

Safety Performance Solutions Client Feedback 2010

Safety Performance Solutions (SPS) sent out an invitation to clients asking for their feedback on five significant areas. Clients selected were those who had worked extensively with SPS over the last 5 years. Some projects were single site projects while others were corporate-wide multi-site projects. Each item had a four-point scale for clients to use when rating SPS. Below is the email sent to SPS clients.

Hi SPS Clients!

Safety Performance Solutions (SPS) is asking for your feedback regarding your experience in working with us as well as results you've achieved in your safety performance. We have developed 5 items that should take no more than 5-10 minutes to complete. All responses should be emailed to the SPS Office Manager at safety@safetyperformance.com. Individual responses will not be shared. We thank you in advance for your feedback!

1. Based on your experience working with SPS, how satisfied were you?

Use the scale: 1=Very Unsatisfied, 2=Unsatisfied, 3=Satisfied 4=Very Satisfied

Response: _____

Comments:

2. As a result of the efforts and activities SPS assisted you with, how satisfied are you with the improvement in your organization's safety culture?

Use the scale: 1=Very Unsatisfied, 2=Unsatisfied, 3=Satisfied 4=Very Satisfied

Response: _____

Comments:

3. As a result of the efforts and activities SPS assisted you with, how satisfied are you with your employees' engagement in safety?

Use the scale: 1=Very Unsatisfied, 2=Unsatisfied, 3=Satisfied 4=Very Satisfied

Response: _____

Comments:

4. How satisfied are you with the impact of SPS's efforts on your organization's incident rate (e.g., has it improved, is it improving)?

Use the scale: 1=Very Unsatisfied, 2=Unsatisfied, 3=Satisfied 4=Very Satisfied

Response: _____

Comments:

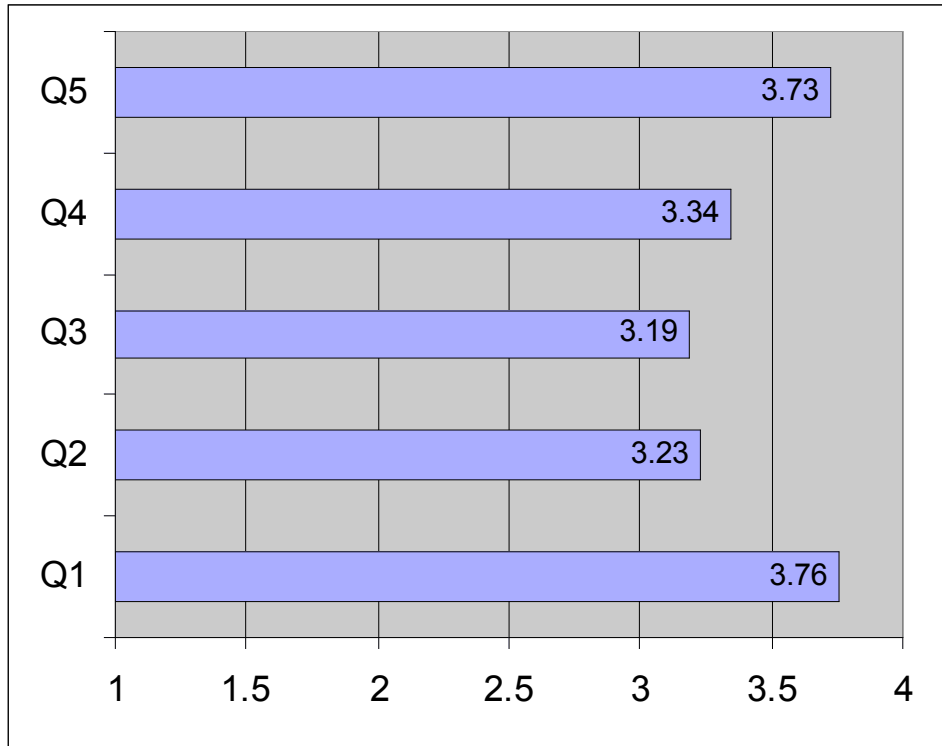
5. Would you use Safety Performance Solutions again if the opportunity arose?

Use the scale 1=Absolutely Would Not, 2=Probably Would Not, 3=Probably Would, 4=Absolutely Would

Response: _____

Comments:

Below is a summary graph showing the average of all 34 responses returned to SPS.



Many clients included safety statistics improvement graphs, but SPS pledged to keep individual data confidential unless prior approval is given to SPS by the client. Many clients also included comments on the individual items, and as the graph above displays, most of the information was very positive.

Item #1 was the highest scoring item which reads: **“Based on your experience working with SPS, how satisfied were you.”** One client SPS has worked with over 10 years wrote, “SPS has always been responsive to all of our questions dealing with all aspects of People-Based Safety. They continue to write research articles and keep us up-to-date on current issues and trends. What I like most is the personal touch they provide from each of the partners no matter what time of day – they are always there for you.” Another client wrote, “Each SPS individual has been extremely professional and helpful and has taken the time to understand and meet our needs.” Yet another client wrote, “We feel that the methods utilized in implementing our behavioral safety process were critical to our success. Working closely with SPS consultants, we were able to design and implement our program with full management support and buy-in from all personnel. SPS provided an outstanding course on train-the-trainer for our Implementation Team that not only enabled them to conduct in-house training for over 1000 employees, it also built behavioral safety champions into

our workforce. We especially appreciate the flexibility of the SPS approach that essentially allowed us to tailor our program to our particular culture and needs.”

Item # 2 reads: **“As a result of the efforts and activities SPS assisted you with, how satisfied are you with the improvement in your organization's safety culture?”** One client recently completed the SPS Safety Culture Survey for the third time and wrote “We just completed our third safety culture survey which reinforced our continuous improvement in achieving the Total Safety Culture as perceived by our workforce.” Another client wrote, “If it was possible to put a 10 for this item, then I would. With behavior-based safety, we have had a major shift in the safety culture.” Finally, a long time client wrote, “We have been on this journey dating back to 1997. There has been much improvement but satisfaction is relative to your vision of success. When we get to a place where we can live the Total Safety Culture we desire, and our results bear this transformation out, then we will be very satisfied.”

Item # 3 reads: **“As a result of the efforts and activities SPS assisted you with, how satisfied are you with your employees' engagement in safety?”** One client commented, “They not only help with the engagement but also with another key element – education. We are pulling all employees along with learning the behavioral science principles and one of the keys is the ABC’s – and the consequences being the motivator to continued safe behaviors and coaching to change at-risk behaviors.” Another client wrote, “We have always been a safety first organization. This program has improved our engagement and understanding of behavior based safety. Personal expectations have been raised.” Finally, a third client wrote, “I do not want to understate how pleased we are and this scale (1 to 4) is a bit limiting. My score of 3 represents great progress has been made. We are not where we want to be in the hearts and minds of every employee yet. When we get there, we score a 4!”

Item #4 reads: **“How satisfied are you with the impact of SPS's efforts on your organization's incident rate (e.g., has it improved, is it improving)?”** One client commented, “Our incident rate is the lowest it has ever been and we have seen a reduction each year since starting in the program. Last year we had the lowest number of injuries this company has ever had.” Another client wrote, “This is a difficult question to answer because we cannot pinpoint a specific process (planning, education, injury analysis, or all the other ES&H tools) and relate it to the incident rate. However, all projects with People-Based Safety (PBS) have improved consistently as the project progresses to completion. If we only talk about PBS, it has improved engagement of the craft and all of supervision. We are taking accountability of safety to line management and one of the processes that is helping drive the accountability is PBS.” One client reported, “We already have a very low incident rate. People-Based Safety has definitely produced more “near hit” reporting to prevent incidents.” Yet another client said, “We are currently working with a customer management team that truly believes that frequent observation is the path to success. We have made great gains with clients that were slow to understand that observing has to be part of the work product.” Finally, one client responds, “We have had tremendous results from nurturing the Total Safety Culture at our facility. We began implementation in 2003 and have been maintaining active participation in the program ever since. We have seen consistent improvement in our TRIR and our employee’s safety perception since implementation. At this time, we have achieved an unprecedented 2.5 years without an employee recordable injury, which represents over 4 million

safe work hours. We just completed our third safety culture survey which reinforced our continuous improvement in achieving the Total Safety Culture as perceived by our workforce.”

Item #5 reads: **“Would you use Safety Performance Solutions again if the opportunity arose?”** This item rated a 3.73 which is a great score. As hard as SPS strives to please every client, we know that is not always possible, and many times, it’s out of our control. One client commented, “We have been with SPS for over 10 years and have no intention of changing. Other consultants are only interested in making a large profit but SPS is truly interested in making the global work force safer and actually demonstrates their actively caring. We are willing to share our experiences with any company that is thinking about SPS.” Another wrote, “We plan to partner with SPS for as long as possible given the budget conditions.” Yet another said, “Absolutely would use SPS and still do. We just completed our three-year culture survey and will be doing leadership 360degree feedback with SPS next year.” Finally, one client wrote, “I love being a certified trainer and have trained many internal sites. I find myself promoting the program often.”

