Developing the safety culture within ISS by improving the Near Hit reporting system

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Who are ISS?

- Global Facilities Management Company – Over 30 countries
- 350,000 employees worldwide
- UK and Ireland business focusses on supporting customers in Banking, Healthcare, Education, Production, Technology and Government sectors
- 36,000 Employees in UK and Ireland
- Worked with Riskex for over 10 years
- Currently use Risk Assessment, COSHH, Safety Audit and DSE Modules

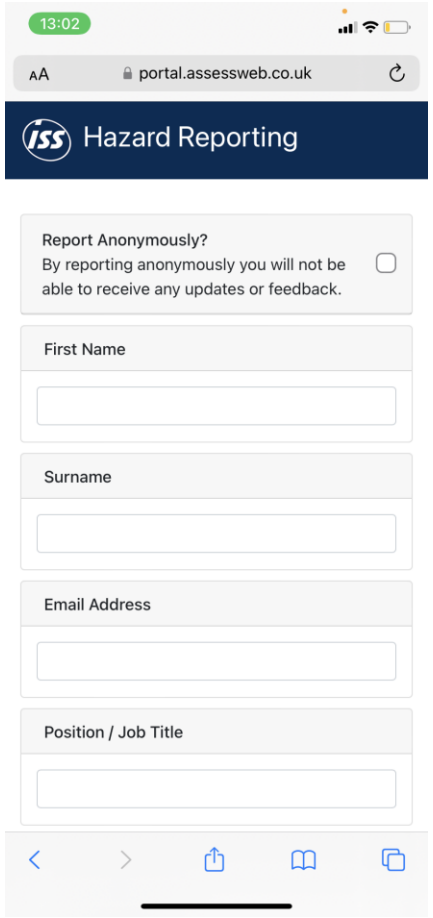
What is a Near Hit

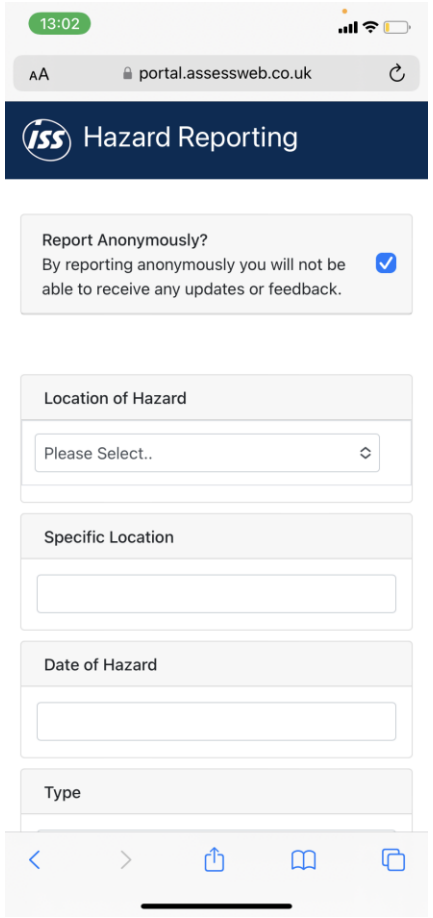
- Unplanned event, hazard or improvement opportunity identified in the workplace
- Historically recorded on paper or via Excel and submitted centrally every month
- No real understanding of trends, root cause or company wide access to MI
- No confirmation of what was done to rectify the Near Hit – reporter or business
- Need to modernise and gain a greater understanding of business risk and data for our customers
- Decided to work with Riskex to incorporate into AssessNET

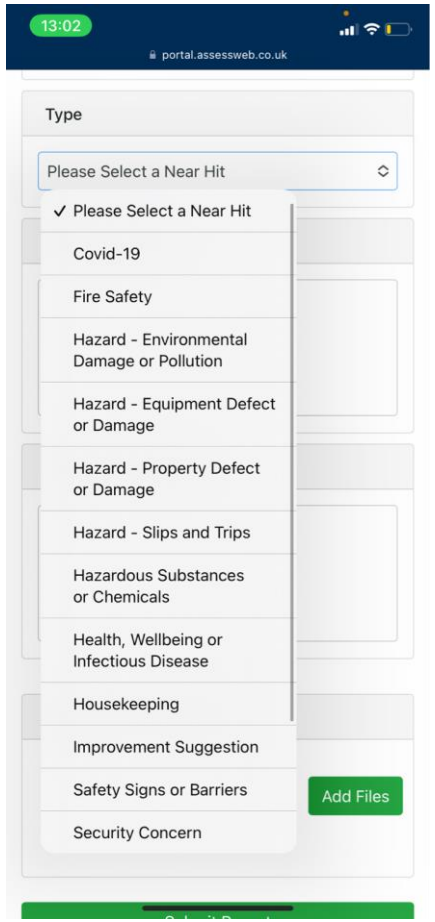
RISKEX delivering AssessNET

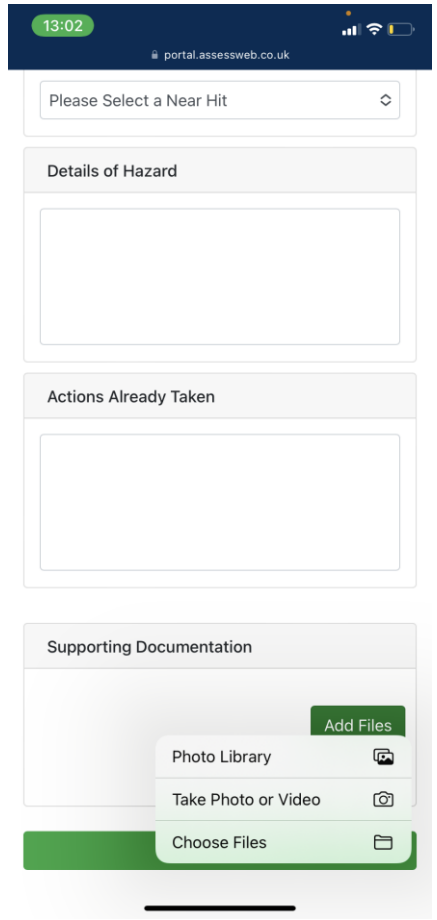
#ichoose2Bsafe GET SET WORK SAFE SPEAK UP

What is a Near Hit?









RISKEX delivering AssessNET

Pilot undertaken in Q3 2020 with 4 clear objectives

- Anyone should be able to report on any device, quickly and easily
- The system should have a feedback loop between ‘Manager’ and ‘Reporter’
- Managers should be able to review and close Near Hits as well as create and monitor actions plans where required
- Meaningful data should be available to manage risk, develop campaigns and understand trends

Anyone should be able to report on any device, quickly and easily

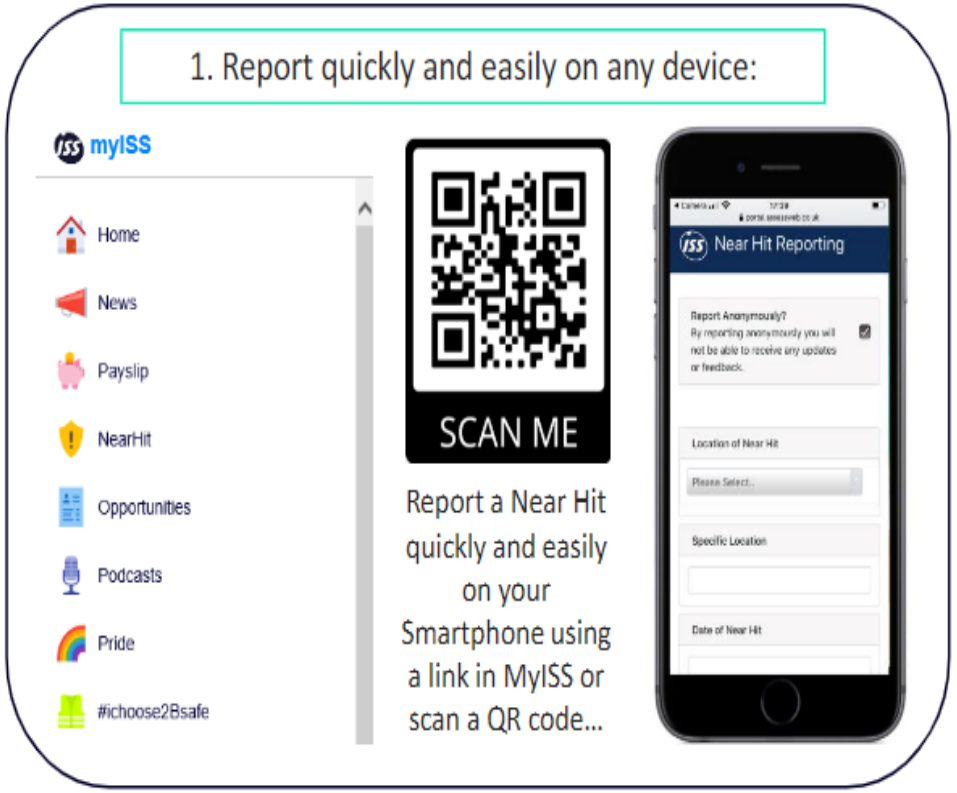
Report on phone, tablet or laptop

Mobile skin is open source so no need for a password, Account set up or ‘white listing’

Simple to use

Mirrors current structure tree within AssessNET

Can be accessed by QR Code



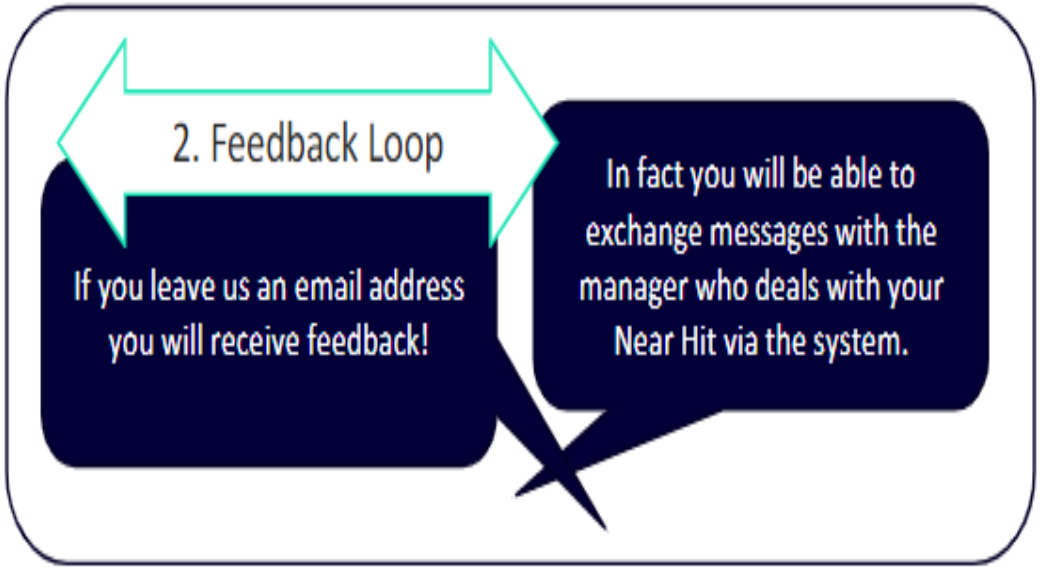
The System should have a feedback loop between ‘Reporter’ and ‘Manager’

Opportunity to leave contact details but can remain anonymous

Can not close without sending a response

Extremely useful in gaining greater understanding of Near Hit where report has triggered further questions

Gives reporter confidence that report is being treated seriously and will get a response



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Live dashboard which mirrors structure tree in Assessnet

Allows the business to drill down into Sector, Account or Site level data

3 stages of Near Hit – Pending, Active and Complete

Actions created and managed through to completion via ‘Task Manager’

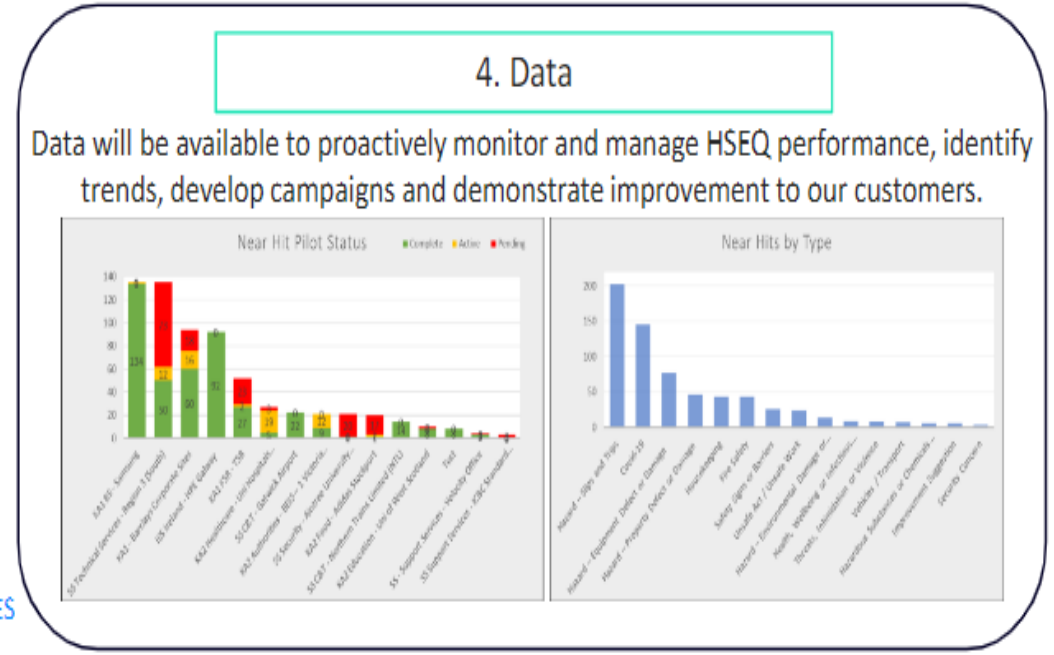
Meaningful data should be available to manage risk, develop campaigns and understand trends

Easily identify most common type of Near Hit

Identifies if particular trends are occurring at a particular Account or Location

Gives us data around specific risk for Operating Unit or Workstream so we can use as focus areas for Internal Audit

Helps to tailor our internal campaigns and communications



Prototype designed and trialled in a Pilot Project in September 2020

- 15 Contracts took part across ISS UK and Ireland
- 658 Near Hits raised in 4 weeks
- Feedback invited via email, online questionnaires and live feedback sessions
- 123 lines of feedback – developed with Riskex – went to launch in January 2021

Launched in conjunction with our 2021 ‘Safety Stand Down’

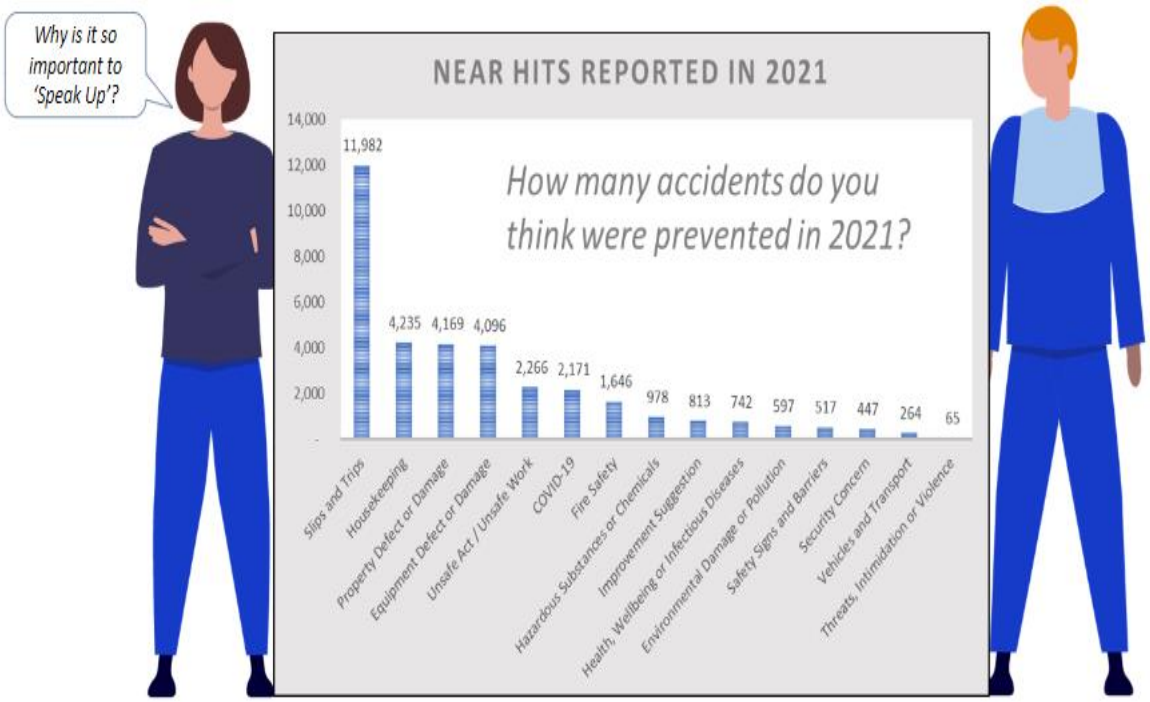
Near Hit Video featuring real life examples of Near Hits from around our business

- Formal procedure and guidance published within the IMS
- Near Hit Reporter Quick Guide
- Near Hit Manager Training Pack with audio
- Championed by our ‘Safety Leaders’ within the business
- Near Hit Posters
- Tool Box Talk

Challenges

- Staff can be hesitant to use their own devices
- Not all of our customers allow staff to have devices with them on site
- Some older makes and models of smartphone have interface issues
- Not everyone has a smartphone
- Language can be an issue for our workforce
- Near Hits being allocated to the wrong OU/Account/Location
- Managers not monitoring the system effectively
- Near Hits started but not completed

Has it worked?



ABSOLUTLEY!

- Over 35,000 Near Hits recorded in 2021 compared to 20,000 in 2020
- Customers embraced this whole heartedly
- Identified incidents which have required further investigation
- Provided real indicative data to Managers with regard to Workplace hazards
- Staff felt engaged that they could see action taking place
- Supported the 'Speak Up' pillar of the #ichoose2Bsafe campaign
- Links to other business segments such as Procurement, Training and People and Culture
- Provided focus areas for our Internal Audit Schedule
- Used to build specific Operating Unit IMS Plans and Objectives
- Made Managers and Supervisors accountability 'visible'