
From: Patricia Pascual

Sent: Tuesday, 24 March 2020 6:29 PM

To: GRP AC COO - Regulatory Services <RegulatoryServices@aucklandcouncil.govt.nz>

Cc: Andrew Drever <andrew.drever@aucklandcouncil.govt.nz>; Andrew McCosh <Andrew.McCosh@aucklandcouncil.govt.nz>; Penny Williams <penny.williams@aucklandcouncil.govt.nz>

Subject: Craig's Director Chat notes - 24 March 2020

Hello everyone,

Craig spoke to the Regulatory Services team today during his latest Director's Chat session. More than 400 staff connected to the video.

Below is an overview of what Craig briefed the team on.

You can also view the full video broadcast [here](#).

Please feel free to email me/Craig any further questions.

Covid-19 response is a rapidly moving situation. Auckland Council is following Central Government and Ministry of Health advice.

ELT is meeting daily and the Crisis Management Team (including CCO's) is meeting twice daily.

[Kotahi](#) is the key point of information for people. Check it daily for information and updates.

As of Thursday 26 March, we expect every member of our staff to be working from home, except those delivering essential services.

Essential services for Auckland Council relevant to Regulatory Services are as follows:

- Reactive regulatory and compliance activities required to maintain human health and safety at home or work.
- Environmental Health (i.e. those already proactively working with ARPHS and DHB's).
- Building and Resourcing consenting necessary for essential services and critical infrastructure only.
- Note that noise-related work by Auckland Council is not considered to be essential work at this stage.

Equipment: If you have taken or need to take office equipment home (i.e. chairs, monitors, keyboards etc), please don't help yourself. Please email workfromhome@aucklandcouncil.govt.nz to register equipment you wish to borrow, detailing your name, department, team leader name and the equipment you will be taking, noting the serial number for laptops. Team Leaders should also provide this information to Sue Veitch and Sharon Coombes, including a summary of people in your team who will need to be supplied equipment (and their contact details).

Working from home: It will take time to determine how our ICT systems and software will support us. There will be challenges and things may not work all the time. Bear with us as ICT work through the challenges. We understand that getting set up will take time for our people and productivity may take a hit during this time. Manage your time. Be flexible. Communicate with your people leader to manage expectations.

At this point in time, Council is guaranteeing employment for up to 12 months, if we are still responding to Covid-19 in that time. Employees may be asked to do work that's different to your normal job. A skills matrix is being built currently, with staff and team leader input.

There will be a slow down on applications and customer requests. We will be looking to clear backlogs, work on other projects and undertake business improvement initiatives. This will be a key focus for us going forward.

Vehicles for business purposes - Hopefully, you will not have a need to leave home, but if you are called out for an essential service, you can use your private vehicle with sign off from your team leader and claim mileage info and claim form on Tupu.

If you become unwell at home or have been in contact with someone who has Covid-19, please register your details with Healthline on its dedicated COVID-19 number 0800 358 5453, and with Auckland Council's People Solutions team at coronavirus@aucklandcouncil.govt.nz and let your team leader know.

Planned flu vaccines will still be available to staff, but potentially in the form of vouchers for later collection.

Please use EAP if you need it. Download the EAP app. EAP organisation code is Aklcouncileap2019

Finally, be calm and considered in our approaches and don't jump to conclusions. Use judgement. Out of adversity comes opportunity. The strong message from the executive leadership team is that we will do the right thing by our people.\

Stay safe,

Craig Hobbs

Andrew Drever | Senior Communications Adviser, Regulatory Services
Auckland Council, Level 2, 35 Graham St
Visit our website: www.aucklandcouncil.govt.nz

Out of scope

From: Craig Hobbs
Sent: Thursday, 26 March 2020 8:32 am
To: Patricia Reade
Subject: RE: Recent Comms to your division

OK, thanks Patricia

Nga mihi

Craig Hobbs | Director Regulatory Services
Mobile 0274 548 845
Auckland Council, Level 15, 135 Albert Street, Auckland
Visit our website: www.aucklandcouncil.govt.nz

EA: Patricia Pascual
Mobile 021 803 608
patricia.pascual@aucklandcouncil.govt.nz

From: Patricia Reade <Patricia.Reade@aucklandcouncil.govt.nz>
Sent: Thursday, 26 March 2020 8:31 AM
To: Craig Hobbs <craig.hobbs@aucklandcouncil.govt.nz>
Subject: Re: Recent Comms to your division

Great, thanks Craig. I'll give you a quick call about one sentence - easier than trying to explain while Skyping with ELT!

Sent from my iPad

On 26/03/2020, at 7:15 AM, Craig Hobbs <craig.hobbs@aucklandcouncil.govt.nz> wrote:

Hi Patricia

A slight amendment:

Kia ora team,

During my Directors Chat on this Tuesday just gone, I stated that "at this point in time, Council is guaranteeing employment for up to 12 months, if we are still responding to Covid-19 in that time".

I apologise, but I must correct and clarify this statement.

ELT has been very clear that, while the Covid19 pandemic and restrictions are impacting New Zealand, we will not be terminating permanent staff positions in normal circumstances (i.e. there are no serious misconduct issues, etc). However, my use of the words "guarantee and 12 months" during the Director's Chat was inappropriate. My apologies if you feel I have misled you as a result of my statement; it was not my intention.

In the current uncertain economic circumstances, ELT is working through forecasts of what our financial situation may be and until we gain a better understanding of how the lock down affects our business, we cannot give any guarantees. We do however want to give our people as much comfort of job security through this difficult and challenging time as possible, but as the priorities and the

situation shift even daily, I am not as well placed to provide certainty as what I was hoping I would be.

I will address my mistake again on Friday at my next Directors Chat (time to be confirmed) and I'll continue to keep you updated and informed as things evolve.

All the best

Craig

Nga mihi

Craig Hobbs | Director Regulatory Services

Mobile 0274 548 845

Auckland Council, Level 15, 135 Albert Street, Auckland

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EA: Patricia Pascual

Mobile 021 803 608

patricia.pascual@aucklandcouncil.govt.nz

From: Craig Hobbs

Sent: Thursday, 26 March 2020 7:08 AM

To: Patricia Reade <Patricia.Reade@aucklandcouncil.govt.nz>

Subject: RE: Recent Comms to your division

Thanks Patricia

I have been getting good support from Hannah Speedy and my team. This is what I propose to go out with this morning:

Kia ora team,

During my Directors Chat on this Tuesday just gone, I stated that "at this point in time, Council is guaranteeing employment for up to 12 months, if we are still responding to Covid-19 in that time".

I apologise, but I must correct and clarify this statement.

ELT has been very clear that, while the Covid19 pandemic and restrictions are impacting New Zealand, we will not be terminating permanent staff positions in normal circumstances (i.e. there are no serious misconduct issues, etc). However, my use of the words "guarantee and 12 months" during the Director's Chat was inappropriate. My apologies if you feel I have misled you as a result of my statement; it was not my intention.

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I'll continue to keep you updated and informed as things evolve.

Cheers

Nga mihi

Craig Hobbs | Director Regulatory Services

Mobile 0274 548 845

Auckland Council, Level 15, 135 Albert Street, Auckland

Visit our website: www.aucklandcouncil.govt.nz

EA: Patricia Pascual

Mobile 021 803 608

patricia.pascual@aucklandcouncil.govt.nz

From: Patricia Reade <Patricia.Reade@aucklandcouncil.govt.nz>

Sent: Wednesday, 25 March 2020 10:09 PM

To: Craig Hobbs <craig.hobbs@aucklandcouncil.govt.nz>

Subject: Re: Recent Comms to your division

Thanks, let us know if you'd like some help with the wording of the retraction.

Sent from my iPad

On 25/03/2020, at 9:53 PM, Craig Hobbs <craig.hobbs@aucklandcouncil.govt.nz> wrote:

It was bloody stupid Patricia. I realised what I had done after the chat. I can't open the dropbox link but understand it has probably put everyone in an awkward situation! I'll flag it at ELT in the morning. Sorry again.

Get [Outlook for Android](#)

From: Patricia Reade <Patricia.Reade@aucklandcouncil.govt.nz>

Sent: Wednesday, March 25, 2020 9:40:32 PM

To: Craig Hobbs <craig.hobbs@aucklandcouncil.govt.nz>

Subject: Re: Recent Comms to your division

Ok that's good - thanks Craig, it has sent some folks into a spin.

https://www.dropbox.com/sh/6kcf9aox63x5ykn/AACS_1tUwJqzV87uvxDDw0Z9a?dl=0

Sent from my iPhone

On 25/03/2020, at 9:30 PM, Craig Hobbs <craig.hobbs@aucklandcouncil.govt.nz> wrote:

Hi Patricia. I am clarifying and retracting this tomorrow with the entire reg svcs team. I did say guarantee in my directors chat, which was bloody stupid! Trying to make a point that we are looking to provide as much security as possible. Very clumsy of me, sorry. I have already talked to my PSA rep and will send an email to the team tomorrow. I'll copy you in. Foot / Mouth springs to kind!!

Cheers Craig

Get [Outlook for Android](#)

From: Patricia Reade <Patricia.Reade@aucklandcouncil.govt.nz>
Sent: Wednesday, March 25, 2020 8:56:31 PM
To: Craig Hobbs <craig.hobbs@aucklandcouncil.govt.nz>
Subject: Recent Comms to your division

Hi Craig, I understand that in your recent update to the Reg division You stated that "Council is guaranteeing employment for up to 12 months, if we are still responding to Covid-19 in that time". I am not aware of any such decision. Please confirm, I haven't missed something.
Thanks, Patricia.

Sent from my iPad

Out of scope

From: Craig Hobbs
Sent: Thursday, 26 March 2020 10:11 am
To: Patricia Reade
Subject: RE: How is this?

Thanks Patricia

Nga mihi

Craig Hobbs | Director Regulatory Services
Mobile 0274 548 845
Auckland Council, Level 15, 135 Albert Street, Auckland
Visit our website: www.aucklandcouncil.govt.nz

EA: Patricia Pascual
Mobile 021 803 608
patricia.pascual@aucklandcouncil.govt.nz

From: Patricia Reade <Patricia.Reade@aucklandcouncil.govt.nz>
Sent: Thursday, 26 March 2020 9:17 AM
To: Craig Hobbs <craig.hobbs@aucklandcouncil.govt.nz>
Subject: Re: How is this?

Looks good to me thanks Craig.
Have a good day!

Sent from my iPad

On 26/03/2020, at 8:53 AM, Craig Hobbs <craig.hobbs@aucklandcouncil.govt.nz> wrote:

Kia ora team,

During my Directors Chat on this Tuesday just gone, I stated that “at this point in time, Council is guaranteeing employment for up to 12 months, if we are still responding to Covid-19 in that time”.

I apologise, but I must correct and clarify this statement.

ELT has been very clear that while the Covid19 pandemic and restrictions are in place, we will not be terminating permanent staff positions in normal circumstances (please note that serious performance and/or misconduct issues will still be addressed as they would in normal BAU). However, my use of the words “guarantee and 12 months” during the Director’s Chat was inappropriate. I am sorry if you feel I have misled you as a result of my statement; it was not my intention.

In the current uncertain economic circumstances, ELT is working through forecasts of what our financial situation may be and until we gain a better understanding of how the lock down affects our business, we cannot give any guarantees. We do however want to give our people as much comfort of job security through this difficult and challenging time as possible, but as the priorities and the situation shift even daily, I am not as well placed to provide certainty as what I was hoping I would be.

I will address my mistake again on Friday at my next Directors Chat (time to be confirmed) and I'll continue to keep you updated and informed as things evolve.

All the best

Craig

Nga mihi

Craig Hobbs | Director Regulatory Services

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EA: Patricia Pascual

Mobile 021 803 608

patricia.pascual@aucklandcouncil.govt.nz

From: Craig Hobbs <craig.hobbs@aucklandcouncil.govt.nz>
Sent: Thursday, 26 March 2020 10:14 AM
To: GRP AC COO - Regulatory Services <RegulatoryServices@aucklandcouncil.govt.nz>
Subject: Directors chat clarification and correction (and apology)

Kia ora team,

During my Directors Chat on this Tuesday just gone, I stated that “at this point in time, Council is guaranteeing employment for up to 12 months, if we are still responding to Covid-19 in that time”.

I apologise, but I must correct and clarify this statement.

ELT has been very clear that while the Covid19 pandemic and restrictions are in place, we will not be terminating permanent staff positions in normal circumstances (please note that serious performance and/or misconduct issues will still be addressed as they would in normal BAU). However, my use of the words “guarantee and 12 months” during the Director’s Chat was inappropriate. I am sorry if you feel I have misled you as a result of my statement; it was not my intention.

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I will address my mistake again on Friday at 2pm in my next Directors Chat and I’ll continue to keep you updated and informed as things evolve.

Again my apologies.

All the best

Craig

Nga mihi

Craig Hobbs | Director Regulatory Services
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EA: Patricia Pascual
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patricia.pascual@aucklandcouncil.govt.nz

From: Craig Hobbs

Sent: Thursday, 26 March 2020 10:21 AM

To: GRP AC Executive Leadership Team <GRPACExecutiveLeadershipTeam@aucklandcouncil.govt.nz>

Cc: Priscilla Balakrishnan <priscilla.balakrishnan@aucklandcouncil.govt.nz>

Subject: My foot in mouth issue!!

Hi all

For your reference, this email that has just gone to all Regulatory Services staff addressing my directors chat messaging cock up, that I mentioned on our meeting this morning. I thought it worthwhile you having this so it can be forwarded onto any of your staff who are looking for the same "guarantee", if they have heard of my initial message!

Sorry if this has caused unnecessary noise in your teams!

Cheers

Craig

Kia ora team,

During my Directors Chat on this Tuesday just gone, I stated that "at this point in time, Council is guaranteeing employment for up to 12 months, if we are still responding to Covid-19 in that time".

I apologise, but I must correct and clarify this statement.

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All the best

Craig

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