



CLIENT STORIES

Shaping **Culture** Through Safety

➤ The Company

For over 95 years, this company has been providing intelligent chemical, plastic and ingredient solutions to the marketplace.

This company operates **7** unique sites across Canada with approximately **150** operational employees, each with their own product line, culture and increasingly diverse workforce.

➤ The Challenge

As a provider of sensitive materials, this company takes safety very seriously. For twenty years the **Presidents Safety Award** had been recognizing employees for reaching 100 days without a lost time accident. However, it did little to stimulate pro-active measures for process improvement.

The results from this company's 2014 bi-annual **Safety Perception Survey** confirmed management's concern relating to "near miss" and process improvement reporting. These reports are a "leading indicator" of safety. This company decided to re-vamp their safety program to improve employee and front-line management perceptions and behaviors surrounding workplace safety.

➤ The Safety Program

This company chose **CSISTARS** for its ability to **customize** a Safety program from scratch that met the very unique needs of this company's multiple sites. **Simplicity** was also very important. The flexible **CSISTARS** platform combined Recognition and Safety into one easy to use software that managed everything.

CSI digitized the "near miss" and process improvement manual reporting adding intrinsic and extrinsic rewards to **encourage employees to report issues and make process improvement suggestions**, while **shaping a safety culture** in the process.

Points are allocated to employees based on the impact to their site, the business unit and/or the company. Employees can redeem points for popular merchandise, sports tickets, travel and more.

CSISTARS Social Recognition tools also allow managers to publicly thank staff for their suggestions, broadcast goals and track progress and results. It has made for some friendly competition while sharing important learnings and safety practices across the seven plants.

➤ The Results - “Plan, Do, Check and Act”

This company's Safety Recognition Program has decreased the number of safety-related incidents in just 19 months. It is also shaping a **culture of safety** across 7 very different sites.

The latest **2016 Employee Safety Perception** survey revealed **95%** of employees now feel the company encourages process improvement/near miss reporting and has a culture that promotes safety (an increase of 13% from 2014).

150 participating employees	2013 Data	2016 Data
Injuries to employees (TRI)	5 people	4 people
Property Damage Reports in 2013	34 incidents	27 incidents
Process Improvement & Near Miss Reports	68	680
Money Spent on Recognition Program	\$31,343	\$13,260

This company had **680** “near miss” and process improvement reports in 2016 compared with **68** in 2013 prior to the program launch - a **900%** increase. This huge increase in reporting not only translates into a **safer environment** it **significantly lowered recognition and safety-incident related costs.**



This company is not just tracking near miss reports, but **actively engaging employees** to offer and implement suggestions related to near misses.

Staying safe depends on doing the RIGHT thing all day every day, even when nobody is looking.

This company has created a company-wide awareness with respect to many discrete and routine tasks. **Staying focused on the “little things” is helped with frequent reminders and reinforcements.** In the absence of this feedback, it's natural to drift away from safety practices and error prevention tools.

Given the overwhelming success of the **Committed to Safety Program**, this company is considering the launch of similar programs to recognize Sales and Service commitments.



Our company **Committed to Safety Program** has allowed us to assess, profile and reinforce our safety culture; it continues to be a staple in our safety management program and will for years to come. **CSI** has embraced our vision and the culture we were trying to create. Their understanding of employee engagement and recognition has allowed us to reach our goals.

Ryan Draper

Environment/Health & Safety Manager