11 August. This session covered a range of scenarios from fluctuations between Alert Levels, to preparedness for future pandemic events.
- 11 As the organisation had already established and tested protocols to minimise risk of infection which included; hygiene, distancing and minimising contact, vehicle and meeting room use and site visits. It was agreed that QLDC were in a good position to respond should Alert Levels be raised again.

12 On 12 August a return to Alert Level 2 was announced and QLDC were able to respond rapidly, within the first few hours of the working day, in reinstating the organisation's COVID-19 protocols. These included:

- Online guidance via QLDC intranet site created for home office setups, safety and ergonomics, working from home wellbeing/welfare.
- Regular communications to staff and managers on key information related to the progress of the response.
- A 50% capacity of the building as a maximum occupancy, with workstation seating to comply with distancing protocols. Note that the 50% capacity provision was lifted in early September, while Alert Level 2 was still in place. It is only anticipated as a requirement under any future Alert Level 2 arrangements if cases are suspected or confirmed in proximity to the Queenstown Lakes District. A risk-based assessment of this provision will be undertaken should Alert Levels change again. Physical distancing remains a priority.
- Perspex screens and physical distancing guides installed in customer facing areas.
- QR COVID-19 contact tracing posters were placed in all facilities for staff and visitors to use.
- Masks, hygiene and cleaning products made available.
- Continuation of the 'enhanced cleaning' protocols.
- Meeting protocols to limit face to face meetings and encourage the use of Skype as primary contact tool. Due to the efforts of our Knowledge Managements team through the previous lockdown, this has been well supported.
- Vehicle use protocol to limit number of people sharing a QLDC vehicle as well as reinforcing hygiene procedures when using them.
- Office protocols and posters to help remind staff about hygiene and distancing.
- Contractors activating their Level 2 protocols for sites.

### Returning under Alert Level 1

13 On 22 September New Zealand returned to Alert Level 1. With this change, restrictions relating to public facilities and workplaces business operations have again returned to the 'new normal'. In practice, this means:

- Offices and meeting rooms no longer limited to 50% capacity.
- QLDC's sport, recreation, libraries and public venues no longer have limited capacities.
- Immunocompromised staff members are now able to return to the workplace.
- Hygiene practices are still encouraged along with contact tracing and the wearing of masks on public transport or where workers feel the need.

14 As previously mentioned, the organisation remains well prepared to respond should Alert Levels change again.

## General Safety Report

15 Health and Safety targets are set for the period 1 July through 30 June annually. Therefore, during the reporting period for this report to the Audit, Finance and Risk Committee, the 2019:2020 reporting year has concluded. This general summary focuses primarily on the key outcomes for the reporting year.

### Performance results 2019:2020

16 In short, we progressed well with our safety Key Performance Indicators (KPI) for the year ending 30 June 2020, see Appendix One. Seven out of our ten objectives were completed, and in particular:

- The most notable was our Total recordable Frequency Rate (TRIFR) and our Lost Time Injury Frequency rate (LTIFR) both below our targets.
- The adoption in June 2019 of the American OSHA standard (Part 1904 - Recording and Reporting Occupational Injuries and Illness), in line with the Business Leaders Health & Safety Forum has allowed the organisation to benefit from clear definitions relating to key safety performance terms, such as First Aid (FA), Medical Treatments Incidents (MTI), Lost Time Injuries (LTI), Restricted Work Injuries (RWI) etc. This has allowed our reporting to improve and ensure events like this are recorded correctly. Health and Safety internal audits by each department, were not able to be completed due to the lockdown. This has been extended to December 2020.

17 Four planned projects were completed, meeting target for the year. These were:

- All QLDC workplaces and event venues to be re assessed for significant hazards.
- Update to Safe Vehicle Use Policy.
- Review and update to the Health and Safety Policy.
- Creation of the Event Safety Management Guidelines.
- Additionally, a project to transition QLDC's hazard registers to WorkSafe's Hazardous Substances Toolkits was undertaken. This has been completed at the time of writing this report.

### Performance indicators 2020:2021

18 The Health and Safety Committee reviewed and put forward the KPI's for the 2021 period which were approved by the Executive Leadership Team, see Appendix Two. Please note there will only be one project undertaken this year which is an update to the contractor management system, which addresses the Contractor Activities Key Risk identified in this report. This is a large project that requires updated procedures as well as training being developed.

## Reporting period

19 As health, safety and wellbeing information is captured at the end of each calendar month, the statistics captured in this report cover the period 1 June 2020 through 31 August 2020.

## Key Risks

20 Key organisational health and safety risk themes that require continuous or improved management, are outlined below:

**a. Contractor Activities**

Refers to contract workers and work, engaged by or on behalf of QLDC

**b. Fleet Operations**

Refers to all QLDC work related vehicle and mobile plant use

**c. Public Interaction**

Refers to all direct engagement with the general public for work purposes

**d. Fitness for Work**

Refers to workers physical & mental capacity to perform work safely

**e. Isolated Workers**

Refers to workers operating alone or from remote locations

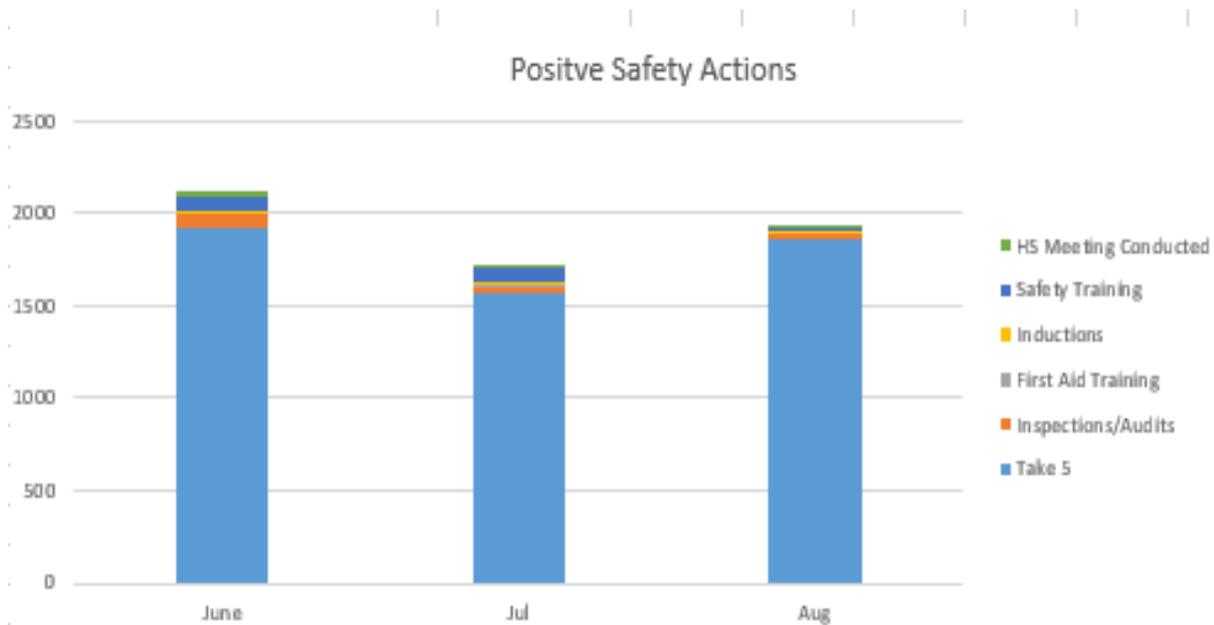
**f. Volunteer Activities**

Refers to volunteer workers and work, engaged by or on behalf of QLDC

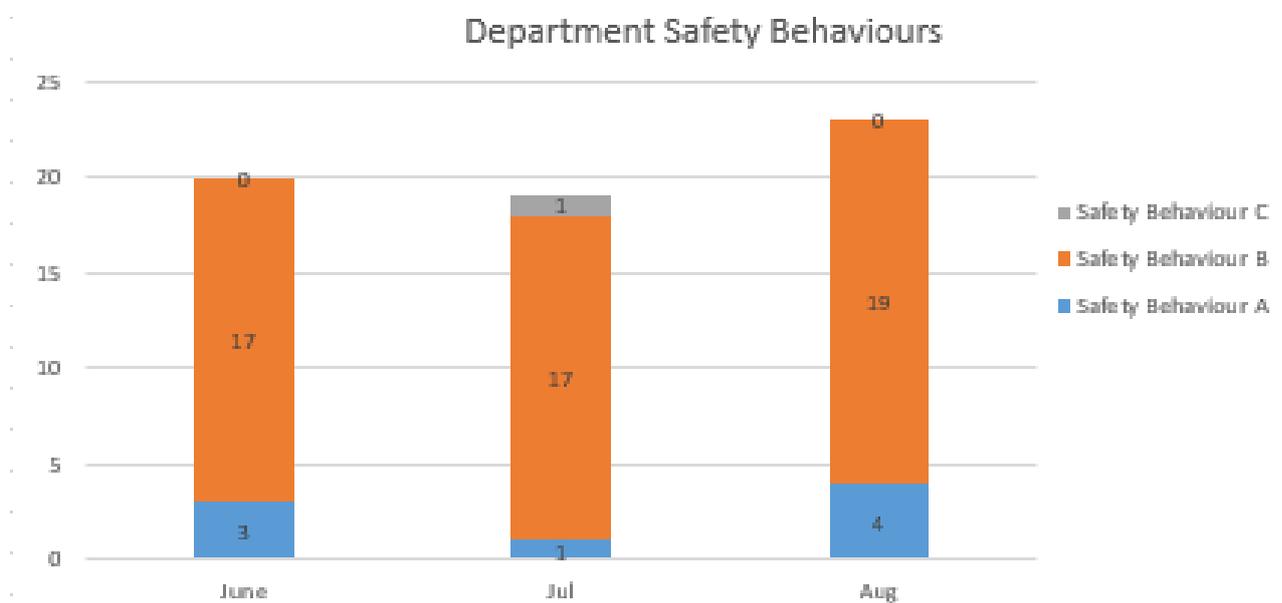
## Lead Indicators

21 Positive Safety Actions.

- a. Health and Safety Meetings conducted within departments or with contractors. (Total 70)
- b. Safety Training-Education: Any sessions conducted with employees that provide skills and knowledge to perform work safely. (Total 150)
- c. Inductions. The first step in engaging our employees in working safely at QLDC. (Total 52)
- d. First Aid Training. (Total 25)
- e. Inspections/Audits. Opportunities for improvement and to ensure that our workplace or our contractor's workplaces are compliant. (Total 124)
- f. Take 5. Any assessments that identify the risks and control measures associated with a work process or situation. (Total 5366)



**g. Department Safety Behaviours** Council departments are required to rate their monthly safety performance based on a simple question; Have they improved safety (A score) or has it been business as usual (B score)? A department is usually expected to rate themselves a C in response to a significant accident or incident or where they consider their performance is in need of improvement.



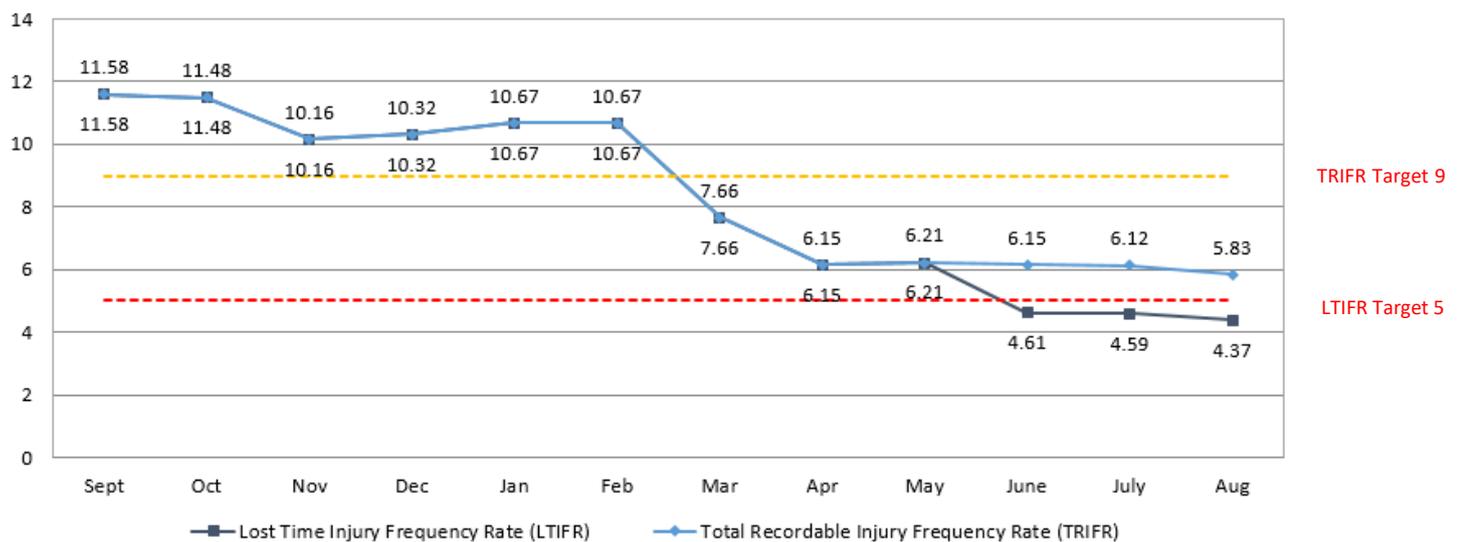
## 22 Safety Statistics

- a. **TRIFR** (Total Recordable Incident Frequency Rate, these include all Recordable incidents: MTC, Medical Treatment Case, RWC, Restricted Work Case, LTI, Lost Time Injury). Target for TRIFR is below 9.

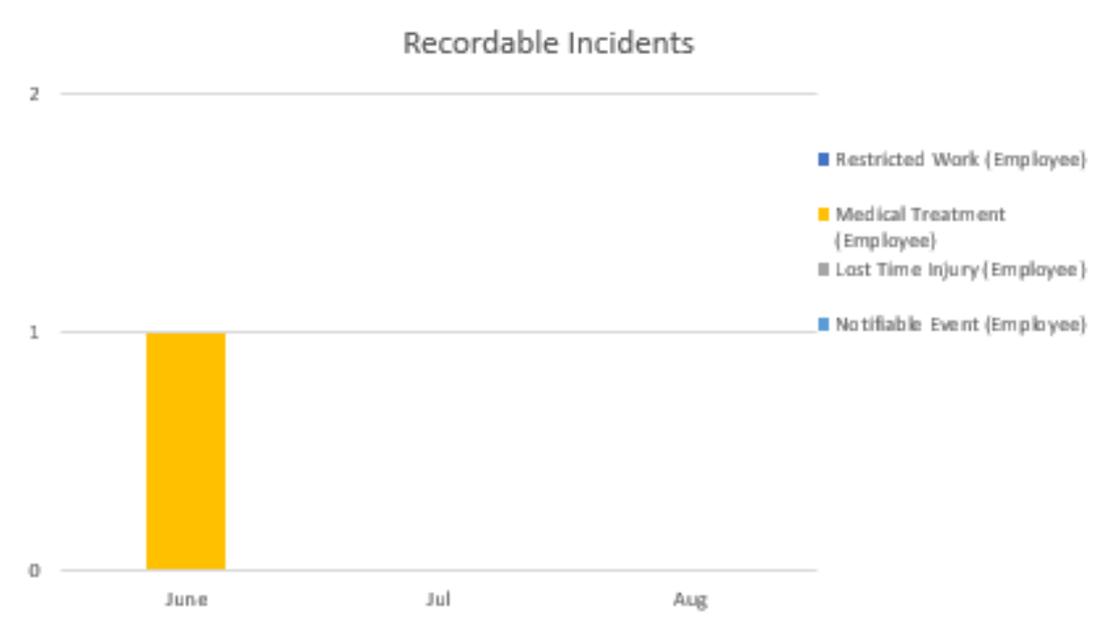
**LTIFR** (Lost Time Injury Frequency Rate this only covers LTI, Lost Time Injury). Target for LTIFR is below 5.

The number of recordable cases, multiplied by 1,000,000, then divided by the total number of exposure hours worked.

**Frequency Rates  
(1,000,000 hrs worked)**

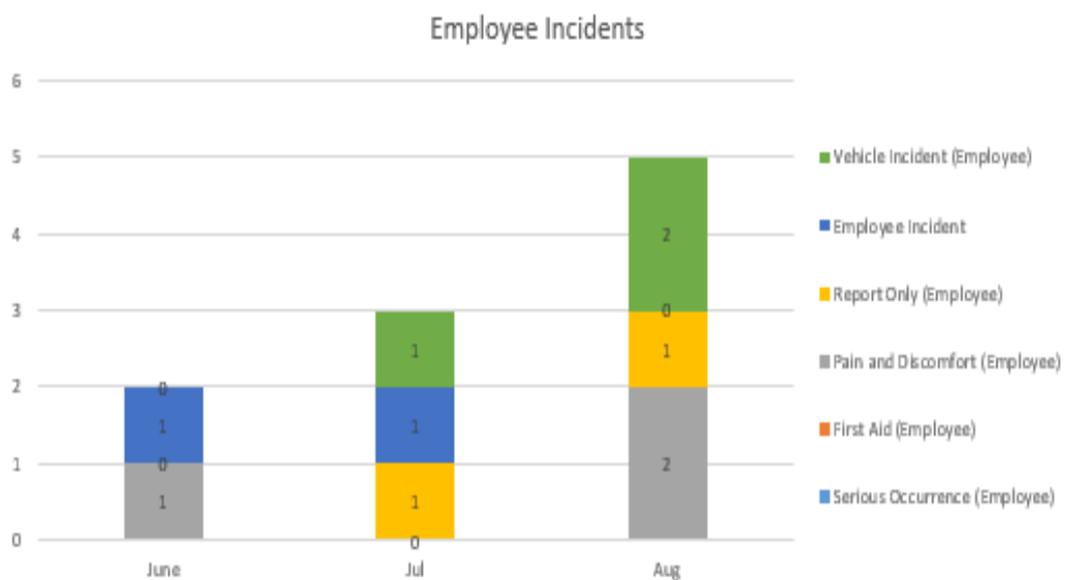


**b. Employee Significant Incidents** These are Recordable Incidents plus any Notifiable Events. Notifiable Events are notifiable to WorkSafe New Zealand.



NB: The event above relate to a Medical Treatment Injury and is summarised at item 11 in this report. There were no Notifiable employee events during the reporting period.

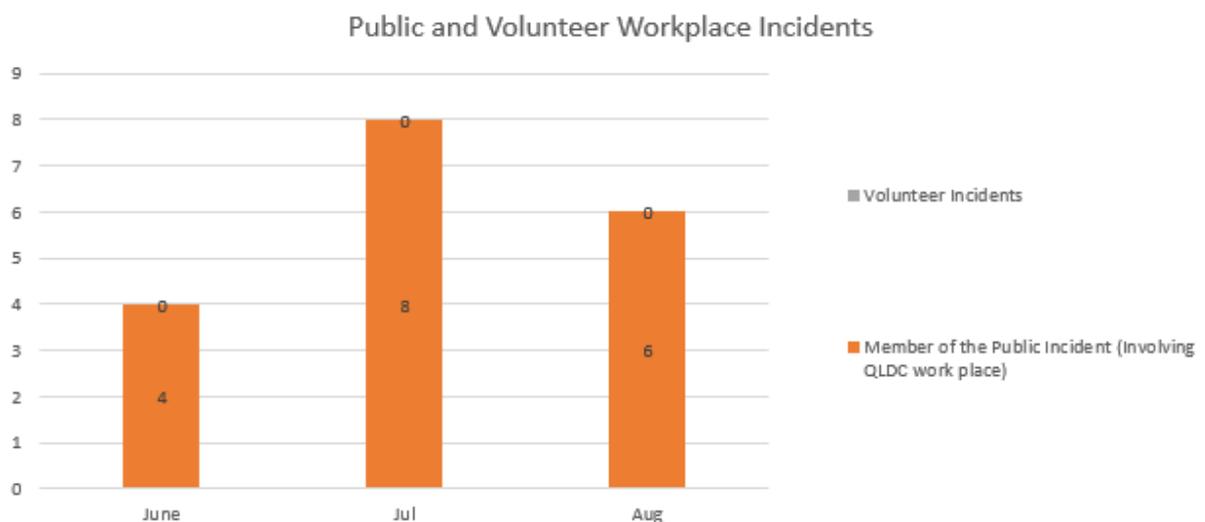
**c. Employee Incidents**



**d. Contractor Incidents**



**e. Public and Volunteer Incidents** These are incidents involving a QLDC workplace as defined in the Health and Safety at Work Act.



NB: One of the incidents above relates to a ‘serious occurrence’ and is summarised at item 11 in this report. The other incidents involving the public were minor in nature, failing to follow facility procedures, vegetation burn-offs affecting air quality, vandalism (broken window).

23 Significant Incidents (June 2020 - August 2020)

Incident	Findings and Action taken
<p><b><u>Medical Treatment Injury</u></b></p> <p>QLDC worker received three stitches on the leg after a bin that was being emptied brushed against calf and caused a laceration.</p> <p>The weight of the contents allowed the bin to swing towards the body when emptying.</p>	<ul style="list-style-type: none"> <li>The operation has been completed a number of times before with no injuries reported so the risk was not anticipated.</li> <li>IP was wearing shorts at the time, task is to be performed wearing long 'trousers to further minimise risk.</li> </ul>
<p><b><u>Serious Occurrence</u></b></p> <p>Unapproved tree felling and use of chainsaw in Jardine Park reserve by a member of the public. The tree was incorrectly felled resulting in tree getting dangerously hung up and requiring help from a QLDC forestry contractor who was working in the park.</p>	<ul style="list-style-type: none"> <li>Incident investigated. QLDC forestry contractor reported the incident to QLDC.</li> <li>Forestry contractor made the area safe.</li> <li>Correspondence sent to member of the public involved in this incident.</li> </ul>

24 WorkSafe Notification Unsafe events/tasks that required notification to regulator.

		
Notifiable Event Type	#	Description
	0	

25 Communications: Critical safety warnings or information that is broadcast across the organisation.

 <b>Safety Alerts</b>	
COVID-19	<ul style="list-style-type: none"> <li>Information provided on YODA (internal intranet) of procedures to follow. As detailed in section 5 of this report.</li> <li>Update emails from the BCP team to all staff on relevant developments and Government media releases.</li> </ul>

**26 Training:** Courses that have been prepared to ensure employees perform work safely.

Month	Type
June	<ul style="list-style-type: none"> <li>• Snow Chain fitting workshops.</li> <li>• Fire Warden</li> <li>• First Aid</li> <li>• Dealing with Emotional and Irrational Customers – Regulatory Support and Customer Services</li> </ul>
July	<ul style="list-style-type: none"> <li>• Winter Driving</li> </ul>
August	<ul style="list-style-type: none"> <li>• Resilience training</li> </ul>
September	<ul style="list-style-type: none"> <li>• Staff Safety and Tactical</li> <li>• Communications Resilience Training</li> </ul>

**27 Wellbeing:** Steps the organisation is taking to ensure the physical and mental health of the workforce.

Month	Initiative
June	<ul style="list-style-type: none"> <li>• Flu Shots</li> </ul>
July	<ul style="list-style-type: none"> <li>• Plastic Free July</li> </ul>
August	<ul style="list-style-type: none"> <li>• Daffodil Day postponed due to Alert Level 2 arrangements</li> <li>• Pride Pledge</li> </ul>
September	<ul style="list-style-type: none"> <li>• Wig Wednesday, supporting Child Cancer Foundation</li> <li>• Mental Health Awareness Week</li> <li>• Te Wiki o Te Reo Maori</li> </ul>

**CONSULTATION PROCESS | HĀTEPE MATAPAKI:**

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**> SIGNIFICANCE AND ENGAGEMENT | TE WHAKAMAHI I KĀ WHAKAARO HIRAKA**

- 28 This matter is of low significance, as determined by reference to the Council’s Significance and Engagement Policy because it is purely operational in matter and does not directly affect Council’s level of service to the community.
- 29 This matter is of low significance and therefore does not require community consultation.
- 30 The persons who are affected by or interested in this matter are: Employees, contractors, volunteers and public persons engaged with council for the purposes of work or directly influenced by the councils work process
- 31 The Council has not consulted directly on this matter in the past.

**> MĀORI CONSULTATION | IWI RŪNANGA**

- 32 Community consultation is not required for this matter.

**RISK AND MITIGATIONS | NGĀ RARU TŪPONO ME NGĀ WHAKAMAURUTANGA**

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- 33 This matter relates to the management and governance framework for all Health and Safety risks that are documented within the My Safety Register.
- 34 This Health and Safety framework helps to support the development of a more engaged and capable Health & Safety culture across the Council; leading to more effective hazard identification and mitigation outcomes.

**FINANCIAL IMPLICATIONS | NGĀ RITENGA Ā-PŪTEA**

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- 35 None.

**LEGAL CONSIDERATIONS AND STATUTORY RESPONSIBILITIES | KA TURE WHAIWHAKAARO, ME KĀ TAKOHAKA WAETURE**

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- 36 Queenstown Lakes District Council has legal duties owed under the Health and Safety at Work Act, and associated regulations, which must be considered in all Council health, safety and wellbeing matters.

**ATTACHMENTS | NGĀ TĀPIRIHANGA**

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A	2019-2020 Safety Key Performance Indicators
B	2020-2021 Safety Key Performance Indicators

## Appendix One

### 2019 – 2020 Key Performance Indicators – Health, Safety and Wellbeing

Result Area	Objective	Comment	Status
Compliance	Health & Safety internal audit by each department to be conducted utilising the ACC WSMP as audit tool.	Due to COVID-19 this has been extended through to the end of 2020	Deferred
Incidents	Total Recordable Injury Frequency Rate 9 or below	TRIFR is 6.15	Attained
	Lost Time Injury Frequency Rate 5 or below	LTIFR is 4.61	Attained
Prevention	100% of all incidents reported each month closed within allocated timeframe	90% of incidents closed out within timeframe	Not attained
	100% of all Positive Actions Safety Statistics reported each month		Attained
	100% reporting of safety statistics for all volunteers involved in high risk work as defined in the QLDC Induction Pack for Volunteers.		Attained
Improvement:	100% of Health & Safety Committee actions completed on time	93% of actions completed on time	Not Attained
	4 planned HSW projects delivered	A fifth item was undertaken to move the Haz-sub registers to the WorkSafe Haz Sub Toolkit. Due to COVID-19 this is still tracking	Attained
Behaviour	Behavioural self-assessment: 2 times more A's are reported monthly than C's.	82% of our self assessments met the criteria	Attained
Wellbeing	At least 60% participation across wellbeing activities		Attained

#	Project	Comment	Status
1	All QLDC workplaces and event venues to be re assessed for significant hazards.	Review and update of hazard register completed by HS manager.	Completed
2	Update Safe Vehicle Use Policy		Completed
3	QLDC HS Policy Reviewed		Completed
4	Event safety management guidelines and templates created.		Completed
5	Hazardous substances. Registers to move to the WorkSafe Haz Sub Toolkit	Undertaken as a fifth item but Due to COVID-19 this is still tracking.	Completed September 2020

## Appendix Two

### 2020 – 2021 Key Performance Indicators – Health, Safety and Wellbeing

Result Area	Objective	Comment
Compliance	Health & Safety internal audit by each department to be conducted utilising the ACC WSMP as audit tool.	Due December 2020
Incidents	Total Recordable Injury Frequency Rate 9 or below	Due 30 June 2021
	Lost Time Injury Frequency Rate 5 or below	Due 30 June 2021
Prevention	90% of all incidents reported each month closed within allocated timeframe	Due 30 June 2021
	100% of all Positive Actions Safety Statistics reported each month	Due 30 June 2021
	100% reporting of safety statistics for all volunteers involved in high risk work as defined in the QLDC Induction Pack for Volunteers.	Due 30 June 2021
Improvement:	90% of Health & Safety Committee actions completed on time	Due 30 June 2021
	H&S Improvement focus for 2021: Contractor management	Due 30 June 2021
Behaviour	Behavioural self-assessment: 2 times more A's are reported monthly than C's.	Due 30 June 2021
Wellbeing	At least 60% participation across wellbeing activities	Due 30 June 2021