



WHAT

ARE WE LEARNING TODAY?



WHY

ARE WE LEARNING IT?

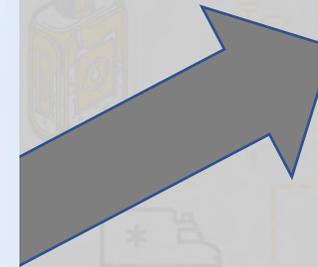


HOW

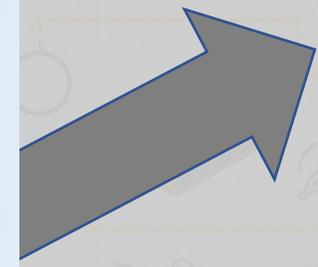
WILL I KNOW I HAVE LEARNED IT?



What is HCD?



Why would we use HCD in Safety?



How can you practically apply at your organisation?

WHAT

ARE WE LEARNING TODAY?



What is HCD?

‘Human-centered design is a problem-solving technique that puts real people at the centre of the development process, enabling you to make work better.’

Values

Caring
Wired

Passion

INTEGRITY

COURAGE

PAGE OVER
PERFECTION

Mindsets

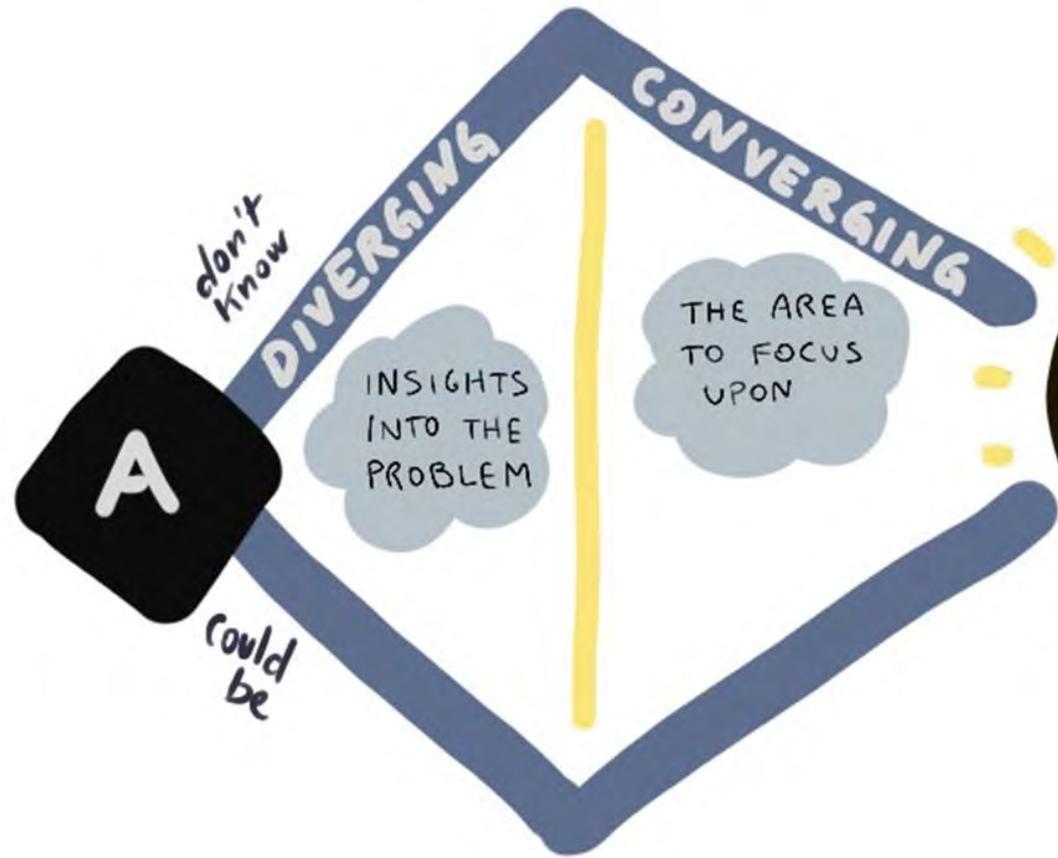
EMPOWERMENT
over control

Customer
obsessed

LEARN IT ALL
OVER KNOW IT ALL

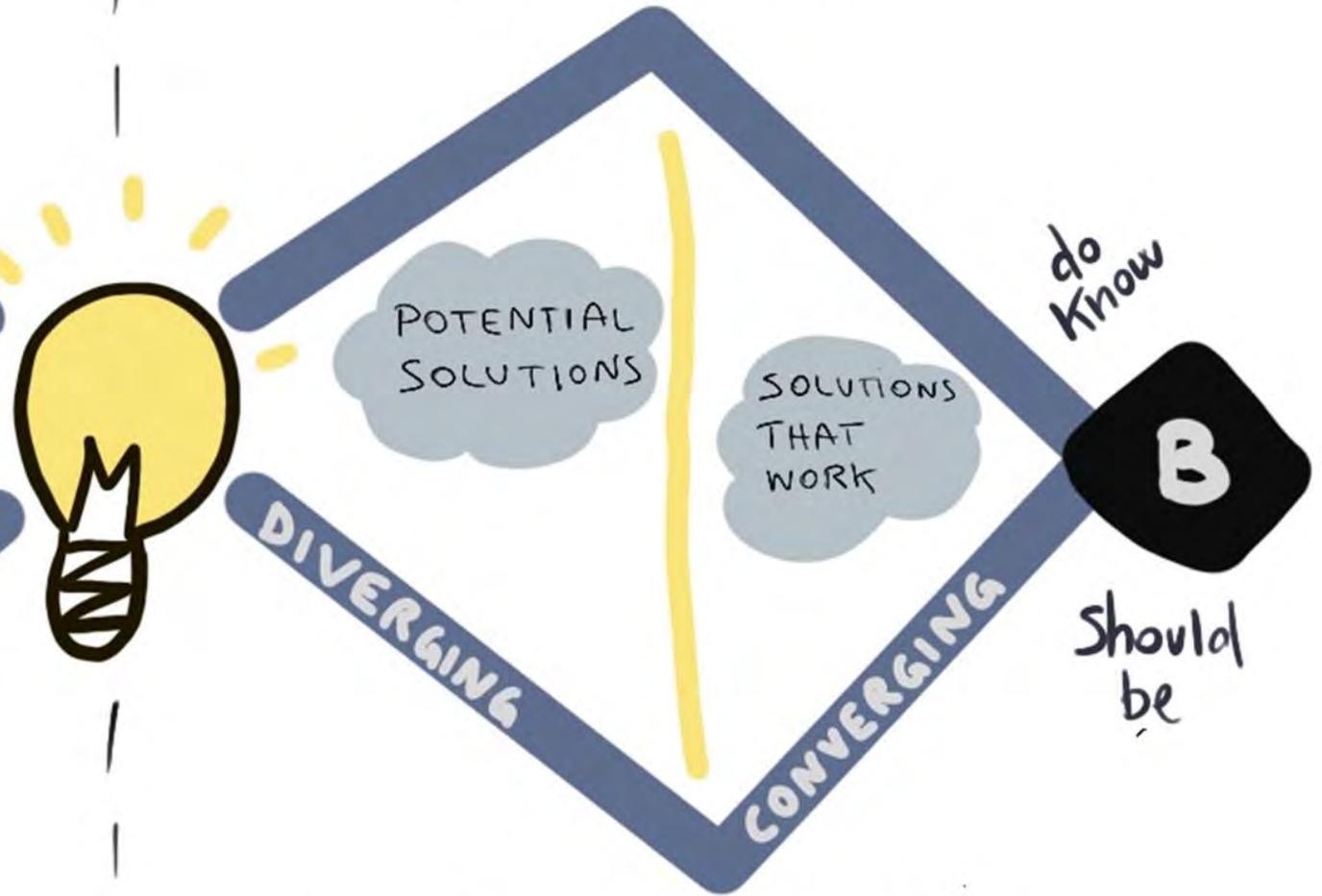
TRUST *and*
TRANSPARENCY

GETTING THE RIGHT IDEA



discover | define

GETTING THE IDEA RIGHT



develop | deliver

WHY

ARE WE LEARNING IT?

Why would we use HCD in Safety?

‘HCD helps achieve that balance. Let’s people find the sweet spot of feasibility, viability, and desirability while considering the real needs and desires of people.’



Psychosocial

What are the challenges our people are facing that impact their work?

- Non-Work related issues
- Depression / Anxiety
- Personal Relationship issues
- Family issues / Children / Parenting
- Grief / Major loss / PTSD
- Other Mental Health Concern
- Suicide concerns
- Mental Issue / Health Issue

Work related Issues

- Workload
- Performance issue / disciplinary
- Peer / Colleague relationship
- Manager relationship
- Bullying and harassment
- Work accident
- Organisation changes

OBLIGATIONS

Use these approaches to prevent harm

PROTECT

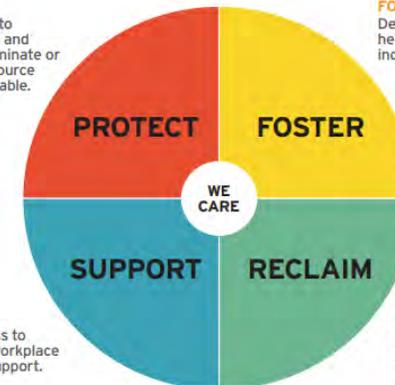
Identify risks to mental health and wellbeing. Eliminate or minimise at source where practicable.

OPPORTUNITIES

Use these approaches to help people thrive

FOSTER

Develop the mental health and wellbeing of individuals and teams



SUPPORT

Provide access to appropriate workplace and clinical support.

RECLAIM

Restore the mental health and wellbeing of individuals and teams.

ASB Health Safety and Wellbeing Network Member journey

Where we were two years ago...

Pandemic + hybrid working = HSW engagement challenges & opportunities to try new approaches

- HSW Meetings run by HSW manager
- Minutes drawn up by HSW team



Throughout COVID-19 pandemic and lockdowns the HSW Network adapted to online management. Where the community began via ASB teams channel

INDEPENDENT SYSTEM



Network Representatives independently responsible for HSW communications across business units and ensuring risk and compliance were up to date and reported.

First Aid and Health and safety Rep trainings available

BLACK & WHITE

Siloed, independent ways of working



More concerned with compliance and legislative requirements than human centered design approach to HSW

Where we are now...



Training & Learning expansion:

- Wellbeing at Work
- Mental Wellbeing by design
- Mental Health First Aid



BEGINNING TO ADOPT AND LEARN HUMAN CENTERED PRACTICE

Updated FY23 Vision:

"To create an environment where our people thrive by creating tools that support and evolve our knowledge in Health, Safety and Wellbeing which help us to understand our responsibilities which lead to healthy workplaces."



Active participation and knowledge sharing across the bank:

- HSW Department are now SME's, technical advisors and coaches
- HSW Network members involvement behind setting our strategy
- Members contribute towards the delivery of objectives, run quarterly meetings, and

Play GIF Haitian Independence Man GIF by Bernardson

CONTRIBUTION SYSTEM

- HSW Meetings run by HSW Reps
- Minutes drawn up by HSW coordinators

EMBEDDED ISO45001 FRAMEWORK



SHARING BEST PRACTICE AND KNOWLEDGE

Healthy Work

Create a work environment where our people can bring their best self, feel safe in who they are and what they contribute.

Outcomes:

- Enable the business to design in healthy and safe work through achieving ISO45001.
- Increase awareness of critical health and safety risks, hazards and proactive factors, through improved reporting and education.
- Foster shared responsibility for owning healthy and safe work for work, through improved risk controls and organizational capability.

People Care

Foster an environment where we are engaged in care for ourselves, and those around us.

Outcomes:

- Enable our people leaders with knowledge and confidence to lead people care within their team through a focus on using preventative strategies.
- Foster a culture where we are enabled to care for ourselves, behavior through wellbeing, self-service tools, support groups and flexible and adaptable work practices.
- Strengthen and promote our stress management and recovery programmes, with a particular focus on early intervention.

Engagement and Connection

Create networks/ communities of excellence where our people are the solution.

Outcomes:

- Connect agile and empower champions of change, through continued work with our established edge network.
- Build response capability across the core operational and assistance teams with first responder skills. Focusing on critical event incidents and building and harassment.
- Empower people and teams to develop solutions to help our people to thrive.

Strengthening of our community and Network collaborations from online to in person with ASB's return to work initiative

Updated strategy with ASB individuals as it's core purpose

Where to next...

HUMAN CENTERED DESIGN AND DESIGN THINKING



Going above and beyond tick box and legislation requirements

HSW AS PART OF OUR DNA

Do different, do better, do together

HSW insights and resources

Expanding skillsets across Network:

- Empowering our members to become capable in leading and educating employees and key stakeholders
- Leadership and Engagement strategy
- Guiding teams in the right direction
- Key point of contact for ongoing H&S queries



Regular events and networking opportunities



Creating an environment where innovation and safety thrive

Vision: Creating an environment where we thrive together.



Healthy Work

Create a work environment where our people can bring their best self, feel safe in who they are and what they contribute.

Outcomes:

- Enable the business to design in healthy and safe work, through achieving ISO45001.
- Increase awareness of critical health and safety risks, hazards and protective factors, through improved reporting and education.
- Foster shared responsibility for creating healthy and safe places to work, through improved risk controls and organisational capability.



People Care

Foster an environment where we are enabled to care for ourselves, and those around us.

Outcomes:

- Enable our people leaders with knowledge and confidence to lead people care within their team through a focus on using preventative strategies.
- Foster a culture where we are enabled to care for ourselves, delivered through seminars, self-service tools, support groups and flexible and adaptive work practices.
- Strengthen and promote our illness management and recovery programmes, with a particular focus on early intervention.



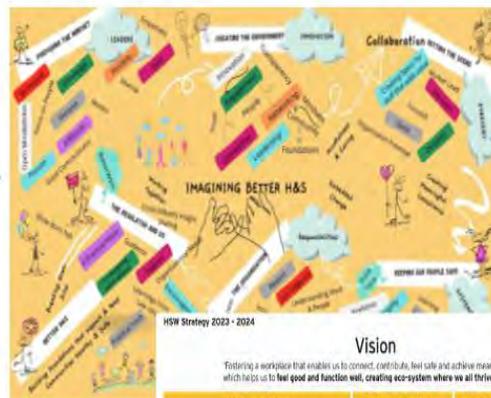
Engagement and Connection

Create networks/ communities of excellence where our people are the solution.

Outcomes:

- Connect, ignite and empower champions of change, through continued work with our established HSW Network.
- Build response capability across the business, by recruiting and equipping peer representatives and assistance teams with first responder tools. Focusing on critical people incidents and bullying and harassment.
- Empower people and teams to develop solutions to help our people to thrive.

How might we create a HSW Strategy that we can all contribute and build a thriving Eco System at ASB?



Vision
 "Fostering a workplace that enables us to connect, contribute, feel safe and achieve meaningful work which helps us to feel good and function well, creating an eco-system where we all thrive together."

Thriving Together	Our People Experience	Minimises that underpin our strategy
<p>HSW should be a visible driver of our Critical Design approach. Critical health and safety risks are embedded through our design and development work and our people are enabled to care for themselves and those around them. We will ensure that our people are enabled to care for themselves and those around them. We will ensure that our people are enabled to care for themselves and those around them.</p>	<p>HSW should be a visible driver of our Critical Design approach. Critical health and safety risks are embedded through our design and development work and our people are enabled to care for themselves and those around them. We will ensure that our people are enabled to care for themselves and those around them. We will ensure that our people are enabled to care for themselves and those around them.</p>	<ul style="list-style-type: none"> • Care • Growth • Confidence • Collaboration • Creativity

Introduction and Inspiration - 10 min

Arriving safely to work and departing for home safely at the end of the day.

My PLEDGE as HSW Representative

<p>Creating an environment where innovation and safety thrive</p>	<p>I help by being respected by my peers:</p> <ul style="list-style-type: none"> • Being clear about the message I want to deliver. • Creating environments where innovation and safety thrive. • Having a growth mindset and using my curiosity to learn and develop. • Asking open ended questions and not making assumptions. • Put myself in the shoes of others to understand how I can support them. 	<p>Tools to Engage and Collaborate</p> <ul style="list-style-type: none"> • Create visibility of who you are and why you are passionate about HSW • Let people in your team know that you are a HSW Representative • Make HSW part of your DNA and your every day role • Use Human Centred Design and Design Thinking when engaging with your team
<p>Being the champion for my team</p>	<p>I help by advising on how work is done from my team's viewpoint:</p> <ul style="list-style-type: none"> • Being confident to speak up • Representing my team at quarterly HSW Network meetings - putting their point of view forward in a positive and constructive way. • Talking to people leaders on behalf of team members • Guiding team members to the right person or support channel. • Being a point of contact for ongoing HSW issues 	<p>Tools to Engage and Collaborate</p> <ul style="list-style-type: none"> • Mental health first aid training • Showcase learnings from HSW Network meetings • HS Representative training to understand what my functions and powers are. • Setting an example by engaging in HSW initiatives and wanting to learn
<p>Help solving pieces of the puzzle that seem too complicated</p>	<p>I help by listening, observing and sharing knowledge:</p> <ul style="list-style-type: none"> • Identifying issues and risks, brainstorm solutions with people leaders, Properties etc. • Investigating a health and safety related complaint from within my team area. • Monitoring the measures taken by ASB that are relevant to HSW • Being driven to make a difference and being a positive influence. 	<p>Tools to Engage and Collaborate</p> <ul style="list-style-type: none"> • Sharing HSW Insights • Investigating an event • Mental wellbeing by design • Further developing your growth mindset <p>External resources:</p> <ul style="list-style-type: none"> • Resilving health and safety issues

Inspired to create a strategy that is meaningful to us!

What we have so far and why we need your input?

Would self not be first?

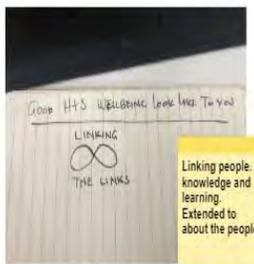
Working together

Workplace + Self + Communities + Empower = Thriving

Part of our DNA / Making it stick

Design, Listen, Address, Learn

we have so far -



Let's break it down and explore the possibilities

Do you relate to the wording?

Can you think about how you could achieve this?

Can you think of any words and meanings that could work better?

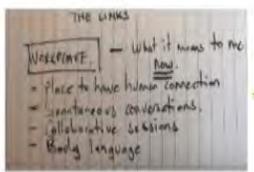
Be Creative! think outside the box

Our Thriving Workplace is a space where eco-systems of work and people create opportunities to facilitate conversation, togetherness and a sense of belonging

WORKPLACE	Ideas	Themes
<p>Being able to work in a safe and healthy environment</p> <p>Human Connection</p> <p>Being able to offer support to others</p>	<p>Human Connection</p> <p>Human Connection</p> <p>Human Connection</p>	<p>Human Connection</p> <p>Human Connection</p> <p>Human Connection</p>

Generating Ideas - 5 min

Let's break it down and explore the possibilities



[About](#)
[Product and customer](#)
[Policy and how to](#)
[Employee](#)
[Internal services](#)
[Hubs](#)

Access **intra people search**: Click 'See more' on the right of this banner to search for employee IDs, cost centres or extensions.

+ New Send to Promote Page details Immersive Reader Analytics Published 21/04/2023 Edit

Healthy work

- I am working remotely
- Vaccinations
- I need to report something
- I want to view trends and analysis
- I need to know my safety risks
- I want to understand my responsibilities
- I am planning an Activity

People care

I am keen to thrive

- Take Action To Avoid Pain and Discomfort
- Health Central
- CBA - Health Hub
- Wellbeing Webinars
- People Leader Navigation Tools

I need someone to talk to

- Support tools at ASB - Guide
- Employee Assistance Programme (EAP)
- Domestic Violence Support
- Bullying, harassment and discrimination
- Are You OK? Conversations Guide

Engagement and connection

- Manava
- I am a Network Member
- People Manager: Guide to Mental Health and Wellbeing
- I want to learn



Wellbeing Champion - Roxy Jackson

Wellbeing Champion award runner up - Zoe Brown

Meet some of our Network members - Spotlight on...

Roxy Jackson – Business Banking – Administration Manager - Auckland

- I started working at ASB in 2011 – not long after I completed a Bachelor of Arts in English and Art History. I worked across the Auckland branch network (in six different branches) before joining the East Auckland Commercial team in 2015.
- I have lived across Auckland, from the North shore to East Auckland through to Waiheke, finally settling in Wattle Downs with my husband and two children. We have two dogs – Pablo the Spoodle and Jackson the Labrador (a foster who we fell in love with during lockdown!) and a little ginger cat called Antonio.
- I really enjoy reading and have just rediscovered my love of sewing!

What does HSW mean to you?

I am super passionate about my team's wellbeing – working to support them while we navigated the pandemic was something I felt was integral to my role but was also something that I loved to do. I'm excited that we are normalising the conversation around mental health, it's a lot more front and centre than it used to be a few years ago, which I think will benefit everybody! I have really enjoyed some of the learning in this area (the Mental Health First Aid course and Wellbeing at Work were right up my alley!).

Critical risk awareness

Session 9th March 2023



PLAN: Identify and Assess the risks
DO: Eliminate or minimise the risk
CHECK: Monitor the control measures
ACT: Review for continuous improvement

Psychosocial
Creating environments that support our people to thrive and where sources of stress are mitigated or eliminated by developing tools for assessment and action to ensure a culture of wellbeing.

Aggressive Behaviour
Maintain an environment where we have zero tolerance for aggressive behaviour towards our people. With a focus on prevention and a strong reporting culture.

Robberies
Preventing robberies via branch design, robust security procedures and providing care and support to our people when robberies occur.

Contractor Safety
Consulting, cooperating, and coordinating physical works with our contractors to ensure we all maintain safety.

Lone Work
Keeping our people safe when they work in isolated and remote locations through the use of emergency response and GPS locator tools.

Driving
Procure safe vehicles. Train and promote safe driving practices and use vehicle monitoring technology to manage driver risks.

Buildings / Facilities
Create safe Workplaces by planning, designing and maintaining facilities to keep our people, contractors, visitors and members of the public safe.

Events / Activity
Working together with internal and external stakeholders to plan and deliver events that are safe for all parties involved.

Learning Bite | November 2022

Hitting the Road for the Holidays.

Driving is one of our Critical risks at ASB and as the holiday season approaches and we move into one of the busiest time of the year to be on the road. Road users are distracted and stressed, which is why we see so many accidents throughout the holidays. Here are some important road safety tips/reminders to help get you and your whānau home safely, and onto enjoying your rest and relaxation this summer.

Click [here](#) for more information from Waka Kotahi.

Plan ahead

Allow plenty of time – make the journey part of the holiday and schedule regular rest stops.

Buckle Up

No one ever intends to be in an accident, so ALWAYS take the time to wear your seatbelt. Seatbelts have been proven to reduce major injuries and give you the best chance of walking away from an accident. Studies have shown that the force on seatbelts can be as much as 20 times your weight - this is how hard you'd fill the inside of your vehicle without them! Remember not to only buckle yourself in but buckle up your kids and pets too.

Slow Down

One of the best ways to avoid accidents on the road is to keep your speed in check. Avoiding the 'rust' mentality, slowing down for even just adhering to the speed limit, helps reduce the chances of an accident occurring, and greatly reduces their severity if one does happen. Plus, there's the added bonus of avoiding any holiday speeding tickets, it's a no brainer!

Be Alert

There's no doubt that this is a busy time of year. Most of us are wrapping up at work, thinking about Christmas shopping, and anxiously mentally sitting in the sun at the beach. With all these distractions, you don't need to add more to the list by using your phone or fiddling with the radio. Work to keep your focus on the task at hand, nothing will ruin your plans better than crashing into someone.

Be Considerate

Be patient, take a breath. It's so easy to take our own stress and frustration out on other road users at this time of year. Try to remember that everyone else is probably in a similar mindset. Share the road, make gaps for people, try not to sweat the little things when other people make poor decisions. It'll do wonders for your stress levels and hopefully help others with theirs.

Don't Drink and Drive

We all know that alcohol and driving is a dangerous combination. Alcohol makes people more likely to make bad decisions and reduces your ability to react to surprises on the road. Play it safe by not mixing the two at all, or consider side-sleeping the stress of holiday driving altogether by grabbing an Uber or sharing a ride with family or friends.

Vehicle Health Check - Don't chance it, check it.

Tyres

- Check the tread depth. Minimum legal depth is 1.5mm, but the more tread you have the better the grip and the safer you and your vehicle will be on the road.
- Check the tyre pressure - correct levels can usually be found on the inside door frame.
- Look for cracks or bubbles in the sides.
- Look for sharp objects stuck in the tyres.

Windscreen, wipers and mirrors

- Check your wiper blades for wear and tear.
- Clean your mirrors and windscreen inside and out.
- Get your windscreen fixed if it's chipped or cracked.
- Check your windscreen washer fluid is full and the spray is working.

Indicators

- Turn your hazard lights on and walk around the car - check all indicators are flashing.
- Check your headlights, reversing lights and brake lights are working. Check your back lights by reversing close to a wall so you can see the reflection in your rear view mirror.

Nothing beats a professional checkup. If you have any safety concerns, take your vehicle to a qualified mechanic or testing station. Don't wait for the Warrant of Fitness or Certificate of Fitness to expire.



HOW

WILL I KNOW I HAVE LEARNED IT?

How can we practically apply?

‘Understanding the Art of Empathy and applying it to how we design work.’

Empathy is not relating to an experience, it's connecting to what someone is feeling about an experience.

Brené Brown

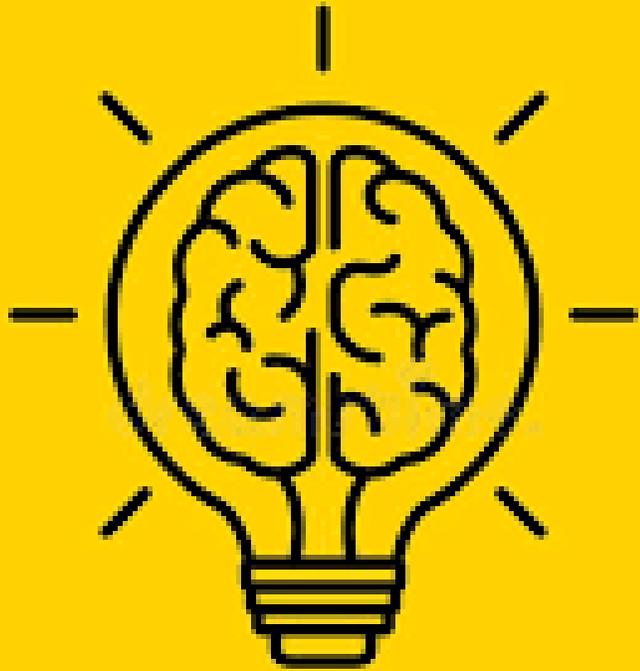
Open-ended Question Stems

- Tell me about...
- How do you know that...?
- Can you tell me more about why...
- What do you think...?
- Show me how you...
- I wonder why...
- How did you...
- Why did you...
- How do you know?
- What did you do first?
- What can you tell me about...
- Can you think of another way...
- What do you think?
- What do you think would happen if...
- What could you do instead?

? ? ?



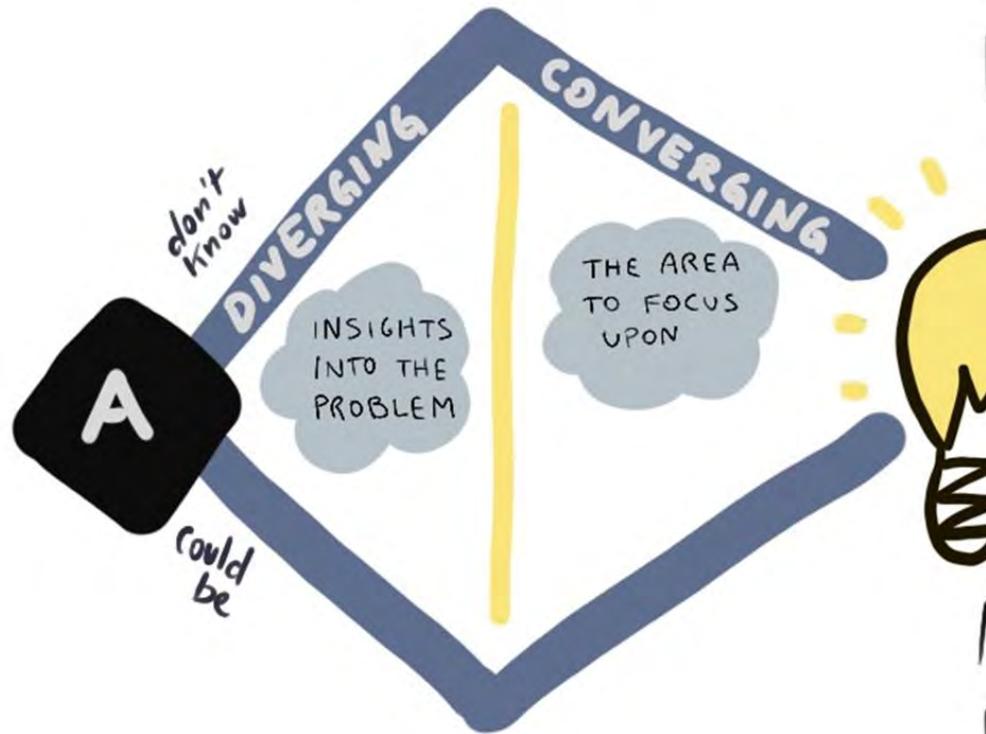
- How did you do that?
- What does it remind you of?
- What can you do next time?
- Tell me what happened.
- What do you call the things you're using? How are you going to do that?
- Is there anything else you could use?
- What is it made of?
- What do you think will happen next?
- What could be added?
- What else can this be used for?
- What else is like this?
- How can you do it faster?



CREATIVITY

How might we create a Health and Safety System that helps promote a people focused approach?

GETTING THE RIGHT IDEA



discover | define

SAY

What are some quotes and defining words your user said?

Empathy Map

THINK

What might your user be thinking? What does this tell you about his or her beliefs?

DO

What actions and behaviors did you notice?



FEEL

What emotions might your subject be feeling?

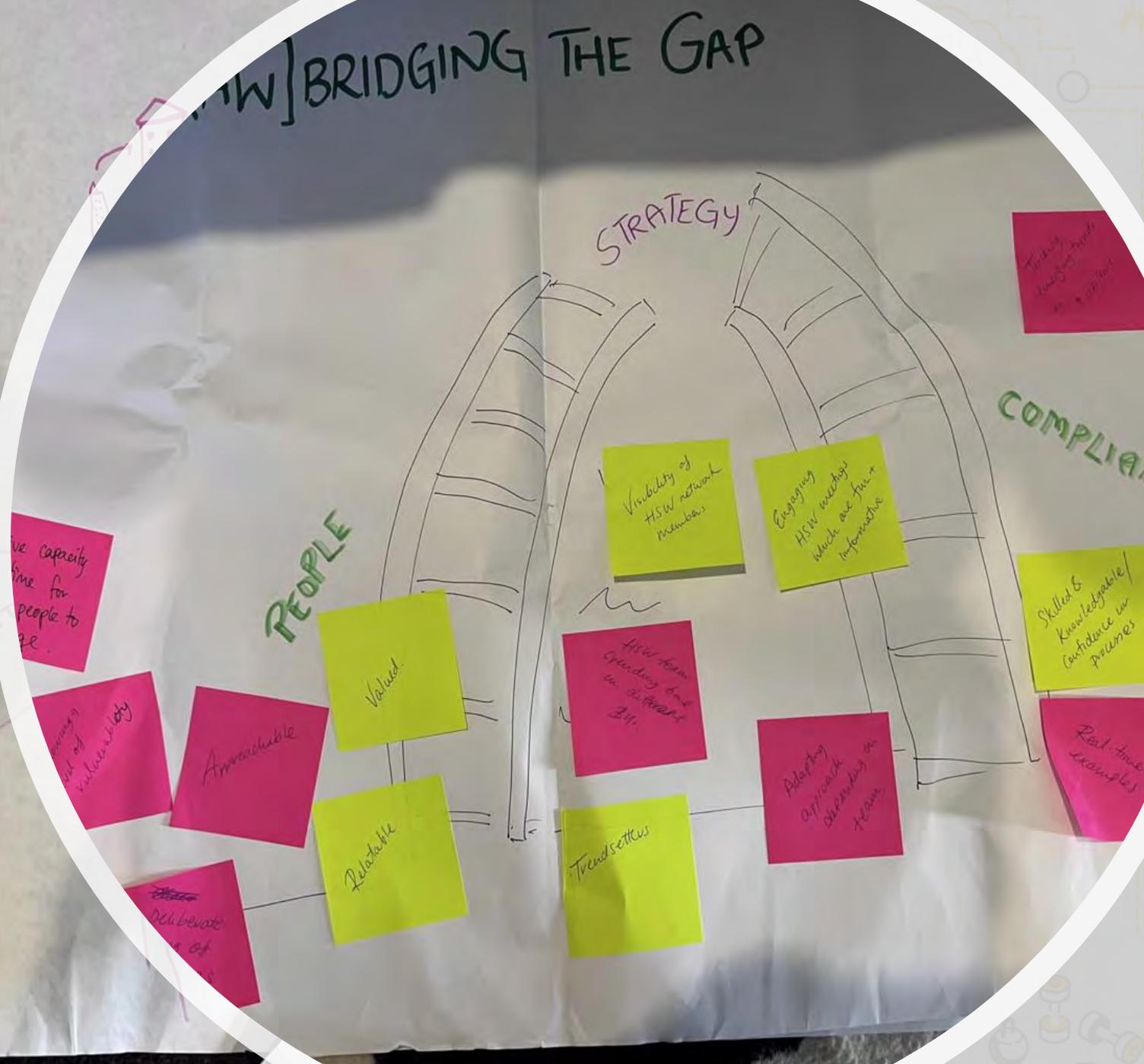


Falling in love with
H.S.W.

Listening to Feedback & Asking Questions



I VOLUNTEER



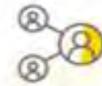
Focus for FY24 – Do Differently, Do Better, Do Together



Defining

Focusing

Embedding



Healthy Work (Risk)

1. Simplify our 8 Critical risks
2. Continuous Improvement
3. Risk Management Due Diligence Framework
4. ISO45001 / ISO456003/ACCAEP Compliance

1. Engaging with our people and stakeholders to promote understanding of our HSW Critical risks and effective controls.

1. Continuous improvement programs on controls of HSW Critical risks and measurement through meaningful reporting.



People Care (Resources)

1. Providing meaningful insights through SafetyCentral through the SafetyInsights Module
2. Decluttering current Policies and Procedures to align with a People focused approach

1. Creating one source of truth for Health and Safety Reporting

1. Engaging with internal and external audit stakeholders to measure effectiveness of our HSW management systems.
2. Benchmarking and providing input to the upliftment of Safety in NZ



Engagement & Connection (Relationships)

1. Building capabilities and upliftment of HSW Representatives as leaders and enablers of keeping people safe.
2. Engagement with external industry bodies to build our HSW footprint in the Industry

1. Defining roles and responsibilities for our HSW Reps through a pledge and equipping them with the tools to support our People.

1. Measurement of engagement and leadership of HSW Reps and First Responders (First Aid, Mental Health First Aiders and DV Free Responders)

Keeping our people healthy and safe at work

1

Plan

- With the help of our people identify all the processes and activities we do
- Identify which activities have risks that could cause harm



2

Do

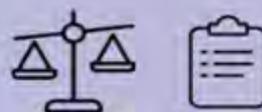
Working together with the support and commitment from our leadership team, find ways to reduce risks that lead to serious injury or illness



3

Check

Through learning experiences, sharing and collaborating, review our risk controls and always look for what could be done better and safer



4

Act

Verify whether our controls are effective through measuring what matters



Leadership and participation

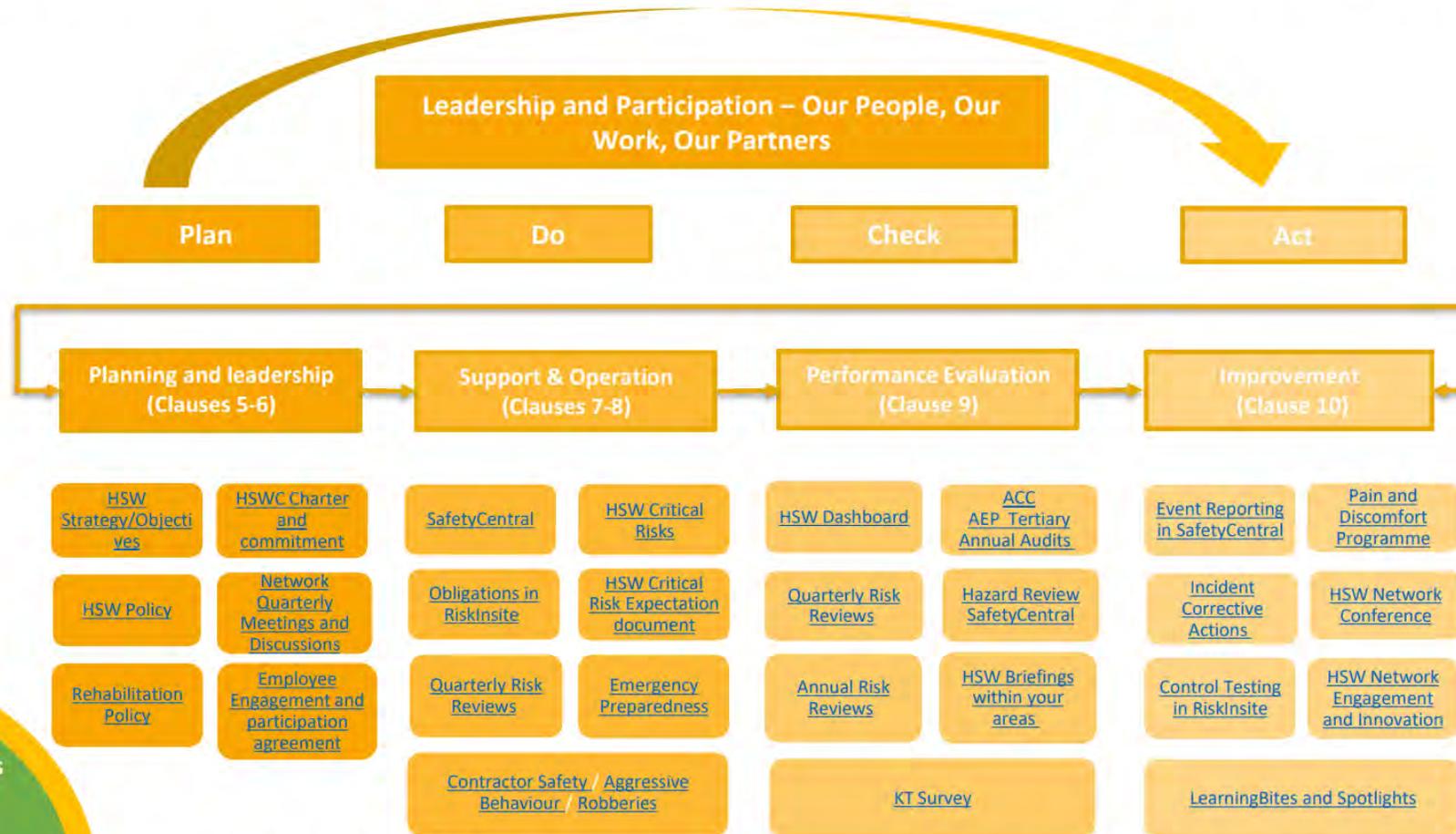
Why ISO45001?

- Human Centered design approach (HCD)
- Global OHS standard
- Increases opportunity for more participation and collaboration
- Consistent standard for measuring HSW risks
- Improves individual and organisational safety
- Preventative approach and creates learning environments which promotes healthy work

What does it mean for me?

- More opportunity to participate and collaborate
- Creates environments for learning experiences
- Builds capability of our Network members
- Be more involved in HSW decisions and continuous improvement opportunities
- Learn how HCD processes can be applied in HSW

ASB ISO45001 (Occupational Health and Safety Framework)



2023-2024 Vision: Creating an environment where we thrive together



Create a work environment where our people can bring their best self, feel safe in who they are and what they contribute.



Foster an environment where we are enabled to care for ourselves, and those around us.



Create networks/ communities of excellence where our people are the solution.

**Thank
You!**

Deborah Pitout, Leading Health and Safety at ASB

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LinkedIn: [Deborah Pitout \(She/Her\) | LinkedIn](#)