

Audit, Finance & Risk Committee
5 March 2020

Report for Agenda Item | Rīpoata moto e Rāraki take 4

Department: Corporate Services

Title | Taitara QLDC Organisational Health Safety and Wellbeing Performance

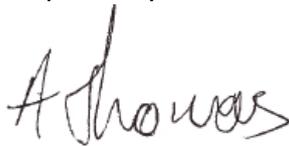
PURPOSE OF THE REPORT | TE TAKE MŌ TE PŪRONGO

- 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

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

Prepared by:



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Health & Safety Manager

17/02/2020

Reviewed and Authorised by:



Meghan Pagey
People & Capability Director

17/02/2020

CONTEXT | HOROPAKI

- 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

Health & Safety Committee Chair: Quarterly Summary

- 4 This quarter has shown strong engagement from all the Health & Safety Representatives of the various departments.
- 5 The last quarter had a strong focus on wellbeing. With initiatives around mental health, yoga, mindfulness, managing stress and others to keep the QLDC family mentally and physically fit and healthy.
- 6 The Measles outbreak in NZ was well managed by QLDC with no confirmed case amongst QLDC staff.
- 7 The Coronavirus has been recently in the news, with no confirmed cases in NZ. QLDC is monitoring the situation closely and remains in contact with Southern District Health Board (SDHB). Clear procedures have been established, and will be implemented if required.

Health & Safety Manager

- 8 Incident reporting, investigation and close out continues at a good level. Prompt response times ensure we eliminate or minimise the incident reoccurring as well as encouraging more reporting as people see that safety improvement measures are put in place when incidents do occur.
- 9 During this quarter the process for contractor safety pre-qualification was reviewed. This process ensures contractors have suitable and robust safety systems in place, and the correct training for the work to be performed, prior to their engagement. Although QLDC has an established internal paper-based system for contractor pre-qualification, the use of an online pre-qualification system through SiteWise (an external provider, specialising in safety pre-qualification) has increased over the 2019 calendar year, and subsequently become our preferred supplier for this activity. SiteWise is one of three nationally recognised safety pre-qualification systems, and is used by a number of local authorities nationwide. This approach has advantages for both QLDC and our contractors, as it enables:
 - QLDC contract managers to easily track contractors' safety ratings, and historical safety performance.
 - Contractors to demonstrate and track their commitment to safety through a system that is easily accessible to their potential clients.

- A cost effective way for both contractors and QLDC as a PCBU to manage duties & responsibilities associated with contract management, and delivery, in line with the Health & Safety at Work Act.
- 10 Site inspections are increasing as more QLDC employees are meeting with their contractors to perform inspections. The HS manager has attended a number of workshops across council to provide guidance and encourage this behaviour.
 - 11 Take 5's have increased as this becomes the 'normal' thing to do when visiting sites. Take 5's are QLDC's short risk assessments that our workers use prior to entering sites.
 - 12 Another focus for the reporting period has been the improvement of volunteer health and safety reporting. QLDC has support from a number of volunteers who provide their services to help out in the community. These range from children, after school, helping with shelving books in the library to residents helping out as freedom camper wardens through to volunteer groups that maintain biking/walking tracks or provide environmental maintenance. Volunteers are identified as a key risk area for QLDC safety reporting.
 - 13 Although it is easy to monitor the safety of volunteers working within our buildings it has been historically challenging to get safety reports back from volunteers that work more remotely. Reasons for this vary, and QLDC has been working alongside volunteers over the preceding 12 months to educate volunteers and volunteer groups on the importance of good reporting.
 - 14 Since January 2019, a number of meetings and training workshops have been held with volunteers, in a combined effort from QLDC staff and Volunteering Central, to upskill them on good practice reporting including the mutual benefits for volunteers and QLDC. This has been very positively received, and regular reporting is now being received from a range of volunteer groups.
 - 15 Of interest in this period was an incident at Levin Aquatic Centre in October 2019 involving two chemicals becoming mixed due to a pump failure, one of the chemicals was chlorine gas. The centre had to be evacuated and people were treated for respiratory problems. This had been the second evacuation within a month. A check of the pools operated by QLDC showed that we do not use these chemicals.

Reporting period

- 16 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 September 2019 through 31 January 2020.

Key Risks

17 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

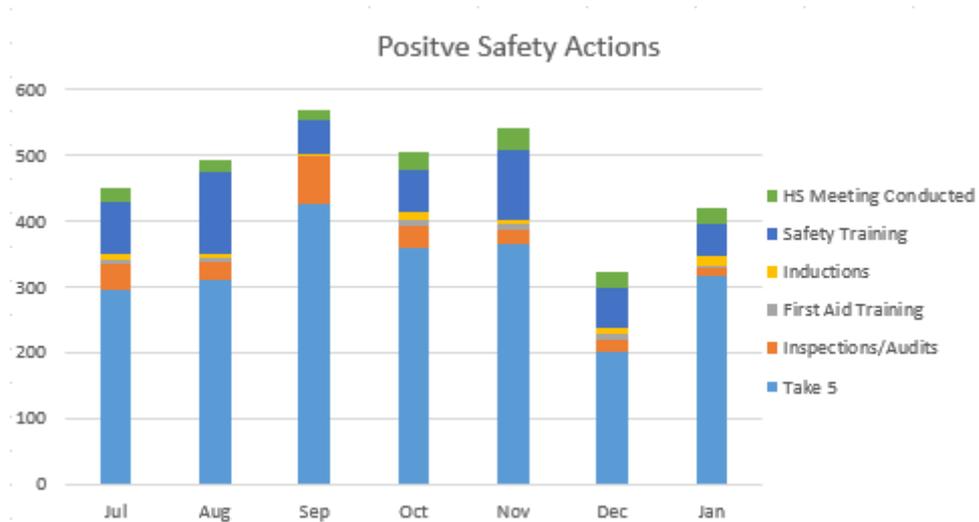
Refers to volunteer workers and work, engaged by or on behalf of QLDC

Lead Indicators

18 Positive Safety Actions.

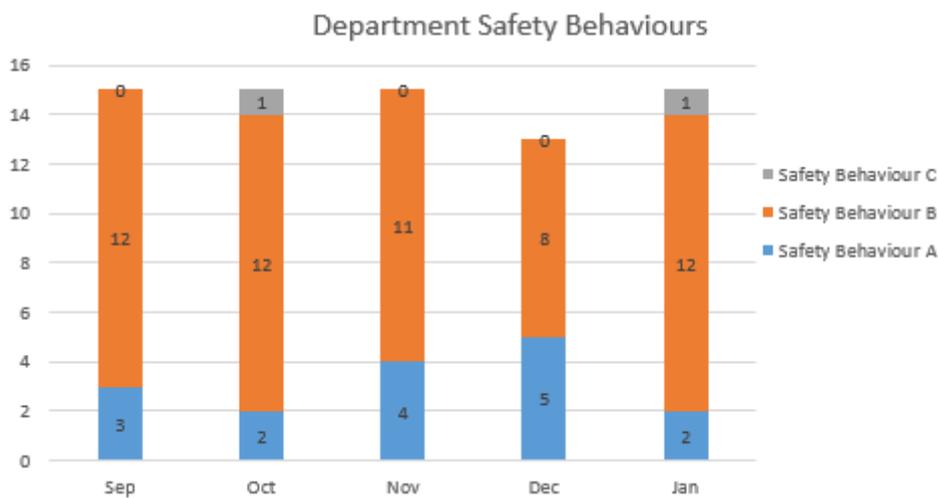
- a. Health and Safety Meetings conducted within departments or with contractors. (Total 123)
- b. Safety Training-Education: Any sessions conducted with employees that provide skills and knowledge to perform work safely. (Total 330)
- c. Inductions. The first step in engaging our employees in working safely at QLDC. (Total 47)
- d. First Aid Training. (Total 28)
- e. Inspections/Audits. Opportunities for improvement and to ensure that our workplace or our contractor's workplaces are compliant. (159)
- f. Take 5. Any assessments that identify the risks and control measures associated with a work process or situation. (Total 1666)

19 A summary of the above statistics shown over the course of the 2019:2020 financial year is below for reference.



Department Safety Behaviours

20 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.

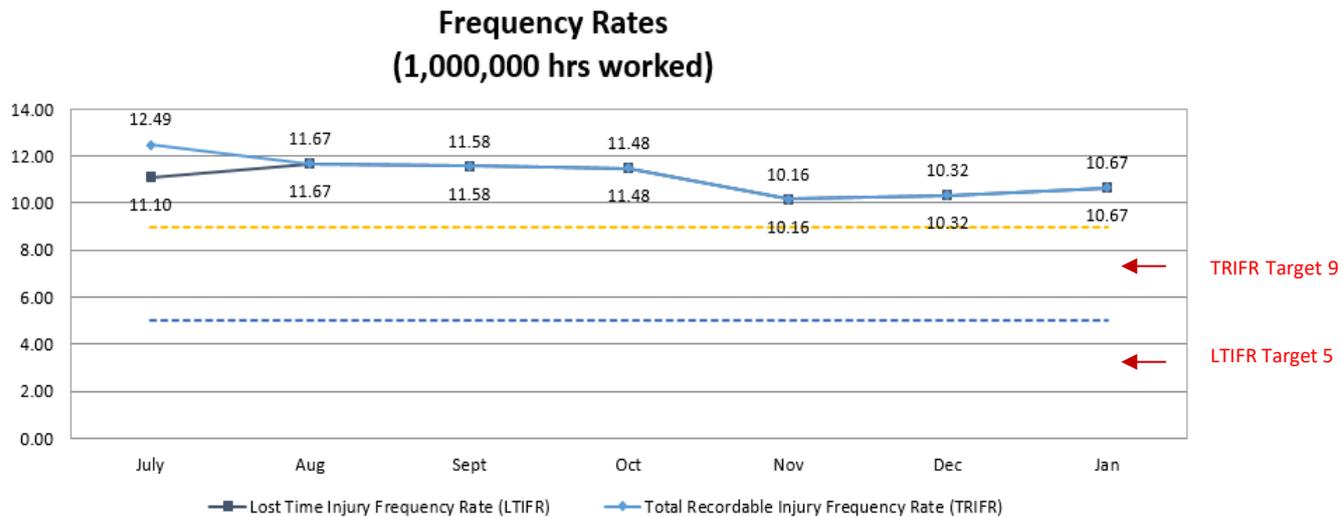


Safety Statistics

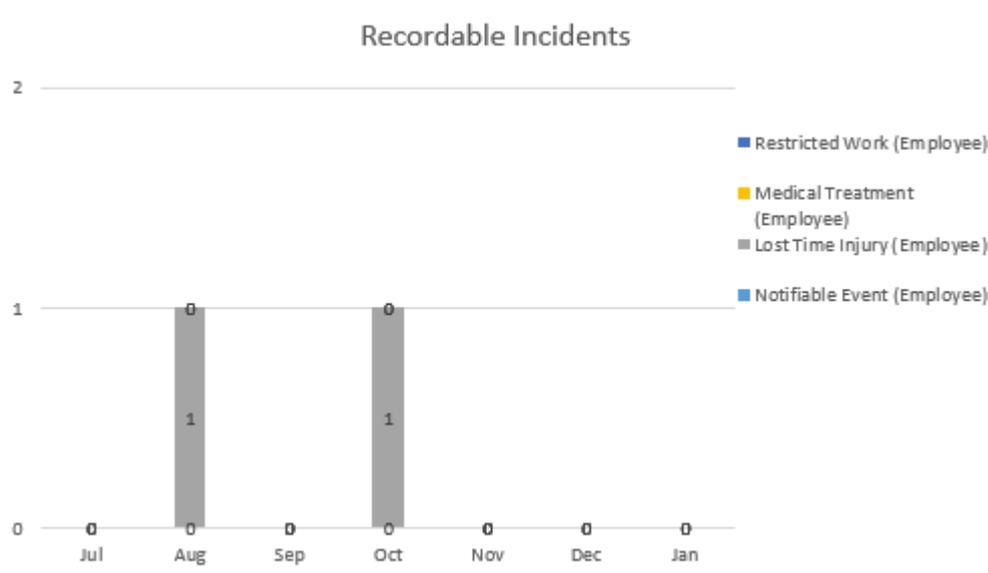
a. **TRIFR** (Total Recordable Incident Frequency Rate, these include all Recordable incidents: MTC, Medical Treatment Case. RWC, Restricted Work Case, LTI, Lost Time Injury). Target for TRIFR is below 9.

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.

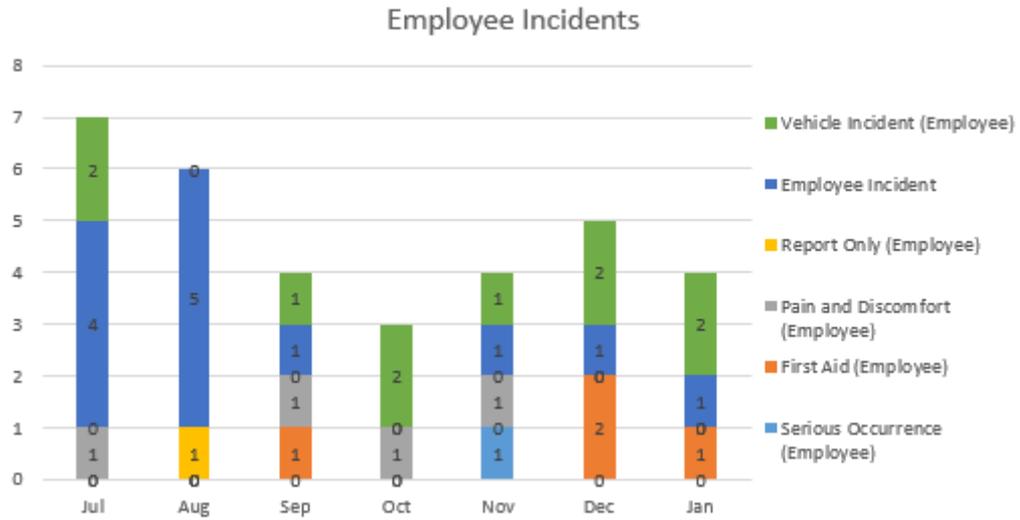


b. **Employee Significant Incidents** These are Recordable Incidents plus any Notifiable Events. Notifiable Events are notifiable to WorkSafe New Zealand.

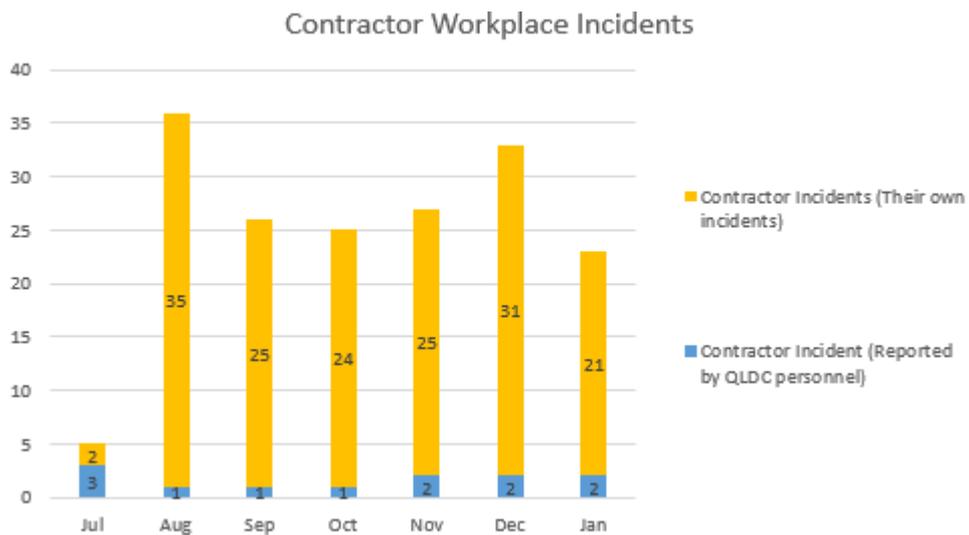


21 Note: Both events above relate to Lost Time Injuries and are summarised under “Significant Incidents” in this report. There were no notifiable employee events during the reporting period.

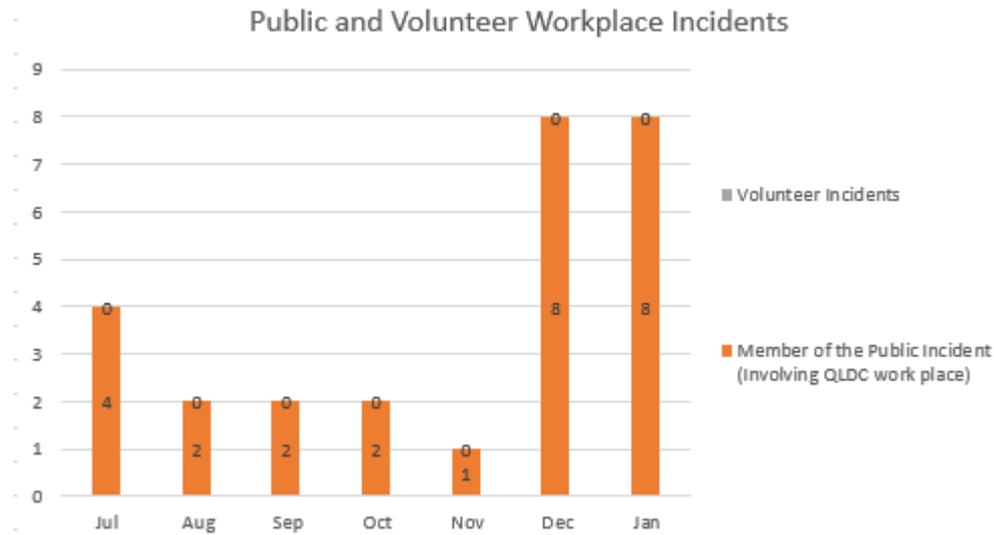
c. Employee Incidents



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.



22 A number of public incidents occurred over December and January these include vandalism to QLDC vehicles as well as temporary portaloos. An inebriated person attempting to ride on the outside of the pavement cleaning vehicle. Threats to a contractor and worker visiting a QLDC property.

23 A number of minor events also occurred, generally due to increased volume of the school holiday and festive season. None of these events involved any significant injuries. Events of note are highlighted at item 10 over page.

Significant Incidents (September – January 2020)

Incident	Findings and Action taken
<p><u>Lost Time Injury</u></p> <p>Injured Party (IP) opening door and managed to catch hand on handle which bent back their hand causing strain to index finger</p>	<ul style="list-style-type: none"> • Incident investigated. Cause was accidental. • Taken through to treatment centre by supervisor
<p><u>Lost Time Injury</u></p> <p>IP had completed a site inspection and thought they had forgotten something. In their haste they failed to wear the correct Personal Protective Equipment and struck their head sustaining a concussion</p>	<ul style="list-style-type: none"> • Haste was a factor in this incident which left out important steps, no formal risk assessment (Take 5) undertaken prior to starting, Personal Protective Equipment (PPE) not worn. • The department have discussed the incident and reinforced their stance on PPE being worn at all times when on sites as well as performing a Take 5
<p><u>Serious Occurrence</u> <i>(Any incident that had the potential to cause a Notifiable Event, serious damage to assets, loss of containment or damage to reputation).</i></p> <p>IP was washing down equipment using a diluted solution of oxalic acid, a small amount of the chemical being used entered eye. Was wearing safety glasses not goggles. Rinsed out. Attended medical centre and no further treatment required.</p>	<ul style="list-style-type: none"> • Investigation found that there was a lack of recorded training around use of the substance. IP failed to wear the correct PPE. • IP was also allowed to drive themselves to the medical centre which is contrary to QLDC procedures. Any suspected eye injuries require the IP to be taken to a medical centre. • Management involved have been reminded of the requirements of QLDC procedures
<p><u>Serious Occurrence</u> (Non Injury)</p> <p>A contractor engaged by QLDC operated a scissor lift alongside a pedestrian crossing and live traffic lane with no exclusion zone, the scissor lift was also driven in a live traffic lane, contractor had no formal training for operating the lift. Contractor also accessed a roof without suitable height safety equipment or relevant training</p>	<ul style="list-style-type: none"> • As well as the risk of injury or damage to property a dropped object without an exclusion zone is a Notifiable Event. • The contractor attended a meeting with the contract and HS managers. Good discussion was had around council expectations of safety and it was agreed that the contractor would attend relevant training courses and also join SiteWise, an industry system that grades contractor’s safety capabilities.

Incident	Findings and Action taken
<p><u>Serious Occurrence</u> (Non Injury)</p> <p>A contractor that was on council property but not engaged by or under council control was seen to be climbing at a height of 4 metres on the edge protection of a roof. This put them at serious risk of a fall.</p>	<ul style="list-style-type: none"> • Contractor was seen by a council employee who recognised the serious risk the contractor had put themselves in. Our employee immediately asked them to stop and come down. • Discussion held with contractor and the correct access equipment was then used. Again haste was a part of the safety equipment not being deployed. • HS manager spoke with employing contractor, who undertook their own investigation. They have reinforced their own and councils expectations around safety on our property.
<p><u>Serious Occurrence</u> (Non Injury)</p> <p>A contractor trimming trees was threatened by a member of the public with a sword.</p>	<ul style="list-style-type: none"> • Contractor left area and informed their supervisor who in turn informed QLDC. • Police called who apprehended the person quickly. • QLDC workers were advised not to go to the area. Two of QLDC properties were advised and to be prepared for a lockdown. During this QLDC were informed that the police had already apprehended the person. • Good reporting by our contractor and escalation through QLDC.

WorkSafe Notification

24 Unsafe events/tasks that required notification to regulator.

		
Notifiable Event Type	#	Description
Notifiable Electrical Incident (non-workplace)	1	<p>Rugby club reinstated posts that had been removed by QLDC contractor without informing council.</p> <p>Club used one of their member's truck-mounted cranes and whilst traversing across the pitch cut through the power line. The crane had not been stowed for transit. Club did not inform QLDC of the damage.</p> <p>Although not classed as a workplace incident it is still reportable to the regulator.</p> <p>Meeting with club undertaken and council procedures and expectations underlined.</p>

Communications

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

 Safety Alerts	
Continued updates of Measles notification from July	<ul style="list-style-type: none"> Information provided on YODA (internal intranet) of procedure to follow should someone suspect they have measles. Update emails to all staff on relevant developments and media releases and DHB vaccination clinics
Coronavirus	<ul style="list-style-type: none"> An internal email was sent to all QLDC staff to update them and provide assurance that QLDC were monitoring the situation via the health service. In addition links were provided to relevant pages for the Ministry of health and Southern District health Board

Training

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

Month	Type
September	<ul style="list-style-type: none"> • Introduction to Mindfulness
October	<ul style="list-style-type: none"> • Warrant training
November	<ul style="list-style-type: none"> • Drug and Alcohol Awareness Workshop for Managers
December	<ul style="list-style-type: none"> • Tactical Communications • Front Counter Safety
January	<ul style="list-style-type: none"> • Breathing Workshop (mindfulness)

Wellbeing

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

Month	Initiative
September	<ul style="list-style-type: none"> • Introduction to Mindfulness • Mental Health Awareness
October	<ul style="list-style-type: none"> • EAP information sessions as an extension of the mental health awareness theme • Breast Cancer Awareness
November	<ul style="list-style-type: none"> • Committee reviewed Wellbeing activity calendar for coming year.
December	<ul style="list-style-type: none"> • Sun Safety
January	<ul style="list-style-type: none"> • Aotearoa Bike Challenge

CONSULTATION PROCESS | HĀTEPE MATAPAKI:

> 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

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

35 None.

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

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.