

**This organisation provides concrete placement services for varied projects from high-rise and sport stadiums to, hospitals and educational facilities.**

## History

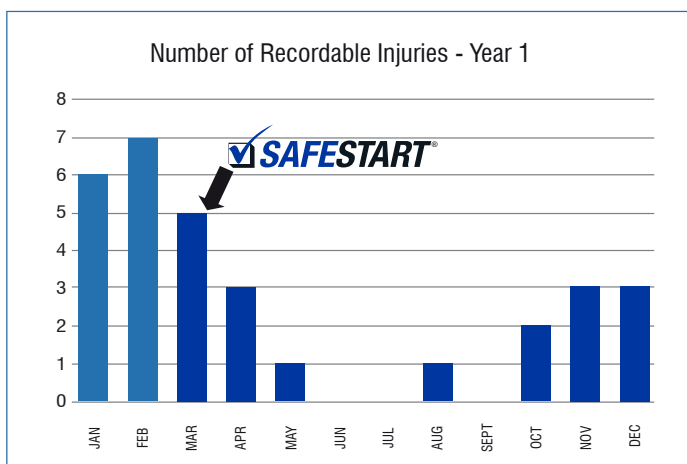
This Sydney-based business of over 200 employees has been operating for over 60 years. Safety has always been a challenge because work takes place on sites controlled by other organisations. This means that the safety requirements, although similar, are never exactly the same.

Despite a well-trained experienced workforce and a robust Safety Management System, incidents were still common.

Being unable to reduce their Total Recordable Incident Frequency Rate (TRIFR) below 110, they turned to SafeStart.

## Results

Their success was immediate. They achieved their first recordable-free month ever by the time they completed the SafeStart training. Furthermore, two out of the following three months were also recordable-free months as shown in Graph A. This resulted in a 44% reduction of TRIFR from 117 to 66 in 12 months. A considerable short-term improvement!

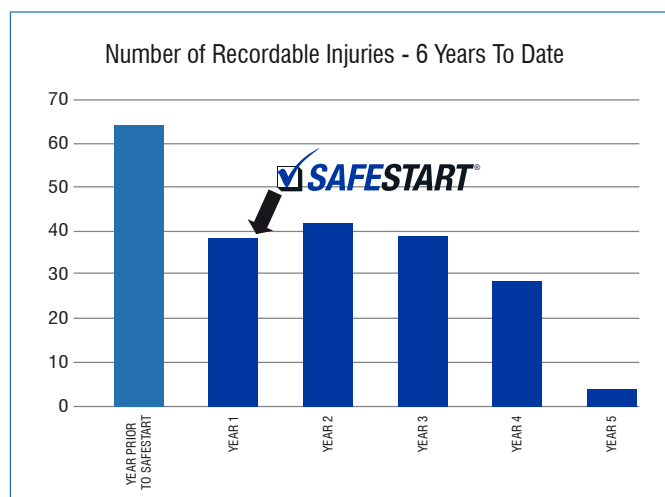


Graph A

## Sustainability

Because of production priorities, focus shifted away from safety for the following two years and performance plateaued, albeit at a lower

level than previous years, as Graph B shows.



Graph B

Given the initial success of SafeStart, management knew safety performance could be improved further. A review carried out during Year 3 re-focused attention on SafeStart and further improvements were able to be made in Year 4 and Year 5. SafeStart has enabled the business to achieve a 94% reduction in the number of recordable injuries with 5 years.

## Comment

According to the Safety Manager:

*"It is without question that SafeStart provides the right tools for our people to keep themselves safe. But in order for the right tools to be used reliably our leaders need to create the right climate. That involves leading by example, showing empathy, being engaging with stories and holding each other accountable to continue to practice the SafeStart personal safety skills until we can all do them habitually."*

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