

21 August 2023

[REDACTED]

Stuff Limited

[REDACTED]@stuff.co.nz

REF: OIA-13081

Dear [REDACTED]

### **Request made under the Official Information Act 1982**

Thank you for your email of 7 July 2023 requesting the following information under the Official Information Act 1982 (the Act):

*In the minutes from the Waka Kotahi board meeting held on 2 March, 2023, item 9 (page 4), states that:*

*"There have been a number of recent gun-related incidents with staff and contractors. The board requested a deep dive on how the harmful interactions risk is being managed."*

*The action associated with this is:*

*"A deep dive session on management of the risk of harmful interactions at the People & Safety Committee in April."*

*[...] 3. What reports have been produced that detail the interactions? Can we please be sent these reports?*

*4. What reports were produced on the issue for the deep dive session at the April People & Safety Committee meeting? Can we please be sent these reports?*

The documents that fall within the scope of your request are detailed in the attached document schedule and are enclosed.

Certain information has been withheld under section 9(2)(a) of the Act. This section allows for the withholding of information to protect the privacy of natural persons.

Certain information has also been withheld under section 9(2)(g)(ii) of the Act. This section allows the withholding of the information is necessary to maintain the effective conduct of public affairs through the protection of such Ministers, members of organisations, officers, and employees from improper pressure or harassment.

With respect to the information that has been withheld, I do not consider there are any other factors which would render it desirable, in the public interest, to make the information available.

Under section 28 of the Act, you have the right to ask the Ombudsman to review my decision to withhold this information. The contact details for the Ombudsman can be located at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

Waka Kotahi takes any threats to our people, partners, contractors, and the public very seriously. We have put in several controls and mitigations to build a safer environment including:

- close collaboration with our delivery partners to capture incidents, address risks, and take immediate action when harmful interactions occur
- the establishment an industry group to collaborate and coordinate efforts to reduce the likelihood and severity of Harmful Interactions, including working closely with the NZ Police to report incidents and to ensure the safety of our people and sites
- the initiation of an online advertising campaign to 'respect the mahi being done by frontline teams' which includes online videos, media releases and messaging to highlight the harmful interactions our people and contractors may experience
- providing training to our internal staff, on how to de-escalate interactions and perform regular drills to practice and refresh these skills (online, at reception, in our contact centres).

In line with Waka Kotahi policy, this response will soon be published on our website, with personal information removed.

If you would like to discuss this reply with Waka Kotahi, please contact Andy Knackstedt, Senior Manager Media, by email to [andrew.knackstedt@nzta.govt.nz](mailto:andrew.knackstedt@nzta.govt.nz) or by phone on (04) 894 6285.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Anthony Fewster', written in a cursive style.

**Anthony Fewster**  
Head of Health, Safety and Wellbeing

**OIA-13081 Document Schedule**

Ref	Document	Date	Description
1.	Incident Case Report with Questions 864	12 May 2022	Certain information withheld under section 9(2)(g)(ii) of the Act.
2.	Incident Case Report with Questions 1002	3 August 2022	Certain information withheld under section 9(2)(g)(ii) of the Act.
3.	Incident Case Report with Questions 1277	11 December 2022	Certain information withheld under section 9(2)(g)(ii) of the Act.
4.	Incident Case Report with Questions 1346	27 January 2023	Certain information withheld under section 9(2)(g)(ii) and section 9(2)(a) of the Act.
5.	Incident Case Report with Questions 1389	27 February 2023	Certain information withheld under section 9(2)(g)(ii) of the Act.
6.	Incident Case Report with Questions 1418	8 March 2023	Certain information withheld under section 9(2)(g)(ii) and section 9(2)(a) of the Act.
7.	Harmful interactions - risk management deep dive April 2023	19 April 2023	Released in full.