



**This organisation operates hard rock and sand gravel quarries; it also transports these materials. They are used as key ingredients in the manufacturing of products like concrete and asphalt, which are essential for the construction industry.**

### History

This regional business of over 800 people has been operating in Victoria, South Australia and Tasmania for over 100 years. It has had a mature and robust Safety Management System in place for many years. Management are committed to safety and they work with employees to eliminate hazards, reduce the risk of their operations and ensure people are trained and competent. However incidents were still taking place.

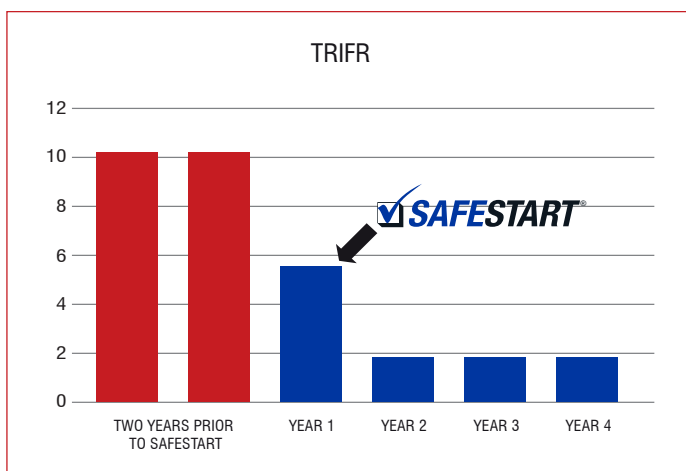
During incident investigations, it was discovered that most of the incidents were not from Safety Management System deficiencies or deliberate actions from employees and contractors, but from simple mistakes people did not mean to make.

### Implementation

After initial pilots at two sites achieved a 73% reduction in Total Recordable Injury Frequency Rate (TRIFR) within 12 months, SafeStart was implemented across all operations which included quarries, concrete plants and transport logistics.

### Results

The graph shows an 83% reduction in TRIFR for the regional business within two years of implementing SafeStart.



This performance has been sustained for a further two years by progressively skilling leaders to engage personally with employees and contractors so that everyone continues to improve their personal safety skills.

No other safety initiative was undertaken during this period.

### Comment

When people start a new job they do not only bring with them their training and competencies, they also bring their habits. Some of the personal safety habits people have accumulated throughout their lives help them avoid incidents, others do not.

SafeStart provides a new framework for thinking about safety that enables people to work on safety-related habits and build personal safety skills to avoid incidents. The techniques introduced are able to be used 24/7, not just at work but also at home and on the road.

Old habits can be overridden; but this can take a little time and effort depending on how ingrained they are. SafeStart's becomes sustainable as the organisation changes the way it thinks about safety. We all know that change happens from the 'inside out' and until we change, it is difficult to help others to do so.

Because we are creatures of habit, SafeStart needs to be modelled, encouraged and supported in order for the new safety-related habits and improved personal safety skills to embed.

According to the Regional HSE Manager:

*"After SafeStart we found people not only made less mistakes, but their ability to comply improved considerably, as did their capacity to make safer decisions. Most people picked it up quite quickly while a few needed a little help, but only initially."*