

The Road to a Total Safety Culture at Norwich Park Mine

A Step Change to a Safer Future

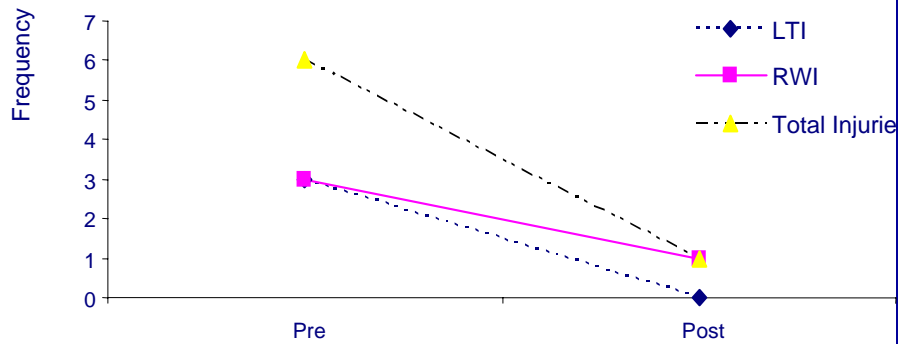


- BMA is actively pursuing Zero Harm at our Workplaces and Sites
- Traditional solution is Behaviour Based Safety programmes
- Behaviourism model assumes external motivators and consequences are required to have employees behave in safe ways
- Behavioural Theory does not take into account a fundamental human aspect – that people think and feel independently of the sometimes inconsistent reward/punishment systems
- A successful response is **Cognitive Behavioural Safety**
Which recognises that an individual's behaviour is a function not only of external influences and consequences **and** is also guided by internal attitudes, values, belief systems & self talk.

How does it work?

- Focuses upon the individual/person level precursors to incidents, such as attitudes, values & beliefs towards safety and wellbeing.
- Targets attitudes and educates participants giving an understanding of the brain, the psychology of safety, risk awareness (psychologically), personal responsibility, control and choice.
- Minimising person injuries and harm to individuals (from both a safety and wellbeing perspective)
- Moves people to a place where they are intrinsically motivated to stay safe for what is important to them.
- Builds on the gains made by Behavioural based systems and supports any existing safety systems and initiatives already in place on a site.

Injury Frequencies Pre and Post ZIP Training



#1: Opencut Coal Mine.

Post-training results:

- LTIs reduced 100%
- Restricted work injuries reduced by 66%,
- Total number of injuries down by 83.3%

Translated into

- LTIFR from 18.99 to Zero,
- TIFR from 37.98 to 6.93



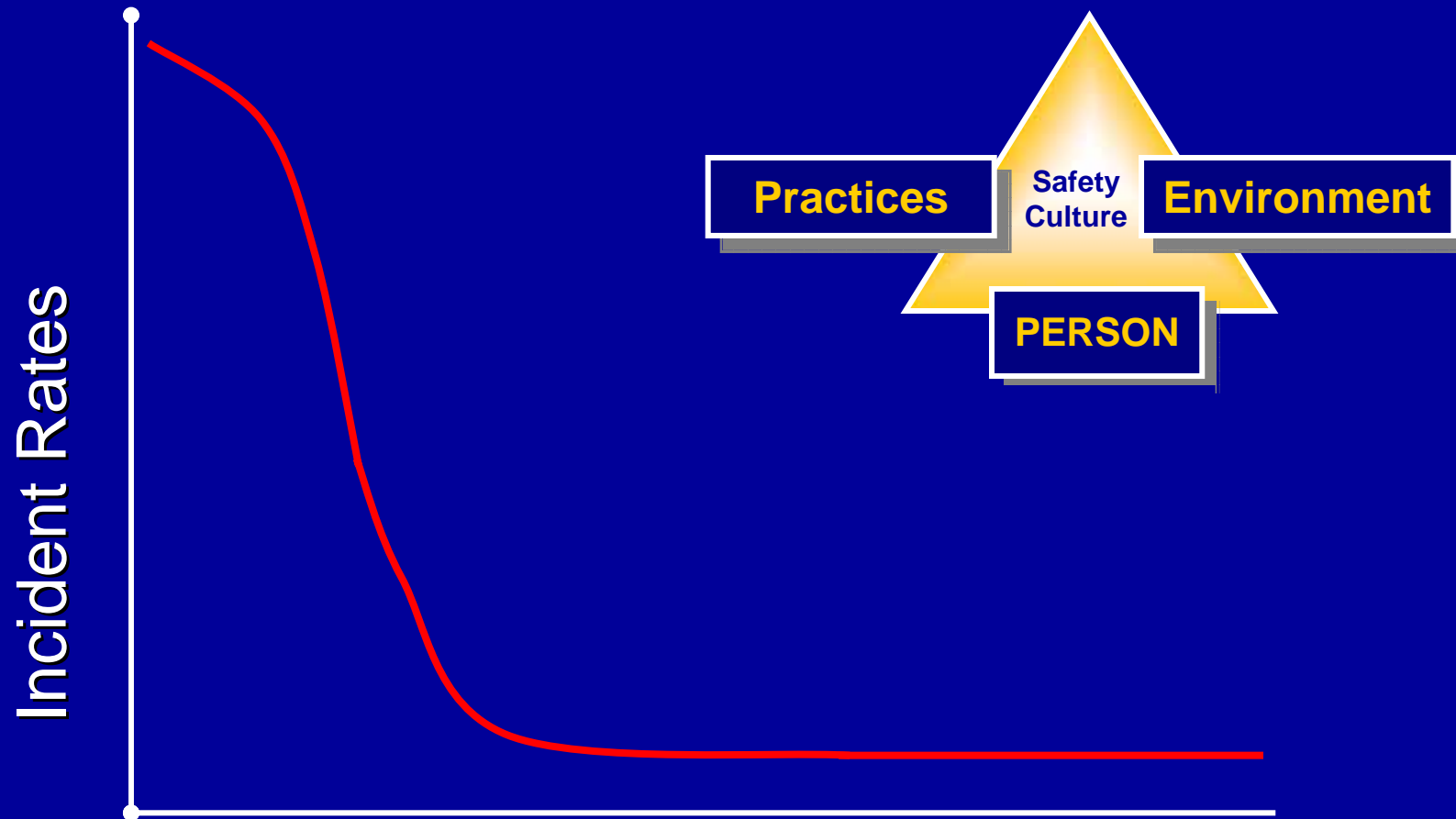
#2: UG Coal Mine.

- 12 months prior to ZIP 16 LTIs and 35 Total Recordable Cases (TRC) were recorded.
- Following the ZIP roll-out, a 55% reduction in LTIs, 31% reduction in TRCs, and a 118% increase in the number of hazard reports were achieved.
- Within 12 months post-ZIP, the site achieved 4 months LTI free
- including no person being hurt on site in an LTI or MTC during the month of December, traditionally the most challenging month for the site.

- 152 full-time and part-time employees
- Prior to ZIP, high staff turnover, poor productivity, and high levels of unapproved absenteeism.
- **Results –**
- Tools used to assist them live the Company Values, which translated into increased productivity and job performance.
- All KPIs as identified by the call centre were consistently above 95%
- **66% decrease in WorkCover claims** during the post- ZIP maintenance phases. Moreover,
- **15% increase in participant's ability to manage stress,**
- **significant increase in the reported ability to manage relationships at work and at home.**
- In the year following the ZIP-Wellbeing roll-out, this call-centre won a national award for the best call centre in QLD over 120 people.



The way we do safety



Why the plateau?

- Cognitive Behavioural Safety recognises that all three components must be developed for a company to have effective step change in safety performance
- The plateau occurs because traditionally we have not considered or enhanced the Person component
- Why have we focused on the other two components?
- One Cognitive Behavioural Safety strategy that some BMA sites are currently experiencing safety culture change with is the Zero Incident Process® (ZIP®) created by the international company Sentis Pty Ltd.



What defines Safety Culture

