

## FlexiLOG™ Application Note Behaviour Based Safety Performance

### PRIORITISE EFFORTS

Safety related problem areas requiring improvements are easy to identify and target

### MEASURE EFFECT

The effectiveness of remedial actions are quantifiable

### MANAGE

Exception reports ensure that all individuals are contributing job observations

### ANALYSE

Since the data is in a structured database it may be easily trended and analysed across several dimensions

### FLEXIBLE

The observation prompts and categories may be modified at any time to cater for changing circumstances, the system adapts easily as your business grows

### The problem

Cultural barriers to safe work practices are often the most intractable problems to solve. With large investments having already been made in building safer plants, and ongoing efforts to design processes and procedures to minimise risk to employees, companies still face significant challenges in translating these efforts into fewer injuries in the workplace.

Behaviour-based safety programmes are considered to be an essential component of a holistic approach to safety. A common method is to undertake job observations, record the results and use the conclusions to correct "at risk" behaviours. A fundamental principle of this process is that the subject of the observations is not disclosed – only the observer is known. This practice steers the organisation away from a culture of "blame" towards one that values learning and continuous, measurable improvement.

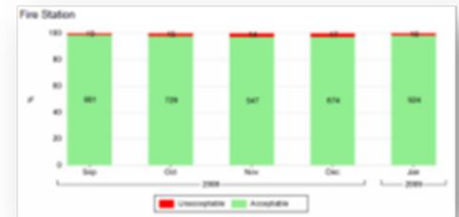
### The Solution

The Behaviour Based Performance (BBP) solution in FlexiLOG™ has been developed in conjunction with leading manufacturing companies in the petro-chemical industry. A pre-requisite to success is the full participation of all staff in a job observation program that links the execution of the observations to an individual's employment KPI's. This ensures that statistically significant trends may be drawn from the large body of data collected.

The software includes a screen to record task metadata (area, trade, task) and the results of the detailed observations in several categories (e.g. Ergonomics, PPE, Permits to Work, Working at Heights and so on). Completing the job observation is simple: pick "acceptable" or "unacceptable" from the dropdown for any aspect relevant to the task being observed. The range of observations is infinitely flexible and may be tailored to different areas, tasks or other changed circumstances. However, the object is to collect a large set of comparable data for further analysis.

With a growing database of observations and powerful analytical tools to guide them, system owners may extract learning points from the areas of poor performance and devise remedial programs to address these areas.

Since the observations are correlated with dates, times, activities and locations, all of these dimensions may be used to track performance trends.



	Acceptable		Unacceptable	
	%	#	%	#
Body position - don't over stretch	98.49 %	110	3.51 %	4
Appropriate lighting for the task at hand	98.51 %	86	1.49 %	1
Body position when lifting - back straight and knees bent	97.50 %	79	2.50 %	2
Sitting appropriately - back straight and feet on floor	98.00 %	51	1.92 %	1
Used mechanical aids when necessary	100.00 %	21	0	0
SubTotal	97.80 %	325	2.40 %	8

### Integrated to OpSUITE™

Since the FlexiLOG™ BBP solution is delivered through the same system that company personnel are typically using to maintain shift logs, process permits to work (via IntelliPERMIT™) and work orders (in OptiRUN™) there is a natural correlation between safety performance and the execution of day to day tasks. Responsibility for the BBP program is not simply relegated to the safety department.

### Benefits

The FlexiLOG™ BBP solution targets the leading indicators of future safety problems. The organisation is able to:

- identify behavioural trends that could result in injuries
- more effectively allocate training resources
- improve the quality of operating procedures
- reduce the costs associated with preventable incidents
- measure progress on particular issues over time
- encourage observers to view their own actions from an impartial perspective

### Total Operations Insight

ApplyIT has been improving operations performance in mining, energy and manufacturing companies for over a decade using innovative technology solutions that are based on our industry insights. Our exemplary track record has resulted in some of the largest (and also the smallest) industrial operations adopting our OpSUITE™ solutions.