BEST PRACTICE

LOCATION:	**Company-wide**	**ARTICLE YEAR**	**2018**
ACTIVITY:	**Worker Involvement**	**COMPANY:**	**Finning UK**
SUB ACTIVITY:	**N/A**	**COMPANY LOCATION:**	**National**
BEST PRACTICE No:	**BP2039**	**COMPANY TEL:**	**0000**
COUNTRY OF ORIGIN:			

TITLE

Transformation in safety reporting

ARTICLE

DESCRIPTION

Finning UK & Ireland initiated a company-wide analysis of the reporting of behavioural safety observations, hazards and near misses. It wanted to understand why relatively few were submitted for an organisation of its size and diversity. The analysis highlighted that front-line employees did not have a reporting capability while off-site, identifying the limitations and inefficiency of its traditional, paper-based reporting system.

Following further research, it was decided to introduce a digital solution integrated into mobile phone devices for all front line personel. Working with an external provider, the business developed a reporting concept which was then trailled by 50 employees for a period of six weeks. The pilot group selection process ensured that there was a full representation from each market sector and core job function. Throughout the trial, the focus group were fully involved and engaged in the project. They provided continuous feedback and suggestions which were invaluable in refining the concept.

At the end of the trial, 93 submissions had been made via the digital reporting app compared with 85 from the circa 1,400 personal in the business still using the paper-based system.

Finning decided to move from the paper-based reporting system to the digital mobile concept. The new system would also incorporate further development opportunities identified during this period.

The system enables users to log their visual GPS position, attach and annotate photos, attach videos and record voice over commentary. Managers receive email alerts and a direct link to any submissions. Before being able to close out any submission, the corrective and preventive action is required to be recorded. Any comments and/or feedback will then be forwarded to the originator.

The APPs three key functions are:

Positive observation – Finning's employees work across all industry sectors both in the UK and internationally. They are often presented with significant health and safety challenges whilst on-site. The individuals adopt is often unnoticed or unreported. The system enables this information to be captured and shared, helping the business as whole to continually improve and learn.

Hazard / Near Miss – This provides employees with an instant and easy to use reporting capability at their fingertips. During the trial, several hazards were captured via the app in environments where a paper-based system was not available or impractical to implement. Each submission provides the opportunity to take positive, proactive and preventative action, reduces the potential for an accident. The system ensures that each stage of this process is logged and communicated to appropriate individuals.

Accident reporting – Using the old system, accidents were often reported 24 hours after the event due to limitations of the reporting capability. Employees are now able to report an accident immediately from any mobile device. This ensures that all essential and critical information is available to assist line management and the SHEQ team to complete a thorough investigation.

The new system was launched on 31st January 2017 to 500 users. It includes an interactive management reporting system. This enables management to track and report action taken to resolve any issues identified and to identify trends.

BENEFITS

- Over 3,200 submissions received via the app since launch
- 20% of the submissions are positive behavioural safety observations
- On target to roll out to all employees by Q2 2018
- Communication plans adapted to incorporate key trends
- System is flexible and can grow organically
    - Successful Safety at Work' alerts
    - Managers Monthly Tour and Safe on-Site process
- All parts of business involved in finding solution
- Buy-in and commitment from all employees I A safer environment for all.

ARTICLE IMAGES