

# We are very sorry that you may be affected by upcoming Rail and Maritime Transport Union (RMTU) industrial action.

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Here is more information about the industrial action, Transdev's pay offer to RMTU members, the Security and Fare Enforcement (SaFE) Project including Driver Door Operation (DDO) and Auckland Transport (AT) Transport Officers, and some Frequently Asked Questions (FAQs).

[www.transdev.co.nz](http://www.transdev.co.nz)



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## Transdev Auckland

**Transdev proudly operates Auckland’s passenger rail services on behalf of Auckland Transport (AT), delivering approximately 3,300 services each week and over 20 million annual passenger journeys.**

Transdev Auckland employs over 575 people and we are incredibly proud of the part they have played in transforming the city’s rail service since we began operating in Auckland in 2004.

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## Uncompromising Safety

The safety of our teams, customers and communities is paramount to us. Our Credo – ‘Uncompromising Safety’ – underlines every activity we undertake, whether on the front line or in our offices.

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## International Standards (see page 15, Rail Safety Update)

Attaining ISO certifications demonstrate to our staff and customers that we follow the highest international standards in everything we do; from quality of service to environmental impact. In October 2017, Transdev Auckland completed an independent ISO audit and the business retained the following certifications with no non-conformances:

- ISO 9001 – Quality Management
- ISO 14001 – Environmental Management
- AS/NZS 4801 & BS OHSAS 18001 – Health & Safety
- Compliance with the ISO 31000 Standard – Risk Management

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## Zero Harm (see page 16, Health & Safety Update)

Following the passing of the Health & Safety at Work Act 2015, Transdev joined over 100 New Zealand businesses on the Business Leaders Health & Safety Forum to create Zero Harm Workplaces. Transdev’s efforts to improve health and safety was recognised at the New Zealand Workplace Health & Safety Awards 2017.

We developed a Zero Harm programme to help inform, inspire and motivate staff to improve their wellbeing at home and work and reduce injuries. Zero Harm is embedded in the fabric of our business with monthly awareness campaigns to target common injuries and seasonal issues, Health and Safety policies, surveys and reporting tools for all staff, and monthly activations with supporting resources to help improve wellbeing.

Assaults to Transdev staff are at an all-time low (59% reduction since 2015), and staff injuries have more than halved in the past year. There has been a reduction in lost-time injuries and injury severity, and a 30% increase in injury, accident and risk reporting, which helps us to continually improve how we do what we do to make our work environment safer for everyone.



Our operational safety record is as good as any world-class rail operation around the world and in 2016 we achieved Auckland's lowest-ever incident rate. This success was recognised at the New Zealand Workplace Health & Safety Awards 2016 and at Transdev Global's annual safety awards, beating competition from 19 countries.

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## Security

(see page 14, Security Update)

We also focus on helping staff and customers feel more secure on the rail network. Our staff have monthly awareness campaigns focusing on safe behaviours, common confrontation causes and de-escalation techniques, we also share reports and insights from our security team, working groups and partners including NZ Police. Each frontline employee has conflict avoidance training and resources to support their personal security. We introduced body-worn cameras and an on-board fare enforcement campaign with posters on trains, platforms and stations, to help deter anti-social behaviour and fare evasion.

Along with taking care of our team, our customers rate personal safety at 95%.

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## Performance

We have achieved record reliability and punctuality levels against background of record patronage growth, and set seven successive customer satisfaction records. Rail became Auckland's No.1 mode of public transport for the first time ever in June 2017.

Our team has made every effort to improve our customer experience and from a 76.1% low (June 14) to our highest-ever rail customer satisfaction 93.7% (Sept 17), they have delivered. Our Net Promoter Score has grown from **-22%** to **+32%**, and best of all, our customers rate staff friendliness at 94%.

# INDUSTRIAL ACTION + PLAN AHEAD

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Transdev is proud to operate passenger rail services on behalf of Auckland Transport. Many Transdev staff are Rail and Maritime Transport Union (RMTU) members. Despite lengthy and constructive Collective Agreement bargaining negotiations, the RMTU has notified Transdev of its intent to take industrial action that will affect all train services on the Auckland Metro network.

## The Rail and Maritime Transport Union (RMTU)

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RMTU members have voted to strike for a day, or days, between **1 – 21 December**, inclusive. If the RMTU issues a strike notice it will stop all passenger trains from running on the Auckland Metro Network. The RMTU must give a minimum of 24 hours' notice for any industrial action.

## Industrial Action

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There are around 75,000 passenger journeys on the Auckland Metro network every day. Many customers commute into Auckland for work and school, so widespread disruption is expected. Rail passengers using other modes are also likely to face delays due to increased demand. Our advice is to plan ahead and think about alternative transport arrangements as early as possible.

## Train Services

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There will be no passenger train services when RMTU industrial action is taking place. Freight train services will be operating as usual, so please take care to follow all signs and signals at level crossings when using them.

## Scheduled Bus Services

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All scheduled bus services will be running as usual across Auckland. Please check your bus route on the AT Journey Planner <https://at.govt.nz/bus-train-ferry/>, as bus stops and bus routes in East Auckland may have changed with the launch of AT's integrated New Network East on 10 December 2017 – more details can be found here <https://at.govt.nz/projects-roadworks/new-public-transport-network/new-network-for-east-auckland/>.

## Planning Ahead



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In the event of industrial action, please use scheduled bus services or make alternative travel arrangements. If possible, please travel outside peak times, work from home or carpool, as we expect the roads and buses will be much busier than usual. We value your custom and look forward to getting you back on track. For more information, please follow the links below.

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## Where to find more information

### Keep an eye on:

 AkITransport  @AkITransport or @NZTAAKI for traffic updates  
or sign up to OneCom for real time network updates at [AT.govt.nz/trainupdate](https://www.AT.govt.nz/trainupdate)  
Go to [www.AT.govt.nz/choices](https://www.AT.govt.nz/choices) or call 09 366 6400

## What happens on a day of industrial action – What can I expect?

We are sorry, trains will not run. AT Customer Services Centres will be open as usual for ticketing and journey planning advice. All scheduled bus services will be running. Your AT HOP card can also be used on buses and ferries. The HOP card tag on/tag off posts will be turned off at all train stations. You will see and hear updates at stations across the network and online, before and during any industrial action.

## Are Rail Replacement Buses running?

Unfortunately, not. There is no additional capacity to provide rail replacement buses. The integrated new network is designed to create more local bus routes to bring you to train interchanges that better connect you with the CBD. This means more scheduled bus services are being committed to your local area. These buses will be running as usual and so there will be no additional bus availability to replace train services disrupted by RMTU industrial action.

## What's next?

We have invited the RMTU back to the negotiating table. This is where we can solve problems – and not impact customers with strike action. That said, we cannot speculate about the nature of possible RMTU industrial action until the RMTU issues a strike notice. Strike action could take place between now and 21 December. We appreciate that causes uncertainty, however we will continue to negotiate with the RMTU in good faith, and keep you up to date on any developments.

The RMTU must provide 24 hours' notice of its intention to strike. We hope it cares as much for our customers as we do, and provides more notice to help our customers plan ahead.

We have asked the RMTU to consider giving more notice of its intent to call industrial action. This request is to help our customers make alternative transport arrangements during any RMTU industrial action.

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### **What's the strike about?**

The RMTU objects to the introduction of Driver Door Operation (DDO), which means Train Managers will no longer operate the train doors. DDO is proven technology and many operators have similar systems in place like Melbourne Trains and TransPerth.

The RMTU claims DDO is unsafe. Transdev invited the RMTU to participate in DDO testing and the RMTU declined. Transdev will not introduce DDO unless it has the approval of the rail regulator, the New Zealand Transport Agency (NZTA).

Transdev and the RMTU have worked together in over 25 hours of Risk Assessment Workshops to identify and address any safety and security issues. This work, that included specific risk controls, helped inform the Safety Case verification that Transdev will submit to the rail regulator, the NZTA, for approval.

The RMTU still intends to strike even when we are still in the testing phase and before the NZTA's has made its final assessment of the Safety Case variation.

### **So why is the strike happening?**

We're not entirely clear why. Transdev's position has always been that DDO will only be implemented with NZTA approval. We have worked constructively with the RMTU and ensured consistent and transparent communication is shared throughout the Collective Agreement bargaining process and the Security and Fare Enforcement (SaFE) Project. We have always been ready to talk constructively about managing positive outcomes for staff and customers.

### **What should I know about the Collective Agreement (CA) bargaining process?**

Parties don't always agree. Claims are made and negotiated before agreement is reached. The key to a successful negotiation and agreement is to use interest based bargaining because this focuses on resolving each party's interests and creating agreed outcomes.

Transdev has worked with the RMTU for over 14 years, and remains committed to bargaining in good faith. This year Transdev promoted, and the RMTU agreed to use, Interest Based Bargaining. This was supported by a two- day training programme, funded by Transdev, in which all of those involved in the bargaining participated.

The previous Collective Agreement expired on 30 June 2017. Despite Transdev's best efforts the bargaining is ongoing. Transdev has also paid for an experienced independent facilitator/mediator to assist the parties resolve the bargaining constructively.

With the expiry of the CA the RMTU can ballot their members to strike without pay, and this action will impact on train services. Conversely, Transdev can lockout RMTU members, which would again impact our customers. Transdev isn't going to do that. We like working with our team and customers, very much. We appreciate that these are difficult times. Significant change can take great courage. It's our job to help explain the SaFE project and its benefits to staff and customer alike, and to get their support to deliver the best rail service in Australasia.

### **What is the Security and Fare Enforcement (SaFE) project?**

The SaFE project is aimed at increasing security and customer experience on the rail network. Transdev and Auckland Transport are working together to deliver this.

### **How does SaFE relate to the RMTU's industrial action?**

Part of the SaFE project is to implement Driver Door Operation (DDO). DDO means that the Train Driver, becomes responsible for checking the doors are clear before closing them, rather than the Train Manager (TM).

The RMTU says this is unsafe, although DDO is proven technology and many operators already have similar systems in place. The RMTU has also refused to participate in DDO testing.

Ultimately, the decision that DDO is safe is made by the New Zealand rail regulator, the New Zealand Transport Agency, (NZTA). They are rail safety subject matter experts. When the NZTA approve the Safety Case, Train Managers will no longer be required to advise the train driver that the doorway is clear.



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## Driver Door Operation (DDO)

### So what changes for Train Managers under DDO?

With DDO, AT is introducing up to 230 Transport Officers who will replace 150 Train Managers. Transport Officers have warrant powers; they can fine non-paying customers and direct them off the train when they show uncivil behaviour. Some of our other employees may also be affected by DDO. We have created job pathways, opportunities and advantages for affected staff and will continue to support and develop our employees. Our aim to put as many people as possible in new jobs.

We understand that dialogue and communication is critical with big change. We have kept our team fully informed of the proposed changes and continue to seek their involvement in creating a better future for all.

We value what our staff think and we are working together to understand the future of passenger rail and how we create opportunities for our team in an industry that is growing all the time. In the next few years we expect to recruit more than 100 extra employees.

### What are the opportunities for Transdev staff affected by DDO?

- Fast track Trainee Train Driver testing
- AT Pathways plan and special offer
- AT Job Opportunities Talks
- AT Interview Skills training
- Accelerated AT Assessment Centre access
- Mayo conflict avoidance training
- NZQA Regulatory Compliance Training
- AT Transport Officer roles.

(see pages 18-19, [Start your journey with AT.](#))

### **Ok, so you're offering training and job opportunities but it looks like redundancy could be ahead. Why is AT offering only 50% of the redundancy (as a gratuity) rather than 100% redundancy if Transdev staff waited for DDO to be approved, and were made redundant?**

AT (and therefore the ratepayer) pays the 50% gratuity (or \$4,000, whichever is the greater) to all Train Managers and Ticket Officers who are successful in applying for the Transport Officer role. Those who are not successful will get 100% of their redundancy entitlement.

Every staff member going through a redundancy process is entitled to redundancy if their job is disestablished. If a Transdev staff member chose to accept a role with another employer before a redundancy process was complete, they would effectively resign from Transdev and not be entitled to a redundancy payment.

In this instance, AT has considered that a gratuity of 50% and a job offer to a successful Transdev candidate would benefit the staff member, who would otherwise await the outcome of any redundancy process to receive a 100% redundancy payment.

### **Hang on, so AT pay out redundancy regardless?**

Yes, AT will pay either 100% redundancy, or a 50% gratuity if AT provides an offer of employment to a successful Transdev candidate and they are required to resign from Transdev to uptake the job offer.

### **So will there be fewer staff on the network?**

No. There will be more than you see now. At the same time, all trains will have Maori Wardens after 7PM and many stations will also have security guards. When the City Rail Link (CRL) opens there will be even more. We are already looking for over 80 Trainee Train Drivers and actively encouraging staff to explore opportunities at Transdev and AT, including Transport Officer roles.

Public Transport is a growth industry, traditional roles and methods of operating have evolved globally. Innovation and continuous improvement is leading us into a whole new world with technological advances in safety and digital communication.

### **Will AT hold Transport Officer jobs to 'save' Transdev Train Manager roles?**

No. AT Transport Officers are part of the future of public transport, the recruitment process is open to everyone. Transport Officers will lead the way in fare enforcement and deliver great customer experience. Transdev Train Managers have the opportunity to apply for Transport Officer roles and AT has offered them additional advantages if they wish to become Transport Officers.

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## On board security

### **Why should I feel safe on board if Train Managers aren't there?**

We know how important it is to feel safe when you are travelling. We want this too.

On board safety starts even before you get on the train. AT has gated more stations to stop fare evaders from accessing the trains. This means that 90% of all journeys must be paid for before accessing the platform when their gating programme is complete.

AT is also recruiting Transport Officers (TOs), a new role with warrant powers. TOs are trained first responders and they will work in pairs across the network. They can be deployed in larger groups as and when needed to target fare evaders and ensure you receive great customer service on your journey.

Transport Officers can also take any anti-social behaviour off the train and arrange to meet with Police at a nearby station on the network. They can also issue infringement notices.

Transport Officers will not be on every service because they will focus on reducing anti-social behaviour on services that may need more support to effectively address any issues. Big data helps us to identify and target the trains that will benefit most.

We also have platform staff and Armourguard Security personnel at stations that can assist, and Waitemata Maori Wardens are on board all services after 7pm, seven days a week.

[An infographic that shows all the other security measures we have in place can be found on page 14.](#)

### **What if I have a medical emergency, or see someone who needs help?**

Call 111, or if you do not have a phone push the emergency alarm located in each train doorway. The Train Driver will call ahead for assistance and arrange for medical assistance to meet the train at its next stop.

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## Pay

### Is the RMTU industrial action about pay and conditions?

We think not. The RMTU has made no financial claims on behalf of its members. You can find our pay offer on page 17. The offer and conditions are on the same or better terms than the last Collective Agreement. Train Drivers working with DDO stand to earn not less than 12% in the first year for extra duties and another 1.9% general wage increase in the first and following year – an almost 16% increase in two years.

### What about Real Wage Growth?

For Train Drivers this has been 13.8% compounded over five years (since 2012) against 4.2% CPI. This equates to 44.0% compounded over the past 11 years.

### Ok, what do you pay your staff – can you tell us?

We can share pay scales for roles so you can get an idea, some roles include penal rates and overtime.

Role	Potential earnings*
Trainee Train Driver	\$81,000 (in year one)
Train Driver	\$81,000 – \$94,000
Train Service Officer	\$119,700
On Board Supervisor	\$90,000 – \$102,000*
Train Manager	\$56,000 – \$69,000*
AT Transport Officer**	\$58,000 – \$69,660
Station Team Leader	\$73,000 – \$80,000*
Station Assistant	\$53,000 – \$62,000*
Leave entitlement	4 weeks annual + 1 week shift leave, (additional week after 7 years' service) 6.5 days sick leave

\* when appropriate penal rates and Overtime Time apply

\*\* Auckland Transport role – please go to [careers.aucklandtransport.govt.nz](https://careers.aucklandtransport.govt.nz) for more information and conditions.

### Transport Officers

More information can be found on page 19.

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### **If the NZTA decides DDO is safe – is the RMTU’s industrial action about job security?**

Yes, and we have been working with our staff and the RMTU to ensure that there are clear pathways, opportunities and support for anyone affected by DDO.

We value our staff and have created progression opportunities within Transdev, along with sharing a full range of job opportunities with AT including up to 230 Transport Officer roles.

### **If the NZTA are yet to approve DDO – why is the RMTU striking now?**

It’s not clear. The outcome of the NZTA’s consideration of the Safety Case is yet to be determined, and this will not be influenced or affected by RMTU industrial action.

### **Who pays for train services?**

The Auckland ratepayer and the train user pays through train fares. Auckland ratepayers fund the Auckland Council, and the Auckland Council and NZTA are the primary sources of funding for Auckland Transport (AT). AT also receives additional funding from other sources including user charges and fees, subsidies and vested assets.

AT’s funding comes from

- **51%** Auckland Council and NZ Transport Agency funding for capital projects
- **18%** Operational funding from Auckland Council
- **17%** Operational co-investment from NZ Transport Agency
- **6%** Public transport income
- **5%** Parking and enforcement
- **3%** Other revenue.

### **So these are our train services, we pay for them?**

Yes. Transdev operates passenger rail services for Auckland Transport (AT). AT owns the assets; the train fleet and train stations. Transdev provide the team and operational expertise to run the passenger rail system

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## Who else is involved?

We don't work alone; we hold the Rail Safety Licence (issued by the NZTA) and we also work with our operational stakeholders. KiwiRail owns and maintains the rail corridor including train tracks, signals and level crossings. KiwiRail Train Control in Wellington give us permission to move AT's trains along the network, which we share with freight trains. CAF maintains the electric train fleet for AT.

It's a complex and highly operational environment with lots of moving parts. We focus on safety first and then on delivering the very best performance and reliability, and customer experience.

We've come a long way since we started operating in Auckland in 2004 when 2.4 million passenger journeys were recorded – we're now delivering over 20 million passenger journeys per year.

We also work with our communities including the Public Transport Accessibility Group (PTAG) and provide personal assistance to anyone who needs help navigating a train environment and using our services. We are really proud of our team members, and know they will always go the extra mile to help. We appreciate our customers. We see you every day and do our best to give you the best experience consistently, and with a smile – you make our day.

## Who is Transdev Auckland?

We've been operating in New Zealand since 2004, and we are part of a much bigger group that works local across the globe. We share innovation, best practise and are constantly challenging ourselves to offer local customers the most reliable transport solution. Transdev also operates passenger rail services in Wellington.

[www.transdev.com](https://www.transdev.com)

Find out more about our 86,000 other employees, 13 transport modes and the great places we take our customers to at Transdev Global.

## But do you really care about your people?

Yes, we do. We care that they go home from work in the same or better condition than they arrived, and always that they get home safely. We care that they feel part of an organisation that moves people.

## Do you care about your customers?

Yes, and it shows in the record 93.7% customer satisfaction we have worked so hard to achieve. We are here because we believe we are making a difference to your day and your on-board experience. We are journey makers in every sense, and we are pretty excited about the future of rail in New Zealand.



# SECURITY UPDATE

OCTOBER 2017



- OVER 1,000 STATION & PLATFORM CLOSED-CIRCUIT TELEVISION (CCTV) CAMERAS ACROSS NETWORK
- MONITORED 24/7 BY AUCKLAND TRANSPORT (AT)
- AT CCTV CENTRE LIAISES WITH TRANSDEV, POLICE & SECURITY GUARDS



- POLICE OFFICERS ON TRAINS DAILY NETWORK-WIDE
- STATION BLOCKADES WITH TICKET INSPECTORS
- WORK WITH TRUANCY SERVICES



- BRITOMART, NEWMARKET, MANUKAU, NEW LYNN, HENDERSON, OTĀHUHU, PAPATOETOE, MANUREWA & MIDDLEMORE GATED BY END 2017
- PARNELL, PAPAOKA & GLEN INNES GATED 2018
- AT STATION SECURITY & ROVING PATROLS



- HAND-HELD DEVICES INCREASE TICKET CHECKING
- FAST & EFFICIENT IDENTIFICATION OF FARE EVADERS



- BODY-WORN CAMERAS FOR ALL TICKET INSPECTORS
- IDENTIFY FARE EVADERS, ANTI-SOCIAL BEHAVIOUR & SCHOOL TRUANTS
- TRANSEDEV RADIOS & CELLPHONES FOR TRAIN CREW



- ARMOURGUARD PATROLS ON BOARD CENTRAL/EASTERN, WESTERN & SOUTHERN TRAINS
- RESPOND TO TRENDS IDENTIFIED THROUGH STAFF REPORTS

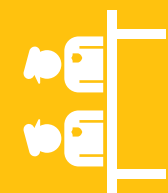


- OVER 200 TRANSPORT OFFICERS BEING RECRUITED BY AT WITH WARRANTED POWERS FOR FARE COMPLIANCE

- MONTHLY SAFER NETWORK GROUP MEETINGS WITH TRANSDEV, AT, POLICE, KIWIRAIL, AUCKLAND COUNCIL & BUS OPERATORS



- TRANSDEV & RMTU SECURITY WORKING GROUP MONTHLY MEETINGS & TABLE-TOP EXERCISES



- LEGISLATION ENACTED JULY 17 ALLOWING TRANSPORT OFFICERS AND POLICE TO ISSUE INFRINGEMENT NOTICES



- WAIKEMATA MĀORI WARDENS ON BOARD ALL EVENING TRAINS, 7 DAYS A WEEK



- EXTENSIVE CCTV COVERAGE ON ALL TRAINS
- DRIVERS CAN MONITOR ON-BOARD FOOTAGE FROM TRAIN CAB
- 24/7 TRANSDEV OPERATIONS CENTRE COORDINATES WITH AT CCTV OPERATORS, POLICE & TRAIN CREW

970+

- FULL DAY MAYBO CONFLICT AVOIDANCE TRAINING
- NEW ZEALAND QUALIFICATIONS AUTHORITY (NZQA) REGULATORY COMPLIANCE COURSE
- INCREASE IN PROACTIVE STAFF REPORTING



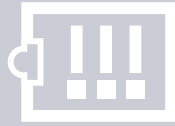


# RAIL SAFETY UPDATE

OCTOBER 2017



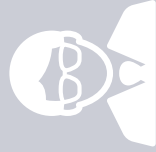
- LICENCED BY NEW ZEALAND TRANSPORT AGENCY (NZTA)
- OPERATIONS APPROVED BY NZTA AND WORKSAFE TO PREVENT SERIOUS INJURY OR DEATH
- REPORT OPERATIONAL IRREGULARITIES TO NZTA AND SUPPORT NZTA INVESTIGATIONS/AUDITS



- FOLLOWS NATIONAL RAIL SYSTEMS STANDARDS, INDUSTRY FRAMEWORK FOR NZ RAIL OPERATORS
- REGULARLY REVIEWS RULES AND PROCEDURES, OPERATING CODE AND VEHICLE ENGINEERING CHANGES WITH JOINT TECHNICAL COMMITTEE



- STRUCTURED INITIAL DRIVER TRAINING PROGRAMME
- COMPETENCY MANAGEMENT REGULARLY ASSESSES DRIVER KNOWLEDGE
- BIANNUAL DRIVER TRAINING REVIEWS RULE/OPERATIONAL CHANGES AND MECHANICAL ISSUES/FIXES
- ROUTES AND PROCEDURES VIDEOS REGULARLY UPDATED
- INDEPENDENT WORKPLACE HEALTH AND SAFETY TRAINING FOR ALL MANAGERS



- HEALTH ASSESSMENTS FOR RAIL SAFETY WORKERS
- OPERATIONAL AND WORKPLACE RISK ASSESSMENTS
- MECHANICAL ENGINEERING INTEROPERABILITY
- DOCUMENT CONTROL AND REGULAR INTERNAL AUDITS
- RANDOM ALCOHOL AND DRUG TESTING



- INTERNATIONAL ORGANIZATION FOR STANDARDISATION (ISO) ACCREDITATIONS IN QUALITY, HEALTH & SAFETY, RISK MANAGEMENT AND ENVIRONMENT



- INCIDENTS/HAZARDS REPORTED AND MANAGED VIA RISK MANAGEMENT SYSTEM
- PROMAPP ENSURES TRANSPARENCY AND TRACKS INCIDENT MANAGEMENT
- POST-INCIDENT REVIEW AND DRUG/ALCOHOL TESTING FOR STAFF
- CRISIS MANAGEMENT FRAMEWORKS IN PLACE



- FACILITATES AUDITS BY NZTA AND TELARC (ISO ASSESSOR)
- SUPPORTS INVESTIGATIONS BY TRANSPORT ACCIDENT INVESTIGATION COMMISSION (TAIC)



- MONTHLY RAIL SAFETY AWARENESS CAMPAIGNS TO TARGET IDENTIFIED THEMES AND TRENDS
- SAFETY PERFORMANCE AND LEARNINGS SHARED WITH ALL STAFF TO HIGHLIGHT COLLECTIVE RESPONSIBILITY



# HEALTH & SAFETY UPDATE

## OCTOBER 2017

- DEDICATED ZERO HARM TEAM
- COMPREHENSIVE INDUCTION FOR ALL STAFF
- MONTHLY INJURY PREVENTION CAMPAIGNS TO TARGET IDENTIFIED THEMES AND TRENDS
- HEALTH & SAFETY PERFORMANCE AND LEARNINGS SHARED WITH ALL STAFF

- EMPLOYEE ASSISTANCE PROGRAMME FOR ALL STAFF
- ASSISTANCE AFTER POTENTIALLY TRAUMATIC EVENTS

**0508 ZERO HARM**  
0508 9376 4276  
[zeroharm@transdev.co.nz](mailto:zeroharm@transdev.co.nz)

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- ZERO HARM COMMITTEE MEETS MONTHLY WITH RAIL & MARITIME TRANSPORT UNION (RMTU) DELEGATES
- MONTHLY SAFETY MEETINGS WITH AUCKLAND TRANSPORT (AT)

**RANDOM STAFF ALCOHOL & DRUG TESTING**

- DEDICATED RISK AND INJURY REPORTING TOOLS
- INJURY MANAGEMENT PROCESSES AND PROCEDURES IN PROMAPP
- THOROUGH HAZARD INVESTIGATIONS
- INJURY CONVERSATIONS WITH LINE MANAGERS

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- ZERO HARM COMMITTEE MEETS MONTHLY WITH RAIL & MARITIME TRANSPORT UNION (RMTU) DELEGATES
- MONTHLY SAFETY MEETINGS WITH AUCKLAND TRANSPORT (AT)

**INTERNATIONAL ORGANIZATION FOR STANDARDISATION (ISO) ACCREDITATIONS**

- QUALITY
- HEALTH & SAFETY
- RISK MANAGEMENT
- ENVIRONMENT

- EMPLOYEE ASSISTANCE PROGRAMME FOR ALL STAFF
- ASSISTANCE AFTER POTENTIALLY TRAUMATIC EVENTS

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- ZERO HARM COMMITTEE MEETS MONTHLY WITH RAIL & MARITIME TRANSPORT UNION (RMTU) DELEGATES
- MONTHLY SAFETY MEETINGS WITH AUCKLAND TRANSPORT (AT)

**ACCIDENT COMPENSATION CORPORATION (ACC) WORKPLACE SAFETY MANAGEMENT PRACTICES TERTIARY LEVEL ACCREDITATION**

- DEDICATED RISK AND INJURY REPORTING TOOLS
- INJURY MANAGEMENT PROCESSES AND PROCEDURES IN PROMAPP
- THOROUGH HAZARD INVESTIGATIONS
- INJURY CONVERSATIONS WITH LINE MANAGERS

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- ZERO HARM COMMITTEE MEETS MONTHLY WITH RAIL & MARITIME TRANSPORT UNION (RMTU) DELEGATES
- MONTHLY SAFETY MEETINGS WITH AUCKLAND TRANSPORT (AT)

**PERIODIC HEALTH ASSESSMENTS AS PER NATIONAL TRANSPORT COMMISSION STANDARD**

- DEDICATED RISK AND INJURY REPORTING TOOLS
- INJURY MANAGEMENT PROCESSES AND PROCEDURES IN PROMAPP
- THOROUGH HAZARD INVESTIGATIONS
- INJURY CONVERSATIONS WITH LINE MANAGERS

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- ZERO HARM COMMITTEE MEETS MONTHLY WITH RAIL & MARITIME TRANSPORT UNION (RMTU) DELEGATES
- MONTHLY SAFETY MEETINGS WITH AUCKLAND TRANSPORT (AT)

**MONTHLY CAMPAIGNS TO IMPROVE STAFF WELLBEING**

- MENTAL HEALTH & RESILIENCE TRAINING

- DEDICATED RISK AND INJURY REPORTING TOOLS
- INJURY MANAGEMENT PROCESSES AND PROCEDURES IN PROMAPP
- THOROUGH HAZARD INVESTIGATIONS
- INJURY CONVERSATIONS WITH LINE MANAGERS

# COLLECTIVE AGREEMENT (CA) 2017 PROPOSED SETTLEMENT OFFER

Highlights from the latest CA settlement offer.

## INCREASED WAGES



### Notes

From 1st July 2017, provided the Collective Agreement is settled by 31 December 2017\*

The RMTU has not provided a remuneration figure

The RMTU claim is for no Driver Door Operation (DDO) during the CA term.

# WORKING FOR AT



WAYNE  
STARTED  
HIS CAREER  
IN 2008 AS  
A PARKING  
OFFICER



At AT, our people come first. We believe that shaping our city requires the best people and through providing positive challenges, secondments, training and other development opportunities we can continue to deliver the best to Auckland. With nine divisions and over 1600 staff, opportunities are everywhere.

## OTHER OPPORTUNITIES

**Parking Officer** – Parking Officers educate the public about parking restrictions and why we have them. Their role is to keep cars from blocking other commuters, buses, driveways and keep Auckland moving. Parking Officers have many career pathways including Adjudication, Road Corridor, Parking Design and other areas of the business.

**ATOC Operator** – Our operators are responsible for monitoring the highways and motorways from Cape Reinga to Taupo and all the arterial roads in between. They coordinate emergency responses as well as manage planned and unplanned events on the network. Operators undergo comprehensive training, Traffic Management and Tunnel Operation Qualifications.

## BENEFITS

### We offer our staff:

- 10 days sick leave per year
- One additional week of annual leave after 5 years of service at Auckland Transport
- Annual health checks and ongoing wellness programmes
- Free flu jabs
- Two weeks paid entitled partner parental leave (after 12 months service)
- For those whose salary exceeds the government paid parental leave payments, AT will top up these payments to equal your usual salary for the whole 18 weeks.

### We also have benefits and discounts with the following businesses:

- ANZ and BNZ Bank
- Vodafone
- Southern Cross Health Insurance
- Jetts, Les Mills, Club Physical
- Bike Barn
- Spec Savers
- Lumino Dentist

## FURTHER INFORMATION

If you have any questions about job opportunities with AT, please email [recruitment@at.govt.nz](mailto:recruitment@at.govt.nz)



# START YOUR JOURNEY WITH AT

## Become a Transport Officer



[careers.aucklandtransport.govt.nz](https://careers.aucklandtransport.govt.nz)

AUCKLAND TRANSPORT

# WHO ARE WE?

We are Auckland Transport, a Council Controlled Organisation (CCO) responsible for all of the region's transport services (excluding state highways), from roads and footpaths, to cycling, parking and public transport. We are responsible for the delivery of the public transport system including timetabling and the AT HOP card system. We contract various organisations to deliver our bus, rail and ferry services to operate these services on our behalf.

**OUR VISION**

TRANSPORT CHOICES FOR A GROWING, VIBRANT AUCKLAND

**OUR MISSION**

WORKING TOGETHER TO DELIVER SAFE, INNOVATIVE AND SUSTAINABLE TRANSPORT FOR A GREAT CITY

**OUR VALUES**

	<b>WE BELIEVE</b> IN WHAT <b>WE DO</b>
	<b>WE'RE BETTER TOGETHER</b>
	<b>WE DO</b> THE RIGHT THING
	<b>WE GET IT DONE</b>
	<b>WE LOOK OUT FOR EACH OTHER</b>

## Transport Officers

**Auckland Transport is deploying warranted multi-modal Transport Officers across the Auckland Transport public transport network to:**

- Provide a positive customer experience that encourages people to see public transport as a safe and effective mode of transport
- Assist with incidents and emergencies on the network
- Minimise fare evasion
- Minimise antisocial behaviour
- Minimise vandalism.

**WHERE**

Transport Officers will operate across all modes of public transport (rail, bus and ferry).

**SHIFTS**

Transport Officers will be deployed on rotating shifts 365 days of the year to match the operating times of the AT Metro network.

**CAREER PROGRESSION**

AT actively promotes professional development of staff and Transport Officers are no different. Sitting within the Transport Compliance Team there are many opportunities for internal progression within the unit and wider organisation.

As part of the phased introduction of Transport Officers we will also be recruiting Transport Supervisors.

**SALARY**

Transport Officers have a comprehensive career development structure and pay matrix. Officers will start on a base salary of \$50,000 plus allowances and overtime. As you progress in your training and reach further milestones you will be able to advance in seniority and pay up to a base salary of \$60,600.



**WHAT YOU DO MATTERS**

**THE WORK YOU DO HAS A REAL IMPACT**

**INTERESTED?**

**Becoming a Transport Officer is a challenging but rewarding role, helping your community to travel safely on Auckland's Public Transport network.**

Along with our standard application process, Transport Officers are required to:

- Pass a physical and medical assessment prior to employment
- Successfully pass a knowledge assessment at the end of their training
- Maintain their eligibility for the Enforcement Officer Warrant by meeting 2 yearly reviews