

PROSERV CASE STUDY

Step Change in Safety (SCiS) prides itself on delivering safety guidance to the UKCS oil and gas industry enabling it to ensure the safer working lives of its workforce. A large part of implementing behavioural change is through Workforce Engagement.

The Workforce Engagement Support Team (WEST) works to established tools and processes, which are beneficial to SCiS members and the industry.

The Workforce Engagement Toolkit helps companies measure and improve their levels of workforce engagement at specific worksites, understand strengths and weaknesses and develop improvement action plans.

An engaged workforce is one of the most effective active barriers against incidents and accidents for an organisation to have. In practical terms, this means creating a workforce in which everyone feels able to actively participate and feels free to challenge.

Recently, member company, Proserv ran a world-wide workforce engagement campaign, using the Step Change in Safety WEST tool. The tool allows organisations to ask their employees a number of questions encouraging identification of safety critical issues and the development of solutions. Rolled out across 23 sites globally, the collaborative (Proserv and SCiS) survey saw a 90% up take with 1,361 people participating.

Morgan Adam, Group Vice President for HSE, said that Proserv benefitted hugely from the survey. He said: "We wanted to look at how our workforce was engaging with HSE. We had provided our employees with different options to engage in safety, not just relying on the standard observation card route, through the introduction of our "Safety Touch" tools and as a result we have seen a significant increase in our leading indicators and a reduction in our lagging indicators. We wanted a way to see if this was due to changes in our culture, or were people just following instructions and doing what they were being told to do? We also wanted a way of identifying focus areas that would help drive further improvements going forward.

In order to encourage participation in the survey Proserv embarked on a communications campaign to ensure workforce buy-in. The campaign included posters and electronic mail which went on a journey from; 'Have Your Say' 'Have You Had Your Say?' and 'Here's What You Said!'.

This was interpreted by many employees as a way to have their voice heard, have concerns dealt with and see observations improved upon. Morgan added: "We were reinforcing that our employees have the power to make a difference by identifying a problem, and then helping us to realise a solution. Our employee's voices matter and we wanted them to know that."

The survey was completely anonymous. Morgan said the most important aspect of the survey was to have buy in and ownership from its people on site and operations managers, who could then feed into the workforce.

Morgan added: "Some of the sites would host meetings about the survey and others would put up flip charts and boards to allow people to have their say in their own time. That was a really useful tool."

“During the survey we would update people about feedback and results, some expressed that this felt a little pressuring however, most thought it was a useful and informative way to communicate. We have taken all feedback on-board and will strive to improve upon any issues.”

Once the survey was over Proserv fed-back the results to the workforce, ensuring they saw the benefit of gaining knowledge. Morgan said: “We carried out this survey to draw a line in the sand. We now have a bench mark and in two years when we carry-out the survey again we can see how we have improved, and identify new areas of focus.”

“The survey and Workforce Engagement Tool is a great way to communicate and engage with staff. We saw huge benefits in it and I would highly recommend it to anyone looking to engage their staff in safety critical matters.”

HAVE YOUR SAY

proserv

- Excellent
- Good
- Average
- Poor

In May we will ask you to take part in our confidential health and safety culture survey

Make your voice heard on the **health and safety** issues that matter to **YOU**

STEP CHANGE IN SAFETY

Another step forward in our journey towards building an industry leading HSE culture