Health and Safety at UCOL
Annual Report 2016

Approved by Council 29 March 2017

Contents

1.0   <u>Recommendation</u>

It is recommended that Council

1. Receives the Annual Health and Safety Report covering the period 1 January 2016 to 31 December 2016.

2.0   <u>Executive Summary</u>

This report is provided to Council in discharge of their responsibilities enabling them to exercise their due diligence as outlined in the Health and Safety at Work Act, 2015.

The report captures information on what has transpired over the past twelve months. This includes trends in various areas, key updates and initiatives for 2017.

Currently this report is still in development phase and we welcome input from the Council on areas that they would like us to report on.

3.0   <u>Background</u>

With the new legislation firmly in place, responsibilities under the Act are now clearly defined into three areas. These areas are PCBU, Officers and Workers.

The PCBU (Person Conducting a Business or Undertaking) has the primary duty of care to ensure the health and safety of workers, students, contractors and members of the public.

Officers of a PCBU (such as directors, board members, partners, councils or CEO) will be required to exercise due diligence to ensure that the PCBU complies with its duties, in the same way they do due diligence on their financial obligations and liabilities.

While the Act does not intend for this to be at the day-to-day management of health and safety, it is important that all officers are aware of their responsibilities up to the highest level.

There are six key areas of responsibility that form the Due Diligence Plan:

1. Know - Keeping up-to-date with health and safety matters
2. Understand - The nature of UCOL's business and its hazards/risks
3. Resource – Ensure the person running UCOL has appropriate resources and processes to manage risks to health and safety.
4. Monitor – Ensure there are appropriate reporting and investigation processes in place.
5. Comply – Ensure UCOL has and implements processes for complying with the Act.
6. Verify – That the resources and processes in this plan are in place and utilised.

Under the Health and Safety Guide: Good Governance for Directors' (Institute for Directors, WorkSafe NZ, and March 2016) states "it is important to distinguish between governance and management practice". Officers (Governance) should focus on determining UCOL's purpose, developing an effective governance culture, holding management to account and ensuring effective compliance.'

Workers' responsibilities under the Act are about ensuring their own safety while not endangering others. They will also have specific health and safety duties when they are at work.

All of these persons will have overlapping duties and will need to work together ensuring UCOL fulfils its obligations as a PCBU.

Council believes the best way for this to occur is through everyone contributing to health and safety to ensure not only their own safety but not endangering others. Employee participation plays an important role in this delivery through active engagement with workers and consultation when decision-making processes have been identified across the range of Health & Safety activities.
Council is committed to providing a safe and healthy environment not only for its employees but for students, contractors and visitors alike.

This annual report provides information over the last twelve months (1 January to 31 December 2016) and looks forward into the next year through the use of the Health and Safety Annual Planner. This planner identifies all the activities across all campuses, prioritising tasks in consultation with various parties throughout UCOL. These two features assist all officers in the delivery of Due Diligence.

The Health and Safety Annual Planner will become an integral part of managing health and safety throughout UCOL. It is a quick reference to what is being done and achieved over a 12 month period.

A number of supporting regulation have also been published including "General Risk and Workplace Management", "Worker Engagement, Participation, and Representation" and "Asbestos Management and Requirements (various)." WorkSafe are currently updating all the regulations and these are available on their website.

Health and Safety Policy and procedure documentation across UCOL is currently under review. This process is not yet complete as there is a lot of documentation to review and consult with all the various parties to ensure they are aware of their responsibilities and understand any changes and their impact on their areas.

Hazard management has changed a lot in the new Act primarily focusing on risk management and the identification of the required controls. "JCAD" is proving to be a valuable tool in this management area.
The Employee Participation section of the Act has strengthened the requirement

for PCBU's to engage with workers who carry out work for UCOL and are, or are likely to be directly affected by the work. The views of the workers will be required to be taken into account and relevant information about health and safety will be required to be shared with workers.

The objective of worker participation is that all workers can have a say on matters that will affect their health and safety in the workplace. Effective engagement with workers will increase their awareness of health and safety and enable them to work with Council to improve health & safety. Council can make better decisions by drawing on the knowledge and experience of the people who do the job.

Health and Safety Representatives (Reps) are a critical part of this process so it is important that we have a full team of Health and Safety Reps supported by their managers to carry out identified functions for Council.

2017 will be a very busy year for the Health and Safety team and Council as a whole. We still need to finalise the changes for Health and Safety Reps and have them trained in their new responsibilities. In the meantime, the Health and Safety team will be working closely with all sections to support and make happen what is required until everyone is at our required standard.

4.0 2016 Updates

4.1 Health and Safety at Work Act 2015 (HSWA) Implementation
The Health and Safety at Work Act came into force on 4 April 2016. Currently, all policies and procedures are being reviewed and updated. This will be completed in 2017.

Part of the 2017 programme will include continual upskilling of all staff so they understand their responsibilities under the Act.

4.2 Emergency Management/Response Plans
Council is committed to protecting the welfare of its students and community members, as well as it property and facilities. To manage the delivery of this programme Council introduced "Coordinated Incident Management System" (CIMS). This system allows for the capture and dissemination of all information and actions in a timely manner.

Monthly exercises have been conducted throughout the year to keep staff awareness and understanding of the system relevant. As part of continuous improvement this programme will be reviewed and modified if required. This will also include training where necessary. Once this has been completed, Contingency Plans will be reviewed to reflect any changes.

4.3   Inductions

Inductions have been carried out to ensure that all staff are aware of the health and safety requirements from Council. These inductions will become electronic for employees during 2017, and will be reviewed to ensure consistency and that we are meeting our requirements under the Health and Safety at Work Act 2015.

As part of this review, Contractors will also be checked to ensure that any company providing services to UCOL provide us with their hazard management information and that inductions are carried to ensure that they understand our health and safety requirements.

4.4   Earthquake Prone Buildings Report

To ensure that Council is meeting its obligations and taking "all practicable steps", Council commissioned an engineering survey of all buildings at each campus. This was carried out by BECA in November 2016. The report identified no issues with any structure/structural components. Some minor cracks were identified but these were pre-existing. This information has been captured in a spreadsheet for use in the future.
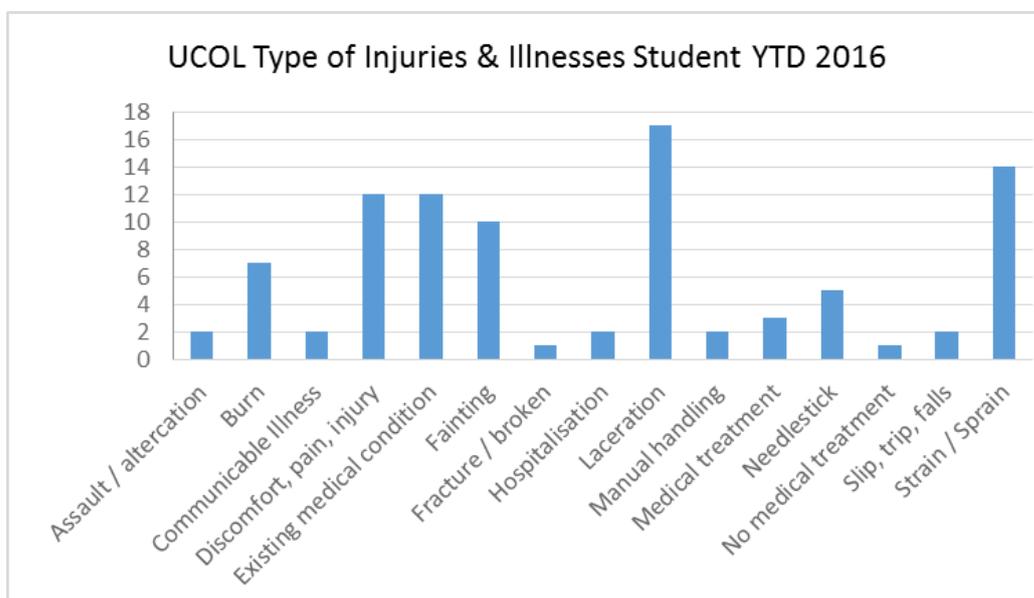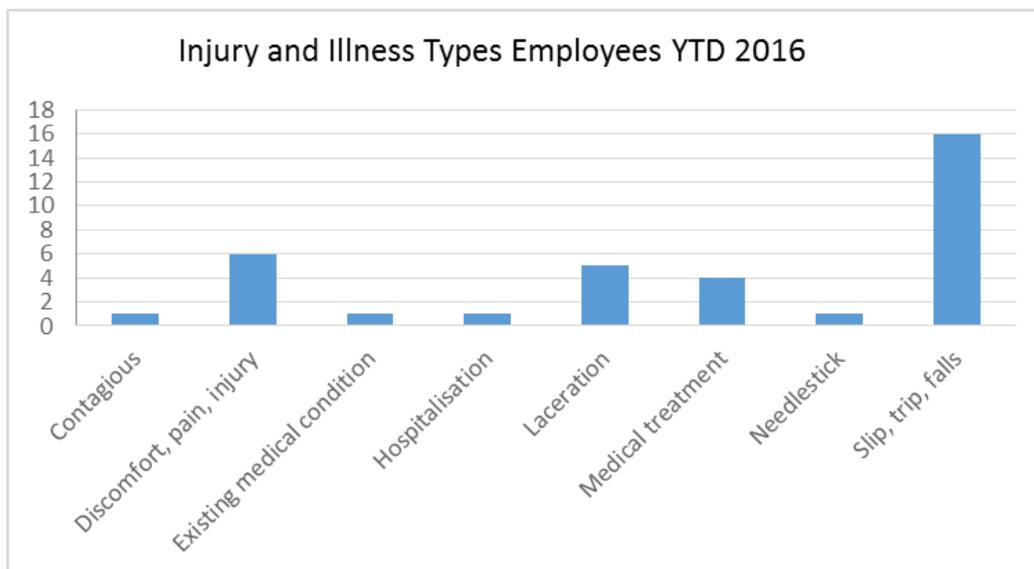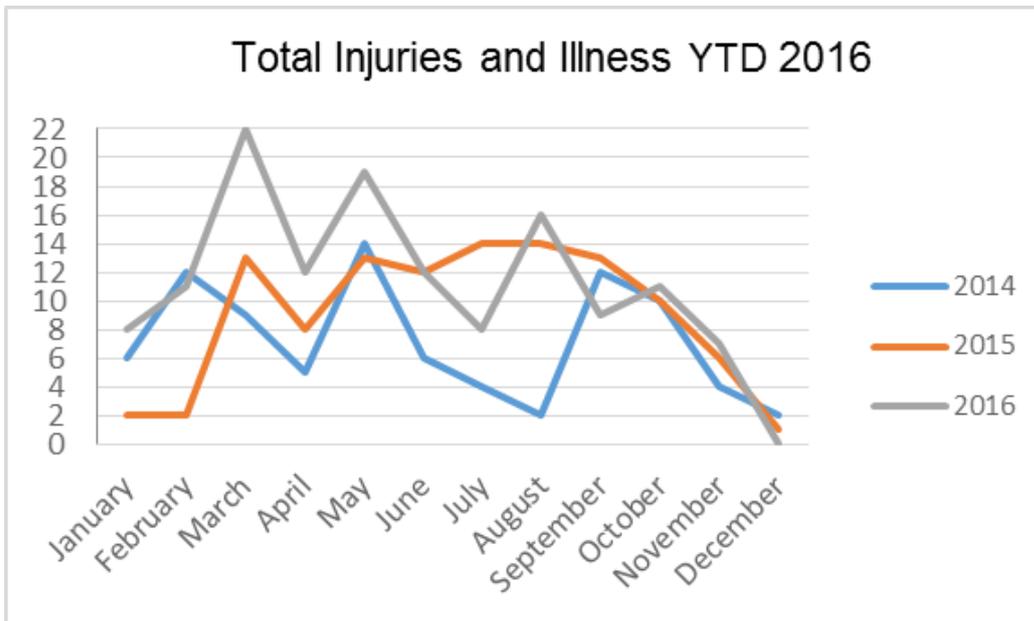
5.0   Notifiable Events 2016

With the introduction of the new Health and Safety at Work Act 2015 serious harm has been replaced with "Notifiable Events".

PCBU's are required to notify WorkSafe immediately after becoming aware that a notifiable event has occurred, to keep records of notifiable events, and to ensure that a site where a notifiable event has occurred is not disturbed until authorised by an Inspector. There are three types of notifiable events, Injury, Illness and Incidents. Over this reporting period there has not been any serious harm or notifiable events as shown in the table below.

Notifiable Injuries/Illnesses	Nil
Notifiable Incidents	Nil

6.0   Trends

These trends cover all campuses for employees and students. The total injuries and illness graph demonstrates there has been a positive downward trend over the past three years. Employee total injuries and illness is high in slips, trips and falls while student total injuries and illnesses is high relative to previous years (2014/2015) in lacerations and strains/sprains.

Total Injuries and Illness YTD 2016

Injury and Illness Types Employees YTD 2016

UCOL Type of Injuries & Illnesses Student YTD 2016

Body Part Injured Jan - Dec 16

Upper Leg 3%
Vertebrae 1%
Abdominal 1%
Upper Arm 3%
Wrist 4%
Stomach 1%
Ankle 8%
Nose 1%
Shoulder 4%
Back 6%
Brain 2%
Neck 6%
Chest 3%
Elbow 1%
Mouth 1%
Eye 1%
Lungs 2%
Face 2%
Lower Leg 4%
Lower Arm 1%
Finger 16%
Knee 9%
Hip 1%
Head 7%
Hand 8%
Foot 3%
Finger nail 1%
Groin 1%
Hamstring 1%

The trend in the total injury and illness graphs is supported by the Body Part Injuries graph. This clearly identifies hand, wrist and finger injuries are areas that need to be looked into and make any necessary improvements.
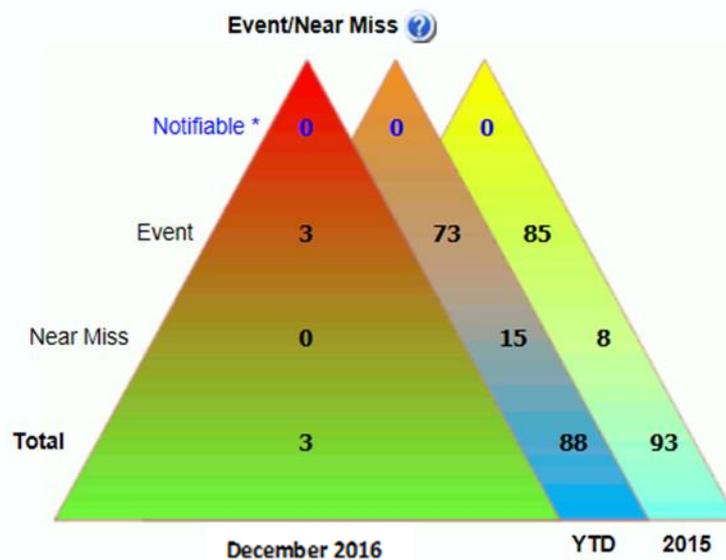
The head injuries percentage (7%) has been affected by some medical conditions that have caused these accidents and injuries. These injuries could be separated out under their own heading "Medical related injuries" which would give us more accurate information on what we can control and what we can manage.

This information will form part of the review process for 2017.

7.0 Performance Indicators & Comparison YTD 2016 with Previous Year 2015

Injuries / Illnesses

	December 2016	YTD 2016	2015
Fatalities	0	0	0
Lost Time Injuries	0	0	3
Restricted Work	0	0	0
Medical	0	15	10
First Aid	0	8	2
No Treatment	0	20	22
Total	0	43	37

Nil Injuries / Illnesses for the month

Work Related Injury Body Parts YTD

Body Part	Number of Injuries
Ankle/Foot	5
Arm	4
Head	10
Leg	15
Respiratory	2
Torso	10
Wrist/Hand	11

Event/Near Miss

	December 2016	YTD 2016	2015
Notifiable *	0	0	0
Event	3	73	85
Near Miss	0	15	8
Total	3	88	93

8.0 Health and Wellness Program

8.1 Occupational Health

Occupational health services provide comprehensive support and advice to both managers and staff on the prevention of work related ill-health, the support of those at work with health problems and the promotion of health and wellbeing.

The tables below are an overview of UCOL's occupational health services statistics for 2016

The visits to the Wairarapa Campus are once a year only hence the low consultation rate.

Over the 12 month period there was 367 consultations and six referrals.

UCOL Occupational Health Statistics 1st January 2016 – 31st December 2016

Type of Consultation	PNth	Wg	Wai	Total
Computer Workplace Assessment - new staff or those requiring monitoring	32	1	0	33
Health & Safety communications - primarily with managers, or for miscellaneous communication with employees not falling into the other categories noted in this report	122	104	0	226
Personal health - BP monitoring for GP; stress issues; other clinical concerns	38	7	0	45
Work related consultations - reports of DPI / niggles / other task issues	17	0		17
Heart health checks - includes a specific programme; BP; height; weight; total cholesterol and blood sugar levels	8	3	3	14
Audiometry (hearing) Tests	26	0	3	29
Spirometry (Lung function Tests)	3	0		3
Skin Assessments - hairdressing / beauty	0	0	0	0
Total Consultations YTD 2016	246	115	6	367
Referrals - Personal health - BP monitoring for GP; stress issues; other clinical concerns	2	0	0	2
Referrals - Audiometry (hearing) Tests	3	0	1	4
Total Referrals YTD 2016	5	0	1	6

8.2 Employee Assistance Programme (EAP)

Council is committed to providing a supportive work environment for its staff which encourages and assist employees to seek help and resolve personal and professional problems that may affect their work performance and health and wellbeing. To do this, Council has appointed EAP approved provider. There are two types of referrals:

- Informal referral which is initiated by a UCOL employee when they recognise a problem themselves, or following a suggestion from a colleague, family member, friends.

- Workplace referral which is recommended by a Manager when impaired work performance continues after normal supervision practices have been followed. The offer may be declined by the UCOL employee as the programme is voluntary.

The EAP Programme is a confidential service. Council does not know a particular employee has attended EAP, unless the employee has consented disclosure of that information.

In 2016, there was a decrease in the number of staff approaching EAP Services compared to 2015. However, two new areas of consults appeared over this period that did not appear in 2015. They are under the "Grief (6)" in the Personal Issues area and "Redundancy (5)" in the Work Issues area.
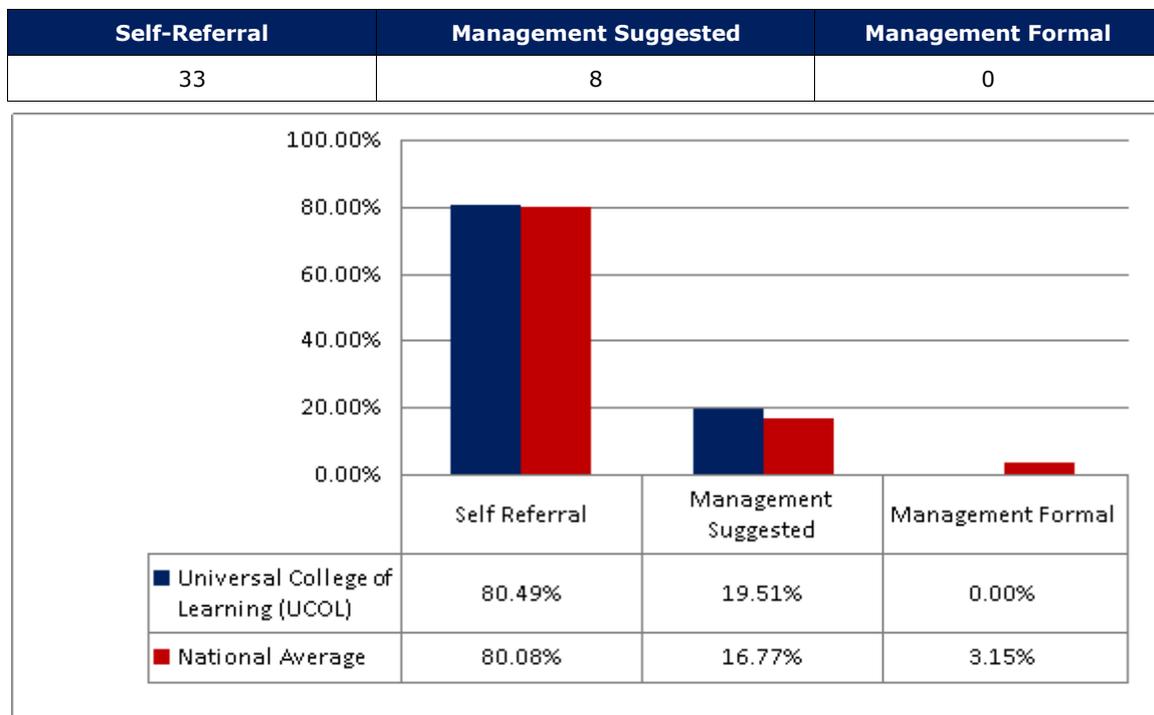
The following statistics are based on the number of clients who attended face to face counselling and in some urgent situations may have had telephone counselling support. Some cases within the term of this report period may still be ongoing.

The programme usage is based on an approximate employee headcount of 481 employees.

Palmerston North campus was the highest user out of all campuses for 2016. There were 36 clients which equates to 87.80% of overall consults.

The following statistics indicate UCOL's source of referrals to the Programme.

Please note most referrals were self-referrals, however we acknowledge that some referrals indicated as self-referral, may have been prompted by managers.

Self-Referral	Management Suggested	Management Formal
33	8	0

	Self Referral	Management Suggested	Management Formal
■ Universal College of Learning (UCOL)	80.49%	19.51%	0.00%
■ National Average	80.08%	16.77%	3.15%

8.3   Age Groups

The following information indicates UCOL's organisation age demographic and compares this with the national average. Council can now use this information to identify trends and to ensure that support is in place where required.

No. of Clients	Age Group	Percentage	National Average
0	Under 20	0.00%	1.94%
2	20 - 29 years	4.88%	17.92%
3	30 - 39 years	7.32%	27.32%
17	40 - 49 years	41.46%	28.63%
19	50 plus	46.34%	24.20%

	Under 20	20 - 29 years	30 - 39 years	40 - 49 years	50 plus
Universal College of Learning (UCOL)	0.00%	4.88%	7.32%	41.46%	46.34%
National Average	1.94%	17.92%	27.32%	28.63%	24.20%
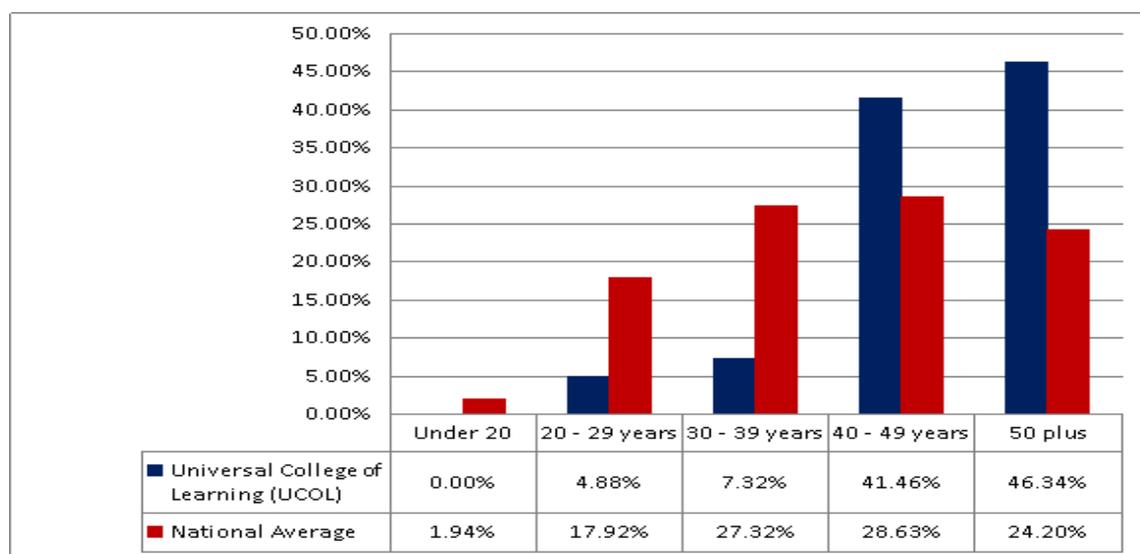
8.4   Comparison to Previous Statistics

Personal Issues	2015	2016
Anxiety	12	8
Relationships	10	12
Work Issues		
Bullying	8	3
Career	9	4
Environment	6	2
Relationship with Manager	12	4

Relationships under the personal issues column had a slight increase (2) over 2015 statistics. While all other areas decreased over the 2016 reporting in comparison with the 2015 statistics.

9.0   Worker Participation

Worker participation is a vehicle for all workers to have a say on matters that will affect their health and safety in the workplace. Effective engagement with workers will increase their awareness of health and safety and enable them to work with Council to improve health & safety at UCOL. Council can make better decisions by drawing on the knowledge and experience of the people who do the job.

Health and Safety Representatives (Reps) are a critical part of this process. To ensure that we have full coverage in all areas, a review is currently taking place. This review includes the cessation of Health & Safety Representatives annual allowance, a review of the job description and upskilling and identifying the activities that they will be involved in.

They will also be given the opportunity to attend training courses and conferences which will increase their skill set and knowledge within the health & safety area.

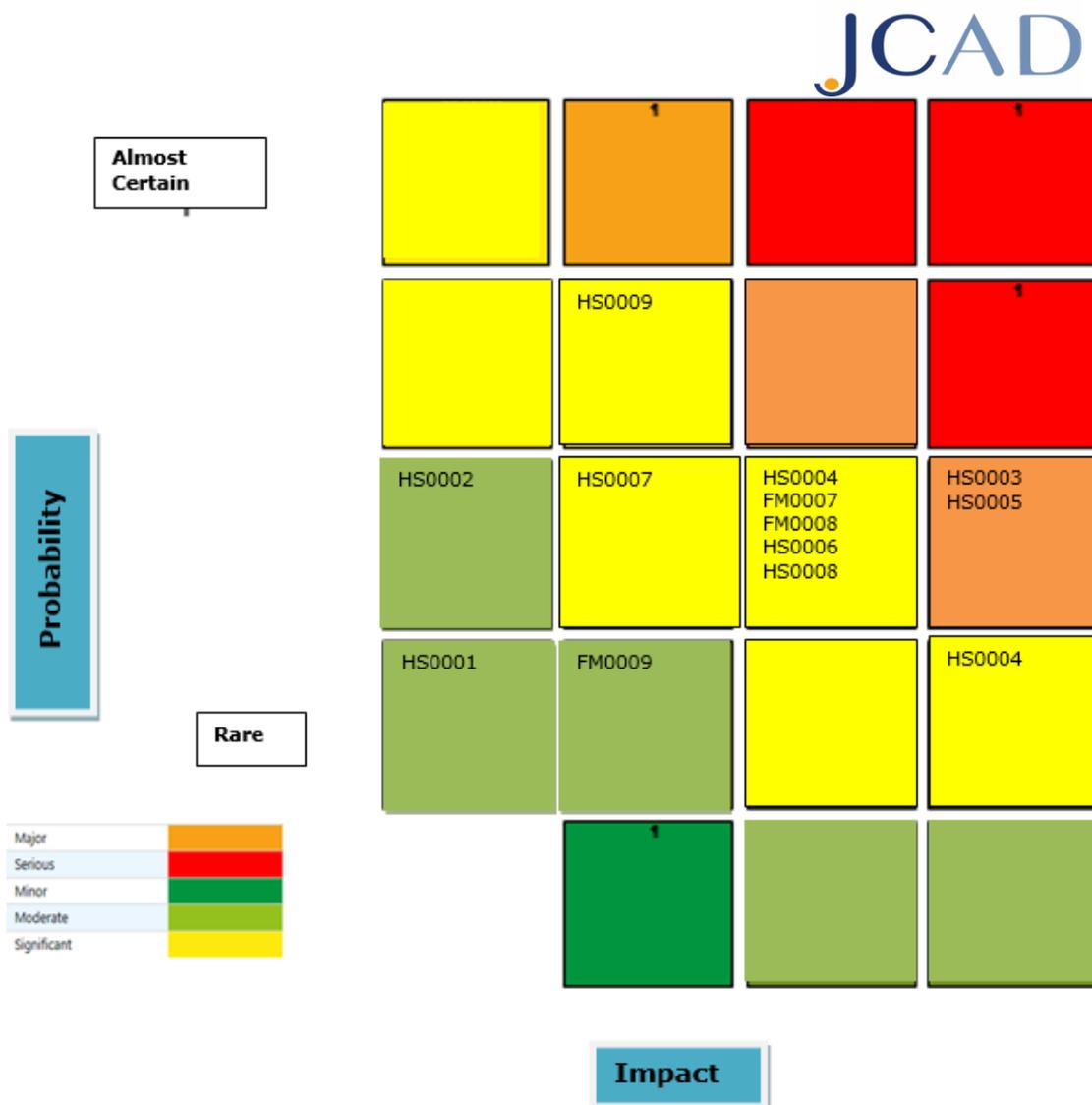## 10.0 JCAD – Risk System (incl. Health and Safety)

JCAD is a Risk Management programme for the identification, assessment and management of risks and uncertainties. These can be affected by internal and external events or scenarios, which could inhibit Council's ability to achieve its strategy and strategic objectives keeping in mind the ultimate goal of creating and protecting employees, students and visitors in the workplace.

Risks are found in 3 broad categories:

− Preventable Risks
− Strategy Risks
− External Risks

This Risk Management Programme measure the probability against the impact of risk in what is call a "Heat Map".

Inserted below is the Heat Map for 2016 based on all the hazard/risks identified.

10.1 Detailed Risk Information (related to Health and Safety)

This is the information that can be generated from the JCAD system. It can be filtered to customise information required. The table below covers all hazards/risks identified over the period January 2016 to December 2016. The system applies a risk rating and this can reviewed to reflect other information that may impact on the final rating for a risk.

Current Rating	Ref	Risk Description	Assigned To	Review Date
15	HS0003	Violence, risk of violent acts towards others Against staff and/or students and/or the institution	H&S Manager	8/04/2017
15	HS0005	Risky Behaviour that leads to serious harm or death	H&S Manager	8/04/2017
12	FM0004	Staff and student safety from infrastructure failure Building partial or total collapse	Dir.Facilities & Risk Mgmt	31/03/2017
12	FM0007	Infrastructure failure or Fire in non Campus locations Earthquake Post flood or other event	Dir.Facilities & Risk Mgmt	31/03/2017
12	FM0008	Students and staff are injured from a failure of an earthquake prone or unsafe buildings	Dir.Facilities & Risk Mgmt	31/03/2017
12	HS0006	Disease causing widespread illness	H&S Manager	8/04/2017
12	HS0008	Vehicle accident causing injury or death	Dir.Facilities & Risk Mgmt	31/03/2017
12	HS0009	Severe weather conditions or natural disasters causing employees to be stranded.	H&S Manager	8/04/2017
10	HS0004	Hazardous substances causing major illness, death	Dir.Facilities & Risk Mgmt	31/03/2017
9	HS0007	Food Poisoning	H&S Manager	8/04/2017
6	FM0009	Airborne contamination from Asbestos	Campus Facilities Mgr	31/12/2016
6	HS0002	Fire in adjoining property causing smoke to enter campus	Dir.Facilities & Risk Mgmt	31/03/2017
4	HS0001	Cable to Transformer works required a trench and exposed cables for an extended period Risk of trip/fall, driving a car into the works as it crosses our carpark	Dir.Facilities & Risk Mgmt	

Through the monitoring of hazards/risks we are able to identify our key risks and ensure that we have the correct controls and procedures in place.

Some of our main risks are: Infrastructure failure affecting our ability to deliver our programmes; student behaviour affecting their abilities/safety and others users of UCOL services; and Asbestos suspected buildings.

11.0 New initiatives for 2017

11.1 WorkSafe Relationship

WorkSafe restructured themselves in readiness for the introduction of the new Health and Safety at Work Act 2015. They wanted to change their public image and work closer with organisations to prevent accidents happening. WorkSafe's mandate is to educate and form partnerships with organisations rather than be about punitive actions. We have been assured by WorkSafe that they see their role as being the "ambulance at the top of the cliff" and working with organisations to proactively avoid accidents and harm from occurring.

Council will utilise WorkSafe's expertise when required in contract management, hazard/risk assessments, procedures and building layout to name a few.

11.2 Health and Safety Annual Planner 2017

The annual planner captures all activities that need to be achieved throughout the current year (2017). Priorities may change depending on circumstances. This planner will be presented at all Health & Safety meetings, and will be summarised in the monthly, quarterly and annual reports.

Task		Priority	Status ⚪🟡🟢
Health & Safety Representatives – Finalisation of Expectations/Allowance		1	⚪
Upskilling and Updating Council (understanding responsibilities)			⚪
Earthquake and Asbestos Buildings (review/identification)		2	⚪
Fire Wardens – Training/Confirmation groups		1	⚪
Working alone procedure		1	⚪
Sports & Exercise – Review of procedures/risks		1	⚪
Emergency Management systems/Rapid Response programme		1	⚪
Trades Review – Emergency Evacs/Inductions/Hazard/Risk Register		2	⚪
Contractor Management Review		2	⚪
Utilization of other sites outside UCOL – Risk Assessment		1	⚪
Special Needs H&S requirements' – review application stages.		2	⚪
Incident/Investigation upskilling – Managers/Staff		2	⚪
Update Intranet Health & Safety sections		2	⚪
Policy reviews – update to reflect HSWA and procedures.		2	⚪
Health & Safety Induction process – Staff/Contractors		1	⚪
Update H&S Dashboard and reporting functions		2	⚪
Review platform for managing Health & Safety policy & procedures.		2	⚪
Hazard/Risk Register – check documentation on system/s		2	⚪
Fire Drills – check current system		3	⚪
Review Crisis trauma policy & desk top training live simulation.		4	⚪
Contingency Plans updating		1	⚪
Update Health & Safety responsibilities in Job Descriptions		4	⚪
Upskill managers, tutors, H&S Reps re understanding their responsibilities and requirements (on-going)		1	⚪

Definitions Traffic Lights:	⚪ to commence	🟡 started	🟢 completed	**1**=Priority down to **5** low priority

11.3   Central Register – Health and Safety Audits and Reviews

A register will be developed to capture all health & safety audits and reviews across all campuses. This will ensure that workplaces and procedures are reviewed at least once a year to ensure that any changes have been captured and that appropriate controls are in place.

11.4   Central Register – Earthquake and Asbestos Buildings

Currently there is a register for earthquake assessed buildings but there is no acknowledgement of which buildings may be asbestos affected.

To ensure that Council is meeting its obligations and taking "all practicable steps", this register will be modified to include asbestos suspected buildings based on the age of construction. This information can then be given to any company carrying out work on the building so they can take the necessary precautions.

12.0 <u>Conclusion</u>

2016 has been a challenging year for all organisation given the changes in the Health & Safety area.

With the introduction of the new Health & Safety at Work Act 2015, everyone has had to upskill themselves in understanding the Act and what their responsibilities are and the impact that these will have on their areas.

To support this process, the Health and Safety team will work closely with all Faculties to ensure they understand their responsibilities under the Act. Policies and procedures will be reviewed with the various areas to ensure they have a full understanding of the requirements.

Health & Safety Representatives are a critical part of this process as they are the representatives and voice for their areas. With a strong health and safety network in place it will enable greater staff involvement for all employees of UCOL.

Over the coming months the reporting templates will change to reflect trends happening over UCOL and will include benchmarking.

We are also looking at re-establishing Council visits to the main campuses, so all Council members have a full appreciation of the programmes that are being delivered and their associated risks.

The Health and Safety Team is committed to the objectives set by Council and will work to ensure a safe workplace environment for all campuses and forming meaningful relationships with all staff and areas within UCOL.

Sylvie Hickton, Health and Safety Manager for:
Leeza Boyce
<u>Chief Executive</u>

Date: 24 March 2017