



Safe Behavior Management

A proven approach to fewer injuries and lower costs

BUSINESS CHALLENGE

It is generally recognised that human factors play an overwhelming part in the cause of incidents and accidents at work, on the road, and in the home. Behavior at work is the responsibility of management. The challenge is to prevent on-the-job injuries, and reduce the costs of compensation claims, but many managers do not have the experience and time to implement behavioral change initiatives themselves. Nevertheless management may receive “signals” that they run an increased risk of accidents: from their experience of “near misses”, minor injury occurrences, and complaints about the attitude or performance of particular work groups.



SOLUTION

What is Safe Behavior Management (SBM)?

SBM empowers management and other employees to prevent at-work injuries, improve lost-time statistics, promote better health & safety, environmental and quality work performance, and generate better worker attitudes.

Co-incidentally, it has the valuable spin-off that employees also tend to undertake more safe behavior at home and whilst driving, and they tend to take a higher regard for the quality of their activities and the protection of local environments.

What are the key benefits?

The main aims are to reduce workplace injuries having direct and indirect costs, which can be disruptive to business and management workload, and to overcome cultural or attitude situations which accept accidents as being part of work.

The outcome of these aims is to deliver safe working practice procedures and adherence, using “positive re-enforcement” to increase the likelihood that a safe choice is made, and that safe choices continue to be made in the business.

WHY CHOOSE BUREAU VERITAS ?

■ Bureau Veritas has delivered Safe Behavior Management to hundreds of clients throughout the world for a period of over 15 years. Our existing literature is already in 9 languages, and via Bureau Veritas operations in 140 countries our ability to provide SBM is becoming global.

■ Bureau Veritas staff provided to undertake these services are trained professionals, with a track record of achievement in many industries, ranging from oil & gas, to plastics, metal-working, and aerospace.

RELATED SERVICES

- ASK – safety culture perception survey and action planning
- Pro-Act ® observation monitoring software solution
- Occupational Hygiene services
- Noise & Vibration exposure management
- Asbestos, Lead, Mercury, Solvents, and Chemicals contamination testing and exposure management
- NEBOSH training
- Process Safety Management
- Certification and Audit
- Verification



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OUR APPROACH

Bureau Veritas has developed Safe Behavior Analysis which delivers SBM through three phases:

- Plan
- Train
- Implement, Feedback and Improve

Phase 1 includes management buy-in, focus on key areas for intervention, survey of attitudes and readiness, and development of specific action plans & timescales.

Phase 2 involves the training of safe behavior performance teams, their provision with application tools, and their empowerment via employee briefing.

Phase 3 includes observation tracking and trending, performance team feedback to enhance the program, and action option guidance for management.

Bureau Veritas techniques and plans are designed to show a return on investment within 12 months, but the feedback and improvement loop continues.



FAQ

My employees seem happy in their work. Isn't that enough?

It may be, but it's probably not enough just to view the happiness of staff. They may have un-revealed concerns or they may be hiding near-misses, so that accidents occur without warning.

We suffer a high turnover of production workers. Is this a signal?

High employee turnover is disruptive to business, and may itself lead to health & safety, environmental and quality problems. The signal needs to be investigated, in that the leavers may be concerned about their safety or their health.

CASE STUDY

The Dallas Morning News facility in Plano, Texas was experiencing a year on year increase in the number and cost of compensation claims: 102 claims costing a total of \$710,800 in year 2000.

The company recognized the signals and sought advice from consultants. Bureau Veritas' Safe Behavior Management Process was subsequently implemented at the facility in July of 2001.

As a result of teamwork amongst managers, and together with parallel initiatives, the frequency of accidents was down by 49% and the costs by 91% within a year. In late 2002, the number of claims had fallen to 20, and the claims cost to \$19500.

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