



NEW  
ZEALAND  
POST  
GROUP

**New Zealand Post Group**

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13 February 2018

By email

Dear Ms Torrington

**New Zealand Post response to request under section 12 of the Official Information Act 1982**

Thank you for your request for information under section 12 of the Official Information Act 1982 ("the Act"), received by New Zealand Post on 5 January 2017.

You requested the following information:

- 1. Number of times that staff have incurred injuries (including due to crashes, incidents, sudden stopping, and any other injury type such as repetitive strain injuries, etc.) including those which are likely due to the use of operating "Paxster" vehicles since 1st Jan 2017.*
- 2. Number of crashes / incidents involving "Paxster" vehicles where damage has occurred to the paxster and/or other people, staff, vehicles, utilities, facilities, buildings, lamp posts, etc.*
- 3. Information pertaining to when it is unsafe to use Paxster vehicles and/or deliver mail due to poor weather, including operating guides and team leader or management process and procedures to identify occasions when mail delivery should be cancelled for staff well being. (The day I witnessed this was a very windy day and lots of flooding on North shore roads and around the upper north island, yet the staff were still out delivering mail in the horrible weather!)*
- 4. I have read a previously supplied "Footpath assessment list" from May 2017 and would like to know further information about Round Profiles on the north shore. The document I read stated somewhere that "Time will be added to the Round Profile to accommodate this." Can you please provide any documentation about the round profiles of rounds on the North Shore?*
- 5. Also any additional information about how long it should take your staff to complete these rounds vs how long it actually takes and how this is monitored and reviewed by management. (Please provide any correspondence or documentations that relates to how managers take into account for days when there is a lot of post to deliver and where there are delays caused by extra pedestrians, wet weather, heavy traffic days - Is there a time factor added to the round profile for variable factors such as these? How does management monitor this?)*
- 6. H & S documentation, including process for managing staff fatigue and / or well being? Especially on hot summer days or wet weather days. Is this monitored by management or up to staff to identify through self checking?*

7. How many times have Paxster vehicles "broken down" while staff have been out on their rounds since 1st January 2017.

8. Any additional information you wish to add to the above to support context of request for information about Paxster vehicles (e.g. historic Bike incidents vs Paxster incidents or staff satisfaction survey results that support their well being, etc.)

Our response to your request follows:

**1. Number of times that staff have incurred injuries (including due to crashes, incidents, sudden stopping, and any other injury type such as repetitive strain injuries, etc.) including those which are likely due to the use of operating "Paxster" vehicles since 1st Jan 2017.**

In the interests of transparency, in our OIA response we interpret 'staff incurred injuries' to mean injuries that resulted in an accepted claim with ACC. ACC reports from 1 April each year. In the year since 1 April 2017 there have been 385 claims accepted from NZ Post employees. This is in relation to in excess of 5,000 people employed by NZ Post over that period.

**2. Number of crashes / incidents involving "Paxster" vehicles where damage has occurred to the paxster and/or other people, staff, vehicles, utilities, facilities, buildings, lamp posts, etc.**

In the interests of transparency, in our OIA response we interpret 'incidents' in the widest possible sense to include being hit by a third party, collision with another vehicle, bumping against static objects at low speed, or being damaged while parked.

Out of up to 380 Paxsters travelling an estimated cumulative 11,000 to 12,500 kms per day, a total of 153 Paxster 'incidents' were reported. Of these, 74 can be described as an 'incident' involving a collision at low speed with a stationary object such as a letterbox, tree branch, fence or concrete post. A total of 66 involved a collision with a moving vehicle (eg. vehicle collided with side of Paxster on intersection), of which 27 were due to the other party being at fault. The remainder relate to falls or loss of traction.

**3. Information pertaining to when it is unsafe to use Paxster vehicles and/or deliver mail due to poor weather, including operating guides and team leader or management process and procedures to identify occasions when mail delivery should be cancelled for staff well being. (The day I witnessed this was a very windy day and lots of flooding on North shore roads and around the upper north island, yet the staff were still out delivering mail in the horrible weather!)**

Please see attached - Safety Alert - Adverse Weather Conditions - Jan 2018, which reinforces the instructions previously communicated to delivery agents on the process to follow whenever they consider the weather conditions are making it unsafe to continue.

**4. I have read a previously supplied "Footpath assessment list" from May 2017 and would like to know further information about Round Profiles on the north shore. The document I read stated somewhere that "Time will be added to the Round Profile to accommodate this." Can you please provide any documentation about the round profiles of rounds on the North Shore?**

We are withholding this information under section 9(2)(b)(ii) of the Act on the grounds that its release would be likely to unreasonably prejudice the commercial position of New Zealand Post, given the highly competitive nature of the delivery services market.

**5. Also any additional information about how long it should take your staff to complete these rounds vs how long it actually takes and how this is monitored and reviewed by management. (Please provide any correspondence or documentations that relates to how managers take into account for days when there is a lot of post to deliver and where there are delays caused by extra pedestrians, wet weather, heavy traffic days - Is there a time factor added to the round profile for variable factors such as these? How does management monitor this?)**

We are withholding information relating to round profiles under section 9(2)(b)(ii) of the Act on the grounds that its release would be likely to unreasonably prejudice the commercial position of New Zealand Post, given the highly competitive nature of the delivery services market.

However, we have a wide range of rosters across all our modes of transport and constantly monitor and review them, with our employees' safety as the highest priority.

The amount of time taken or expected to be taken depends on the mode of delivery and the specific requirements of the area. This applies equally to Paxsters on the North Shore as it does to any mode of delivery in any area across New Zealand.

Every day deliveries can be affected by the fluctuation in mail and parcel volumes; our rosters are designed to have some flexibility to manage these variances. Resource permitting, leaders can assist large runs or peak periods with additional support.

Additionally, NZ Post reports on the time worked per run so that our leaders can assist and manage any instance where there appears to be excessive hours worked. Leaders manage this on a day to day basis via the time docketts submitted and reviewed again each fortnight with more detailed reporting on hours worked and associated workloads.

There are a number of factors that go into determining a finish time to the day, such as volumes, terrain, and traffic. Where possible we build the key factors into the workload models. Our leaders also use their local knowledge to assess what levels of resource to apply to the base level.

We do not typically send out emails or team briefs on resourcing as a number of factors that are specific to an area can affect resourcing options. We do communicate with leaders about large volumes so they can plan their resources ahead where possible.

**6. H & S documentation, including process for managing staff fatigue and / or well being? Especially on hot summer days or wet weather days. Is this monitored by management or up to staff to identify through self checking?**

See attached the following documentation:

- Standard 8 in relation to health monitoring.
- Safety Brief - Keeping Fuelled For PEAK - Wellbeing Kits - December 2017
- Safety Brief - Tips To Help Keep Well During Peak - December 2017
- Safety Alert - Adverse Weather Conditions - Jan 2018

Local conditions are monitored by both local leaders and delivery agents. We are always extremely conscious of public and staff safety and work very hard to keep incidents to a minimum. This applies equally to Paxsters as it does to all the modes of transport we use.

**7. How many times have Paxster vehicles "broken down" while staff have been out on their rounds since 1st January 2017.**

In the interests of transparency, in our OIA response we interpret 'broken down' in the widest possible sense of the vehicle being deemed inoperable or requiring a precautionary check, for example, a flat tyre, an indicator switch failing, uncharged battery or an engine failure, or a precautionary check. These totalled 243 during 2017. Figures for January 2018 are not yet available.

**8. Any additional information you wish to add to the above to support context of request for information about Paxster vehicles (e.g. historic Bike incidents vs Paxster incidents or staff satisfaction survey results that support their well being, etc.)**

You can find further information about our Paxster vehicles on our website:

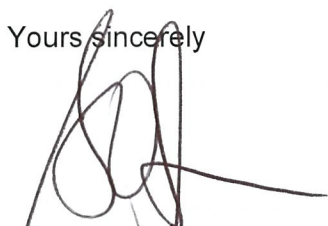
<https://www.nzpost.co.nz/about-us/sustainability/electric-vehicles-powering-deliveries>

And also in our Integrated Annual Report:

<https://www.nzpost.co.nz/sites/default/files/uploads/shared/annual%20reports/2017-nzpost-integrated-annual-report.pdf>

You have the right, by way of complaint to the Ombudsman under section 28(3) of the Act, to seek an investigation and review of our decision to withhold the requested information.

Yours sincerely



Official Information Act Officer  
**New Zealand Post Limited**

### **Attachments**

- Standard 8 in relation to health monitoring.
- Safety Brief - Keeping Fuelled For PEAK - Wellbeing Kits - December 2017
- Safety Brief - Tips To Help Keep Well During Peak - December 2017
- Safety Alert - Adverse Weather Conditions - Jan 2018



## Standard 8

# Health monitoring

The New Zealand Post Group is committed to managing health hazards in the workplace and will promote activities that improve wellbeing. As part of our wellbeing process, we will assess that staff are fit for, and capable of, performing their work activities and take all reasonable endeavours to accommodate any illness, injury or disability.

### Managers / Leaders



- Ensure that your staff have completed a **pre-employment health questionnaire (IND02)** prior to commencing work.
- Ensure that staff know that they need to inform you if they have a health condition that could affect their performance.
- Ensure that a health expert has identified the health hazards relevant to your site and these are documented in the hazard register.
- Ensure that if monitoring of the workplace or individuals is required, a competent provider is engaged to do this.
- Ensure that if sub-optimal results are found, ask your Safety and Wellbeing Manager or Specialist for advice on the next steps. This will normally involve referral to an appropriate health provider.

### Performance requirements

#### All business units shall ensure that:

- 1 Employees are aware that they are responsible for informing their manager or company health advisor if they have a medical condition that could affect their work performance.
- 2 A pre-employment health questionnaire is completed for new employees to identify any pre-existing health issues, so that controls may be implemented to ensure no further exacerbation through workplace exposure (refer to **IND02 – Pre-employment Health Questionnaire**).
- 3 Where applicable, an exit health assessment shall be completed for employees leaving the New Zealand Post Group to verify the health status of the person at the point of departure, and identify any health issues that may have arisen due to their employment with the New Zealand Post Group, so that steps may be taken to reverse or minimise their impact.
- 4 Health Monitoring requirements are identified for each site by an appropriately qualified person and these requirements are documented in the hazard register.

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## Standard 8

# Health monitoring

### Performance requirements continued

- 5 An appropriate health resource is engaged to perform health monitoring requirements. The business unit shall ensure that:
  - a Employees requiring health monitoring have been identified.
  - b Information has been provided to the employee on health hazards.
  - c Consent has been gained to carry out monitoring.
  - d Monitoring is completed and results discussed with the employee.
  - e A summary of results and any issues are provided to the site manager.
  - f Results are managed in accordance with the Privacy Act and Health Information Privacy Code. Note: All personal health files are highly confidential and must be secured.
  - g If sub-optimal results are found, a company approved medical practitioner shall be contacted for advice regarding further health management and possible referral.
- 6 Sub-optimal results shall be investigated by the site manager to determine what hazard controls need to be improved. All sub-optimal results shall be copied to the Safety and Wellbeing Manager.
- 7 Where a critical incident may have exposed staff to a hazard, immediate health monitoring needs shall be assessed and specific monitoring offered where necessary. Ongoing health monitoring shall be offered if required.
- 8 A pro-active process shall be established to reduce the risk of injury from impaired performance, whether the cause be due to alcohol, drugs or fatigue. Please refer to the **Alcohol and Other Drugs in the Workplace Policy** for further information.

# SAFETY & WELLBEING TEAM BRIEF

SAFE HOME  EVERY DAY

## Keeping Fuelled For PEAK - Wellbeing Kits / Stations

We are right in the Peak of Peak and excited to be busier than ever before! More than ever your safety and wellbeing is important to ensure that you go Safe Home Every Day to your family and friends.

A Wellbeing Kit or Wellbeing station is the perfect way to keep your team fuelled, well and safe during Peak. Many sites / branches will have already created their own Wellbeing Kits / Stations, but if you haven't there is still time!

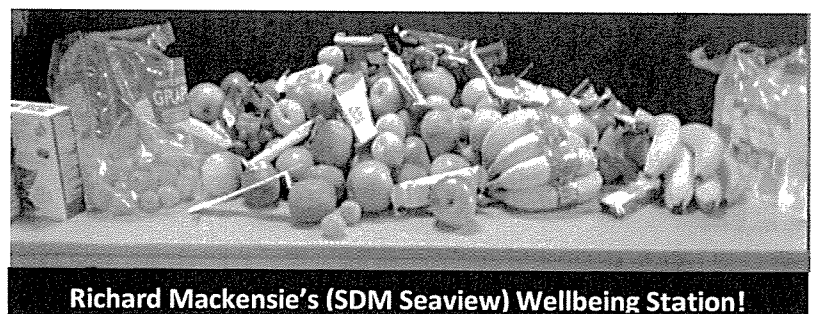
Below are some suggestions to include in your sites Wellbeing Kit / Wellbeing Station

- Water
- Sunscreen
- Healthy Snacks – fruit, muesli bars, nuts, popcorn
- Chocolate
- Sweets / Cookies
- Ice blocks to cool the team down on hot days
- Face Mist
- Cooling foot spray
- Stress Balls
- Shout the team a coffee, bring a coffee machine in (e.g. Nespresso)



Once you have created your Wellbeing Kit or Station please share photos and comments on Yammer to share your ideas and encourage others.

Thank you for caring for our team and contractors over this busy Christmas period and ensuring SHED for Christmas.





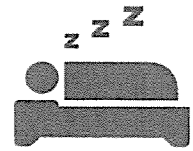


# SAFETY & WELLBEING TEAM BRIEF

SAFE HOME  EVERY DAY

## Tips To Help Keep Well During Peak

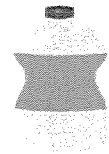
**1. Get Enough Sleep** – The optimum amount of sleep varies for each person, adults generally require 7 to 8 hours of sleep daily.



**2. Eat Well** – Lots of protein, fruit and vegetables. Avoid too much caffeine and alcohol.



**3. Keep Hydrated** – Especially when you are doing physical work and its hot.



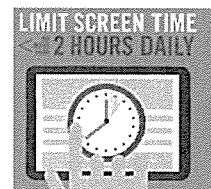
**4. Take Your Breaks** – Regularly scheduled across the day.



**5. Drink Sensibly** – Know your limits and NEVER drink and drive.



**7. Limit Screen Time** – It will help you sleep better.



**8. Exercise** – During Peak prioritise keeping up with your regular exercise routine.

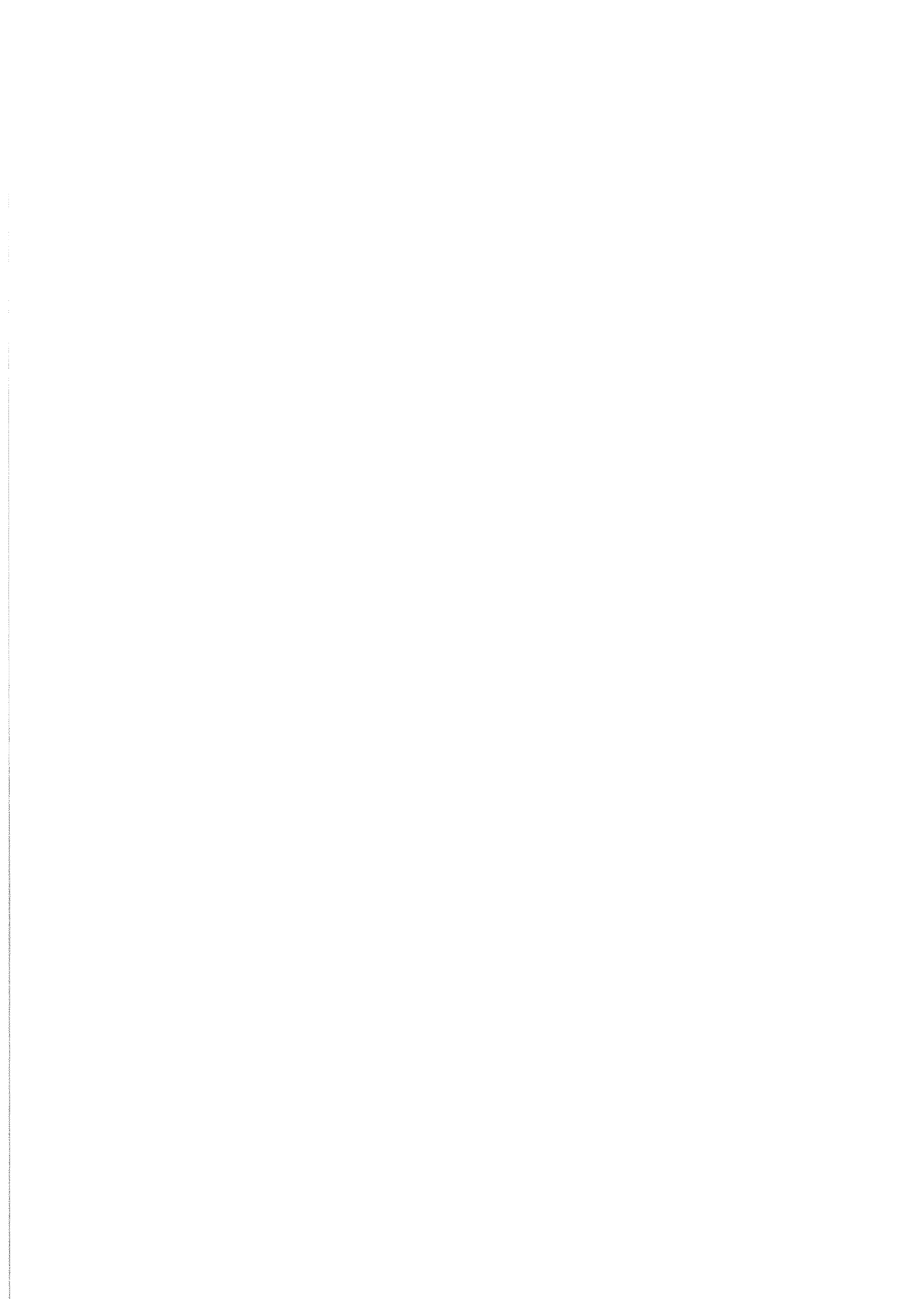


**9. Stay Positive** – Make a conscious effort not to be overwhelmed.



**10. Team Work** – Work together, share the load.





# SAFETY ALERT

SAFE HOME  EVERY DAY

## Operating in Adverse Weather

**Target Audience:** All Posties, Delivery Agents, Couriers and Rural Post Contractors

### INCIDENT:

You may have seen in social media and news coverage examples of posties and contractors delivering in adverse weather conditions – most recently the flash flooding in the Coromandel and South Island.

Some of the events covered show employees and contractors exposing themselves to the risk of harm, along with the risk of damage to equipment and customer product.

Thankfully none of the incidents identified resulted in any harm but the potential was present for serious harm to result from their actions. This is not a risk that we expect anyone to take when delivering during significant weather events.



### CONTRIBUTING FACTORS:



In these events the significant (and forecast) heavy rain resulted in localised and severe flash flooding.

The severity of the flooding was probably not anticipated ahead of time, meaning work commenced with people aware of the probability of heavy rain, but not necessarily the significant flooding.

As a result, individuals have chosen to continue into what could be considered an unsafe environment.

*Note: The images are indicative of the conditions associated with the events mentioned, not the actual events themselves.*

Approved by: Brent Miller, NZ Post Safety & Wellness Manager

Issued: 12/1/18  
(amended 15/1/18)

Page: 1 of 2

Supported by CSD Leadership Team

Further Information Contact: Peter Taylor, Head of People Engagement PH: 027 2282835

*This Safety Alert Bulletin provides a summary only of the subject matter covered. NZ Post assume no responsibility to outside parties for any action they may take in relation to the content of this Safety Alert Bulletin.*

# SAFETY ALERT

SAFE HOME  EVERY DAY

## PREVENTATIVE ACTIONS TO BE TAKEN:

Leaders are to remind all employees and contractors of the important individual responsibility they have for their own safety while delivering (or whenever presented with conditions that appear unsafe) and the process expected to be followed as set out in this alert.

Our expectation is that every employee and contractor has a self-responsibility at all times for their own safety – particularly when operating alone. There is never an expectation that work must be completed regardless of the weather conditions. If the conditions look too unsafe for you to continue, use your common sense, and follow the process below.

While we regularly monitor weather conditions there can be local variations and we rely on local leaders who have a responsibility to make a call on suspending service in the interest of your safety. Likewise, we rely on each of you to exercise good judgement when presented with exceptional circumstances such as flooding, high winds, etc. that may not have been anticipated or known to the local leader.

When a Civil Defence (CD) Emergency is declared we would expect that no one is operating in the affected areas. When a severe weather warning is provided by CD, the Met Service, NZ Police or Local Authority this will be closely monitored and appropriate decisions made based on conditions. Your personal safety is important not only to New Zealand Post, but to your families, friends, colleagues and your community, we can always complete the delivery tomorrow, we can't replace you.

If presented with conditions that prevent you continuing to work in a safe manner (for any reason), you must:



### 1. Ensure your Safety

Stop what you are doing and take action to make the situation safe (this may include moving away from the unsafe environment) and do what you can to ensure the safety of others if applicable (eg. warn others of the risk). Consider rendering any assistance to others if you can do so safely.



### 2. Contact your Leader

Once immediate safety concerns are addressed, contact your leader for advice on what to do next. They will discuss with you the appropriate actions.



### 3. Return to the Branch

Following discussion with your leader, and provided you both agree it is safe to do so, then return to the branch/depot. You may agree to take other actions if unsafe to return to the branch.



### 4. Record the Incident

When you are able, record details of the incident using the HS1 (or Vault system if you have access to it). This will assist us to capture details of the event, review what was done and consider if there are things we could do differently in the future to prevent the same thing occurring.

Approved by: Brent Miller, NZ Post Safety & Wellness Manager	Issued: 12/1/18 (amended 15/1/18)	Page: 2 of 2
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