Ensuring the safety of staff & remote contractors

OSPRI

OSPRI was formed through an agreement between industry and government to manage two world-class programmes – NAIT (National Animal Identification and Tracing) and TBfree New Zealand.

NAIT captures data to trace individual livestock movements, while TBfree New Zealand's mission is to eradicate bovine tuberculosis from New Zealand cattle and deer herds, with pest management a fundamental part of the strategy.

New Zealand relies heavily on agriculture as a significant proportion of its export revenue. OSPRI is recognised internationally as a leader in disease management, and it plays a critical role in protecting New Zealand's primary industries.

The Challenge

OSPRI manages a workforce of staff and contractors in stockyards and rural locations throughout New Zealand.

This distributed workforce, often working in remote locations, presents an extra challenge for OSPRI in ensuring its people are safe and that it is meeting health and safety obligations.

Hazard and incident information must be distributed among OSPRI staff but also among the staff of the various companies contracted to OSPRI.

The Objective

The core objective for OSPRI in this project was to ensure 100% risk awareness throughout the organisation, and to increase both product usability and engagement in health and safety across all OSPRI staff and contractors.

The concept of 360 degree communication was important - the reciprocal flow of information between contractors and administrative staff.

The Solution

In May 2016 OSPRI began to use SaferMe safety apps to track hazards and incidents across its multiple work locations. OSPRI chose SaferMe for a tailored solution which allows risks and hazards to be reported, presented on a map relative to a user's location, and shared with all OSPRI staff and contractors. As staff and contractors are often working in remote areas with no internet access, the SaferMe app's offline capability was essential.

Contractors working in the field identify and report hazards, and are able to instantly share that information with OSPRI who can then distribute it back to all of its contracting companies in the form of alerts. The app makes it quick and easy for contractors in the field to report a hazard and alert other staff and contractors of that hazard, and then facilitates a conversation between administrative staff and contractors about the hazard, through to a resolution.

The Results

OSPRI branded mobile and web apps were deployed to contractors and staff for use when working in remote offline areas. Staff and contractors now have access to a growing database of dangerous locations, with over 18 million data points, including detailed sinkhole locations and photos, a specific hazard for OSPRI contractors.

This has helped to improve awareness of hazards, and therefore the safety of the OSPRI workforce.

"Our staff and contractors work in some of the most remote areas of the country", says James Knapp from OSPRI. "Knowing that they can receive and share information about risks to their safety without delay is incredibly valuable to our organisation and gives us confidence that our people are safe in their work."

18 months on, OSPRI has expanded its program to also manage signs warning the public of operations going on in a particular area. OSPRI contractors now use the SaferMe app to check and confirm the presence of a sign in a particular location, with the location of the check recorded so that an auditor can easily verify the check has been made.

SaferMe has continued to improve the functionality of the app for OSPRI, with highly detailed topographical maps and LINZ (Land Information New Zealand) satellite maps included.

SaferMe has also developed a team function to allow OSPRI contractors to manage their staff efficiently by grouping them into teams.

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How OSPRI uses SaferMe

- OSPRI users simply open the app on their phone as they approach a location to immediately see nearby risks on a map.

- Users receive instant alerts of any hazards or danger nearby.

- To report a new risk, users open the OSPRI app and "push the red button".

- Databases are updated in real time, so verification that the risk reporting process has been completed can be recorded.

- To confirm the presence of a sign in a particular location, OSPRI users open the app on their phone and change the state of the sign report at that location to verify they have checked the sign.

- The state change triggers a recording of the location the phone was at when the state was changed, thereby verifying the contractor was at the sign when it was checked.

SaferMe training & support

- An initial training session was held at OSPRI's Dunedin office to teach field managers how to use the app.

- SaferMe attended the OSPRI Roadshows to promote uptake of the app.

- All OSPRI staff who had been onboarded to the app were called after a week, to follow up with those who had not logged in.

- OSPRI users are called at regular intervals to check on their experience with the app.

- Help and documentation for the OSPRI app was made available, including a YouTube channel with help videos.

Get in touch with us to find out how SaferMe can make a difference to your organisation.

SaferMe

info@safer.me | www.safer.me

AU 1800 843 776 | **NZ** 0800 848 633 | **UK** +44 20 7193 9657 | **SV** +46 7217 50659