

# INFO EXCHANGE

Part of the Alcumus Group

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## S&H Expo 2011

### H&S Risk & Compliance Management



# H&S Risk & Compliance Management

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## Agenda

- Introduction
- Managing H&S Risk & Compliance - Can Technology Help?
- Case Studies
  - Capita & Capita Symonds - Audit / Compliance
  - Environment Agency - SHERMS2
  - 2012 Olympics - Safety Culture & CICS
- Q & A



# Introduction



**SHE compliance and advice**

COSHH and H&S subscription  
H&S Consultancy

c 800 clients

**Compliance software and solutions**

H&S, environmental, property and standards compliance

c 85 clients

**UKAS accredited audit and certification**

Auditing and certification services

c 3,600 clients

**Employment law compliance and advice**

HR & Compliance Software and Services

**Technology Backbone**



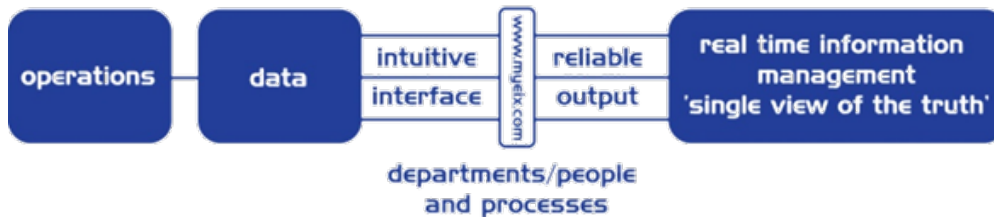
# H&S Risk & Compliance Management

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## Key Challenges:

- Protecting the workforce and the public
- Avoiding claims and/or prosecution
- Creating the right balance between protection and personal responsibility
- Practical systems of work that can be applied in the real world
- Encouraging transparency, innovation and learning
- Reducing paperwork & bureaucracy whilst maintaining legal & process compliance

# Disparate Information Management



# Case Studies

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- Capita - Audit / Inspection
- Capita Symonds - LA Statutory Compliance
- Environment Agency - SHERMS2
- 2012 Olympics - Safety Culture & Legacy CICS



Capita is one the UK's leading edge outsourcing company's redefining and transforming services to the public.

Employs more than 37,000 people.

- Insurance outsourcing
- Local government software
- Property and infrastructure consultancy
- Health Solutions

## Key Challenges:

- Replace a legacy internal Audit System based on disparate spreadsheets
  - Time consuming, unreliable outputs, inefficient action management
- Provide efficient, user friendly web-based solution
- Accommodate a complex company/business unit structure
- Migrate historic audit data
- Comply with strict security & data protection requirements
- Option to extend to other key compliance areas

## Solution:

- Create a property centric environment to facilitate various aspects of SH&E compliance (>500 UK properties):

The screenshot displays the CAPITA SH&E Compliance Reporting & Property Portal. The interface includes a top navigation bar with links for 'Start', 'SH&E Compliance Reporting & Property Portal', 'Administration', and 'System Administration'. A user login message indicates the user is logged in as 'nicola.barker@info-exchange.com (Administrator)'. Below the navigation bar, there is a 'Data Input' button and a search bar. The main content area features a 'Welcome to SH&E Compliance Reporting & Property Portal' message and a search box for sites by keyword. A 'Workflow Inbox' section on the left shows 'You have no actions to attend to.' The central part of the page is a 'Browse - alpha search by name' section with an alphabetical index (A-Z) and a list of property sites, each with a folder icon and a link. The sites listed include locations like A Test Site, Aberdeen, Abingdon - Abbey House, Alcester - Arden Court, Amsterdam, Armaah, Banstead, Barnstaple - Green Lanes Shopping Centre, Barrow-in-Furness - Holland House, Barrow-in-Furness - Town Hall, Basildon, Basingstoke - 200 Cedarwood, Basingstoke - Innovation Court, Bath - Lawrence House, Beckenham, Bedford - Franklin Court, Bedford - Priory Court, Bedford - Regional Centre, Lincoln, Lisburn, Liverpool - Alaska House, Liverpool - Castle Chambers, Liverpool - Castle Street, Liverpool - Maghull depot Unit 12, Liverpool - Shannon Court, Llandridod Wells, London - Bayford Street Hackney, London - 1 Lime St, London - 10 King William Street (NR Real Est), London - 120 - 122 Bernondsev Street, London - 3 Candover Street, London - 40 Dukes Place, London - 52 Grosvenor Gardens, London - 71 Victoria Street, London - Angel Square, and London - Caterbury Court.

## Solution:

- Complex, multi section audit, annual or bi-annual frequency based on defined risk rating, action management workflow.....

The screenshot displays the 'Viewing Audit: '1 Proctor Street'' interface. It includes a sidebar with navigation options like 'SH&E C', 'Audit', 'Site', 'Audit Date', 'Cross', 'No.', 'Name', 'Envi', 'En', and '13'. The main content area shows audit details for 'Capita Symonds' with an audit reference number of 1349 and location '1 Proctor Street'. Below this is a summary table of audit results.

Viewing Audit: '1 Proctor Street'			
SH&E Compliance Reporting & Property Portal > London - Proctor Street > 1 Proctor Street > 1 Proctor Street			
<a href="#">Back</a>			
<a href="#">Details</a>   <a href="#">Self Audit Summary Scores</a>   <a href="#">Actions Summary</a>			
Overall Environment %:	90.9	Overall Risk Assessment %:	72.7
Overall Accident & First Aid %:	100.0	Overall Fire Precautions %:	80.1
Overall SH&E Training %:	100.0	Overall Info & Communication %:	86.7
Overall Welfare Provision %:	93.4	Overall Work Equipment %:	92.6
Overall Access & Egress %:	92.7	Overall Audit Score %:	86.4
Environment Target - 70%:	<span style="background-color: green; color: white;">Target Met</span>	Risk Assessment Target - 85%:	<span style="background-color: red; color: white;">Target Not Met</span>
Fire Precautions Target - 90%:	<span style="background-color: red; color: white;">Target Not Met</span>	SHE Training Target - 85%:	<span style="background-color: green; color: white;">Target Met</span>
Overall Audit Target - 85%:	<span style="background-color: green; color: white;">Target Met</span>		



- Facilitates quick & flexible search & reporting.....

**Search**

SH&E Compliance Reporting & Property Portal > Search

Search

Please select the data type you wish to search on:

- Site Summary
- Business Units
- Audit
- Environment
- Environment Actions
- Risk & Operational Control
- Risk Actions
- Accidents & First Aid
- Accidents Actions
- Fire Precautions
- Fire Precaution Action
- SH&E Training
- SH&E Training Action
- Info & Communication
- Info & Communication Action
- Welfare Provision
- Welfare Provision Action
- Work Equipment
- Work Equipment Action
- Access & Egress
- Access & Egress Actions
- CDM
- CDM Action

**CAPITA**

Start | SH&E Compliance Reporting & Property Portal | Administration | System Administration

Welcome to Capita. Logged in as alan.net@info-exchange.com (Administrator)

Data Input | Search | **Reports** | Exceptions Report | Data Cleansing | Management | Feedback | Help | Return To Admin

Overall Audit Score by Division - 16 May 2011 10:29

SH&E Compliance Reporting & Property Portal > Reports > Overall Audit Score by Division

Criteria

Audit Period: June 2010

The report results are as follows:

Site Name	Division /	Overall Environment %	Overall Risk Assessment %	Overall Accident & First Aid %	Overall Fire Precautions %	Overall SH&E Training %	Overall Info & Communication %	Overall Welfare Provision %	Overall Work Equipment %	Overall Access & Egress %	Overall Audit Score %
Bristol - Weston House, Chiswick - Royal Business Park, Chisleham - Trace Park, Colchester - Aspen	General Insurance	83.6	93.8	96.0	94.4	94.7	85.4	94.8	96.2	97.1	92.4
London - 71 Victoria Street, London - Dean Bradley House	Group Support Services	74.0	96.1	98.0	94.1	87.5	96.7	92.8	97.4	96.9	92.8
Aberdeen - Alcester - Arden Court, Bedford - 20 Adelaide Street, Coventry - Queen Victoria Road, Ex...	Health	75.4	82.5	92.4	90.4	72.9	73.3	90.4	92.5	93.0	83.9
Beaingsdale - 200 Cedarwood, The Water Bus, Birmingham - 6 Quip, Brims G.	Integrated Services	90.2	93.7	97.0	96.1	92.3	88.3	96.5	96.9	96.8	94.4

**CAPITA**

Start | SH&E Compliance Reporting & Property Portal | Administration | System Administration

Welcome to Capita. Logged in as alan.net@info-exchange.com (Administrator)

Data Input | Search | **Reports** | Exceptions Report | Data Cleansing | Management | Feedback | Help | Return To Admin

01) Environment Actions Report - 16 May 2011 10:31

SH&E Compliance Reporting & Property Portal > Reports > 01) Environment Actions Report

Criteria

Audit Type: Self Audit

Audit Period: June 2010

The report results are as follows. Please click on an icon to view the record:

Site Name	Contract/Business Unit	Audit Area	Audit Type /	Audit Period	Action Ref	Audit Category	Audit Item	Observation & Action Required	Responsibility	Target Date	Date completed	Action Status
Dublin - Manor Street Business Park	Shareholder Services	Dublin Manor Street	Self Audit	June 2010	2189	Energy Management	Does the site monitor energy usage (i.e. read their meters) on at least a monthly basis?					Open
Marlow	Marlow Council	B7F 3RD Floor	Self Audit	June 2010	2217	Hazardous Waste	Does the site produce more than 500kg of hazardous waste per year?	It is unlikely you produce more than 500kg of waste please close this comment with the comment	Aysha Smith	29 Oct 2010		Open
Darlington - Marston Park	LSP	Units 7 & 8 Pioneer...	Self Audit	June 2010	2110	Hazardous Waste	Does the site produce more than 500kg of hazardous waste per year?	need to identify quantity of hazardous waste	Rumit Bath	30 Jun 2010	26 Jun 2010	Closed
Sheffield - Wessax Park	Ross & Roberts	Unit 8 Wessax Park	Self Audit	June 2010	1947	Hazardous Waste	Is hazardous waste (HW) segregated and from non HW on site?	waste to be segregated and recorded	Cecelia MacLoughlin	30 Sep 2010	02 Sep 2010	Closed
Slough/Stratford	Local Government	Rossendale Town	Self Audit	June 2010	1961	Recycling	Is the site using plastic bins etc.	Choi Davidson to review if needed	Choi Davidson	30 Jun 2010	07 Jun 2010	Closed

312 records found matching criteria. Time taken: 2.82 seconds

Copyright © Oracle Information Ltd. Page loaded in 3.1 seconds

## Benefits:

- New on-line system quicker & easier to use with more reliable data
- Clearly defined corrective action process with audit trail flagging 'open' or delayed close out
- Improved data mining and reporting for 'learning' and strategic planning
- Complies with data protection requirements
- Reduced paperwork and administration burden

# CAPITA SYMONDS Statutory Compliance Case Study

One of the UK's largest, multifaceted consultancies delivering a comprehensive service to clients across their portfolio. With over 4,500 staff at 60+ offices in the UK and overseas.



Since 2001 Capita Symonds' strategic partnerships have been transforming and improving the delivery of Local Authority services across the UK.

# CAPITA SYMONDS Statutory Compliance Case Study

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## Key Challenges:

- Replace legacy document based compliance systems
  - Paper records, no remedial action logs, information access
- Provide efficient, user friendly web-based solution
- Accommodate remedial action/close out processes
- Facilitate controlled 'Client' access
- Comply with strict security & data protection requirements

# CAPITA SYMONDS Statutory Compliance Case Study

## Solution:

- Create a secure environment for each LA to facilitate various aspects of statutory compliance:

The screenshot shows the CAPITA SYMONDS web application interface. At the top, the logo 'CAPITA SYMONDS' is displayed in blue. Below it, a dark blue header contains the text 'Welcome to Statutory Compliance'. Underneath, there is a navigation breadcrumb 'Statutory Compliance > Please select a site' and a search bar with the placeholder text 'Search for site by keyword...' and a 'Go' button. The main content area is split into two panels. The left panel, titled 'Workflow Inbox', shows the message 'You have no actions to attend to.' The right panel, titled 'Browse - alpha search by name', features a tabbed interface with tabs for 'A', 'B', 'C', 'D', and 'E'. Below the tabs, a list of site names is displayed, each preceded by a yellow pencil icon: Blackburn, Invertures (Bath) - AWP, Sefton MBC, Southampton, Swindon, and Training Area.

## LA Statutory Compliance

- > 2000 property locations – Schools, libraries, offices
- > 13,000 compliance areas – Fire, gas, Legionella, etc
- > 2000 inspections/month
- Associated remedial actions
- Related documentation – reports, certificates, surveys etc.

# CAPITA SYMONDS Southampton City Council

## Solution:

- Create a record for each property location and apply security access controls

### Viewing Site: 'Southampton'









[Statutory Compliance](#) > Southampton

[← Back](#)

**Region**

Region: [Southampton](#)

[Property Summary](#) [Document Library](#)

<u>Property Name</u> ▲	<u>UPRN</u>	<u>Property Address</u>
 <a href="#">093 French Street Mission Hall - Fellowship Hall</a>	10001307541	School Hall/Mission Hall - f
 <a href="#">1 Guildhall Square</a>	10034867481	
 <a href="#">161 Middle Road (Caretakers House)</a>	100060716355	161 Middle Road (Caretak
 <a href="#">205 Kingclere Avenue</a>	10034869054	Weston Southampton
 <a href="#">30A Cedar Road (Pathways - Family Resource Centre)</a>	100062502955	30A Cedar Road
 <a href="#">32 &amp; 32A Kentish Rd (Canterbury Lodge Hostel &amp; Annexe)</a>	100060707893 & 1000...	32 Kentish Road
 <a href="#">32 Kentish Rd (City Limits Former Canterbury Lodge)</a>	100060707893	32 Kentish Rd (Former Ca
 <a href="#">32A Kentish Road</a>	100062505982	32A Kentish Road

[+ Add New Property Summary](#) [+ Import](#)

[← Back](#)

## Solution:

- Each aspect of compliance identified on a property by property basis – associated inspections and remedial action/status monitored.....

Service Programme

Stat Compliance Area ▲	Description / Notes	Frequency (mths)	Next Inspection Date	Compliance Status	No. of Days Overdue
<a href="#">Emergency Lighting</a>		1.00	30 Jun 2011	Compliant	
<a href="#">Fire Alarms</a>					
<a href="#">Gas Appliances/Gas Tightness Testing</a>					
<a href="#">Gas Installation</a>					
<a href="#">Intruder Alarms</a>					
<a href="#">Legionella - Service of TMV3</a>					

+ Add New Service Programme
+ Import
← Back

Copyright © Enable Infomatrix Ltd.

Viewing Service Programme: 'Gas Appliances/Gas Tightness Testing'

Statutory Compliance > Southampton > 33 Selbourne Avenue > Gas Appliances/Gas Tightn...

← Back

Service Programme

Stat Compliance Area:	<a href="#">Gas Appliances/Gas Tightness Testing</a>	Description / Notes:	
Contractor:		Compliance Actively Managed:	
Frequency (mths):	12.00	Legislative Programme Start Date:	
Last Inspection Date:	1 Nov 2010	Next Inspection Date:	
Compliance Status:	Compliant	No. of Days Overdue:	
No. of Days without certificate/open remedials:		No. Incomplete Remedial Actions:	
No. Complete Remedial Actions:	0	Total No. Of Post Inspections:	

Inspections

Actual Inspection Date ▼	Legislative Programme Date	Next Inspection Date	No. Incomplete Remedial Actions
<a href="#">01 Nov 2010</a>	17 Nov 2010	01 Nov 2011	0
<a href="#">17 Nov 2009</a>	17 Nov 2009	17 Nov 2010	0
			0

# CAPITA SYMONDS Southampton City Council

- Facilitates quick & flexible search & reporting.....

The screenshot displays the CAPITA SYMONDS web interface. The main heading is "Search for Inspections - 16 May 2011 10:55". Below this, a sub-heading reads "06) RED (Overdue) Items by Directorate - 16 May 2011 11:00". The breadcrumb trail is "Statutory Compliance > Reports > 06) RED (Overdue) Items by Directorate".

Criteria for the search are listed as follows:

Criteria	Value
Property Actively Managed?	Yes
Compliance Actively Managed	Yes
Compliance Status	Red Certification Required, Red Open Remedial Actions, Red Overdue

The report results are as follows. Please click on an icon to view the record:

Property Name	Last Inspection Date	Next Inspection Date	Compliance Status
1 Guildhall Square	05 Feb 2011	05 May 2011	Overdue
ALEXANDRA HOUSE DAY CARE CENTRE	12 May 2010	12 May 2011	Overdue
Arts Centre	08 Feb 2011	08 May 2011	Overdue
Arts Centre	08 Feb 2011	08 May 2011	Overdue
AUDLEY COUNTY JUNIOR	08 Nov 2010	08 May 2011	Overdue
AUDLEY COUNTY JUNIOR - SPACE SITE	08 Nov 2010	08 May 2011	Overdue
BARTON MOSS COMMUNITY PRIMARY SCHOOL	01 Feb 2011	01 May 2011	Overdue
BARTON MOSS COMMUNITY PRIMARY SCHOOL, TRIPPIER ROAD, ECCLES	01 May 2010	01 May 2011	Overdue
Bedford House	16 May 2010	16 May 2011	Overdue
Beechwood Junior School (Incl ICT - former Quest)	25 Oct 2010	25 Apr 2011	Overdue
BELMONT COUNTY PRIMARY	15 Nov 2010	15 May 2011	Overdue
BELMONT COUNTY PRIMARY	15 Nov 2010	15 May 2011	Overdue
Bevois Town Primary School	14 Oct 2010	14 Apr 2011	Overdue
Bitterne Family Centre	07 Mar 2006	07 Mar 2011	Overdue
Bitterne Family Centre	13 May 2010	13 May 2011	Overdue

184 records found matching criteria. Time taken: 3.91 seconds.

# CAPITA SYMONDS Statutory Compliance Case Study

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## Benefits:

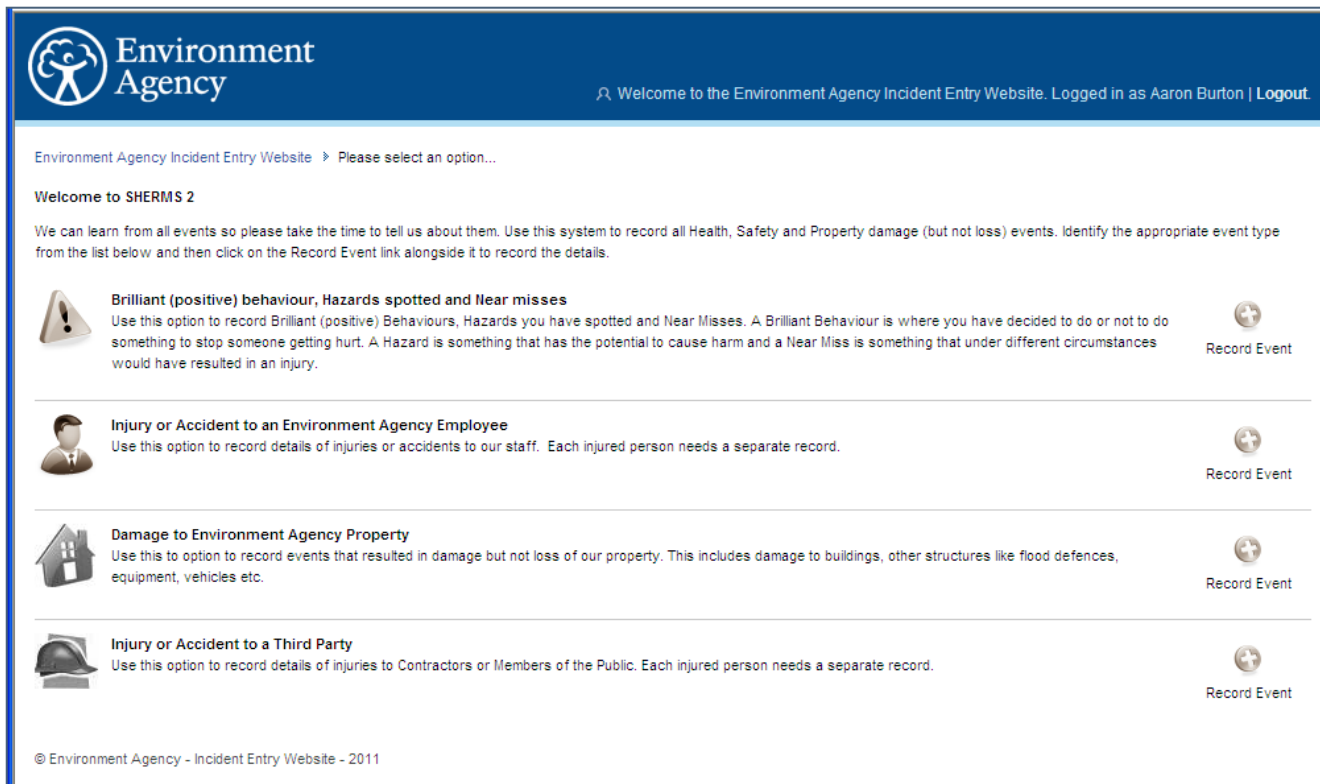
- New on-line system quicker & easier to use with more reliable data
- Providing client access whilst complying with data protection requirements
- Clearly defined inspection / corrective action process with audit trail flagging 'open' or delayed close out
- Improved data mining and reporting for 'learning' and strategic planning
- Reduced paperwork and administration burden
- Electronic document archive

## Key Challenges:

- Replace a legacy 'SHERMS' Incident Reporting System
- Provide efficient, user friendly access to 13,000 employees
- Accommodate complex & changing business structure
- Link key data from an existing HR database
- Comply with strict security & data protection protocols
- Effective 'line management' of incident investigation process
- Efficient data mining / reporting - knowledge management

## Solution:

- Create a bespoke user friendly 'incident entry' front end that links to HR data and single sign on access security....



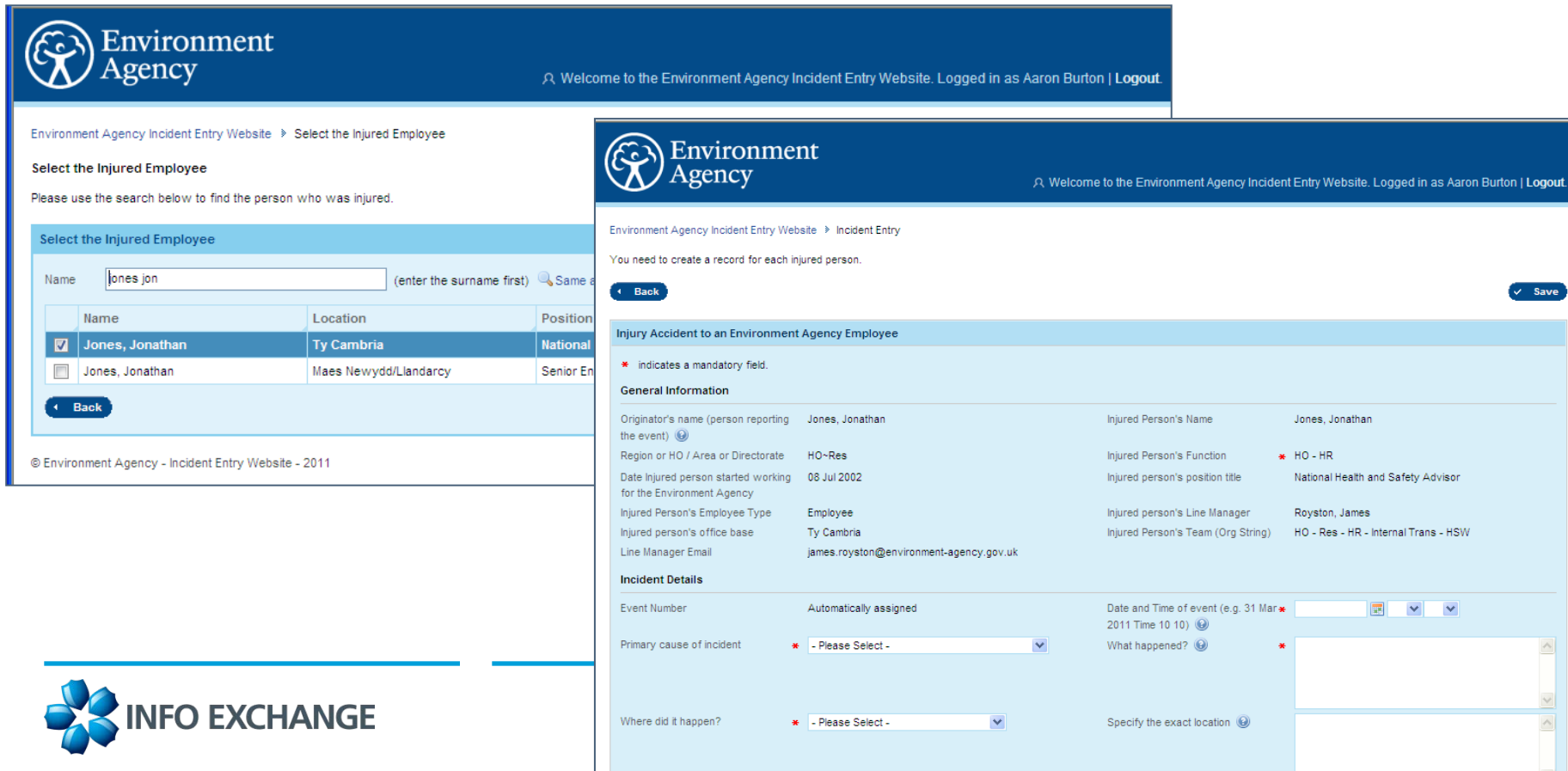
The screenshot shows the Environment Agency Incident Entry Website interface. At the top left is the Environment Agency logo. To the right, it says "Welcome to the Environment Agency Incident Entry Website. Logged in as Aaron Burton | Logout". Below this is a navigation bar with "Environment Agency Incident Entry Website" and "Please select an option...". The main content area is titled "Welcome to SHERMS 2" and contains a paragraph: "We can learn from all events so please take the time to tell us about them. Use this system to record all Health, Safety and Property damage (but not loss) events. Identify the appropriate event type from the list below and then click on the Record Event link alongside it to record the details." There are four event categories listed, each with an icon, a title, a description, and a "Record Event" button:

- Brilliant (positive) behaviour, Hazards spotted and Near misses**  
Use this option to record Brilliant (positive) Behaviours, Hazards you have spotted and Near Misses. A Brilliant Behaviour is where you have decided to do or not to do something to stop someone getting hurt. A Hazard is something that has the potential to cause harm and a Near Miss is something that under different circumstances would have resulted in an injury.
- Injury or Accident to an Environment Agency Employee**  
Use this option to record details of injuries or accidents to our staff. Each injured person needs a separate record.
- Damage to Environment Agency Property**  
Use this to option to record events that resulted in damage but not loss of our property. This includes damage to buildings, other structures like flood defences, equipment, vehicles etc.
- Injury or Accident to a Third Party**  
Use this option to record details of injuries to Contractors or Members of the Public. Each injured person needs a separate record.

At the bottom left, it says "© Environment Agency - Incident Entry Website - 2011".

## Solution:

- Quick search to find 'Injured person', key HR data auto populated, user completes incident record.....



The screenshot displays the Environment Agency Incident Entry Website interface. The top navigation bar includes the Environment Agency logo and the text "Welcome to the Environment Agency Incident Entry Website. Logged in as Aaron Burton | Logout".

The main content area is divided into two panels. The left panel, titled "Select the Injured Employee", contains a search form with a text input field containing "Jones jon" and a "Same as" button. Below the search form is a table with the following data:

	Name	Location	Position
<input checked="" type="checkbox"/>	Jones, Jonathan	Ty Cambria	National
<input type="checkbox"/>	Jones, Jonathan	Maes Newydd/Llandarcy	Senior En

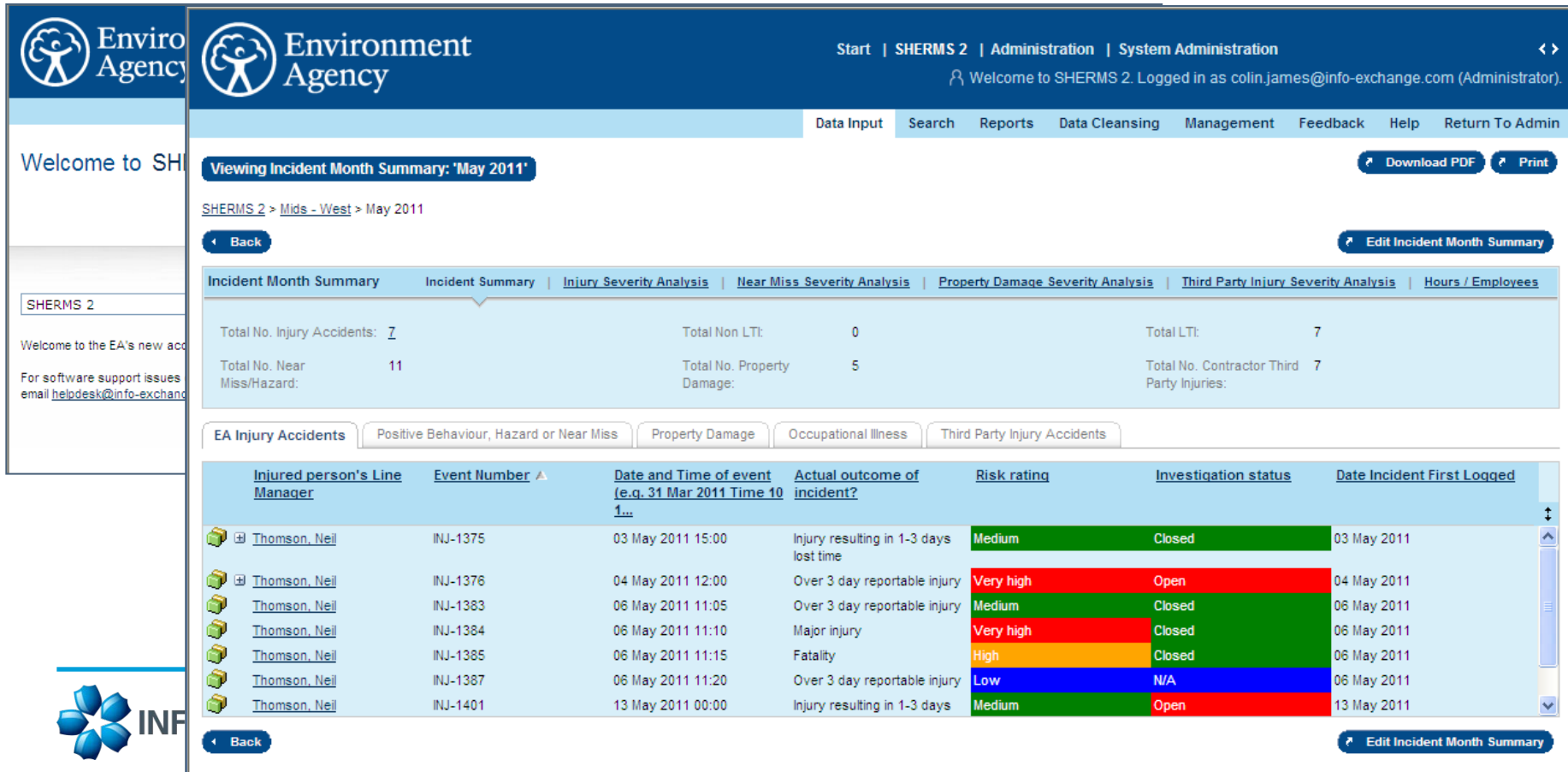
A "Back" button is located at the bottom left of the table. Below the table, the copyright notice "© Environment Agency - Incident Entry Website - 2011" is visible.

The right panel, titled "Incident Entry", contains the text "You need to create a record for each injured person." and a "Save" button. Below this is a form titled "Injury Accident to an Environment Agency Employee". The form includes a legend: "\* indicates a mandatory field." and several sections:

- General Information:**
  - Originator's name (person reporting the event): Jones, Jonathan
  - Injured Person's Name: Jones, Jonathan
  - Region or HO / Area or Directorate: HO-Res
  - Injured Person's Function: \* HO - HR
  - Date Injured person started working for the Environment Agency: 08 Jul 2002
  - Injured person's position title: National Health and Safety Advisor
  - Injured Person's Employee Type: Employee
  - Injured person's Line Manager: Royston, James
  - Injured person's office base: Ty Cambria
  - Injured Person's Team (Org String): HO - Res - HR - Internal Trans - HSW
  - Line Manager Email: james.royston@environment-agency.gov.uk
- Incident Details:**
  - Event Number: Automatically assigned
  - Date and Time of event (e.g. 31 Mar 2011 Time 10 10): [Calendar icon] [Time icon] [Dropdown icon]
  - Primary cause of incident: \* - Please Select - [Dropdown]
  - What happened?: \*
  - Where did it happen?: \* - Please Select - [Dropdown]
  - Specify the exact location: [Text area]

## Solution:

- The incident record is 'saved' into core Info Tracker database triggering email notification to the relevant Line Manager to kick off the investigation process.....



The screenshot displays the SHERMS2 web application interface. The top navigation bar includes links for Start, SHERMS 2, Administration, and System Administration. A user is logged in as colin.james@info-exchange.com (Administrator). The main content area shows the 'Viewing Incident Month Summary: 'May 2011'' page. It features a summary table with the following data:

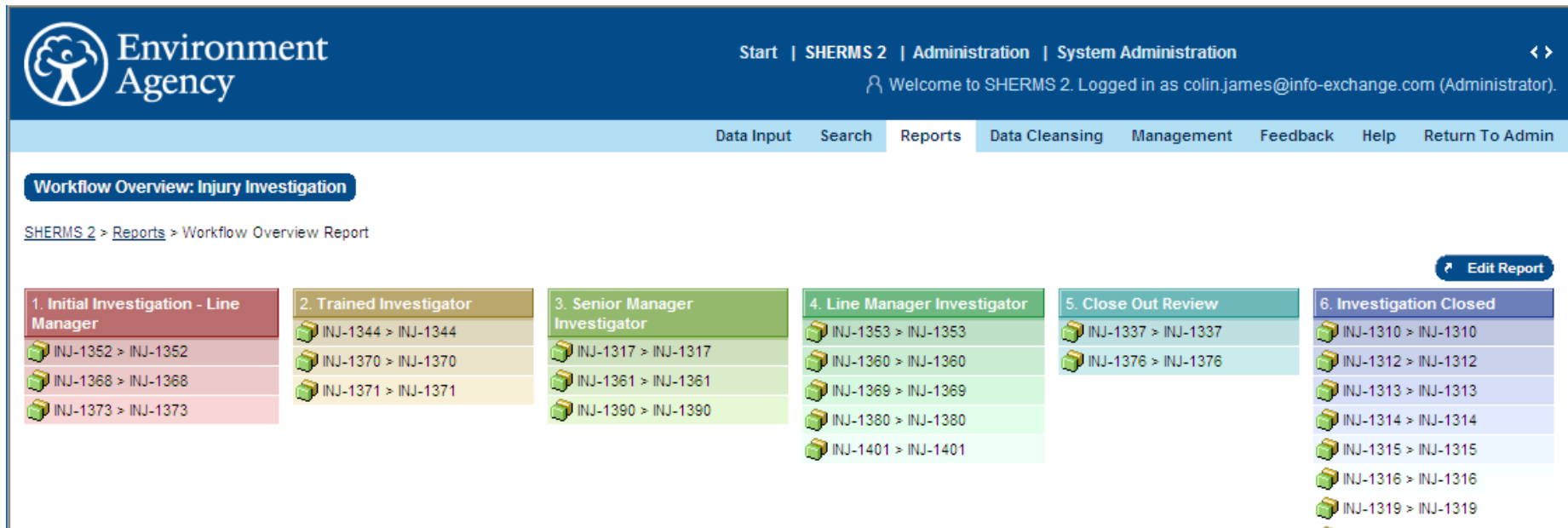
Category	Value
Total No. Injury Accidents:	7
Total Non LTI:	0
Total LTI:	7
Total No. Near Miss/Hazard:	11
Total No. Property Damage:	5
Total No. Contractor Third Party Injuries:	7

Below the summary, there are tabs for 'EA Injury Accidents', 'Positive Behaviour, Hazard or Near Miss', 'Property Damage', 'Occupational Illness', and 'Third Party Injury Accidents'. The 'EA Injury Accidents' tab is active, displaying a table of incident records:

Injured person's Line Manager	Event Number	Date and Time of event (e.g. 31 Mar 2011 Time 10 1...)	Actual outcome of incident?	Risk rating	Investigation status	Date Incident First Logged
Thomson, Neil	INJ-1375	03 May 2011 15:00	Injury resulting in 1-3 days lost time	Medium	Closed	03 May 2011
Thomson, Neil	INJ-1376	04 May 2011 12:00	Over 3 day reportable injury	Very high	Open	04 May 2011
Thomson, Neil	INJ-1383	06 May 2011 11:05	Over 3 day reportable injury	Medium	Closed	06 May 2011
Thomson, Neil	INJ-1384	06 May 2011 11:10	Major injury	Very high	Closed	06 May 2011
Thomson, Neil	INJ-1385	06 May 2011 11:15	Fatality	High	Closed	06 May 2011
Thomson, Neil	INJ-1387	06 May 2011 11:20	Over 3 day reportable injury	Low	N/A	06 May 2011
Thomson, Neil	INJ-1401	13 May 2011 00:00	Injury resulting in 1-3 days	Medium	Open	13 May 2011

## Solution:

- The investigation process workflow links to rules associated with incident severity and risk matrix.....



The screenshot displays the SHERMS2 web application interface. At the top, there is a navigation bar with the Environment Agency logo and the text "Start | SHERMS 2 | Administration | System Administration". Below this, a user welcome message reads "Welcome to SHERMS 2. Logged in as colin.james@info-exchange.com (Administrator)". A secondary navigation bar contains links for "Data Input", "Search", "Reports", "Data Cleansing", "Management", "Feedback", "Help", and "Return To Admin".

The main content area is titled "Workflow Overview: Injury Investigation". Below this title, a breadcrumb trail shows "SHERMS 2 > Reports > Workflow Overview Report". An "Edit Report" button is visible in the top right corner of the workflow area.

The workflow is presented as a series of six colored boxes, each representing a stage in the investigation process:

- 1. Initial Investigation - Line Manager** (Red box):
  - INJ-1352 > INJ-1352
  - INJ-1368 > INJ-1368
  - INJ-1373 > INJ-1373
- 2. Trained Investigator** (Gold box):
  - INJ-1344 > INJ-1344
  - INJ-1370 > INJ-1370
  - INJ-1371 > INJ-1371
- 3. Senior Manager Investigator** (Green box):
  - INJ-1317 > INJ-1317
  - INJ-1361 > INJ-1361
  - INJ-1390 > INJ-1390
- 4. Line Manager Investigator** (Light Green box):
  - INJ-1353 > INJ-1353
  - INJ-1360 > INJ-1360
  - INJ-1369 > INJ-1369
  - INJ-1380 > INJ-1380
  - INJ-1401 > INJ-1401
- 5. Close Out Review** (Teal box):
  - INJ-1337 > INJ-1337
  - INJ-1376 > INJ-1376
- 6. Investigation Closed** (Blue box):
  - INJ-1310 > INJ-1310
  - INJ-1312 > INJ-1312
  - INJ-1313 > INJ-1313
  - INJ-1314 > INJ-1314
  - INJ-1315 > INJ-1315
  - INJ-1316 > INJ-1316
  - INJ-1319 > INJ-1319

## Benefits:

- New on-line system quicker & easier to use with more reliable data linked from HR system
- Reduced risk of under-reporting or in-accurate data
- Clearly defined investigation process with audit trail flagging 'incomplete' or delayed close out
- Improved data mining and reporting for 'learning' and strategic planning
- Complies with reporting legislation & data protection requirements
- Reduced paperwork and bureaucracy

# Olympics 2012 - Case Study

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## Key Challenges:

- Monitor & improve health & Safety Culture during the 2012 construction programme
- Actively involve the Tier-1 Contractors and their supply chain in Safety Culture improvement
- Objective to reduce risk, improve compliance
- Easy to use web based method of capturing and analysing safety culture survey data
- Create a useful Industry legacy

# Olympics 2012 - Case Study

## Solution:

- Create customised web portal to allow Tier 1 contractors secure access to bespoke ODA 'Climate Survey' toolkit - provide background Safety Culture information.

The screenshot displays the 'Working for London 2012' website. The header features the London 2012 Olympic and Paralympic logos on the left and the text 'Working for London 2012' in yellow on the right. Below the header is a navigation bar with 'Home' and 'Contact Us / Help' links. A left sidebar contains a 'Welcome' section and a menu with items: 'Home & Login', 'Useful Information', 'Latest News', 'Sample Safety Culture Questionnaire & Reports', and 'Registration'. The main content area is titled 'Welcome to the Climate Survey Toolkit - Working for London 2012'. It contains a light blue box with the following text: 'This site is the Olympic Delivery Authority's site for Health Safety + Environment climate survey assessment, analysis & improvement. It provides a climate survey self-assessment package, reports & guidance on HS+E improvement. For more information about the HS+E Climate Survey select options below'. Below this is a circular diagram with 'Working for London 2012' in the center, surrounded by five segments: 'What is Safety Culture?', 'Safety Culture Assessment', 'Who should use this site', 'Safety Culture & The Construction Industry', and 'What are the Benefits?'. To the right of the diagram is a registration and login section. It includes a 'Register...' button, a 'New Users' notice stating that usage is limited to the ODA supply chain and that full access requires registration, and an 'Existing Users' section with a 'Forgotten Password?' link, two input fields, a 'Login' button, and a 'Remember my login details' checkbox. At the bottom right, there are links for 'Privacy Policy' and 'Terms of Use'.

**Working for London 2012**

Home Contact Us / Help

Welcome

Home & Login >>

Useful Information >>

Latest News >>

Sample Safety Culture Questionnaire & Reports >>

Registration >>

### Welcome to the Climate Survey Toolkit - Working for London 2012

This site is the Olympic Delivery Authority's site for Health Safety + Environment climate survey assessment, analysis & improvement. It provides a climate survey self-assessment package, reports & guidance on HS+E improvement. For more information about the HS+E Climate Survey select options below

**New Users** At the present time usage of the survey is limited to the Olympic Delivery Authority (ODA) supply chain - to gain full access to all the material and guidance on the website, please enter here to register your company.

[Register...](#)

**Existing Users** please enter your username and password. [Forgotten Password?](#)

[Login](#)

Remember my login details

[Privacy Policy](#) | [Terms of Use](#)

# Olympics 2012 - Case Study

## Solution:

- Simple to use on-line survey questionnaire, option to distribute 'paper' copy....

**Working for London 2012**  
Welcome to Climate Culture Network. Logged in as user-235-4.  
[Home](#) [Contact Us / Help](#) [Logout](#)

**Survey - EIX Reporting**

Page 1 | Page 2 | Page 3 | Page 4 | Page 5 | Page 6

**Q1 About you**

Role:  Department:   
Location:  Gender:   
Age:  Industry experience:

**Q2 I have unrealistic time pressures**

Never  
 Seldom  
 Sometimes  
 Often  
 Always

**Q3 Some of the workforce pay little attention to health and safety**

Strongly disagree  
 Disagree  
 Neither agree nor disagree  
 Agree  
 Strongly agree


**Q4 There are good communications (e.g. toolbox talks and task briefings) here about health and safety**

Strongly disagree  
 Disagree  
 Neither agree nor disagree  
 Agree

# Olympics 2012 - Case Study

## Solution:

- Comprehensive analysis/reporting, benchmark tools....



**Reports & Guidance**

- My Company >>
- Useful Information >>
- Latest News >>
- Safety Culture Toolkit >>
- Reports & Guidance >>**
- Benchmarking >>
- Good Practice Forum >>
- Administration >>
- Profile >>

**Reports & Guidance**

The reports enable you to conduct the 'Factor' scores against all other companies. The reports also include integrated 'Guidance' results.

**NOTE:** For statistical reasons a background 'factor' benchmark is used.

**Reports R1 to R4** analyse the selection criteria. Reports R2 to R4 are outputs.

**Report F1** provides detailed analysis.

**Reports Q1 to Q3** show the scores by locations.

1. [R1 - Overall assessment - a](#)
2. [R2 - Comparison between r](#)
3. [R3 - Comparison between d](#)
4. [R4 - Comparison between l](#)
5. [F1 - Specific factors by roles](#)
6. [Q1 - Results of a specific qu](#)
7. [Q2 - Results of a specific qu](#)
8. [Q3 - Results of a specific qu](#)
9. [View all analysis/guidance r](#)

**Reports & Guidance**

- My Company >>
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- Good Practice Forum >>
- Administration >>
- Profile >>

**R2 - Comparison between roles – all factors**

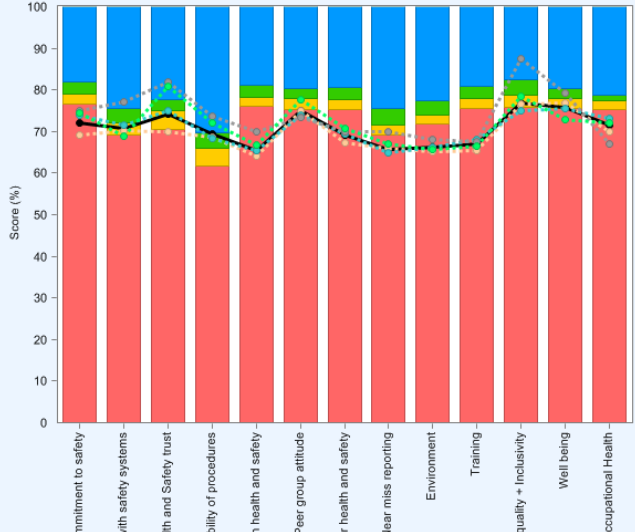
← Back   PDF Version   Print

Company:	ODA	Survey Title:	Working for London 2012 Safety Climate Survey
Date Closed:	12/11/2008 07:46:12	# Completed Questionnaires:	94
Date Report Generated	16/05/2011 16:22:25	No of questionnaires analysed:	94

**Selected Criteria**

Department	-- All --	Role	Administrative Support Manager Operative Senior Manager/Director
Location	-- All --		

**Comparison Between Roles**





**INFO EXCHANGE**

# Olympics 2012 - Case Study

## Solution:

- Legacy - 'Construction Industry Climate Survey' web portal based on ODA/HSL validated questionnaire, legacy benchmark data - available to all construction companies....

The screenshot displays the 'Climate Survey' web portal for the construction industry. The page features a blue header with the 'Climate Survey CONSTRUCTION INDUSTRY' logo and the 'INFO EXCHANGE' logo. A navigation menu on the left includes links for 'Home & Login', 'Useful Information', 'Latest News', 'Sample Climate Survey & Reports', and 'Registration'. The main content area is titled 'Welcome to the Construction Industry Climate Survey' and includes a photograph of two construction workers in safety gear. Below the photo is a numbered list of three items: 1. 'What is HS+E Culture?' describing it as the product of individual and group values; 2. 'CICS - Safety Culture and the Construction Industry' mentioning a target to reduce fatal injuries by 66% by 2009; 3. 'Registration license fees' based on employee count. On the right, there is a 'New Users' section with a 'Register...' button and an 'Existing Users' section with a login form including fields for 'Username', 'Password', and a 'Remember my login details' checkbox, along with a 'Login' button.

# Olympics 2012 - Case Study

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## Benefits:

- Efficient deployment of a complex process
- Enrolled Tier 1 Contractors and workforce
- Regular 'fact based' safety culture feedback reporting
- Knowledge, learning influencing strategy & training requirements
- Benchmarking year on year improvement
- Legacy process and data underpinning the new 'Construction Industry Climate Survey' portal

# H&S Risk & Compliance Management

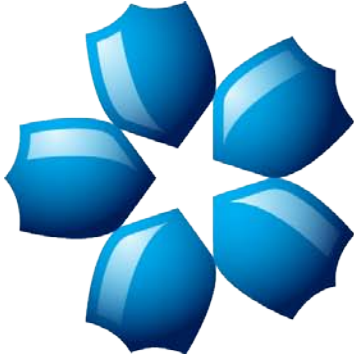
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## Summary

- Three quite different case studies demonstrating how web based technology can support risk and compliance management processes
  - Transparency, accountability
  - Legal compliance, clear audit trail
  - Consistent process
  - Improved knowledge, learning
  - Cost effective

## ■ Q & A





# INFO EXCHANGE

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**Information management  
software. Delivering 'a single  
view of the truth'.**

