

## ARF003 Health Safety and Wellbeing Vulnerabilities

### Risk Status Progress Report for February 2022

Prepared 23/12/2021

#### Description of risk and impact

Health, Safety and Wellbeing Vulnerabilities are those elements defined in the Health & Safety at Work Act (2015).

The Council has a duty to ensure, so far as is reasonably practicable, that our workplace is without risks to the health, safety and wellbeing of any person and has controls in place to firstly eliminate or minimize those risks.

#### Existing Treatments - What has been done so far?

Regular health and safety reporting, with lag and lead indicators, is included in the People and Capability section of the CEO report. Current reporting trend is for an average of 8 health and safety incidents being reported per month.

The Council's 5-year HSW strategic plan is currently at the end of year three (Horizon 2). Planned activities are on track with 86% of the planned activities completed; and delivery of the remaining planned activities is to the revised schedule. It should be noted that since the strategy was implemented in 2018 two vulnerabilities were added to address the lone worker safety and health monitoring for high risk staff. Post the May 2021 ARF meeting, two further vulnerabilities were added focusing on the Beach Safety Review and Opuia Cycleway Risk Mitigations. Remote Working was also then added prior to the July 2021 ARF meeting and in the October 2021 ARF meeting Workplace Harassment was added as the eleventh vulnerability.

The FNDC Health and Safety Committee continue to meet monthly; and all staff have a Health Safety and Wellbeing focused KPI which is reviewed and monitored quarterly. See table 1 for examples of existing health and safety treatments.

The calendar of core Health Safety and Wellbeing activities has been reviewed, due to COVID-19, with some activities being bought forward and others re-scheduled.

Key activities completed since the last reporting period:

- Mandated COVID-19 vaccine consultations commenced for 89 high risk roles, predominantly impacting District Services front line staff a total of 120 staff across FNDC.
- Council has successfully worked through the transition from Alert Levels to the COVID-19 Protection Framework or Traffic Lights. COVID-19 controls are in place to support Council while Northland is in 'red setting'; specialist PPE and Hygiene kits have been supplied to staff and stock levels are regularly monitored by the Crisis Response Team that continues to be in place for Council internally.

Table 1: Examples of existing treatments

Examples of existing treatments in place to support the Health, Safety & Wellbeing of FNDC Staff		
Health & Wellbeing Focus	Training & Competence Development Focus	Risk Management/Contractor Management
Employee Assistance Programme (EAP)	Workplace First Aid	SiteWise Pre-qualification
Wellness Advocates	Resilience Training	Job Safety Analysis (JSA)
Flu/COVID-19 Vaccinations	Customer Conflict Awareness	Tender & Contractual references to H&S
Hybrid Working	Lone Worker/Vehicle GPS	Project Safety Inspection Audits
Wellbeing Leave & Policy	Staff HSW inductions (new starters)	Quarterly Inspection schedule
Injury Rehabilitation & Management	Health & Safety Representatives	Emergency management procedures/policies

Your Voice results for 2021 are to be communicated in late January 2022 which is expected to see a continued overall improvement in the Health, Safety and Wellbeing areas. Wellbeing has been identified as a focus area for further improvement with an initiative to review and implement further support mechanisms as part of the survey's engagement action plan being led by Tier-3 people leaders and the development of a Wellbeing Strategy for FY22.

Current health and safety concerns are focused on COVID-19 controls, contractor management, wellbeing and remote working.

Treatment progress is not to plan for one of the eleven health and safety vulnerabilities listed in the table below:

#### High level treatment plan and progress up-date for critical HS&W Vulnerabilities:

Vulnerabilities being addressed:	Progress update:
1. Workplace Harassment	<p>The Strategic Leadership Team do not consider this a high-risk vulnerability.</p> <p>Treatment plan to be understood and developed.</p> <p>Reporting of complaints will need to be clearly defined to capture those that would be deemed workplace harassment, as currently only personal grievances are reported via the quarterly People &amp; Capability report to the Assurance, Risk and Finance Committee. In the last reporting period (July to Sept 2021) there were nil personal grievances received.</p>
2. Lone Worker Safety	<p>The lone worker and vehicle GPS project has been completed and is now business as usual.</p> <p>Additional project: Policy required before District Services can roll out body camera's and stab proof vests.</p> <p>eRoad: This is now business as usual rollout to the remaining fleet.</p>

<p>3. Health Monitoring for high risk staff (staff who have high levels of health exposure due to their roles e.g. wastewater staff, animal management officers, building officers)</p>	<p>Progress to revised plan.</p> <p>A Health Monitoring programme is to be established for high-risk roles. The programme provider has been identified and a project plan is in place, with delivery rescheduled to Q3 as this will need to also capture the COVID-19 vaccine as an additional inoculation to add to specific high-risk roles.</p> <p>Role specific inoculations are being offered on case by case basis for high-risk roles currently.</p>
<p>4. Non-compliance against Health and Safety at Work Act regulations across our assets.</p>	<p>Progress to revised plan with treatments in place.</p> <p>We remain non-compliant at two of FNDC's water/wastewater Treatment Plants. Contractor partners closed out the actions for five water/wastewater plants and one swimming pool.</p> <p>This work is ongoing with Three Waters Alliance partners and Infrastructure Programme Delivery team to complete construction that will bring the two remaining assets up to compliant status.</p>
<p>5. Contractor Management</p>	<p>Progress to plan with treatments in place.</p> <p>We have 127 SiteWise registered pre-qualified preferred contractors (an increase of three from the last report), with an average assessment score of 84%.</p> <p>A new in-house project site audit report is being trialed with the use of Sharepoint Forms to simplify the previous paper-based process. Initial feedback from IAM members is positive. Procurement team engagement is well underway with improvements to the tender phase wording to lift H&amp;S compliance in our contract templates. This is expected to continue into the new year.</p>
<p>6. Wellbeing programmes to address our changing workforce</p>	<p>Progress to plan with treatments in place</p> <p>Programme to be reviewed with implementation of remote working and hybrid operating modules, including feedback via Your Voice survey (where more support is required in the Wellbeing space was highlighted), as well as the recent survey findings from the Great Workplaces survey. A draft Wellbeing Strategy for 2022 was provided to the Chief People Officer during the reporting period with a final version to be provided to the Strategic Leadership Team in February 2022.</p> <p>The information from the 2021 Your Voice survey, that is due for release in early Q3, will be a key resource tool to help guide some of the initiatives the Wellbeing Strategy will focus on.</p>
<p>7. Threatening behavior from members of the public</p>	<p>Progress to plan with treatments in place.</p> <p>Threatening behavior related incidents involving both staff and contractors continue to occur, with this incident type being second highest of all stories told at council (20% of all incidents in last 12 months relate to threatening behavior). There has been no significant increase since the last report,</p>

	<p>however this incident type is of concern and has involved notifying police of threats.</p> <p>Technical solutions have been procured for front line staff, with 47 devices/solutions being used by individual staff and team in the lone worker space.</p> <p>Support is in place for front line staff, including competence training in conflict resolution and de-escalation techniques. Incident Management Plans have been developed for Customer Services, Libraries &amp; Museum staff.</p> <p>A District Services project to implement body cameras and stab-proof vests have been fast tracked for high risk roles. Trial of vests has provided good feedback and negotiations with preferred suppliers is underway.</p>
8. FNDC's Generic Hazards and Controls/Treatments	<p>Progress not to plan</p> <p>Generic hazards have been identified and agreed by the Health and Safety Committee. Development of action plans and treatments have been delayed due to remote working. The roll out of generic controls has commenced since the last report and will now include the addition of COVID-19 and Remote Working (refer vulnerability #10 below) as risks.</p>
9. Opuia Cycle Trail Risk Mitigations	<p>Progress to plan with treatments in place</p> <p>Full risk mitigation plan in place, with 23 of the 24 actions completed. Final deliverable to eliminate this risk is the upgrade to Te Raupo Road which is scheduled to be constructed by end February 2022 and is progressing to plan. The construction timeline remains on track.</p>
10. Beach Safety Review (post coroners findings)	<p>Progress to plan with treatments in place</p> <p>Project team involving IAM District Facilities, Communications and H&amp;S members has been established. A two-phase plan was developed:</p> <p>Phase 1 – immediate natural beach hazard assessment of the 4 beaches in the coroners reported area of Cable Bay was undertaken by SLSNZ in November 2021. Upgrades to the existing signs to be inline with the NZ standards were undertaken and expected to be re-installed by January 2022. Information also updated on the SafeSwim NZ website to reflect that new standard and provides clear visitor information to that specific beach.</p> <p>Phase 2 – council paper seeking approval to proceed with a District Wide natural beach hazard assessment will need to be drafted and additional out of budget funding will need to be approved.</p>
11. Remote Working	<p>Progress to plan with treatments in place</p> <p>Remote working is identified as a priority area of focus with a review of 261 staff risk assessments. 100% of all risk assessment have been received from those staff whose employment conditions changed.</p> <p>WorkSafe had released their quick guides on working from home at the end of August 2021. A comparison was undertaken which provided</p>

	confirmation that FNDC controls offered were in line with the regulator's recommendations.
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### Where are the gaps? / what more could we be doing?

- Worker engagement is developing and ongoing.
- Speed of Council to bring assets up to meet legislative requirements as regulations change. FNDC has roughly 300 *Asbestos Management Plans* that are due for review by 2023 for example.
- WorkSafe's Whakaari (White Island) decision to prosecute 13 organisations for not meeting their obligations as a PCBU under the Health and Safety at Work Act (2015) has created further uncertainty. This has been identified as an emergent risk in the February 2021 risk management report.
- Development of a *Standard Operating Procedure* to improve and coordinate staff and Elected Member safety should that be compromised from external threats. Three incidents have occurred this year, with the last being impacted by COVID Alert Level 3 lockdown. Work has commenced with consultation from Democracy Services but has been delayed and pushed out to 2022 while we continue to operate more remotely.
- HSW Vulnerability risk needs rescoring to reflect treatments completed and current climate of work under COVID-19

The impact and likelihood of this risk has increased due to delays in progressing treatments; increase in threatening behavior from the public; and the ongoing non-compliance with Health and Safety at Work Act regulations across our assets.

Inherent Risk:	Trend of risk rating	Residual Risk:	Accountable:	CEO	Date raised:	29/11/18	Report frequency:
	Increase		Responsible:	Chief People Officer	Date accepted:	16/06/19	3 monthly