

# Hazard and Near Miss reporting as a positive safety indicator



# Tech support

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# Housekeeping

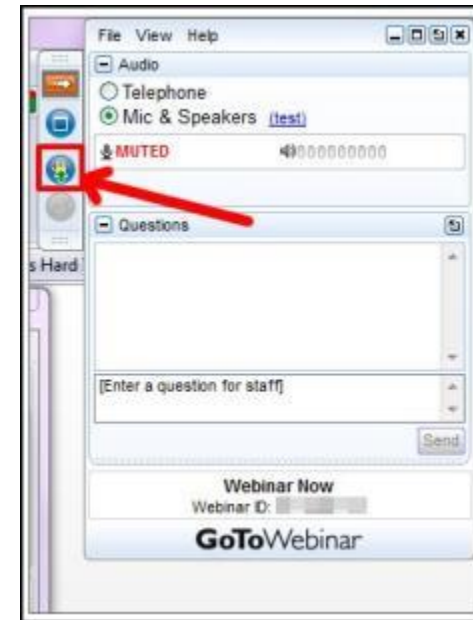
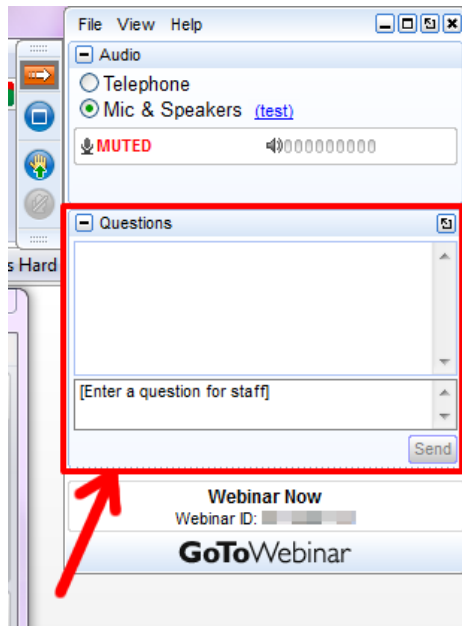


Webinar is 30 min

Question time 15 min



# GoToWebinar functions



Please type your questions here

# Today's presenter

## Richard van Beveren

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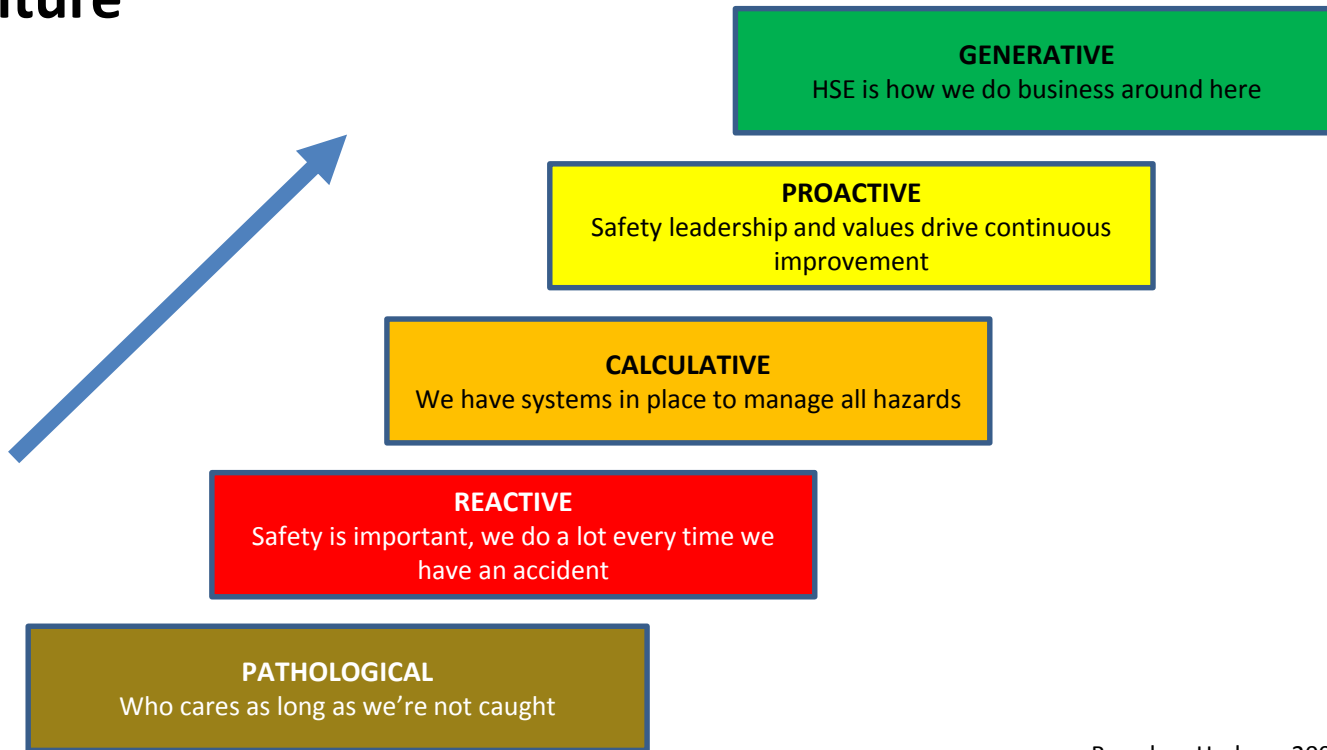
# Overview

- Hazard and near-miss reporting as a positive indicator at Robert Bosch Australia Pty Ltd
  - Why?
  - How?
  - Results to date.
  - Where to from here?
- Questions / Discussion



# Why focus on hazards / near misses?

## 1. Culture



Based on Hudson, 2007



# Why focus on hazards / near misses?

2. **One person's near miss will be another person's injury or environmental spill**
  - Shared common causes
  - More data



# Why focus on hazards / near misses?

## 3. Prevention is preferred

- Not all incidents can be 'fixed'
  - Injuries have permanent impact
  - Environmental damage may not be able to be undone.
- Even if incident can be fixed, doing so is typically expensive.
- You are in control at the prevention stage, you may not be in incident response.



# Dealing with hazards / near misses

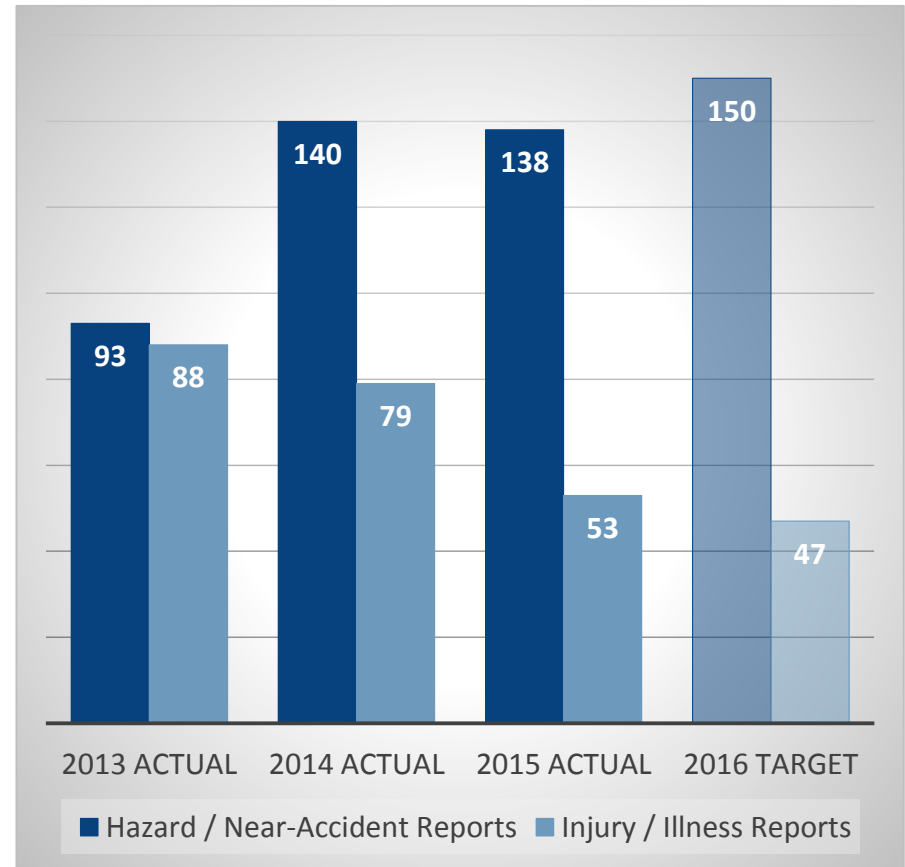
- **Classify hazards and near misses as incidents**
  - Same systems and processes
  - Same escalation requirements
  - Investigation and root-cause analysis as appropriate
  - Corrective & Preventative Actions tracked & verified
  - Lessons learnt shared
  
- **BUT do not over-complicate**
  - Provide simplified initial reporting mechanisms
  - If it's 'just fix it' then 'just fix it'
  - Push into 'full' process only when warranted

# Encouraging reporting

- **Keep it simple**
  - Bosch has added ‘hazards’ to it’s intranet facilities maintenance reporting tool.
- **Demonstrate ‘no blame’ and responsiveness**
  - Show changes are implemented in response to hazard reports.
- **Establish positive KPI for hazard and near-miss reports**
  - They are happening, you want to see them addressed
  - Embed KPI in business plans and individual manager goal agreements
  - Track KPI regularly, report business areas against each other

# Bosch experience to date

- Minimal 'silly' reports
- Solid indicator of HSE engagement
- Strong correlation to reduced injuries
- Excellent alternative means of validating or improving existing risk assessments



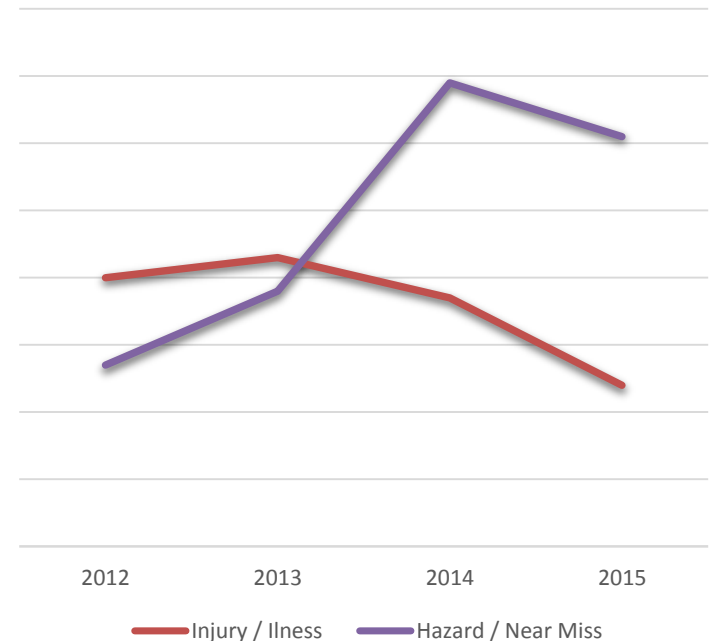
# Questions?



# Department experience - logistics

- Strong correlation of increasing hazard reports and reducing injuries
- Employees clearly able to see action taken in response to hazard reports raised
- Significantly improved HSE Culture
- Worksafe Victoria feedback as a benchmark logistics operation

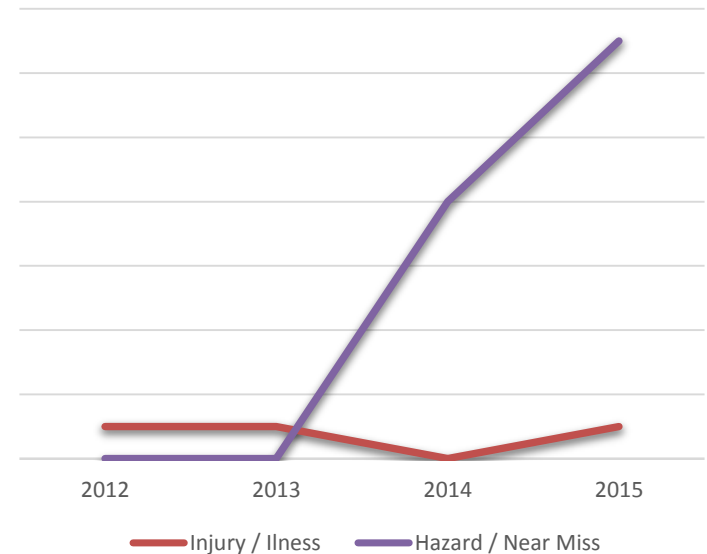
RBAU-LOG Injury/Illness vs. Hazard / Near Miss Reports



# Department experience – chassis systems

- Injury rate is not the driver
- Example hazards raised and actioned;
  - Review of vehicle types and fit out.
  - Safe driving training overhaul.
  - Review of checks on customer supplied vehicles.
  - Review shift-work and working hours for OS and resident engineers.
  - Review confirmation of customer competence in test driving.
  - FireReady app for use by drivers at remote test facilities
  - Housekeeping, storage and manual handling review.

RBAU-CC Injury/Illness vs.  
Hazard / Near Miss Reports





# Where to from here

- Continue path through 'proactive' culture to a 'generative' culture
- Hazard and near miss reporting is part of everyday expectations of all as part of Bosch 'Safety Basics'
  - It's not something special or something we need to make a big deal about, it's just how we work.
- Distinguish hazards from near misses and drive these separately.
- Increase attention on RCA.



# Questions?



# Thank you for your participation today

**For further information, please contact:**

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