

HEALTH AND SAFETY: MOBILE WORKFORCE MANAGEMENT

For the majority of businesses within the utilities and utilities support services industries, profitability often depends on their ability to optimise safety, compliance and productivity. Irrespective of the circumstances, the human factor plays a significant role - more so than any other in the success of these businesses. The businesses within this industry, regardless of how big or small, often struggle with the management of field workers, contractors and visitors. They face many challenges that include increasing operational scale; changing safety, security and regulatory standards; calling for worker readiness and compliance management issues; and requirements for operational efficiency.

According to 2019 HSE statistics, Construction remains the most dangerous industry in the UK, with 30 fatalities between 2018/19. Besides from the human costs, Construction companies cannot afford the financial setbacks that come with noncompliance: in the UK, the conviction rate for such offences was 93% in 2017, with the average fine more than doubling, from £32,000 in 2016 to £77,000 last year.**

What is more, the causes of these fatal accidents can be attributed to the absence of real-time visibility over the construction site. Health & Safety concerns According to EY's report*, the average profit margins have fallen from 4% in 2007 to under 1.8% in 2016 across the UK's Top 100 Construction companies.

As of August 2017, the Top 10 Contractors in the UK had an average pre-tax margin of -0.5%. Vanishing margins * "UK Construction: margin pressure" There are multiple factors impacting contractors' profit margins:

**Source: HSE government statistics.

The latest applications and systems for field operation management from industry leaders such as GeoPal will significantly increase the safety management of any business within the utilities industry by providing ready access to data, regular updates and instant communication between teams in the office and workers in the field. One of the greatest risks at any workplace is how instructions and requirements are communicated to employees regarding safety procedures and risk assessments. Businesses today must review and correct any issues appropriately and communicate updates after accidents or procedural changes. Not only that, but they also need to have reliable, mobile and offline methods of recording evidence that these procedures for health and safety are being followed and that such monitoring takes place. Khan (2017) highlights the importance of a field operations solution that works offline so workers can have access to data on difficult or dangerous terrain. In addition to apps that automatically calculate and submit fieldwork hours to the back-office, mobile-based solutions which you can automate worker check-ins with the correct technology in place, monitor lone workers easily and keep them connected to the office. When it comes to emergency situations in isolated locations, it's hard to underestimate the value of such mobile access. Supervisors in the field also gain real-time visibility into remote operations through apps that provide crew identification, location, logistics, status and potential issues. Mobile capabilities such as these are helping transform the utility industry from its reliance on outmoded legacy solutions to employing versatile mobile platforms".

Incident Reporting:

In this document we outline how businesses can be transformed through the use of GeoPal's tailored field operations management mobile application – by delivering real-time performance reports to management, by delivering same-day progress reports to clients and by increasing the health and safety compliance of their workforce.

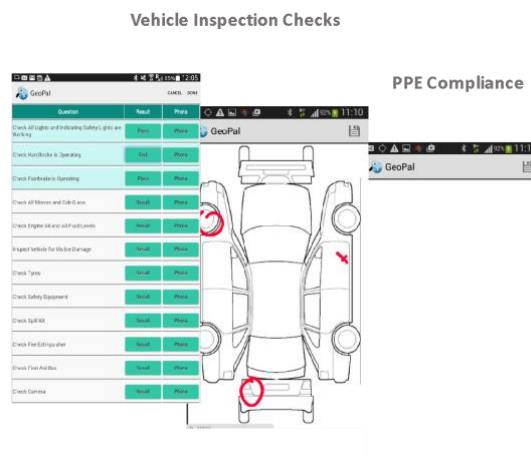
Health & Safety Compliance:

According to reports¹, 88% of Industrial accidents are caused by 'unsafe acts of persons', 10% of which are 'unsafe mechanical/physical hazards'. So, in most cases it is the person's behaviour that is the problem.

A key element of Health and Safety for Utility Contractors is encouraging field workers to take responsibility for their own safety. Technology can be deployed to promote the right behaviour on site. As mentioned in the previous section, the GeoPal app can be used to enforce Health and Safety compliance.

Workflows on the GeoPal mobile app guide the field users through the required steps for example to confirm that:

- Vehicle Inspection Checks have been completed
- Start of day safety checks have been completed
- Method statements have been read
- Risk assessment have been carried out to identify hazards and to confirm that control measures have been put in place
- End of day safety checks have been completed.



Each step of a Risk Assessment completed on the GeoPal mobile app has a score and a weighting assigned to it. The mobile app gives the field worker an instant Risk rating based on the answers and informs the worker if it is safe to proceed or not. An automatic email can be triggered to the Health & Safety officer back at the office in the event of a high-risk rating.



The GeoPal mobile app provides photographic evidence, for example, that barriers have been erected at the end of day. If an incident subsequently occurs, it can be proved that the correct safety measures were definitely put in place by the contractor.

1. https://en.wikipedia.org/wiki/Herbert_William_Heinrich

Healthy & Safety and Business Analytics with GeoPal

Safety KPIs

The GeoPal mobile app is used to record information such as:

- Start of day safety checks
- End of day safety checks
- Incident reports
- Risk assessments
- Vehicle inspection checks
- Tool talks and safety meetings

From this information, we can create Safety KPI dashboards showing data for:

- Number of safety meetings completed
- Number of safety (SHEQ) inspections performed
- Number of incidents by type
- Number of working days since the last accident
- Number of Safe / Unsafe observations
- Number of Near misses
- Number of Good Catches
- Lost Man Hours

Flexible Field Data Capture

Utility Contractors work on behalf of multiple clients across multiple utilities (Power, Water, Telecoms, etc). Each client demands a different set of reports for:

- Project progress updates
- Verification of quality adherence – e.g. compliance with reinstatement standards
- Verification of Health & Safety compliance
- Incident reports
- And much more. The following is a sample dashboard for Safety KPIs :

	This Month	Last Month	Year to Date
Director/Senior Manager Tours	3 ↑	1	4
SHEQ Inspections	16 ↓	19	35
Behaviour Observations	721 ↑	384	1105
Safe Observations	627 ↑	338	965
Unsafe Observations	94 ↑	49	143
Near Miss	7 ↔	7	14
HPI	1 ↑	0	1
Good Catch	8 ↓	11	19
Suggestions	0 ↔	0	0
D&A Tests	111 ↑	3	114

Additional Health & Safety Benefits:

Most field operations/workforce management providers offer many benefits, but arguably the most important safety benefits are within the mobile safety checklists and incident reporting. An excellent solution should provide safety checklists relevant to the job assignment and trigger an incident within the business if one occurs.

When the solution is used correctly, managers can expect:

- Health and Safety of the field workforce is of paramount importance. Enforcing Health & Safety compliance is a key management objective.
- Reduce insurance claims by 75% with enforced health & safety compliance.
- Each job step is date and time stamped on the mobile device, providing management with valuable performance metrics while also verifying worker and contractor safety through checklists, photos and signatures.

Additionally, field operations management solutions allow managers to modify jobs and responsibilities in real-time while communicating changes to the entire team. It makes staying informed simple, while also exchanging safety instructions, step-by-step job guides and risk assessments.

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