

Summary of risk areas of concern

Loss, failure or damage to assets
Services are severely curtailed
Physical harm to the general public
Health and Safety to staff, contractors and volunteers
Financial
Subsidiary Companies and Trusts
Legislative and Regulatory
Political
Environmental Damage
Projects
Human Resources

Risks removed from the register since March 2014

Risks added to the register since March 2014

Residual risk score - Changes since March 2014

A3 sheets of the above will be provided at the meeting

Business Unit	Risk id	Description	Details	Inherent risk level	Controls	Residual risk level	Risk owner
Public Transport	59	Rolling stock unable to meet passenger demand due to multiple vehicles not being operational	Safety issue causes majority of the fleet to be withdrawn, significantly impacting negatively on ability to deliver rail services, causing loss of confidence in the rail service thereby reducing patronage and revenue.	High Risk	Ensure maintenance inspection regimes are followed Extensive design review, testing/acceptance and quality control processes to ensure compliance with train specifications GM ensures that maintainer effectively manages fleet failure modes and issues through FRACAS process, and ensures GW maintains full visibility of this Maintain a technical support contract with the supplier Maintain close working relationships with train supply and operational and maintenance contractors	Medium Risk	Angus Gabara
Catchment Management	17	Failure of flood protection structures and measures due to flooding	Failure of flood protection structures during flooding causing danger to the public and significant damage to property and Council assets. Failure of protection structures could also be a result of professional negligence (design and construction).	High Risk	Flood Protection Asset Management Plans (FPAMP) Insurance is in place Specific contingency fund to assist with damage repair for structures	Medium Risk	Graeme Campbell
Public Transport	115	Failure of KiwiRail network assets or operations causing damage to GWRL assets or cancellation of multiple services	Failure of KiwiRail network assets or operations causing damage to GWRL owned asset or cancellation of multiple services	High Risk	GW ensures that KiwiRail has a robust emergency response plan that: - provides for efficient bus replacements - provides for effective customer communications in the event of a failure GM ensures that KiwiRail has a robust network management plan that: - focuses funded renewal activities on critical components of the network - provides for infrastructure maintenance, monitoring and inspections Maintain strong relationships with the rail operator, including regular meetings and reporting against a clear set of performance targets	Medium Risk	Angus Gabara
Catchment Management	97	Failure of flood protection structures and measures due to earthquakes	Failure of flood protection structures during seismic events causing danger to public and significant damage to property and Council assets. Quakes causing a settling or raising of the valley floor would severely compromise structure effectiveness.	High Risk	Contingency fund to assist with damage repair to structures Insurance is in place	Medium Risk	Graeme Campbell

Services are severely curtailed			GWRC provides critical services, the curtailment to which can cause significant disruption and/or hardship to the community. The most significant curtailments would be a major loss of water supply or public transport. Other services include harbour navigation, resource consent management, flood monitoring alerts, all of which can be affected by outages that would cause varying degrees.				
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Public Transport	113	Failure of Wellington Cable Car Ltd's (WCCL) asset causes serious injury or cancellation of multiple services	Failure of WCCL asset causes withdrawal of services on trolley bus routes, or danger to the public.	High Risk	GWRC ensures that WCCL maintains and inspects the network and replaces capex. Maintain strong relationships with WCCL, including regular meetings and reporting on assets.	Medium Risk	Rhona Hewitt
Public Transport	115	Failure of KiwiRail network assets or operations causing damage to GWRL owned asset or cancellation of multiple assets or cancellation of multiple services	Failure of KiwiRail network assets or operations causing damage to GWRL owned asset or cancellation of multiple services	High Risk	GW ensures that KiwiRail has a robust emergency response plan that: - provides for efficient bus replacements - provides for effective customer communications in the event of a failure GW ensures that KiwiRail has a robust network management plan that: - focuses funded renewal activities on critical components of the network - provides for infrastructure maintenance, monitoring and inspections Maintain strong relationships with the rail operator, including regular meetings and reporting against a clear set of performance targets	Medium Risk	Angus Gabara
Public Transport	80	Bus, ferry or rail services suffer major disruption caused by severe weather	Severe weather could cause major disruption to public transport services	Medium Risk	Appropriate insurance arrangements put in place Appropriate plans in place with Civil Defence Appropriate preventative maintenance plans put in place on Rail network Asset management plans in place Department Business Continuity Plans	Medium Risk	Rhona Hewitt
Public Transport	108	The Matangi 2 and Matangi 1 retrofit project fails to deliver trains of the required quality, on time and within budget	The Matangi 2 and Matangi 1 retrofit project fails to deliver trains of the required quality, on time and within budget	Very High Risk	Ensure strong project management over the project, including: - steering committee - appropriate project structure - project risk reporting - financial reporting - expert independent advice - on site inspection prior to acceptance - regular project meetings with suppliers - documentation requests linked to progress payments - performance bonds - appropriate contract provisions including liquidated damages - formalised sign off procedure - appropriate contingency in budget - appropriately experienced project manager & team	Medium Risk	Angus Gabara
Public Transport	107	Contracted rail services fail to meet acceptable levels of service, reliability and/or quality targets	Failure of KiwiRail network assets or operations causing serious injury	High Risk	GW ensures that the rail operator has an emergency response plan that: - provides for efficient bus replacements - provides for effective customer communications in the event of a service disruption Maintain strong relationships with the rail operator, including regular meetings and reporting against a clear set of performance targets, including health and safety	Medium Risk	Angus Gabara

Physical harm to the general public		GWRC is responsible for a variety of activities and infrastructure that have the potential to harm members of the general public. Risks range from those that we have a direct relationship to the general public (e.g. maintaining our assets) to those where the direct relationship is managed by contractors for whom we are responsible (e.g. KiwiRail's management of rail services).					
Business Unit	Risk Id	Description	Details	Inherent risk level	Controls	Residual risk level	Risk owner
Catchment Management	72	Harm to staff, contractors and public when carrying out aerial pest control operations (e.g. aerial 1080, rook control, herbicide spraying)	Harm to staff, contractors, and public or damage to Council property when aerial pest control operations are in progress	High Risk	Bioworks Department Standard Operating Procedures: Tb Free 1080 standard operating procedure	High Risk	Davor Bejakovich
Public Transport	106	Failure of KiwiRail network assets or operations causing serious injury	Failure of KiwiRail network assets or operations causing serious injury	High Risk	GW ensures that KiwiRail has a robust network management plan that: - focuses funded renewal activities on critical components of the network - provides for infrastructure maintenance, monitoring and inspections GW ensures that KiwiRail has an emergency response plan that: - provides for efficient bus replacements - provides for effective customer communications in the event of a failure	High Risk	Angus Gabara
Catchment Management	19	Harm to staff, contractors and public from ground pest control operations	Harm to staff, contractors, public and non targeted species from poisons, agrochemicals and processes used in ground pest control	Medium Risk	Bioworks Department Standard Operating Procedures Department Hazard Registers Department Operational Plans and Tb Free Vector Control Plans Health & Safety Plan	Medium Risk	Davor Bejakovich
Environment Management	78	Injury to public at Council organised events	Members of the public who participate in GW organised events (as part of summer programme or other) sustain injury.	High Risk	Advertising identifies event level of difficulty and required fitness. Booking officer reinforces requirements with participants. Event leaders (mostly Park Rangers) give health & safety briefings to all participants. Event plans include specific health & safety plans Parks Health & Safety plans, include hazard identification Reconnaissance is carried out prior to events to identify/ remove hazards Staff assisting with events have appropriate training (outdoor first aid, 4WD etc)	Medium Risk	Andy Nelson
Public Transport	113	Failure of Wellington Cable Car Ltd's (WCCL) asset causes serious injury or cancellation of multiple services	Failure of WCCL asset causes withdrawal of services on trolley bus routes, or danger to the public.	High Risk	GWRC ensures that WCCL maintains and inspects the network and replaces capex. Maintain strong relationships with WCCL, including regular meetings and reporting on assets.	Medium Risk	Rhona Hewitt
Catchment Management	57	Death or severe harm to Catchment staff, contractors and public while undertaking work programmes	All health & safety associated risks causing death or severe harm to staff, contractors and public while carrying out Catchment work programmes, e.g. serious harm when using vehicles, equipment, and working around heavy machinery. Also includes severe falls and exposure.	High Risk	Department Hazard Registers Department Standard Operating Procedures Health & Safety Plan Working Alone Procedures & Equipment	Medium Risk	Wayne O'Donnell
Catchment Management	17	Failure of flood protection structures and measures due to flooding	Failure of flood protection structures during flooding causing danger to the public and significant damage to property and Council assets. Failure of protection structures could also be a result of professional negligence (design and construction).	High Risk	Flood Protection Asset Management Plans (FPAMP) Insurance is in place Specific contingency fund to assist with damage repair for structures	Medium Risk	Graeme Campbell
Public Transport	60	Failure of GWRL asset causing serious injury	There is a serious incident and the ensuing investigation identifies GWRL owned asset failure as a contributing cause.	High Risk	GW ensures that GWRL owned rail infrastructure assets are regularly maintained to a safe standard in accordance with the Asset Management Plan GW ensures that the rolling stock maintenance provider maintains high standards of rolling stock maintenance GW ensures that the rolling stock maintenance provider responds quickly to asset failure issues and determines the root cause of any failure GW ensures that there is a robust fault reporting and causality analysis system (FRACAS) process in place for all rolling stock GW to brief contractors on safety obligations once awarded contracts GW to bring safety obligations in the contract to the attention of contractors GW to only award contracts to contractors with relevant rail experience	Medium Risk	Angus Gabara

Health and safety of staff and contractors & volunteers		GWRC staff, contractors & volunteers are exposed to a series of hazards potentially affecting their personal safety. Most of the significant hazards are in external environments and the work activities performed. Many of these hazards cannot be eliminated and risk is mitigated as much as is reasonably practicable.					
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Water Supply	110	Death or severe harm to staff, contractors and/or public resulting from incidents, including asset failure	All health & safety associated risks causing death or severe harm to staff, contractors and public resulting from a burst water main correctly (eg. 4WD Vehicles, quadbikes, Chainsaws etc), or inability to seek help promptly when working alone	High Risk	Asset Management System Department Hazard Registers Departmental Plans - Maintenance Schedules	Medium Risk	Maseina Koneferenisi
Environment Management	8	Parks- injury to staff	Injury from use of equipment that could cause harm if not used correctly (e.g. 4WD Vehicles, quadbikes, Chainsaws etc), or inability to seek help promptly when working alone	High Risk	Department Hazard Registers Parks Health & Safety Plan Working Alone Procedures & Equipment	Medium Risk	Broniek Kazmierow
Catchment Management	57	Death or severe harm to Catchment staff, contractors and public while undertaking work programmes	All health & safety associated risks causing death or severe harm to staff, contractors and public while carrying out Catchment work programmes, e.g. serious harm when using vehicles, equipment, and working around heavy machinery. Also includes severe falls and exposure.	High Risk	Department Hazard Registers Department Standard Operating Procedures Health & Safety Plan Working Alone Procedures & Equipment	Medium Risk	Wayne O'Donnell
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Catchment Management	103	Fatality or permanent disability to CM staff arising from use of a quad-bike in a manner that doesn't comply with organisational Health and Safety	Organisational Health and Safety procedures have been developed to help minimise the risk of incidents involving quad bikes. Staff are required to comply with these Health and Safety procedures.	High Risk	Department Hazard Registers Departmental Plans - Maintenance Schedules Health & Safety Plan Standard Operating Procedures Working Alone Procedures & Equipment	Medium Risk	Dave Cameron
Parks	93	Fatality or permanent disability arising from use of a quad-bike in a manner that doesn't comply with organisational Health and Safety procedures	Organisational Health and Safety procedures have been developed to help minimise the risk of incidents involving quad bikes. Staff are required to comply with these Health and Safety procedures.	Very High Risk	Health & Safety Plan	Medium Risk	Amanda Cox

Financial		Unforeseen financial impact including; loss of monies from defalcation, changes to exchange rates, interest rates, commodity prices, loss of other incomes, fines/penalties, poor investment or expenses incurred.					
Business Unit	Risk Id	Description	Details	Inherent risk level	Controls	Residual risk level	Risk owner
Public Transport	91	Driver or client misuse of Total Mobility scheme	Fraudulent transactions or fraudulent use of the Total Mobility scheme causes loss to GWRC, and time spent recovering monies.	Medium Risk	Enforceable Contracts with suppliers Ensure client terms and conditions are in place, that allow for monitoring and recovery of fraudulent transactions.	Medium Risk	Rhona Hewitt

Subsidiary companies and trusts	GWRC has several subsidiaries, namely CentrePort Ltd, WRC Holdings Ltd, Pringle House Ltd, Port Investments Ltd, Greater Wellington Rail Ltd and Grow Wellington Ltd. GWRC was the settler and is a trustee of the Wellington Regional Stadium Trust. Ownership of these companies exposes GWRC to risk.				
Business Unit	Risk Id	Description	Inherent risk level	Controls	Residual risk level

Legislative and regulatory	Failure to follow regulatory obligations, non-compliance in terms of the Acts GWRC operates under.							
	Business Unit	Risk Id	Description	Details	Inherent risk level	Controls	Residual risk level	Risk owner
People & Capability	28	A major disaster impacts on the capacity and capability of emergency management to meet its statutory obligations	EMI is overwhelmed by scale of disaster, inability to mobilise resources viz staff (numbers), facilities (adequacy), infrastructure (availability/adequacy)	High Risk	Memo of understanding with other Councils/WREMO Wellington Region Civil Defence Emergency Group Plan together with specific disaster plans	Medium Risk	Rian van Schalkwyk	
Water	34	Environmental damage caused by Operations	Water abstraction and treatment process exceeds the restrictions and limitations of resource consents	High Risk	ISO 14001 system managed through Q-Pulse Water supply operating procedures managed through Q-Pulse	Medium Risk	Maseina Koneferenisi	
People & Capability	36	Council decision-making process successfully challenged	Council does not comply with due process when making decisions. Council making decisions without complying with the decision-making requirements of the LGA 2002 (or other legislation).	High Risk	Decision making Process & Guidelines Internal review (Manager, Democratic Services) Training of Users (Manager, Democratic Services)	Medium Risk	Francis Ryan	

Business Unit	Risk Id	Description	Details	Inherent risk level	Controls	Residual risk level	Risk owner
Political		Any action or event that could bring GWRC into disrepute. Including but not limited to service delivery failure, damage or harm to the public, decision making process leading to public challenge.					

Environmental damage		Significant damage to the environment either through GWRC actions or lack of actions.					
Business Unit	Risk Id	Description	Details	Inherent risk level	Controls	Residual risk level	Risk owner
Catchment Management	72	Harm to staff, contractors and public when carrying out aerial pest control operations	Harm to staff, contractors, and public or damage to Council property when aerial pest control operations are in progress (e.g. aerial 1080, rock control, herbicide spraying)	High Risk	Bioworks Department Standard Operating Procedures Tb Free 1080 standard operating procedure	High Risk	Davor Bejakovich
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Water	34	Environmental damage caused by Operations	Water abstraction and treatment process exceeds the restrictions and limitations of resource consents	High Risk	ISO 14001 system managed through Q-Pulse Water supply operating procedures managed through Q-Pulse	Medium Risk	Maseina Koneferenisi
Environment Management	77	Contaminated site(s) either known or unknown that results in harm to environment and/or health	SLUR is a database of sites with known or suspected HAIL land use. HAIL is hazardous industries e.g. landfills or timber mills. It includes mapping tools and generates standard letters for replies to enquiries. Most information is sourced from the TA's. This information can affect property owners trying to sell their properties. The onus is on property owners to demonstrate that the property is not contaminated. The question is who is liable for potential loss of income by the property owner.	Very High Risk	Resourcing - additional admin resource has been provided to ensure that the database is updated regularly. Also the reports provided to the public have been reviewed and reformatted to be more user friendly. Additional technical expertise has also been allocated to review the data provided by the TA's.	Medium Risk	Graham Sevicke-Jones

Projects		GWRC is exposed to the risk associated with the implementation and management of projects. Risks arise due to a number of factors and the Project Management Policy requires that risks are identified as part of the project documentation process.						
Business Unit	Risk Id	Description	Details	Inherent risk level	Controls	Residual risk level	Risk owner	
Public Transport	114	Delivery of the Regional Public Transport Plan (RPTP) put at risk due to delay or cancellation of one or more interrelated projects	Complex programmes of interrelated work-streams: rail contract, bus contracts, new bus network, new bus fleet	Very High Risk	Co-ordinated project management Strong project management Appropriate external assistance Appropriate project governance	Medium Risk	Wayne Hastie	
Public Transport	108	The Matangi 2 and Matangi 1 retrofit project fails to deliver trains of the required quality, on time and within budget	The Matangi 2 and Matangi 1 retrofit project fails to deliver trains of the required quality, on time and within budget	Very High Risk	Ensure strong project management over the project, including: - steering committee - appropriate project structure - project risk reporting - financial reporting - expert independent advice - on site inspection prior to acceptance - regular project meetings with suppliers - documentation requests linked to progress payments - performance bonds - appropriate contract provisions including liquidated damages - formalised sign off procedure - appropriate contingency in budget - appropriately experienced project manager & team	Medium Risk	Angus Gabara	

Human resources							
Business Unit	Risk Id	Description	Details	Inherent risk level	Controls	Residual risk level	Risk owner
People & Capability	75	Disruption to staff and business as usual due to local government reorganisation	Potential loss of key skills and knowledge and difficulty to recruit replacements. Management will focus on the reorganisation with less time on new projects and business as usual leading to business interruption.	High Risk	Effective communication with staff will help lower the risk of negative impact	Medium Risk	Leigh-Anne Buxton

Risks removed from the register since March 2014

Risk Id	Business Unit	Description	Details	Inherent risk level	Controls	Residual risk level	Risk owner
51	Public Transport	Contracted bus services fail to meet acceptable levels of service reliability and/or quality targets due to reasons within the control of the bus operator	Contracted bus services fail to operate, are unreliable or of poor quality, (e.g. due to operator staffing levels, industrial action, insolvency, fleet management, maintenance or safety issues), which causes a loss in customer confidence in the services.	High Risk	Enforceable Contracts with suppliers Department Business Continuity Plans Disaster Recovery Plan Maintain strong relationships with bus operators including regular meetings and reporting on performance Ensure bus operators have an operational plan for managing minimum service levels in the event of prolonged industrial action. Ensure bus operators have maintenance programmes that ensure ongoing assessment of compliance, as well as suitable preventative maintenance programmes. Ensure that contingency plans are considered at the first sign of pending insolvency.	Medium Risk	Rhona Hewitt
12	Public Transport	Failure of GWRL asset causing serious injury	There is a serious incident on the network and the ensuing investigation identifies GWRL owned asset failure as a contributing cause.	High Risk	GW ensures that the rolling stock maintenance provider maintains high standards of rolling stock maintenance. GW ensures that the rolling stock maintenance provider responds quickly to asset failure issues and determines the root cause of any failure. GW ensures that there is a robust fault reporting and causality analysis system (FRACAS) process in place for all rolling stock. GW ensures that GWRL owned rail infrastructure assets are regularly maintained to a safe standard in accordance with the Asset Management plan.	Medium Risk	Ian Gordon
65	Public Transport	The Real Time Information Project does not deliver reliable predictions of public transport service arrival times, or does not achieve scheduled milestones	The Real Time Information Project does not deliver its objectives for provision of reliable information, or does not meet milestones	Medium Risk	Ensure strong project management in the design, manufacture, delivery, commissioning and maintenance of the Real Time Information System including: <ul style="list-style-type: none">• Strong risk management• Involvement of local bus operators throughout the project design and implementation• Rigid design and testing procedures, including a pilot• Close liaison and ongoing technical support from supplier Provide incentives for the Real Time supplier to deliver a quality product through contractual provisions including warranties and liquidated damages	Low Risk	Tass Larsen
13	Catchment Management	Fire damage to forest(s) from the public, motorised vehicles and machinery	Fire damage to forest(s) due to wilful or negligent action of the public, vehicles or machinery malfunction	Medium Risk	Annual Fire Protection Plan Harvesting and Marketing Contract Insurance in place for firefighting costs, reestablishment and loss Plantation Forests & Working Plan	Medium Risk	Dave Cameron
10	Catchment Management	Wind throw and snow damage to forest(s)	Wind and snow damage to trees from adverse weather conditions	Medium Risk	Harvest plan	Low Risk	Dave Cameron
11	Catchment Management	Disease damage to forest(s)	Spread of foreign organisms introduced that could lead to tree damage or total loss of trees	Medium Risk	NZ Forestry Owners membership Department Business Continuity Plans Regular inspections by staff Part of national surveillance system with annual forest inspections	Low Risk	Dave Cameron
33	People & Capability	The Electoral Officer is required to re-run an election process	An election or poll is declared void and a new election or poll is required	Medium Risk	Training users Triennial memo of understanding on conducting Elections with other Councils Insurance for Election re-run is available	Low Risk	Margaret Meek

Risks added to the register since March 2014

Risk Id	Business Unit	Description	Details	Inherent risk level	Controls	Residual risk level	Risk owner
114	Public Transport	Delivery of the Regional Public Transport Plan (RPTP) put at risk due to delay or cancellation of one or more interrelated projects	Complex programmes of interrelated work-streams: rail contract, bus contracts, new bus network, new bus fleet	Very High Risk	Co-ordinated project management Strong project management Appropriate external assistance Appropriate project governance	Medium Risk	Wayne Hastie
113	Public Transport	Failure of Wellington Cable Car Ltd's (WCCL) asset causes serious injury or cancellation of multiple services	Failure of WCCL asset causes withdrawal of services on trolley bus routes, or danger to the public.	High Risk	GWRC ensures that WCCL maintains and inspects the network and replaces capex. Maintain strong relationships with WCCL, including regular meetings and reporting on assets.	Medium Risk	Rhona Hewitt
115	Public Transport	Failure of Kiwirail network assets or operations causing damage to GWRL owned asset or cancellation of multiple services	Failure of Kiwirail network assets or operations causing damage to GWRL owned asset or cancellation of multiple services	High Risk	GW ensures that Kiwirail has a robust emergency response plan that: - provides for efficient bus replacements - provides for effective customer communications in the event of a failure GW ensures that Kiwirail has a robust network management plan that: - focuses funded renewal activities on critical components of the network - provides for infrastructure maintenance, monitoring and inspections Maintain strong relationships with the rail operator, including regular meetings and reporting against a clear set of performance targets	Medium Risk	Angus Gabara
110	Water Supply	Death or severe harm to staff, contractors and/or public resulting from incidents, including asset failure	All health & safety associated risks causing death or severe harm to staff, contractors and public resulting from a burst water main	High Risk	Asset Management System Department Hazard Registers Departmental Plans - Maintenance Schedules	Medium Risk	Maseina Konferenisi
112	Water Supply	Death or severe harm to Water Supply staff, contractors & consultants while undertaking work	All health & safety associated risks causing death or severe harm to staff, contractors and consultants while carrying out work in/on or around WS assets, -serious harm from asphyxiation in confined spaces -exposure to chemicals	High Risk	Confined space registers and asset labelling Department Hazard Registers Gas detection equipment, chemical level alarms and automated shutdown Health & Safety procedures	Low Risk	Maseina Konferenisi
109	Catchment Management	Disease damage to trees on flood banks	Spread of foreign organisms introduced that could lead to tree damage or total loss of trees on flood banks, or contributing to Flood Protection	Medium Risk	Flood Protection Asset Management Plans (FPAMP) Regular patrols by staff	Low Risk	Graeme Campbell

Risk ID	Business unit	Residual risk score - Changes since March 2014 Description	Residual risk Mar 14		Residual risk Nov 14
			Mar 14	Nov 14	Nov 14
106	Public Transport	Failure of KiwiRail network asset causing serious injury, damage to GWR assets or cancellation of multiple services	Medium	High	High
80	Public Transport	Bus, ferry or rail services suffer major disruption caused by severe weather	Low	Medium	Medium
91	Public Transport	Driver or client misuse of Total Mobility scheme	Low	Medium	Medium
57	Catchment	Death or severe harm to Catchment staff, contractors and public while undertaking work programmes	High	Medium	Medium
3	Water	Damage to water supply infrastructure from an event which interrupts supply	Medium	Low	Low