

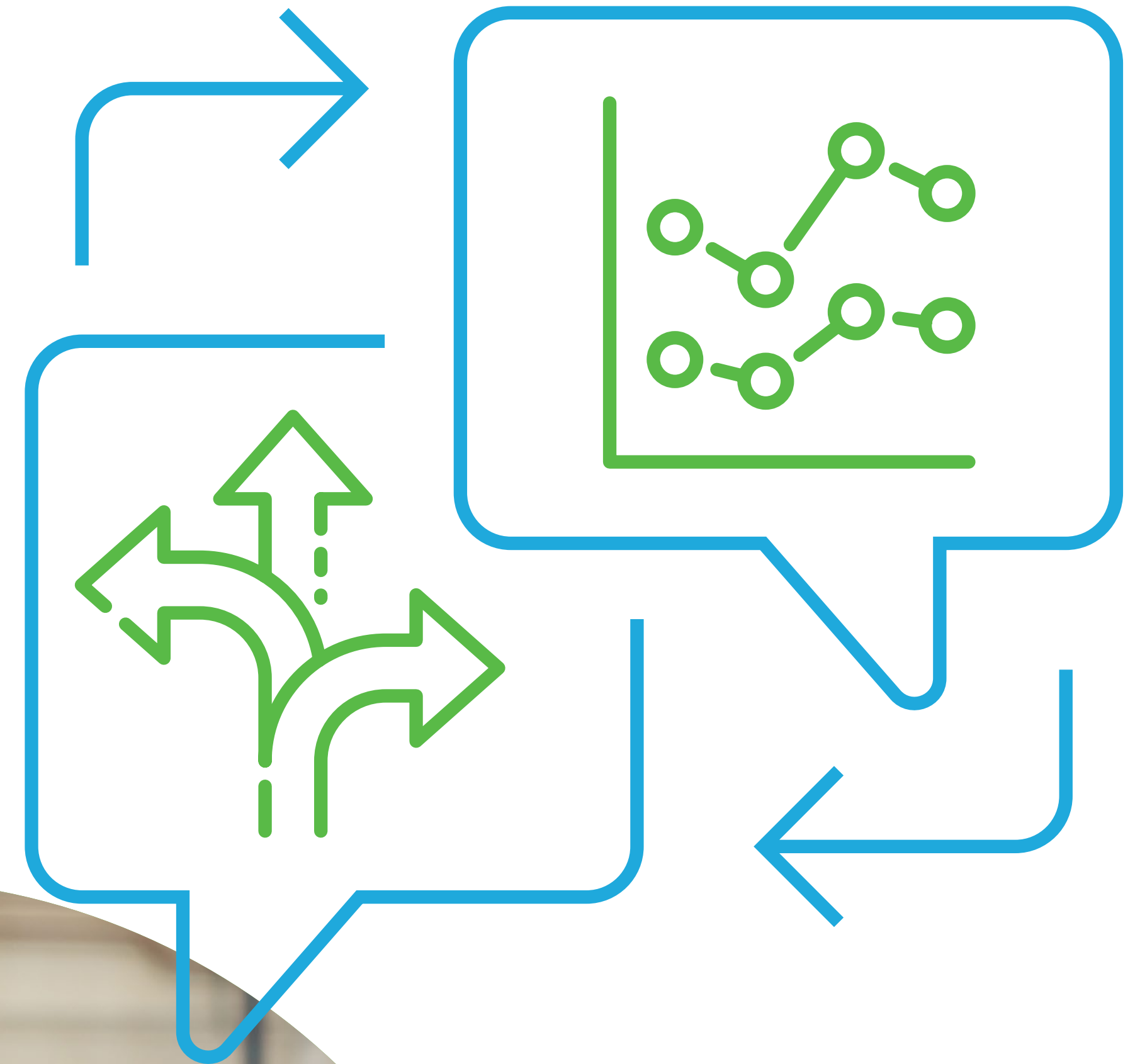
A RELUCTANCE TO REPORT WORKPLACE INCIDENTS



THE IMPORTANCE OF INCIDENT REPORTING

Incident reporting is a fundamental aspect of ensuring workplace safety, regulatory compliance, and continuous improvement within companies.

It involves the documentation and communication of any event or occurrence that has the potential to cause harm, disrupt operations, or violate regulations.



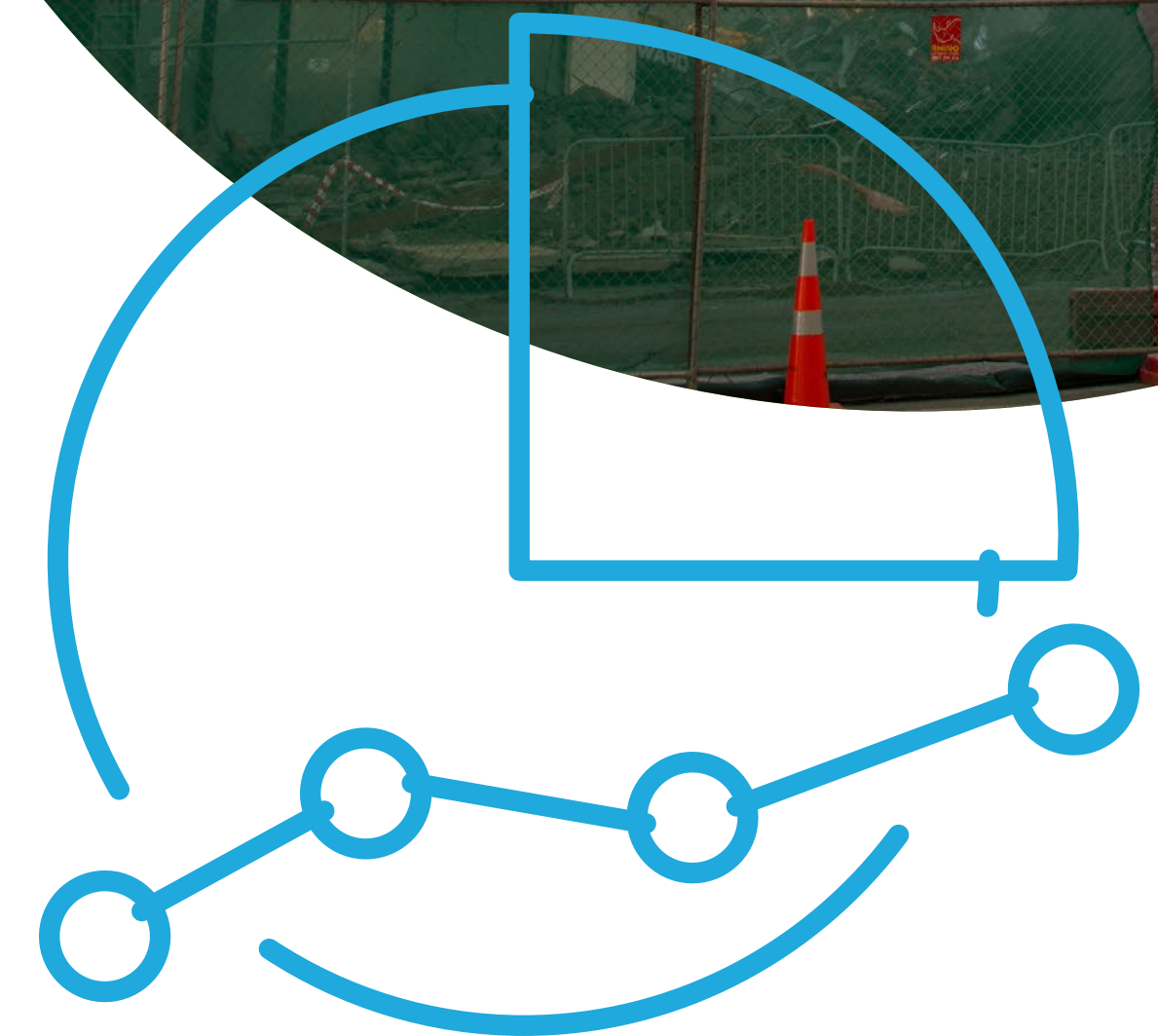
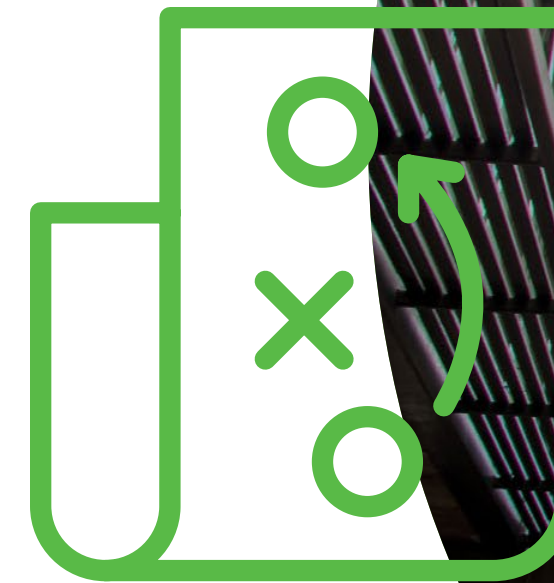
UNDERREPORTING OF INCIDENTS

Employees may hesitate to report incidents, including near misses or hazards, either because they perceive them as insignificant, or fear reprisal or negative consequences for themselves or their colleagues..... or, just not that interested and have no understanding of consequences.

A lack of clear reporting procedures can contribute to reluctance of reporting

This underreporting can lead to an inaccurate understanding of workplace risks and hinder efforts to address underlying health & safety issues.

Unreported incidents can lead to recurring problems, increased risks, and potential legal liabilities.



CREATING PSYCHOLOGICAL SAFETY

Promote an open and supportive work environment where people feel safe to report incidents without fear of reprisal.

Implement anonymous reporting options to protect the identities of reporters.



COMMUNICATION

Establish clear communication channels for reporting incidents and ensure that all employees are aware of these channels.

Provide regular feedback on reported incidents, demonstrating that concerns are taken seriously and addressed appropriately.



TRAINING AND EDUCATION

Conduct training sessions to educate employees on the importance of incident reporting and the potential consequences of not reporting.

Offer guidance on how to recognise and report different types of incidents effectively.



RECOGNITION & INCENTIVES:

Recognise and reward employees who actively participate in incident reporting, whether through formal acknowledgment programs or informal praise.

Tie incident reporting to performance evaluations, highlighting its importance in contributing to a safer and more productive work environment.

It must be noted that if the same people that would normally report incidents are the only ones doing so under the rewards system, the system is not working and needs addressing



MOBILE APPS



Mobile apps provide a convenient way for employees to report incidents directly from their smartphones or tablets.

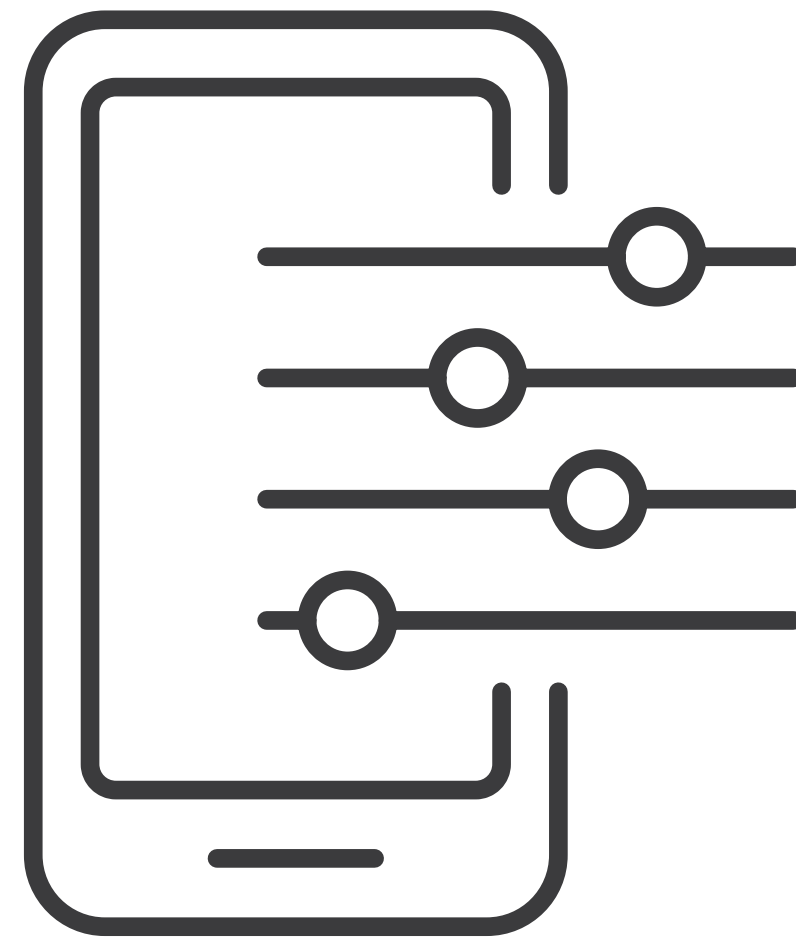
These apps may include features such as GPS tagging, photo attachments, and offline reporting capabilities, making it easy to capture relevant information even in remote locations or areas with poor connectivity.



DIGITAL REPORTING SYSTEMS

Explore the benefits of using dedicated incident reporting software or platforms that streamline the reporting process and ensure consistency.

Highlight features such as mobile accessibility, custom forms, and automated notifications for efficient incident management.



WHEN CHOOSING A DIGITAL REPORTING TOOL CONSIDER THE FOLLOWING FACTORS

Create forums for employees to voice safety concerns and suggestions for improvement outside of formal reporting systems.

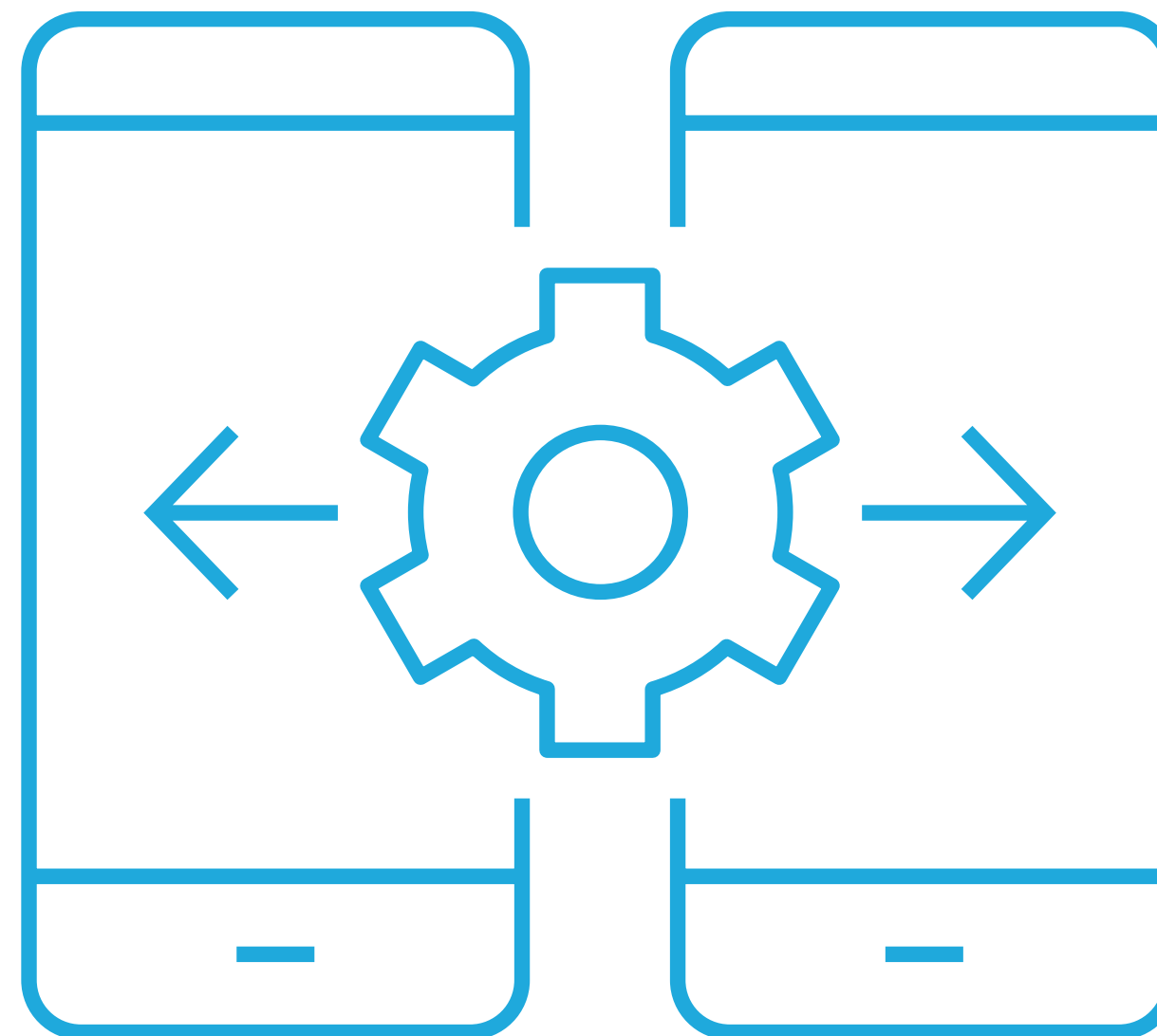
Encourage dialogue between employees and management to foster a collaborative approach to safety.



INTEGRATION WITH EXISTING SYSTEMS

- ▶ Integrate incident reporting functionalities into existing workflow management systems or employee portals to facilitate seamless reporting.
- ▶ Ensure compatibility with other organizational tools and databases for data analysis and trend identification.

Involve key stakeholders such as frontline workers, safety managers, and IT professionals in the selection process, this will help ensure that the chosen tool meets the needs of your organisation more effectively.



FEEDBACK AND ANALYSIS TOOLS



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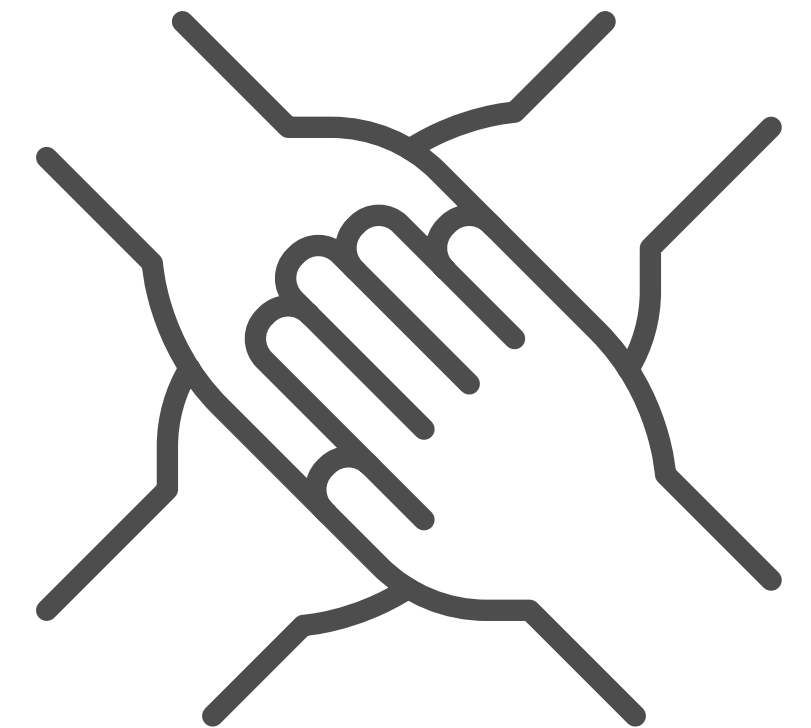
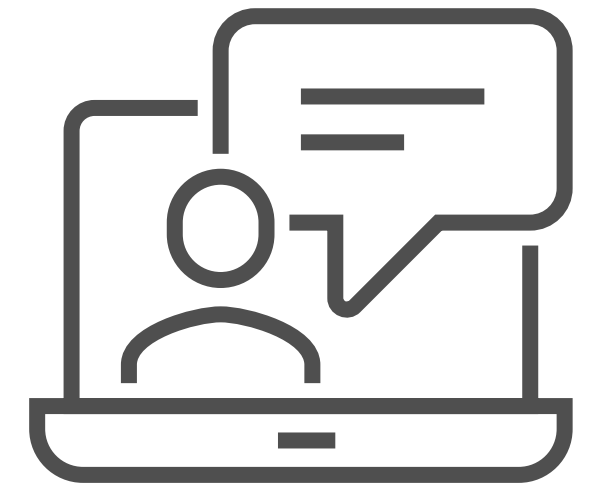
These apps may include features such as GPS tagging, photo attachments, and offline reporting capabilities, making it easy to capture relevant information even in remote locations or areas with poor connectivity.

ENCOURAGE COMPANIES TO PRIORITISE BUILDING A CULTURE OF TRANSPARENCY AND TRUST

Recognise and reward employees who actively participate in incident reporting, whether through formal acknowledgment programs or informal praise.

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NEVER WASTE AN INCIDENT

Visible actions taken by management to address reported safety concerns can significantly impact employee reporting behavior.

When workers witness tangible improvements or changes implemented as a result of their reports, it reinforces the idea that their input is valued and acted upon. This transparency builds trust between employees and

management, fostering a culture of safety where employees feel empowered to speak up about potential hazards or incidents.

Incorporating feedback mechanisms that allow employees to track the progress of reported issues can further reinforce the message that their voices are heard and valued. This can include follow-up surveys, suggestion boxes, or regular updates on safety initiatives.

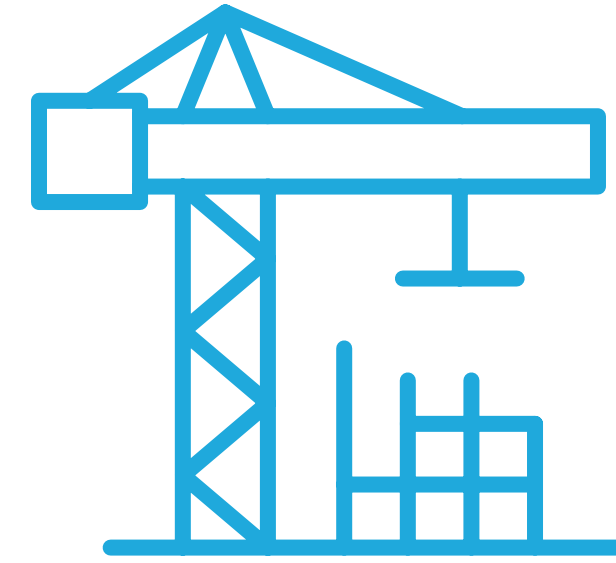


MANAGEMENTS RESPONSE MATTERS

It needs to be positive,
consistent and safe
for the worker.

Once this is observed by
the team, consistently,
over time the culture will
improve, and reporting
will happen organically.

If a manager's
(management's) response
is poor, negative,
inconsistent, no incentive
or recognition program
will improve reporting.



Healthy leadership is the
key, often HSEQ gets
left to members of the
team that have limited
influence over the work.



FINALLY

Actively involving stakeholders at every stage of the change process by seeking input during the planning phase, involving them in decision-making processes, and providing opportunities for collaboration and feedback helps towards the success of a new initiative.

