BEST PRACTICE

LOCATION:	**Other**	**ARTICLE YEAR**	**2013**
ACTIVITY:	**Worker Involvement**	**COMPANY:**	**Golder Associates**
SUB ACTIVITY:	**N/A**	**COMPANY LOCATION:**	**UK and Ireland**
BEST PRACTICE No:	**BP854**	**COMPANY TEL:**	**0115 9371111**
COUNTRY OF ORIGIN:	**United Kingdom**		

TITLE

Making incident reporting work

ARTICLE

DESCRIPTION

Golder Associates highly values incident reporting as a means to learn about potential safety issues and to encourage employee engagement with safety. In recent years, it has developed a range of measures to help staff recognize and report issues. Appropriate follow up actions are then taken to address the identified issue. The system has evolved into the “Learnings Database”. Staff are encouraged to report potential hazards and are formally recognized for their contributions to health and safety, this helps to encourages similar levels of participation by their peers.

The various techniques employed by Golder Associates to encourage worker involvement include the following:

• Development and publication every month of a H&S dashboard to summarise reporting performance and significant learnings which is emailed to all employees.
• Teatime talks and safety alerts produced for the key trends and significant learnings which occur
• Safety campaigns and training targeted on reported issues
• Safety tools and procedures updated based on employees feedback
• Recognition for those engaging with the system and one to one safety conversations to encourage those that aren't and explain the benefits to them.
• Paper learning pads to enable staff to quickly capture the information for the events they see on our sites when they don't have access to our online reporting system
• A new hazard identification exercise was developed based around a large floor plan of a fictional project – this enabled participants to “move around” the project and provided a more stimulating learning experience
• A “Point of Work Safety Plan” tool was developed for use in the field, to help to bridge the gap between a previously prepared safe system of work and the conditions experienced in situ.

BENEFITS

• “Learnings” reported have increased from 74 in 2007 to 1,350 in 2012
• Further significant growth in reported learnings in 2013
• The Total Recordable Case Rate in the UK and Ireland has also fallen to zero

ARTICLE IMAGES