



“My experience with Safework Solutions has been remarkable. I attribute the reduction in accident rates my company now enjoys directly to Safework Solutions. Not only do we have a complete audit trail that we never had before, we now have the highest level of employee participation in our safety program due to the integrated web-based safety tools provided within the Safework Suite.”

President – Oil and Gas General Contractor

Overview

An oil and gas contractor working in West Texas suffered a serious workplace accident in 2013.

The ensuing effort to improve their safety performance began with the implementation of the web based Safework Suite™ Occupational Health and Safety Management System processes offered by Safework Solutions, LLC.

The resulting transformation in their safety culture has played a major role in achieving zero recordable incidents in 2017 and achieving preferred supplier status with their customers.

Solution Components

- Committed Management
- Safework Suite™ an ISO 45001 OH&S management system compliant software supporting the following business processes:
 - ✓ Behavior Based Safety
 - ✓ Hazard Reporting
 - ✓ Stop Work Authority
 - ✓ Corrective Action Tracker
 - ✓ Inspection Tool
 - ✓ Safework Training Manager
 - ✓ JSEA
 - ✓ Incident Investigation
 - ✓ Shared Learning System

Challenge

In 2013, the general contractor experienced a serious accident on a multi-contractor worksite, resulting in the hospitalization of three employees and three other contractors.

The incident was a wake up call and compelled the company to conduct an internal safety audit of their safety management system. A independent third party audit revealed several positive findings: the company maintained adequate ratios of safety personnel to workers; company had reasonably robust safety programs consistent with the oil and gas industry and OSHA recordable incident rates were trending better than industry averages.

Audit Areas of Concern

- There was an absence of an effective process for **measuring** and **controlling** their OS&H business processes.
 - Employee engagement?
 - Hazard reduction?
 - Overall OH&S process effectiveness?
- A **safety culture** focused on compliance with minimal evidence of a continually improving culture.
- Existing safety systems were **more reactive**, responding to incidents after occurrence, rather than **proactively addressing hazard potential**.
- OH&S business processes were **inefficient paper systems**:
 - Required significant labor to produce KPIs.
 - KPIs were calculated and published chronically late.
 - Few actionable insights obtained.
 - Difficult to manage expectations and accountabilities.
- OH&S process sustainability at risk in the event of key personnel turnover.

Solution

The oil and gas contractor began implementation of the Safework Suite™ by Safework Solutions in 2014. An incremental release approach was used to minimize process disruption while providing enough time for employee training.

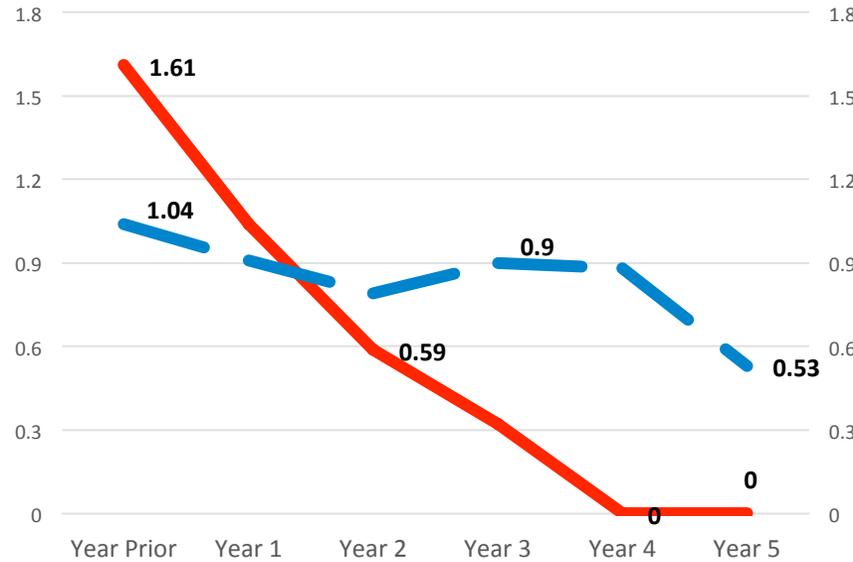
Employee adoption was encouraged through **Gamification**¹ features that award points for quality participation and produce leader boards. Management used gamification reporting to recognize and award top employee performers on a quarterly basis.

Employees were empowered to report hazards and assess risk levels directly to OH&S personnel in real time, even in remote work locations.

Corrective actions were managed in one central location and resolutions tracked to completion.

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Lagging Indicators: OSHA TRIR & WC EMR

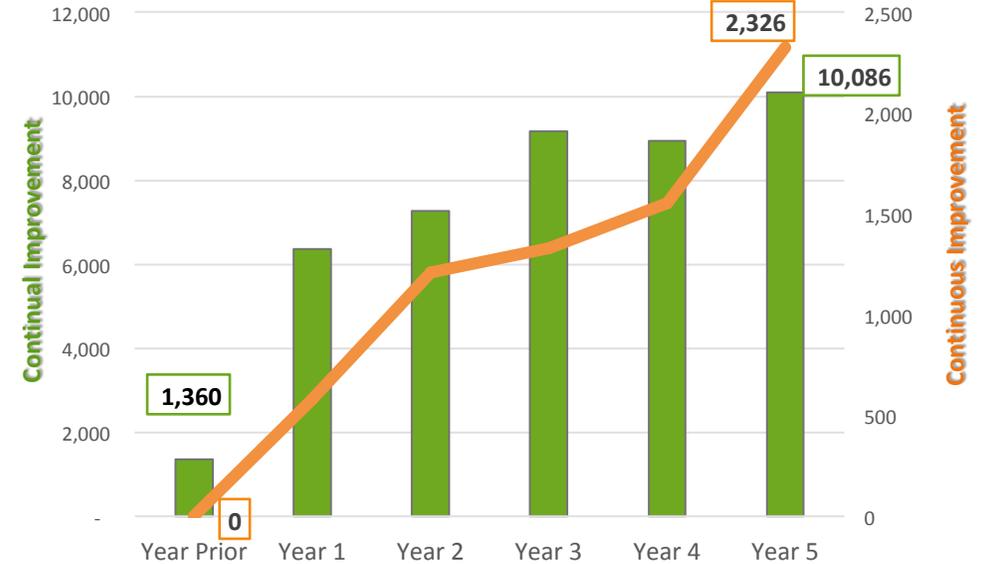


Results

Lagging Indicators dropped in the five year period following implementation of the Safework Suite™ software. Starting in year 4, the contractor did not incur a single recordable incident for the first time in its 54 year history, and thus far, 10 months into year five, the record continues. The company has realized major premium reductions with low loss ratios, reduction of WC EMR from a high of 1.04 to 0.53 and now receiving dividend checks from their captive insurance program.

Leading Indicators became the focal point of top management. With real-time reporting, gamification, and actionable insights, the employee participation increased from a benchmark of 1,360 events to over 10,000 events thus far in year 5. Both continual and continuous improvements now drive a proactive safety culture at the company.

Leading Indicators: Effort & Improvement



“The management team of Safework Solutions has surpassed my expectations and delivered a cost effective business solution to our critical risk management and safety business processes.”

President – Oil and Gas General Contractor

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