

ID 1346

Car Jacking Incident in Palmerston North

General Incident Information

Business Group

Compliance, Border & Entry
Regulatory: Road Safety Regulation: Safer
Vehicles

Location

The Square
Palmerston North

Event Type

Incident

Specific Location of Incident

Vehicle

Event Date/Time

27 Jan 23 / 07:30 AM

Hazard Category

Criminal Action

Event Owner

section 9(2)(g)(ii)

Potential Consequence

4. Severe

Reported By

section 9(2)(g)(ii)

07 Feb 23

Witnesses/Other

section 9(2)(g)(ii) was a
passenger in the vehicle at the time of the
incident.

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Details of the Event

Description

section 9(2)(g) was driving from Palmerston North to Napier (return) to carry out pre-delivery audits at several dealers in the Hawkesbay. section 9(2)(g)(ii) was attending, approved by her Manager section 9(2)(g)(ii), as a learning experience. At 7.30am the vehicle section 9(2)(g)(i) was driving was hit front on. The other vehicle had three occupants and were evading Police after being road spiked several kilometers earlier. section 9(2)(g) was forced from her vehicle by the offenders, whilst section 9(2)(g)(ii) was thrown from the vehicle on impact. Two of the three offenders escaped in section 9(2)(g)(ii) vehicle leaving one offender, who was armed with a gun, behind. The offender turned on the occupant of another vehicle that had stopped, pulled them out of their vehicle & decamped. Police & ambulance attended the scene and both section 9(2)(g)(i) were seen by medical staff. section 9(2)(a)

Immediate Actions Taken

NA

Actual Consequences and Severity of the Event

Actual Event Consequence

2. Minor - Medical Treatment

Description of Consequences

Injury Details

Injury Severity	Part of Body	Injury Type	Description of Injury/Illness & Treatment Provided
section 9(2)(a)	section 9(2)(g)(i)	section 9(2)(a)	section 9(2)(a)

Investigation Details

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Synopsis

section 9(2)(g) is responsible for the auditing of New Light Vehicle Distributors which requires her to assess the Pre-Delivery systems of those Distributors at their appointed dealers. This was the reason for the travel to the Hawkesbay from Palmerston North. section 9(2)(g)(ii) was accompanying her to aid in her learning as a complaints advisor. This was approved by section 9(2)(g)(ii) people leader & myself, section 9(2)(g)(ii) people leader.

Events Leading up to the Event

section 9(2)(g) picked up section 9(2)(g)(ii) on the morning of the incident at approx 6.30am. At approx 7.00am the offenders vehicle was spiked by police. The offenders vehicle continued to drive on deflated tires. At approx 7.10am the offenders vehicle swerved across State highway 3 into oncoming vehicles & hit section 9(2)(g)(ii) vehicle at low speed. section 9(2)(g)(ii) was thrown from the vehicle & section 9(2)(g)(ii) pulled from it. The offenders then drove off in section 9(2)(g)'s damaged vehicle.

Causation Analysis

Full Description of the Event

section 9(2)(g) was driving from Palmerston North to Napier (return) to carry out pre-delivery audits at several dealers in the Hawkes Bay. section 9(2)(g)(ii) was attending, approved by her Manager section 9(2)(g)(ii), as a learning experience. At 7.30am the vehicle section 9(2)(g) was driving was hit front on. The other vehicle had three occupants and were evading Police after being road spiked several kilometers earlier. section 9(2)(g)(ii) was forced from her vehicle by the offenders, whilst section 9(2)(g)(ii) was thrown from the vehicle on impact. Two of the three offenders escaped in section 9(2)(g)(ii) vehicle leaving one offender, who was armed with a gun, behind. The offender turned on the occupant of another vehicle that had stopped, pulled them out of their vehicle & decamped. Police & ambulance attended the scene and both section 9(2)(g)(ii) were seen by medical staff. section 9(2)(a)

Post Event Response

section 9(2)(a)

Investigation Findings

section 9(2)(g) could not have done anything more than she did to avoid this event. She has been seen medically section 9(2)(a)

Key Learnings

Managers were quick to support staff members and advise managers above - section 9(2)(g)(ii) who also provided support

HSW team were not directly notified which may in part be due to the section 9(2)(g)(ii) being on leave but section 9(2)(g)(ii) was acting SM and section 9(2)(g)(ii) were available and could have provided support to staff members and the people leaders earlier rather than days later

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Other Observations

Summary of Recommendations

There is nothing we can do to prevent these types of incidents. That said the support we have wrapped around section 9(2)(g) to ensure her wellbeing section 9(2)(a) & the senior leaders reaching out in support of her was first class & much appreciated.

There are no records under this section.

Attached Documents

Document	Note
	Incident also reported in 1341

Questionnaire

Report Reviewed By: _____

Signature: _____

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