

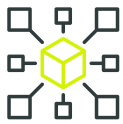
USE CASE

Behavior-Based Safety Observation (BBSO)

Real-time safety monitoring workflow
for increased uptime and productivity

Behavior-based safety (BBS) remains widely practiced across field service as a critical approach to ensuring jobsite safety, especially in high-risk industries like oil and gas and industrial manufacturing.

BBS has a documented history of effectiveness in reducing incidents significantly and applicability to a wide variety of field service applications. By preventively encouraging safe behaviors at the individual level, service organizations can ensure that they are mitigating risks to workers, assets, and the business, companies foster a sense of collective responsibility and accountability for safety. Technology is now playing a larger role in BBS, with digital tools that enable real-time visibility into workers, teams, as well as systemic factors.



Challenge

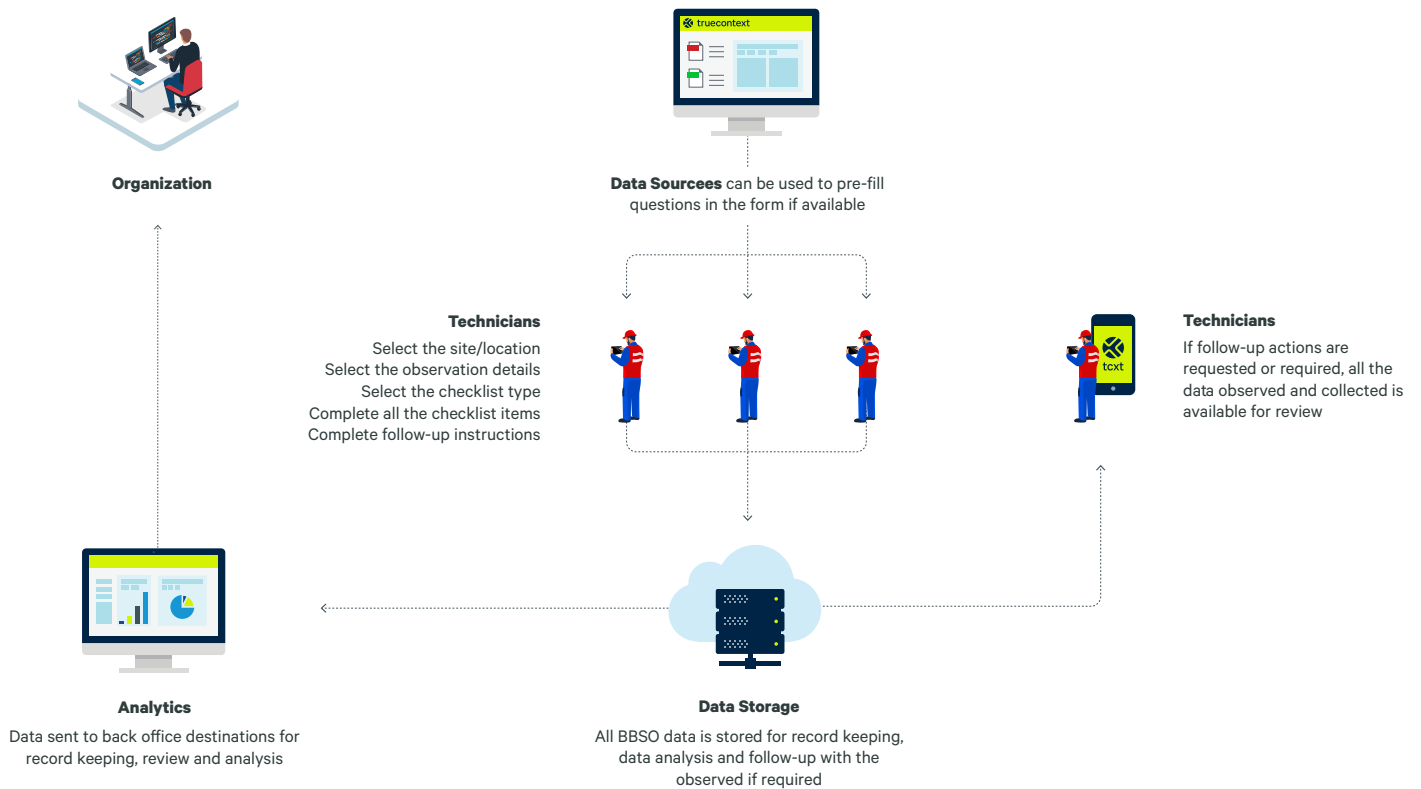
BBS has been around for decades, but field service organizations (FSOs) still often rely on paper processes to track worker safety on jobsites. This defeats the purpose of monitoring technician behaviors to mitigate incidents and injuries before they happen, along with financial and legal risks to the business. With manual process, companies cannot catch unsafe behaviors – improper use of equipment, neglect of PPE, unsafe handling of hazardous materials – in real time and can only make changes or adjustments after the fact to prevent future incidents. While supervisors onsite can provide immediate, constructive feedback to workers, situations where only peers are involved may not be as productive in ensuring jobsite safety due to lack of knowledge of standardized protocols. Reliance on paper – and the required manpower to properly process it – also slows trend analysis, creating longer windows of non-visibility into emerging safety risks in the field.



The Solution

TrueContext has designed a ready-to-deploy BBS Observation (BBSO) Workflow that addresses the challenges of paper-based safety documentation. Our solution is a singular form that incorporates everything your technicians and supervisors need to observe safety behaviors in the field, including the necessary knowledge to perform these observations effectively. The BBSO Workflow helps your teams easily identify and correct unsafe behaviors and provide insights into risky practices. With this form, the technician can select their location and who they are observing, and are then served full checklist based on the nature of the work, allowing your business to collect comprehensive, detailed data in real time.

The data collected by using this workflow is date stamped and sent back to your office and stored in the appropriate locations, such as integrated systems of record, without requiring any manual processing by office staff. With this data, you can generate reports and analytics at any time, allowing you to drill down into specific incidents or zoom out for broader view of your operations. Field safety insights will allow you to make strategic, data-driven decisions related to other concerns, such as reducing downtime and improving productivity and efficiency. All data is also easily accessible, making regulatory compliance, reporting, and audits much more seamless.



Outcomes

▶ REAL-TIME VISIBILITY

Unsafe behaviors can be immediately identified and corrected before incidents can happen.

▶ INCREASED PRODUCTIVITY AND EFFICIENCY

Lower incident rate means technicians can perform service with fewer interruptions.

▶ ADOPTION OF SAFETY CULTURE

Making safety a direct part of service allows technicians to see their role in ensuring it across the organization.

▶ IMPROVED JOBSITE SAFETY

Guidance from the BBSO workflow help field teams accurately spot safety risks on site.

▶ REDUCED ASSET DOWNTIME

Data-driven operational decisions can be scaled across the service organization to reduce asset downtime through safety.

▶ BETTER COMPLIANCE

Easily accessible data on important safety metrics streamlines regulatory compliance.

Workflow Features



FORMS

- Repeatable sections
- Push to repeat
- Data source (List of pre-defined locations, employees and contractors, and safety checklists)
- Data destination (Repeatable destination outputs configuration)



DOCUMENTS

- Full log of observed safety procedures and violations
- Technician signature
- Custom document layout is also available



DATA & ANALYTICS

- Extraction of list report data to Excel is also available

