



**MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT**
HIKINA WHAKATUTUKI

Using Bowtie to make better business decisions

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Our purpose

- MBIE established in July 2012
- Purpose - to Grow New Zealand For All
- Foster a fair and safe business environment that is conducive to growth
- Administer 16 regulatory systems that impact on all New Zealanders
- Ranges from policy advice, compliance and enforcement, standards setting to education and information
- For example:
 - Intellectual Property
 - Companies Register
 - Consumer Protection
 - Electrical Workers Registration
 - Housing and Tenancy
 - Immigration
 - Health and Safety at Work



Diverse work, diverse risks – field facing roles

Risks you may face while working at MBIE



Physical environment (uncontrolled)

Working at locations that are not MBIE premises, such as manufacturing plants, residential properties, commercial premises or construction sites.



Hazardous and biological substances

Exposure to chemical and biological risks associated with work, such as harmful bacteria, asbestos, lead, fuel, gas and viruses.



Violence and aggressive behaviour

Including from clients, the public or animals.



Driving

Particularly remote or rural areas and off-road



Physical environment (Plant and Equipment)

Includes specialist equipment such as weights or forklifts.



Working at height

Such as using ladders.

Catalyst for change

- A number of high profile external incidents and events from 2010 onwards (e.g Pike River disaster, Christchurch Earthquakes, ACC data breach, MSD Ashburton fatalities)
- Increased scrutiny of national approaches to health, safety and security
- New legislation and directives



Our response

- Health and safety, wellbeing & security of our people – our number one organisational development priority
- 2015 review of health, safety & security risks – 12 key areas of focus identified
- Established:
 - HSS Governance Committee
 - HSS Branch
 - HSS Improvement Programme – strategic change programme
 - HSS Implementation Programme – focused on risks assessed as ‘very high’ particularly in field facing roles, where our workers visit sites that are uncontrolled and unknown to them
- Creating the new business-as-usual

Focus on 12 critical Health, Safety and Security risks

- Violence & aggressive behaviour
- Hazardous & biological substances
- Physical environment - uncontrolled and plant & equipment
- Lone working
- Working offshore
- Working at Heights
- Driving
- Cybercrime
- Insider Threat
- Gradual Process Injury
- Workplace Bullying
- Workplace Stress



Bowtie in practice

- Residential Tenancy Compliance and Investigations Team
- Investigate non-compliance and unlawful activity by landlords
- Based in Wellington, Auckland and Christchurch
- Mixture of experienced investigators and new trainees
- Work involves visiting offices and properties - reasonably high exposure to 'very high' and 'high' assessed risks



Bowtie in practice

- Culture change and behavioural safety approach (DNA)
- Understanding of risks and consequences
- Leveraging off existing practices and experience
- Well documented processes and Standard Operating Procedures
- Accountability and sign off
- Bow Ties and risks inform the operational planning and fully included in briefing and debriefing activities
- Practice equals “Good Practice” leading to good outcomes
- Informing the wider business of new risks or gaps identified through the quality assurance process



Questions

- Opportunity for questions, comments, observations?
- Thank you.

