

Brandon Hall

EXCELLENCE IN TECHNOLOGY AWARDS

SILVER

2016

UL's Training and Incident Management Systems Drive Workplace Safety

UL EHS Sustainability Best Advance in Learning Management Technology for Compliance Training February 2017

Company Background



Company At-a-Glance	
Headquarters	United States
Year Founded	1999
Revenue	Not disclosed
Employees	250
Global Scale	United States and Great Britain
Customers/Output, etc.	Workplace health, safety and sustainability professionals across a wide variety of markets and more than 20 industries.
Industry	Software
Stock Symbol	N/A
Website	https://www.ulehssustainability.com/

Value Proposition

The PureSafety Safety Management System features an extensive Environmental, Health, and Safety course library that gives employees the information they need to improve productivity, prevent injuries and save lives. The incident management system (IMS) within the PureSafety portal enhances a company's ability to gauge risk and uncover leading indicators before a catastrophic accident or injury occurs.



Delivering and Tracking Online Safety Training

The streamlined delivery of the online training through PureSafety improves productivity. Employees can access or manage training 24/7 from virtually any Internet-connected computer. The subject matter is targeted for workplace health and safety, and this relevant training resonates with employees' experiences to reinforce knowledge and optimize learning.

The courses are designed with high-quality course narration, music and text paired with high-resolution graphics, 3D animation and illustrations that makes the training compelling. Challenging learning activities, knowledge checks and post-tests help reinforce and evaluate the employee's knowledge.

Customizing with Content Creation System

By using the Content Creation System as part of the PureSafety Safety Management System, companies can tailor training to its culture through photos, work standards and protocol that helps make lessons stick. They also can be customized to turn incidents from the workplace into flash reports that drive home safety messages, raise awareness, enhance employee learning and help prevent future incidents.

With CCS, employers can augment lessons with external training resources, such as operating procedures, links to websites and offline training sessions. They can create customized training assessments from a group of courses or from their own content and deploy a tailored program to accelerate employee learning. Employers also can create pre- and post- tests to assess the employee's knowledge of the subject, create a survey or questionnaire that collects employee information and feedback, and deploy the safety program to all or a portion of employees.

Tracking with PureSafety on Demand

With PureSafety on Demand, organizations also can track training and completion for contract workers, assuring hired contractors are in compliance. The program offers a searchable course library with the same content as the PureSafety system and manages automated data entry, assignments and notifications and real-time tracking and reporting.



Challenge

AECOM, a Fortune 500 Company that provides professional technical and management support services globally to such markets as transportation, facilities, energy, water and government, uses UL EHS Sustainability's training library and content creation system to design custom courses to educate thousands of workers a year. The company has approximately 45,000 employees, with about a third of its workforce based in North America.

AECOM in North America needs a flexible format to ensure training compliance and successful completion of multiple levels of personnel certifications while minimizing impacts on employee productivity. The company uses a multi-step approach to safety, health and environment training. Its goal is to provide exactly the right amount and type of training in accordance with each employee's specific responsibilities, hazards they are likely to encounter on the job, and company policies and processes.

"Flexibility is critical to our ability to deliver effective training to employees, as well as the ability to complete training with minimal work interruptions," said Peter Sullivan, AECOM's acting SH&E training director. "UL has the ability to adapt to our ever-changing needs regarding subject matter while allowing us to maintain a high degree of integrity and meet our core regulatory compliance needs."

AECOM has a training needs assessment tool based on a thorough analysis of risk exposures and functional job tasks. Employees complete the assessment prior to training to determine which courses are required or recommended for the work that they do. Used in conjunction with a learning management system, the company is able to budget for and provide as-needed training, in turn reducing incidents, injuries and related costs.

"For instance, we can pick six employees who use fall protection equipment and train them to become trainers. They can then take the lead as local subject matter experts," Sullivan said. "The return on investment has far exceeded the cost of developing the needs assessment tool."

AECOM's North America operations reports:

- In FY2012, more than 4,000 assignments using 120 different eLessons were made.
- Employees completed at least 80 percent of assigned training at times that didn't conflict with professional or personal/family commitments.
 - A 10 percent decrease in OSHA-recordable incidents between 2010 and 2011.



- A 52 percent reduction in injury-related lost work days from 2010-11.
- Significant savings by avoiding training space rentals, travel for trainers, lost productivity and wage replacement costs.
- Course completion rates improved 15 percent by having employees complete training needs assessments and raising their awareness before receiving assignments.
- Employees report using the knowledge and skills they acquired during training to make their homes and communities safer.

Product or Program Innovation

By using the Content Creation System as part of the PureSafety Safety Management System, a company's training can be tailored to its culture through photos, work standards and protocol that make lessons stick. Courses also can be customized to turn incidents from the workplace into flash reports that drive home safety messages, raise awareness, enhance employee learning and help prevent future incidents.

With CCS, employers can augment lessons with external training resources, such as operating procedures, links to websites and offline training sessions. They can create customized training assessments from a group of courses or from their own content to deploy a tailored training program to accelerate employee learning. Employers are able to create pre- and post-test to assess the employee's knowledge of the subject, create a survey or questionnaire that collects employee information and feedback and deploy it to all or a portion of employees.



Unique Differentiators

UL EHS Sustainability is focused on health and safety and is backed by a team of in-house professionals who create and maintain content. They are Environmental Health and Safety experts with decades of combined experience in a wide variety of industries and often consult with customers on the courses they need most. Safety training is the core focus for UL EHS Sustainability's PureSafety portal, which includes the incident management system (IMS) designed to provide a company with needed information to gauge risk and its indicators before a catastrophic accident or injury occurs. Employees can input incidents or near misses into the IMS system.

Figure 1: Input Incidents or Near Misses into the IMS System

Х



An IMS news feed gives safety managers and supervisors quick access to relevant issues reported about their locations.

Figure 2: IMS News Feed

Portal PureSafety				Martin Simon •
Assignments Library IMS Peop	ple Reports			Settings Help
IMS CONTROL CENTER	🧠 Create 🔹 📄	Archive 🗷 Mark As + 🌚 Link +	Go To	Search: 📵
C News Feed	411	Observation - Type Observation on 07/24/2014 03:30 PM Ø Simon, Martin - fire escape blocked	9 33	٩
Events				Show: Feed Urgent Archived
7 Tasks	Reported	Assigned to Simon, Delia		
-	Open Assign	Task Create Event Archive		Assigned To: Evenyone Me
🖉 Injuries	411	Observation - Type Observation at Nashville on 07/22/2014 11:16 AM Ø Smon, Bradley - The tire tread has worm off - we should replace the tires on this forklift	🤝 30	No one
	Reported	Classifications - Forklift-Related Incidents		Enter Location
		Assigned to Simon, Carson		Filter By Status Clear Al
		10 M		✓ Reported ✓ Reviewed ✓ In Progress ✓ Resolved
	% Change the	wom forklift stelling is on forklift AS 557 - Assigned to Simon, Maria - Nor Started Dev: 1077	22/2014	Filter By Type Cear All
		ires on all the other forkilts and replace them as needed Assigned to Simon, Maria - Not Started Due: 07/2	15/2014	Coservation Rear Miss With Loss
	Open Assign	Task Create Event Archive		Filter By Risk Level Clear All
	a]]]	Observation - Type Near Miss at Memphis on 07/21/2014 04:25 PM 3 Smon, Angela - Jaime atmost lost control of the truck in the rain this moming	9 28	₩None ₩Negligible ₩Low ₩Medium ₩High
	Resolved	Classifications - Motor Vehicle Accident		Filter By Classifications
		Assigned to Simon, Maria		Select Classification 🚰 🤤
	Open Assign	Task Create Event Archive		All Classifications
	4	Observation - Type Observation at Chattanooga on 02/05/2014 01:18 PM @ Employee, Frontline - Joe Martineli wasn't wearing a hard hat and told me he did not receive training on it	9 19	
	In Progress	Classifications - PPE Acsigned to Simon, Maria		
	🖉 Pease assig	n training to Joe M - Assigned to Employee, Supervisor - Not Staned Dive 10/7	17/2014	



Injury Trends reports give users an overview of the most common reasons for injuries, and injured body parts.

Figure 3: Injury Trends

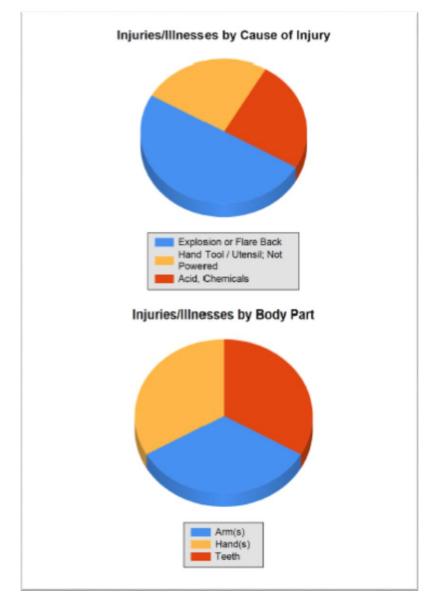




Figure 4: Safety Scorecard

9			Safety So Year	corecard 2013				Witple Location
7		80%	73	3%	2%		61	1%
Days Since Last Recordable Injury	Cor Cor	octive Action spletion Percentage	Investigat Parcanta	ton Considerion	Incidents-Resulting In Training		Training Completion Percentage	
	Severnance	Overview			Risk As	sessment		
			As of Today	Submissions	Hab	Modum	Low	Negligible
Oversive Tasks			24	Observation	2%	6%	13%	4%
Open Investigations			10	Near Man	4%	13%	21%	12%
Open Events			89	Injury	3%	12%	36%	5%
Injunies Accruing Lost Wo			3	Events	-	-		
Injuries Accruing Restrict			1	Observation	7%	10%	30%	17%
Open Submissions marke		the second second	26	Near Mass	17%	17%	17%	33%
TRC Incidence Rate (rece			1.2	hijaty			46%	19%
	Activity	Matrice			Time	Miclency		
		Year 2013	Year 2212			3	(nar 2013	Year 2012
Submissions Entered		% of Total	% of Total	% Completed < 48	Here.			
Observation		70%	74%	Submission Resolution	kon .	•	72%	39%
Near Man		0%	12%	Corrective Actions (Completion	•	25%	50%
Loss		22%	14%	General Purpose G	ungilation	•	40%	69%
Marked Urgent		25	0%	Traning Completion	Percentage	•	100%	71%
Submissions Investigat	ed	% investigated	% investigated	Investigations Corry	physicon	•	92%	79%
Near Miss.		45	0%	Event Resolution			0%	0%
Loss	•	2%	7%	Find Fix Rate		-		
Hit Ratios				Submissions		•	277129	192 34
Observation : Injury	-	154:45	142:22	Tasks		-	200 157	56184
NearMiss : Injury		23:44	23 : 22	Events		•	5310	2512
	Loss Sta	tistics			Culture	Indicators		
		Year 2013	Year 2012			2	nar 2013	Year 2012
Average LWD/Injury			95	Employees Submitts	ng l	•	20%	25%
Employees on LWD		1.80%	9 22%	Overdue Contective	Actions	•	20%	3%
Near Miss Events		2	1	Aug. Corrective Acti	ons/Submission		0.02	0.07
hig.org/Wrwaw	•	33	13	Aug. Contective Acts		-	0.51	0.45
OLD - Do not use A Prope Damage	~ 🧕		0	Retaining As Result Action		•	25%	0%
Emerson Hand Audit			0	Aug. Test Result of Training as Connective Action		•	12	0
RFR Motor Vehicle	~			Investigations Comp	and a		74%	GPN.
	Al Chanfer	tons with Losses	-	Overdue Investigation			0%	2%
		e of Injuries			Top 5 Primar	Concert land		
	Percent of T					Total Injurie		
Year 2253		Year 2012		Yex. 2013		Year 201		
Sprain / Str.	31%	Sprain / Str.	22%	Eg.prort/To	32%	Employee	-	20%
Lacection	27%	Fracture	12%	Working Envi.	22%	Working E		24%
Fracture	13%	Back Sprain/	4% T	Employee	17%	Equipment		14%
	4%	Contume	65 L	Human Factor	10%	Human Pa	actor	10%
Contunion								10%

Begant Barameters: Location/st: Detrok: Spartanburg: Animal Care, Ergont, Comm Erl Location 1, USP Loc 1, US, Mulaysia, Loc One, EBA&D, EnviroLogix, ABC Company, Location C, Pairt, Warshoule, Location 1, Alberta, MSC Location 1, Brunewski, WWTS Location 1, MB Location 2, Volt Location 1, Valit Location 2, Juning Lak, Balayreah Location Cine, MVC Dept 1, KID – Industria Carevers (Sonacci, Balleton, Internation, Grante Location 1, Grante Location 2, WC, Advanced Loc 1, Nauhule, Strata Location 1, Strata Location 2, Charlotte, Parvielle, PAP-NR – Paper North Americ



The My Reports page allows users to save the reports they use most often and run them with the click of a button.

Figure 5: My Reports

ssignments Library	IMS People Reports		Settings H
EPORTS	🔄 Run Report 📓 View Report 📑 Edit 📭 Copy 😹 Delete	Search :	
Reports	Report -	Report Type Modifie	d Scheduled
	Georgia: Employees On LWD	Employees On LWD 09/10/2	014
My Reports	My team's overdue tasks	Overdue Tasks 09/10/2	014
	Outstanding corrective actions in my district	Corrective Actions 09/10/2	014
	Tennessee Employees On LWD	Employees On LWD 09/10/2	014

Source: UL 2017

Incident Flash allows users to quickly take information about an incident from the system and put it in a format that's easy to distribute so they can notify others about incidents and provide progress updates about an investigation.

Figure 6: Incident Flash

STATE OF THE EVENT	OPEN
RISK ASSESSMENT	EVENT LOCATION: Nashville
Recurrence: Probable Recurrence	EVENT TIME: 07/16/2014 05:00 PM
	EVENT AS SIGNED TO: Unspecified
DESCRIPTION OF EVENT	
Pradley was on the production floor and	d got hit by a forklift.
Supervisor Report - With Loss on 07/1	6/2014 05:00 PM
Simon, Maria - Bradley was on the pr	oduction floor and got hit by a forklift.
Simon, Maria - Bradley was on the pr Task Assignment - General on 7/21/2 Assigned To: Simon, Maria - Place sp Status: Not Started<	014 - Due Date 8/1/2014
Task Assignment - General on 7/21/21 Assigned To: Simon, Maria - Place sp	014 - Due Date 8/1/2014 veed governors on all forklifts 014 - Due Date 8/1/2014
Task Assignment - General on 7/21/2/ Assigned To: Simon, Maria - Place sp Status: Not Started< Task Assignment - General on 7/21/2/ Assigned To: Simon, Maria - Place w Status: Not Started< Task Assignment - General on 7/21/2/	014 - Due Date 8/1/2014 eeed governors on all forklifts 014 - Due Date 8/1/2014 all mirrors in the production area.



Event Overview helps users centralize information about an incident and manage multiple injuries, investigation, and corrective actions from a single place.

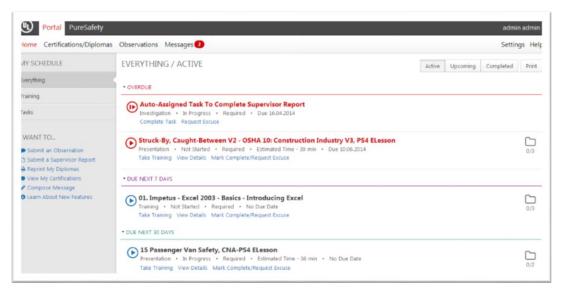
Figure 7: Event Overview

ssignments Library IMS	People Reports			Settings H
Summary	EVENT #11: FORKLIFT ACCIDENT			RETURN TO EVENT LISTING ACTION
Losses				
Actions and Investigations	Risk Analysis Questions: Incident Seventy:	Incident Probability:		
Causal Analysis	Marginal	Probable Recurrence	×.	
Corrective Actions	Potential Severity of Injury:	Potential Number of Employees at I		
	Loss of limbs / eyes or permanent serious illn ≚	51 or more persons	×	
Conclusion	Frequency of Exposure:			
	Constantly			
	Actions and Investigations:			
	Investigate forklift paths-Assigned To Simon, N	fatie - Due ce 02/21/2014	Not Started	
	Review new hire training program for forklift			
			Not Started	
	Corrective Actions:			
	Place speed governors on all forklifts- Assigned		Not Started	
	Place wall mirrors in the production area Assic			
			Not Started	
	Schedule a safety talk about appropriate speed on 08/01/2014		Simon, Carson -Due Not Started	
	06/02/2014		Not started	
	Owners			
	👌 Simon, Martin		fark as Complete	

Source: UL 2017

UL EHS Sustainability's PureSafety training portal is designed to be clear, easily navigable, and user-friendly.

Figure 8: PureSafety Training Portal







As part of the PureSafety Safety Management System, the Compliance Matrix report allows administrators to establish training requirements and track progress against them. Health and safety professionals often struggle to evaluate how their organizations measure with respect to overall training goals. In addition to tracking employee compliance with required training, it's also important to be able to quickly identify training gaps or areas where employees might need to be assigned training. Further, training administrators can evaluate course completion by training type, organizational unit or group and identify gaps where training should be assigned.

Figure 9: Compliance Matrix

Previous 0/1 Notif Last Compliance Matrix Compliance Matrix People Accident Investigations Analysis - OSIAL Industry Job Alds, PS4 eLesson NR Legal Safety Industry Job Alds, est entrol Date - People Accident, Industry Job Alds, PS4 eLesson Test Curriculum, PS4 eLesson 5.3 LSMS Login Responsibilities 15 Passenger Small Van, Pure Safety Association of the Pure Safety Association of the Pure Safety Association of the Pure Safety Association of the Pure Safety 10 Pure Safety Association of the Pure Safety Association of the Pure Safety 10 Pure 10 Pure 10 Pure <th>s02.puresafety.com/Reportin</th> <th>g/Report/RenderHTMLReport</th> <th></th> <th></th> <th></th> <th>v Cl 🛃 - Go</th> <th>ogle</th> <th>P 🟠</th> <th>由非合</th>	s02.puresafety.com/Reportin	g/Report/RenderHTMLReport				v Cl 🛃 - Go	ogle	P 🟠	由非合
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Berline Compliance Matrix fax(005) People Image: Second Seco									
People IC IC Legal Software attax(005) and R00(15) and R00(15) and R00(15) and R00(15) and R00(15) and R00(15) Software Legal Software So	rn to Reports 🖨 Print 🧎	Save As PDF 🐻 Save As Excel 🐑	Save As Data 🐻 Ad	d to My Reports					
Compliance Matrix	Previous 1	of 1 Next Last							
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Beople Eastes (Organization Unit) Legand Colspan="4">Legand Colspan="4">Colspan="4" Colspan="4">Colspan="4"Colspan="4">Colspan="4"Colspan=		Compliance Matrix							
Accident Investigation and Root Cause Anatyle's – OSHA Debe menet Date – Deb Metra (Organization UNF) Stel - Metra (Organization UNF) Metra (Organization UNF) Metr	Tool and the second sec								
name Test Curriculus 15 Passenger Ass name Analysis – OSHA Alcohol Aværenes Test Sal LSM S Login 15 Passenger Sal SM S Login	oc(005)	People		ŀ	IR		Legal	Sa	lety
Industry Job Add, PS4 eLesson Pure Safety Irraining Use met Date - Image: Corganization Unit) 0 0.0% 0.	real(002)		Investigation and Root Cause Analysis – OSHA	Awareness Test,			(1), WebEx Video-	Small Van (Sample) Test,	Asbestos Awareness
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It Year Y http://www.iti.com/actional/organization/Unity 0.0% 0.0% 0.0% 0.0% 100.0%		Halfax (Organization Unit)	-	0.0%	0.0%		0.0%		0.0%
Nate Montreal (Organization Unit) - 0.0% 0.0% 0.0% 0.0% 100.0%		London ON (Organization Unit)		50.0%	0.0%	8	0.0%	0.0%	100.0%
		Montreal (Organization Unit)	-	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
		Toronto East (Organization Unit)	100.0%	66.7%	0.0%		33.3%	100.0%	0.0%
	-	Toronto West (Organization Unit)	-	0.0%	0.0%		0.0%	0.0%	100.0%
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Source: UL 2017

• Targeted, relevant training resonates with employees' experiences, and minimodules reinforce knowledge and optimize learning.

• High-quality course narration, music and text paired with high-resolution graphics, 3D animation and illustrations make training compelling.

• Challenging learning activities, knowledge checks and post-tests help reinforce and evaluate employee knowledge.

• Training can be tailored to any company's culture through photos, work standards and protocol to make lessons stick.



• Courses can be customized to turn incidents from the workplace into flash reports that drive home safety messages, raise awareness, enhance employee learning and help prevent future incidents.

Figure 10: Global Safety Library



Source: UL 2017d

Courses Offered in Six Languages

Studies show that people learn, understand and retain information best if it is taught to them in their native language. Thus, the courses are offered in six languages. In terms of safety training, comprehension increases when learners can give their complete attention to the content without first needing to mentally convert the information into their first language.



Misinterpretation can lead to lower productivity, lost revenue, more serious injuries and loss of life, especially in high-risk sectors such as manufacturing, oil and gas exploration, and construction. The Occupational Safety and Health Administration (OSHA) estimates that language barriers are a contributing factor in 25 percent of job-related accidents. Moreover, the U.S. Centers for Disease Control and Prevention found that fatal injury rates were 69 percent higher for foreign-born Hispanic workers than for native-born Hispanic workers.

In 2010, OSHA directed compliance officers to observe whether employers provide employees safety training in a language they understand and in 2013 extended similar training protections to temporary workers. Employers who fail to properly train their employees are subject to citations and penalties. While OSHA cannot mandate that safety training be given in any language other than English, the agency seeks to protect workers who speak English as a second language. OSHA has a compliance assistance website for Spanish-speakers and other resources for Hispanic workers and employers.

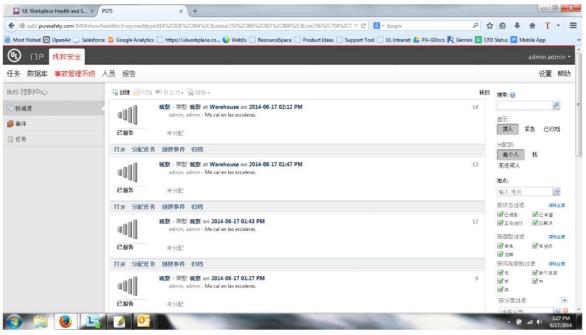


Figure 11: Languages Settings



Measureable Results

UL's PureSafety software solution allows Caterpillar[®] dealers to offer courses and track training compliance year-round at multiple locations. An award-winning company, HOLT CAT is the authorized Caterpillar[®] heavy equipment and engine dealer in 118 Texas counties. Established in 1933, HOLT[®] sells, services and rents Cat equipment, engines and generators for construction, mining, industrial, petroleum and agricultural applications.

Challenge

While workforce safety has always been a priority, HOLT CAT owners Peter Holt and Allen Archer realized in 2005 that they had unintentionally let it slip to a back burner while they were preoccupied with building their business.

Re-focusing on safety as a core value, one of their first steps was to ask their 1,800 employees for their opinions. Using a 100-question safety perception survey with categories including recognition, training and leadership, they were surprised to find that training – an area they thought was adequately covered – received particularly poor marks.

In response to the safety perception survey, the company assembled four crossfunctional, quality improvement teams (later reduced to three) to address specific lowscoring areas, according to Noe Cisneros, director of Safety, Security and Environmental Culture.

The training team learned that the company's approach using a few contractors and inhouse professionals to periodically teach safety classes onsite was neither frequent enough nor comprehensive enough to satisfy employees' requirements.

"We needed to cover all of our locations with not three but 10 to 12 topics a year," Cisneros explained.

The investigating team asked the question: "How do we logistically provide up to 12 quality classes a year for every location with no exceptions?"

Solution

The team chose UL's PureSafety Safety Management System for such its content creation and incident management tools, access to a library of more than 700 courses with many in Spanish, and course completion and exam tracking capabilities.



Employees report that they appreciate the course content. "The people look current, not like they are from the '50s," said one employee, who recalled the old-school, dry approach to video safety training. Employees say that the narration is interesting and the pacing accommodates different learning styles. Cisneros said Spanish translations are equally as well received.

"We were impressed when we learned that UL offers an intuitive, accessible online learning management system that covers every possible subject we would need and want to share with our employees," Cisneros said. "The support was outstanding from the start. We found UL to be very creative and innovative. They were willing to work with us to satisfy our needs."

Results

A key barometer of success with the training system is a corresponding decline in workrelated injuries: In the four years following the implementation of the PureSafety system, the company's injury rate dropped by about two-thirds.

While pleased with these results, Cisneros believes the greatest benefit is employee buyin for safety principles and long-term behavior change. The PureSafety Safety Management System is part of a broader company initiative to instill a safety culture that includes management by walking around, periodic safety campaigns focused on specific risks and encouraging employees to share their ideas on ways to improve safety practices.

Some of the company's safety efforts feature performance incentives such as gift cards at major retailers. For example, company drivers who fall under U.S. Department of Transportation regulations have a chance to earn points toward gift certificates if they undergo voluntary quarterly vehicle inspections. Volunteers with excellent scores also are pleased when they are recognized in the company's newsletter.

"We now have 1,800 safety practitioners who can speak intelligently about the different types of exposures we face," Cisneros said. "They can articulate specific issues affecting their roles in the company, model their behavior and apply what they have learned in day-to-day operations."

Customizing Safety Training

Coca-Cola Bottling Co. Consolidated, the nation's largest independent Coca-Cola bottler operating across 11 states primarily in the Southeast, customized course content to meet the unique needs of the bottling industry.



A corporate administrator establishes monthly training goals for company employees, but administrators at the local level operate the training system, handling tasks such as adding and deactivating trainees and assigning lessons. They also monitor training completion statistics and provide that information to upper management.

The company's previous training system was not meeting needs in several key areas:

• Data Consolidation. The system did not accurately report company-wide training completion percentages, so CCBCC had to manually evaluate, edit and re-calculate the data.

• Status Reporting. CCBCC wanted reports automatically generated and sent to local managers before the end of the month to show which employees had not completed their training. The system did not provide such functionality.

• Content Development. Developing new content meant sending specifications to a third-party partner who would create the requested material and return it for review. The back-and-forth process, especially when reviewing new content, often took several weeks.

Solution

CCBCC partnered with UL EHS Sustainability in January 2009 and acquired the PureSafety Safety Management System, the Content Editing System and the Content Creation System. CCBCC is able to edit and create customized lessons, presentations and tests inhouse.

Local supervisors and managers automatically receive weekly reports naming their direct employees whose training is overdue or not yet started. This data facilitates follow-up, which helps achieve an overall training completion percentage between 97 and 100 each month.

The reporting aspect of the system gained credibility with the senior management team who now monitor reports as part of the company's standard safety dashboards.

Results

With other safety programs and UL's solution, there has been a nearly 25% drop in workers' compensation claims and a 40% drop in auto liability claims.

• Employees can take pre-tests to determine their familiarity with subject matter. A score of 90% or above allows them to test out of some of the routine annual training.



• The system has improved the training accountability of the management teams and is recognized by the executive safety committee.

• Employees have responded positively to the ease of use, the quality of the courses and the flexibility of being able to access the system from any computer.

• CCBCC currently uses the PureSafety Safety Management System to train more than 4,600 employees at 54 locations and plans to roll out to additional sites in the future.



About Brandon Hall Group

Brandon Hall Group is a HCM research and advisory services firm that provides insights around key performance areas, including Learning and Development, Talent Management, Leadership Development, Talent Acquisition, and HR/Workforce Management. With more than 10,000 clients globally and more than 20 years of delivering world-class research and advisory services, Brandon Hall Group is focused on developing research that drives performance in emerging and large organizations, and provides strategic insights for executives and practitioners responsible for growth and business results.

Inspiring a Better Workplace Experience

Our mission: Empower excellence in organizations around the world through our research and tools each and every day. At the core of our offerings is a Membership Program that combines research, benchmarking and unlimited access to data and analysts. The Membership Program offers insights and best practices to enable executives and practitioners to make the right decisions about people, processes, and systems, coalesced with analyst advisory services which aim to put the research into action in a way that is practical and efficient.

Membership Offers Tailored Support

Our membership delivers much more than research. Membership provides you direct access to our seasoned team of thought leaders dedicated to your success, backed by a rich member community, and proactive support from our client services team.

RESEARCH ACCESS & EVENTS

- Reports
- Case Studies, Frameworks & Tools
- DataNow[®] & TotalTech[®]
- Webinars and Research Spotlights
- Annual HCM Conference

ADVISORY SUPPORT

- Ask the Expert
- 1 on 1 Consultations
- Research Briefings
- Benchmarking



CLIENT SUCCESS PLAN

- Your Priorities
- Executive Sponsor
- Client Associate
- Monthly Meetings

Strategic Consulting Offers Expert Solution Development

Our consulting draws on constantly updated research and hundreds of case studies from around the globe. We provide services that simplify and target efforts to produce business results.

BENCHMARKING

- Competitive/Comparative
- Maturity Model
- Custom Research

STRATEGY

- Business Case
- Planning
- Organization & Governance

TECHNOLOGY SELECTION

- Vendor Selection
- Architecture Design
- Systems Evaluation

DEVELOPMENT & INTEGRATION

- Program Design
- Assessment
- Survey
- Process Integration

For more information, contact us at success@brandonhall.com.