



BUILDING A RESILIENT

SAFETY STRATEGY:

How 4 Industry Leaders
Optimized Health &
Safety Management

Health and safety risks are evolving. Your strategy should be too.

The world of work is changing, exposing businesses to new and evolving forms of risk. Rapid advances in technology, shifts in the labor market and environmental demands present distinct physical, chemical and biological hazards in the workplace. By extension, these hazards pose new operational, financial, environmental and reputational risks for businesses around the world.

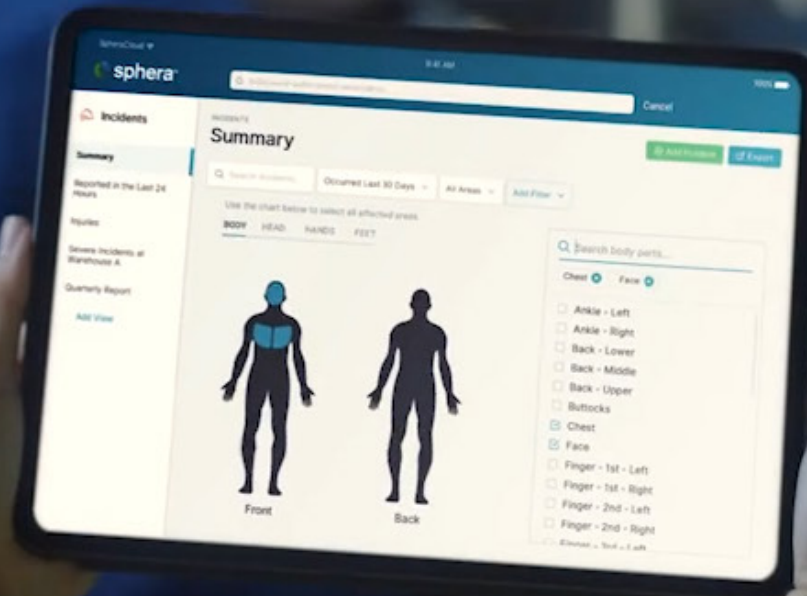
The COVID-19 pandemic recently exposed the fragility of contemporary work environments to such risk, causing large-scale disruption to business operations and safety procedures. Businesses juggled the biological risk of the infectious disease itself with the operational risk of production losses. The pandemic served as a reminder of the importance of having a comprehensive, integrated risk management strategy, particularly as broader forces like the climate crisis, automation and the growth of nonstandard employment loom large.

While the need for integrated risk management isn't new, few businesses are equipped to consistently deliver on this strategy in the face of dynamic change. In a recent Sphera survey, 88% of process safety and operational risk management professionals said safety is a corporate value. Despite this awareness, only about one-third (37%) of organizations have the tools in place to proactively manage process safety. Many businesses are still using years-old audit and inspection data to make critical health and safety decisions. About half (51%) of survey respondents said they review risk every 1 to 6 years, and a similar proportion (53%) assess only some of their facilities.

As the pace of change accelerates, infrequent, incomplete inspections and outdated, siloed data will simply not be enough. Already, these strategies are not enough. An estimated 2.78 million people die from work-related causes each year, and 374 million more people suffer from nonfatal occupational injuries.¹ The loss of human life and quality of life is staggering.



91% say technology has made their companies and work teams safer

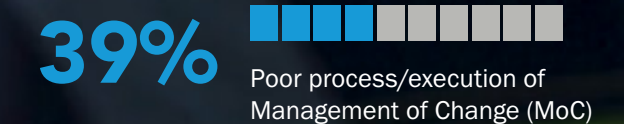
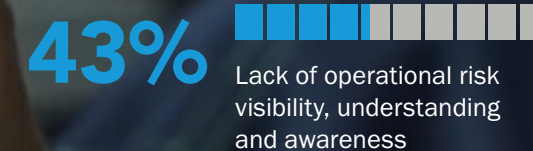
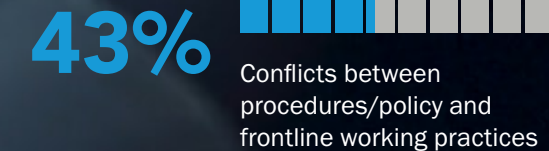
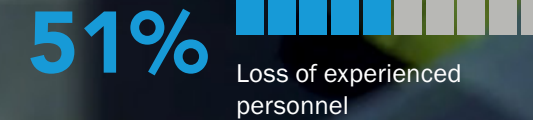


Technology to Support Strategy

To address today's health and safety issues and thrive in tomorrow's business environment, organizations need better strategies and better technology to anticipate and adapt to risk as it evolves. As evidenced by the COVID-19 pandemic, companies with more advanced digital technology were more resilient to the crisis and better equipped to keep customers, partners and employees safe.

Although companies know technology can help (91% of companies said technology enhanced company and team safety in the recent survey), most (65%) of organizations are still operating with siloed or basic data and few piecemeal insights. These organizations are missing out on real-time risk identification and management and predictive insights offered by digital tools, like SpheraCloud Health and Safety Management.

What causes risk to increase?

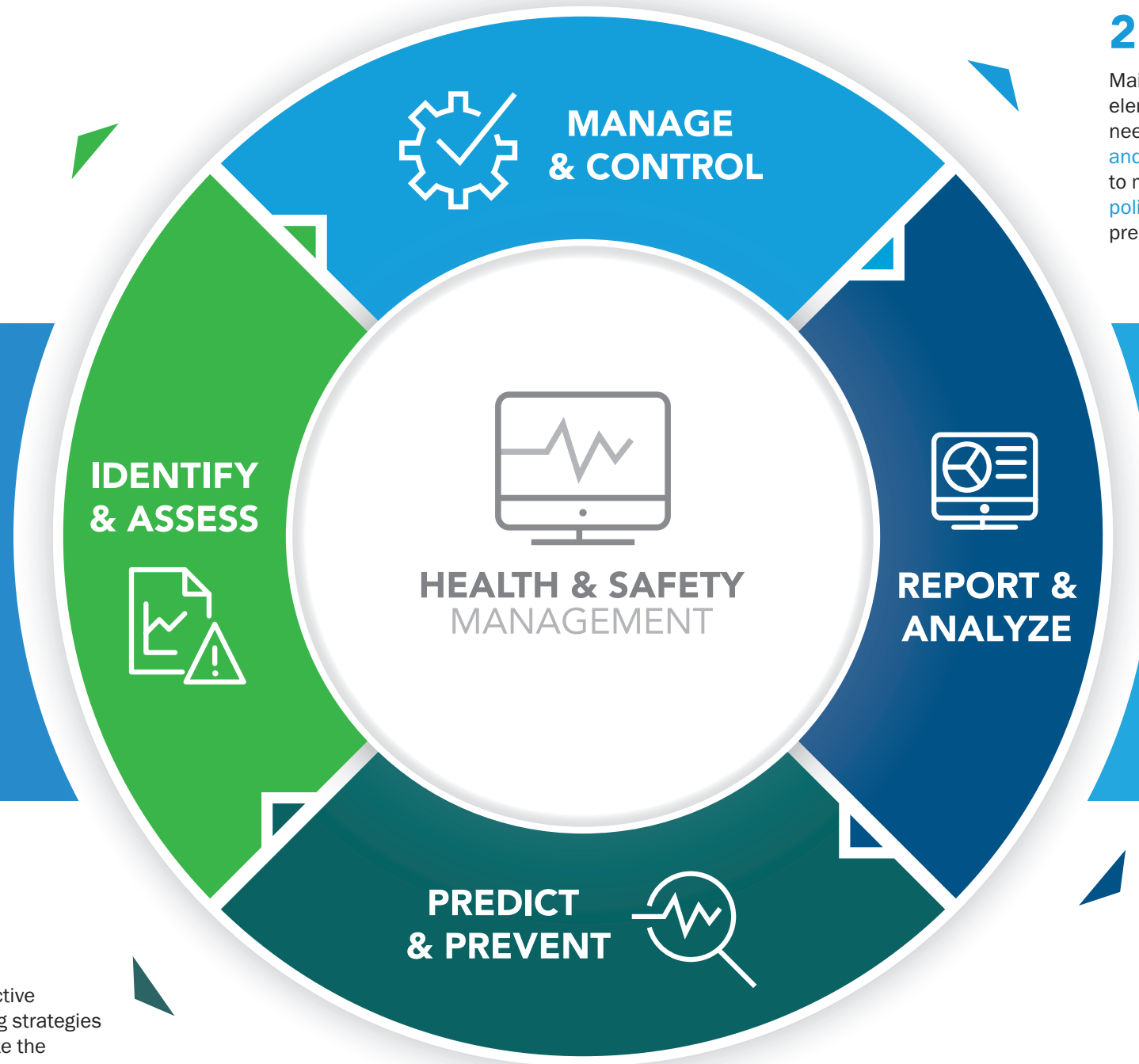


1. Identify & Assess

Health and safety management starts with knowing your risks. Businesses need to be able to identify risks early on by conducting a **risk assessment** and empowering employees to **report incidents** as soon as possible. Coupled with thorough **incident** investigation and centralized reporting, this can help businesses see a full picture of risk and support more nimble decision-making processes.

HOW TO BUILD RESILIENCE INTO HEALTH & SAFETY MANAGEMENT

There are four basic elements of resilient health and safety management across industries



2. Manage & Control

Maintaining consistent health and safety processes is an important element of resiliency. In the face of change, this means businesses need to control the variables they can via consistent, thorough **audits and inspections**; the ability to track open **actions and remediations** to monitor progress toward risk mitigation; secure document and **policy management**; and full oversight of **contractor safety** from prequalification to post-job evaluation.

LEARN HOW
4 BUSINESSES
PUT THESE PRINCIPLES
INTO ACTION

4. Predict & Prevent

Finally, adapting as new risks emerge depends on effective **change management, training and compliance**. Instilling strategies to predict and prevent risk can help organizations create the latitude they need to transform as business environments change.

3. Report & Analyze

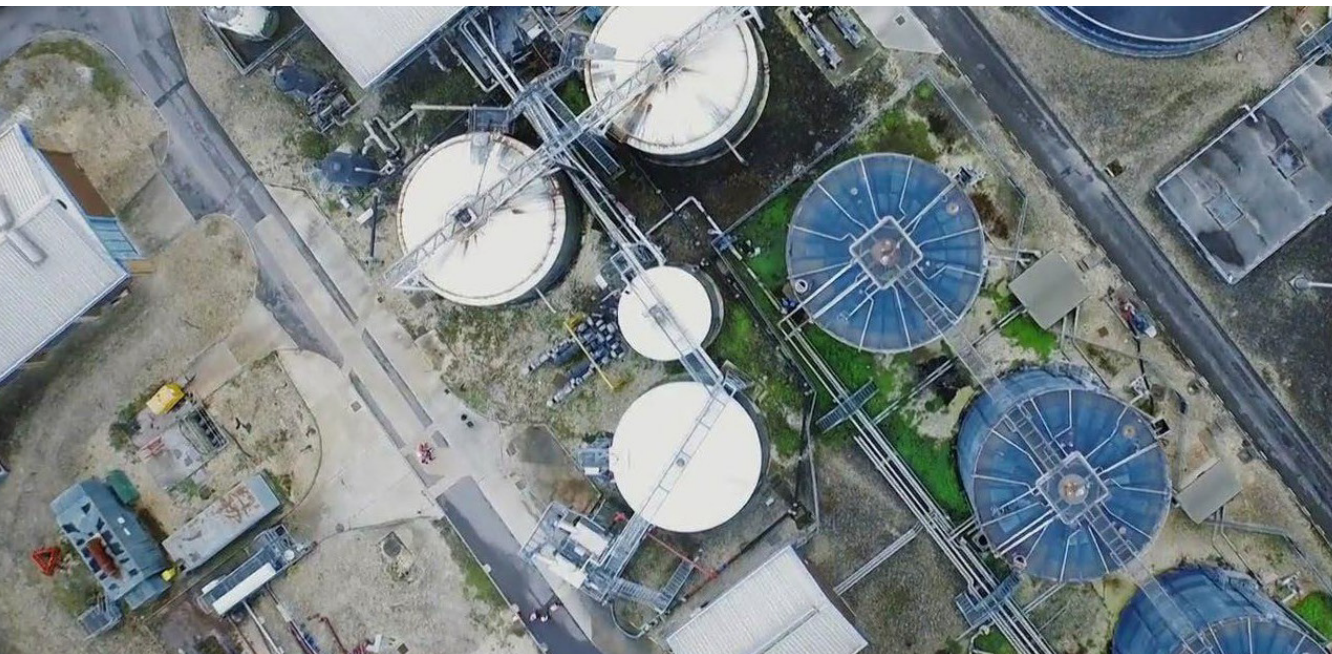
In a complex, dynamic business environment, detailed reporting is essential not only for regulatory compliance, but also for insight into what is happening and why at all levels of your organization. Powerful **analytics** are built on robust, streamlined **data collection** and centralized systems.

1. Identify & Assess

An organization's ability to react to change is only as good as its understanding of risk. That's why Thames Water, the U.K.'s largest water and sewerage company, chose to centralize its incident reporting, audit management, and risk assessments across 900 locations in London and the Thames Valley. While Thames Water had an existing safety culture, it had no single source of truth, which led to information gaps and slowed decision-making.

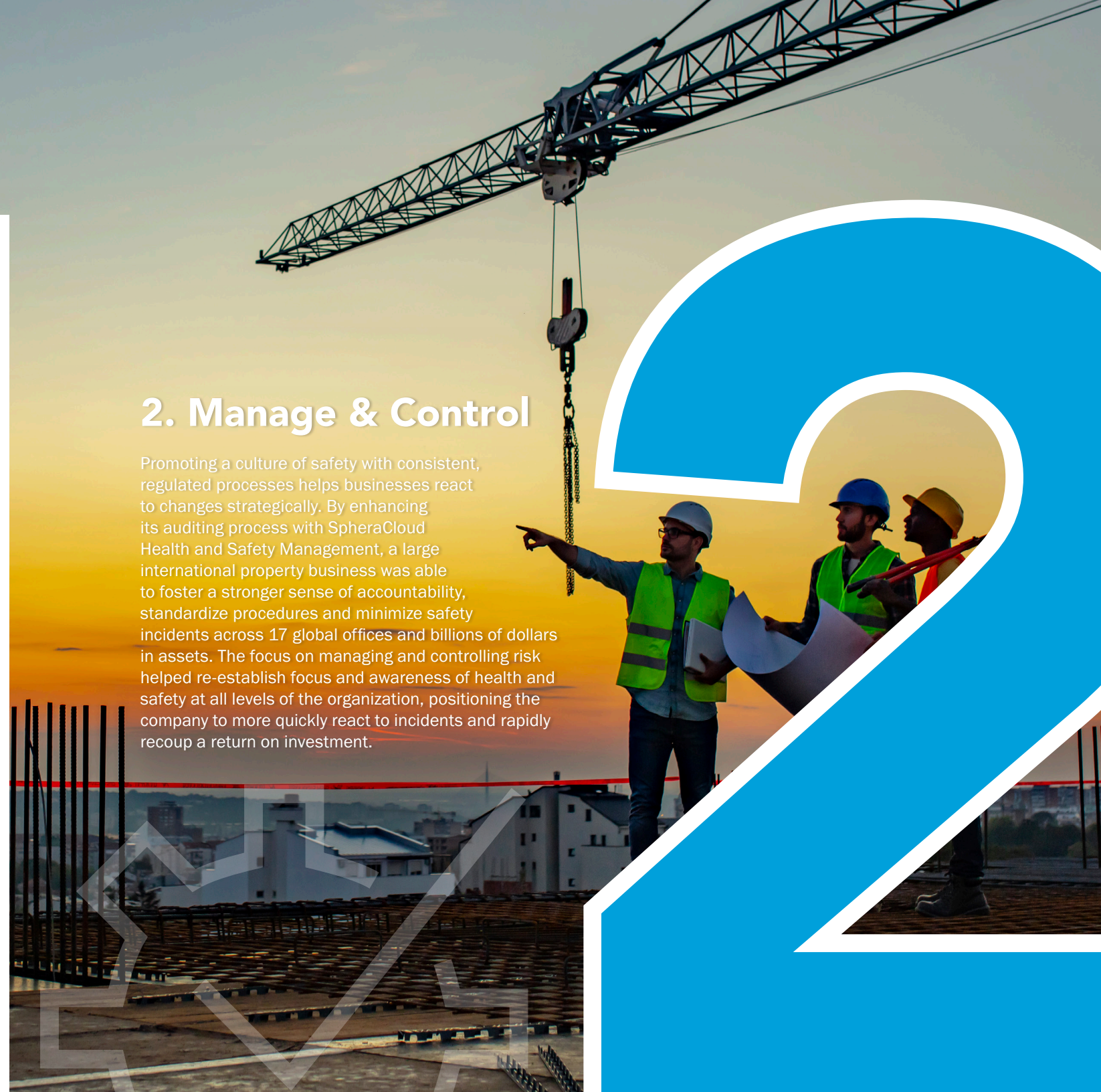
After implementing SpheraCloud Health and Safety Management, Thames Water was able to capture real-time data from more than 2,000 employees and contractors on incidents, near-misses, hazards and audits, enabling it to improve risk visibility and allocate resources faster — both assets to remaining stable in a competitive industry.

By focusing on identifying and assessing risk, Thames Water saw a 500% increase in risk and hazard reporting, which helped its incident rate drop 50% in just 12 months.



2. Manage & Control

Promoting a culture of safety with consistent, regulated processes helps businesses react to changes strategically. By enhancing its auditing process with SpheraCloud Health and Safety Management, a large international property business was able to foster a stronger sense of accountability, standardize procedures and minimize safety incidents across 17 global offices and billions of dollars in assets. The focus on managing and controlling risk helped re-establish focus and awareness of health and safety at all levels of the organization, positioning the company to more quickly react to incidents and rapidly recoup a return on investment.

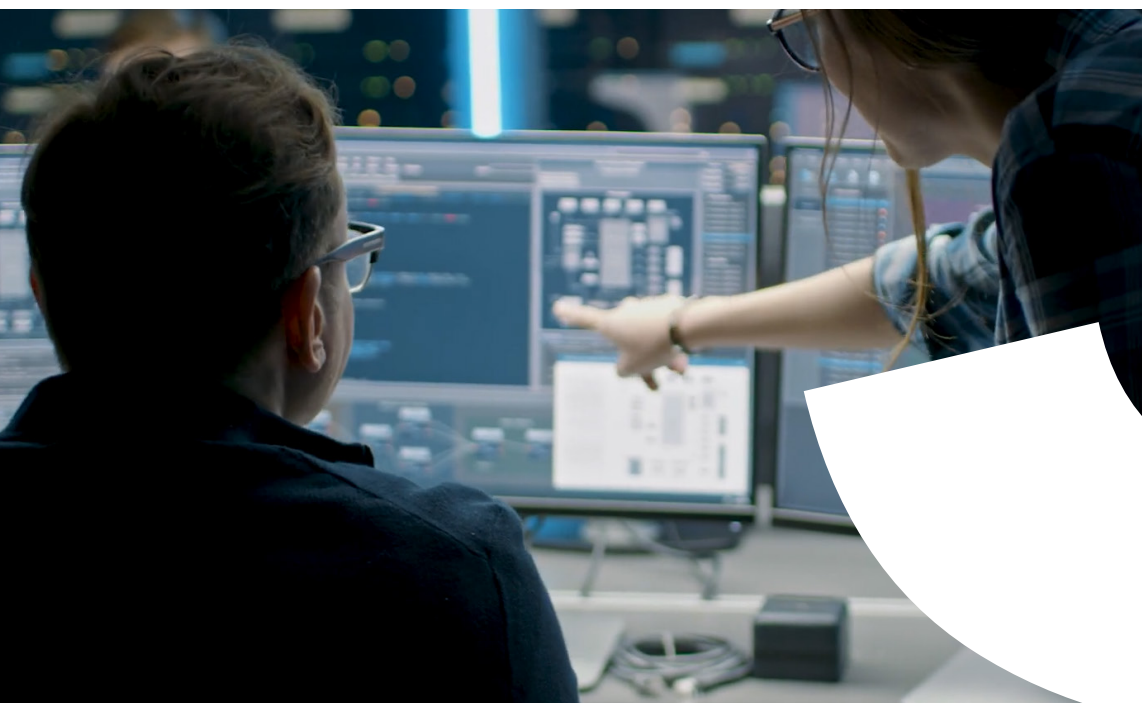


3. Report & Analyze

In dynamic markets, fragmented information can be a huge barrier to productivity, growth and innovation. Finding efficiencies in complex, global organizations requires a full picture of a company's situation, backed by data and powerful analytics.

Software tools need to provide relevant data when and where it's needed by users, helping them make informed decisions in processing incidents and investigations. The real-time insights help define appropriate measures to prevent reoccurrence of incidents.

When Trafigura, the world's third-largest privately owned commodities producer and broker, decided to take a leading stance on sustainability management, the corporation knew it needed better data. It invested in SpheraCloud Health and Safety Management for real-time reporting of incidents, near-misses, energy usage, land extraction volumes and other environmental health and safety metrics. The cloud-based reporting platform feeds into executive and operational dashboards for powerful insights across the complex, global organization. In addition to improved risk management, the ability to better report and analyze risk helped support Trafigura's sustainability efforts and financial performance.



"The figures tell the story. [In the first 3 months], the system has been accessed 220,318 times. Fortunately, most incidents are low risk with no injury, but the data [SpheraCloud] MySafety is providing is helping us do more than ever before to protect our colleagues."

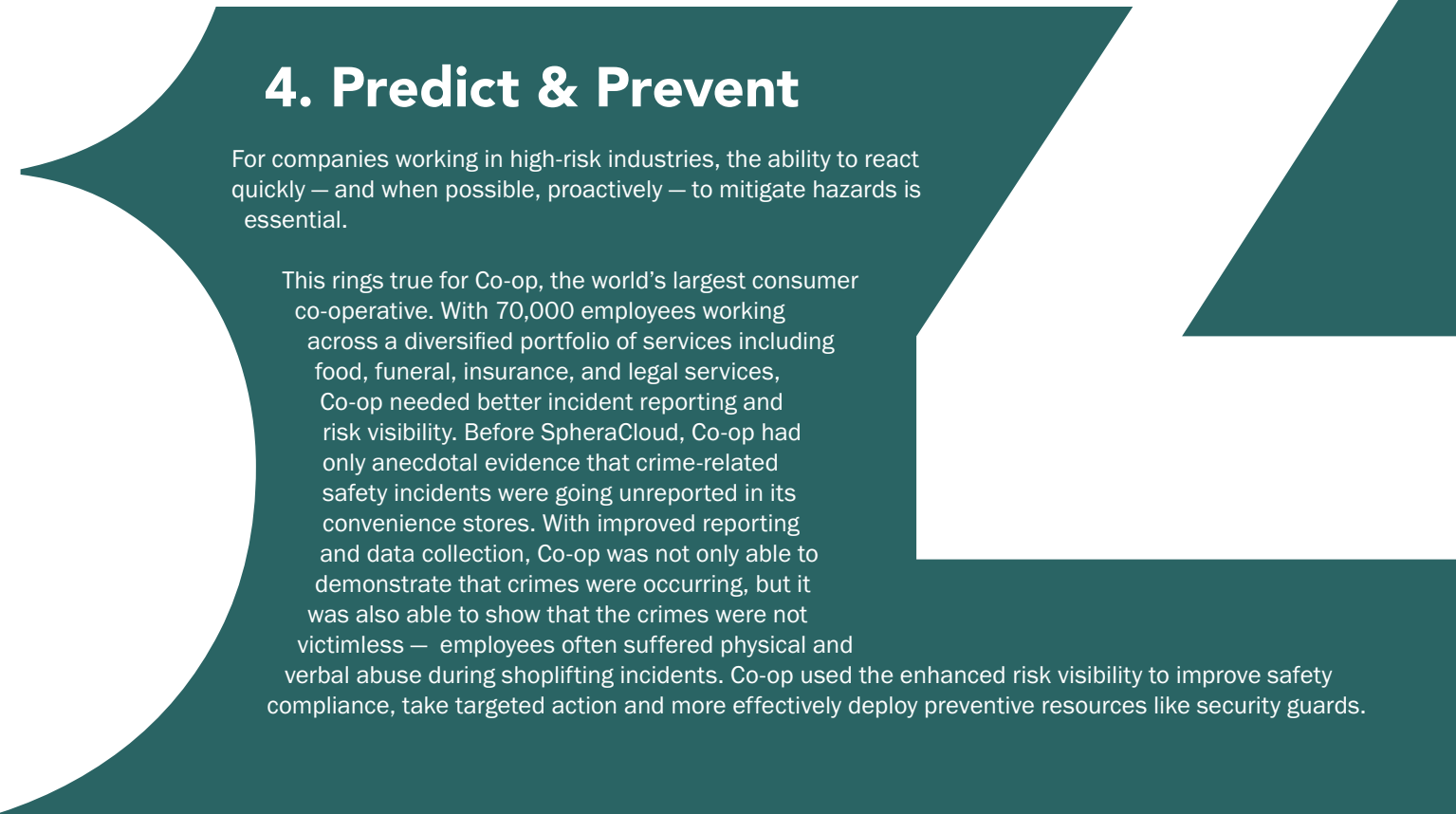
— Sue Parker-Tantush, Co-op



4. Predict & Prevent

For companies working in high-risk industries, the ability to react quickly — and when possible, proactively — to mitigate hazards is essential.

This rings true for Co-op, the world's largest consumer co-operative. With 70,000 employees working across a diversified portfolio of services including food, funeral, insurance, and legal services, Co-op needed better incident reporting and risk visibility. Before SpheraCloud, Co-op had only anecdotal evidence that crime-related safety incidents were going unreported in its convenience stores. With improved reporting and data collection, Co-op was not only able to demonstrate that crimes were occurring, but it was also able to show that the crimes were not victimless — employees often suffered physical and verbal abuse during shoplifting incidents. Co-op used the enhanced risk visibility to improve safety compliance, take targeted action and more effectively deploy preventive resources like security guards.



Strategy, Culture & Frontline Work Alignment

Safety culture, by itself, is perhaps not so difficult to understand. The challenge is for individuals to understand their roles and responsibilities within the organization with respect to operations and safety—how you work within safety culture to do what’s right and still do your job is the real test.

Factors With the Most Impact on Safety Performance



Organizational culture
51%



Senior leadership
50%



Human factors
40%

Note: Respondents could select all applicable choices.

While a strategic framework is critical to provide vision and direction, organizational culture, senior leadership and human factors are considered the most influential contributors to safety performance. These internal factors — the human element — fuel health and safety management strategy.

The organizations that will survive tomorrow’s business challenges are laying the foundation for resiliency today with a digitally driven strategy and a sound safety culture. They are focusing on better risk identification and assessment, more control, centralized reporting and preventive action at every level of their organization, in every role.

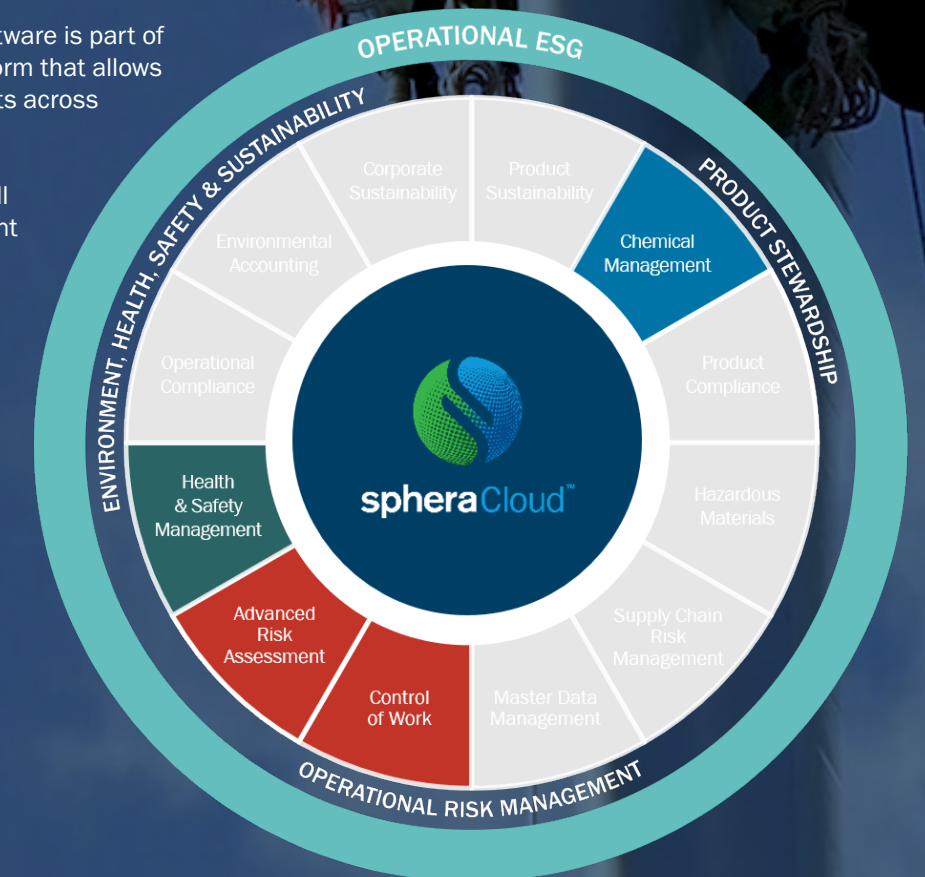
This resiliency not only positions companies to better address known risks, but it also positions them to push forward, innovate and navigate unknown risks in the future.

About SpheraCloud™ Health & Safety Management

SpheraCloud™ is built on the knowledge gained over more than 30 years of experience providing solutions for the world’s largest companies in the most complex industries. These best-of-breed capabilities improve employee safety, manage regulatory reporting of incidents and improve risk management across your firm.

Our Health and Safety Management Software is part of our cloud-based risk management platform that allows integration of all safety portfolio elements across the enterprise.

The mobile-friendly software provides full risk visibility and end-to-end management of safety events and activities. A variety of modules, such as audits, action and remediations, contractor safety, training and competency management, help companies to enable centralized reporting and compliance. These insights drive informed decisions, which help predict and prevent safety events throughout the organization.



ABOUT SPHERA

Sphera is the leading provider of Environmental, Social and Governance (ESG) performance and risk management software, data and consulting services with a focus on Environment, Health, Safety & Sustainability (EHS&S), Operational Risk Management and Product Stewardship.



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