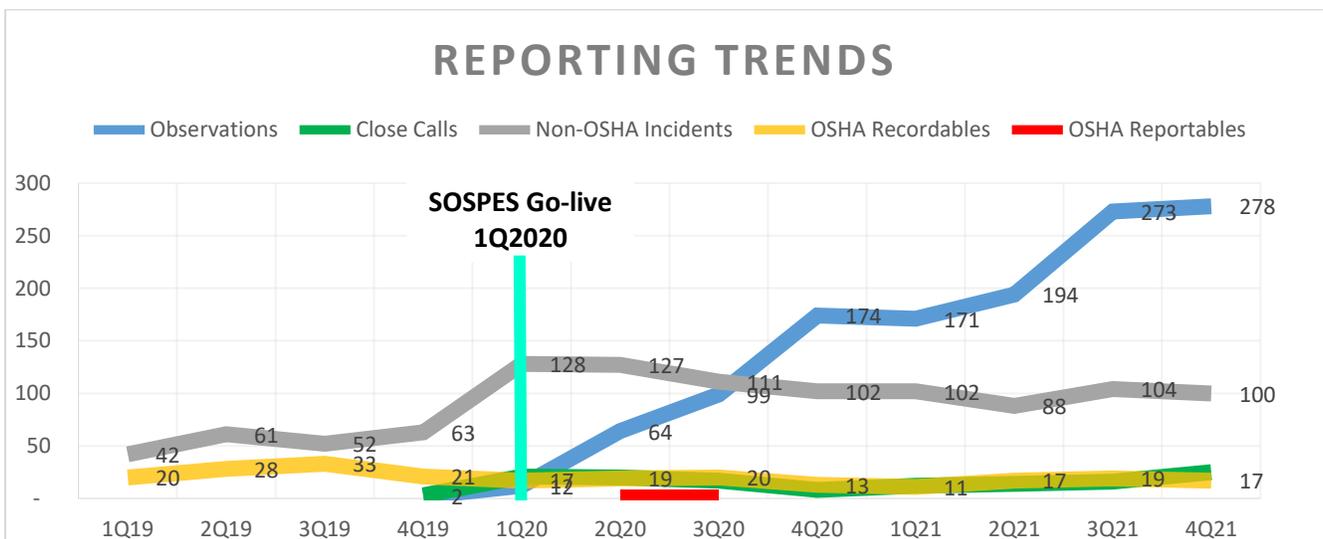


Manufacturing Case: Employee Engagement Drives Loss Reduction

A little over three years ago, Sospes was contacted by an industrial manufacturer seeking to improve its safety performance. This multi-location company had operated with paper forms and spreadsheets for years and migrating to an electronic system seemed like a daunting task. The primary selection criteria were ease of use for the employees who would be reporting from the floor, and the depth of Sospes’ analytics reporting. When they selected Sospes as their technology partner in October 2019, our teams went to work, and were ready for production go-live in January 2020.

The results were almost immediate. In the first quarter of use, non-OSHA incidents reported, such as first-aid incidents and property damage, doubled from the previous rate, a common occurrence that we see often. When employees are encouraged to report and it is easy to do so, companies get more information about their operations. At the same time, observation and close call reporting was encouraged, with a focus on hazards and other substandard conditions. The graph below tells the story:

- 1) Steadily increasing observation report volume
- 2) Corresponding reduction through the first year of all incident types
- 3) Decrease of 29 OSHA recordable incidents from the previous year, or nearly 30%!
- 4) Trends continued with a further decrease of 11 OSHA recordable incidents in 2021 over 2020
- 5) Resulting in a significant and sustainable reduction of out-of-pocket loss costs



2,800 employee manufacturing company trends over three-year period – Sospes “Go-live” 1Q2020.



Some key takeaways from our experience together:

- 1) Sospes' software was not the sole reason for this remarkable performance. Rather, it is a valuable tool that allowed the safety team to do their best work. Sospes provided significant administrative time savings and leveraged the knowledge and skills of the safety team to focus on activities with high value impact.
- 2) When the employees were engaged, the company learned a lot about their environment and had the ability to prioritize actions for improvement.
- 3) When employees saw that their input was taken seriously and acted upon, they felt their opinion were valued were motivated to participate actively. Not every report needs action – sometimes acknowledgement is enough. Sospes provided a platform for these conversations.
- 4) When management saw the positive effects from these activities, they became even more supportive, creating a virtuous feedback loop for continued program development.
- 5) Over time, as employees became more comfortable with reporting, what started out as reporting to improve safety began to evolve into reporting for general productivity improvement, another source of bottom-line savings.

If your organization is ready for a conversation with a different kind of safety software vendor, reach out today – we love what we do and are ready to talk.