



PEER® **A Dynamic Behavioral Safety Leadership Process**

B-Safe Management Solutions Inc.

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<https://peer-leader.com>

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Who are BSMS Inc?

- Specialists in Safety Culture, Safety Leadership & BBS
- Operate in 62 Countries
- Experience in 25 Industrial Sectors
- 25 year successful track record working with Fortune 500 /
Footsie 100 clients
- Based in Franklin, Indiana, USA

*Our goal is to help clients create a culture of safety awareness
and accountability so that nobody gets hurt.*

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What is PEER®?

PEER® is:

'A dynamic Behavioral Safety Leadership process that helps to create
a *safety partnership* between management and the workforce
by facilitating
positive engagements with employees about risk-taking behavior.

Suitable for all workplaces

Proven to make a difference

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Why PEER®?

Develop managers key leadership communication skills to exert the maximum influence on people's safety behavior, to help create a strong, positive and sustainable safety culture.

- Improves people's safety behavior by up to 86%
- Reduces lost time and minor injury frequency rates by around 35%
- Creates better business continuity, thereby increasing productivity — by avoiding incidents, accidents, breakdowns and process failures
- Reduces insurance premiums by around 30%
- Improves standing and reputation among suppliers, clients and partners.
- Leads to better all-round economic performance

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How does PEER® work?

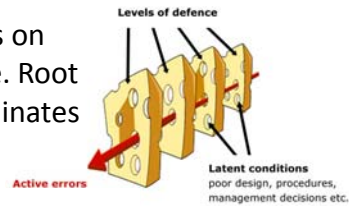
Company personnel observe workplace activities and engage people in conversations to reinforce their safe behavior or change unsafe behavior.



Back in their workplace/office, they access PEER® software, hosted on our secure server, and enter their observations, discussions, and any corrective actions requiring follow-up.



The site PEER® administrator provides feedback & focuses on the build-up of underlying incident-causing conditions (i.e. Root Causes) identified by the safety leaders. Fixing these, eliminates many unsafe behaviors at a stroke!



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PEER® Process Overview

Regular Observations



1-2-1 Discussion

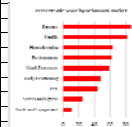


Enter Data



Follow-up with Fixes

Examine data



Celebrate Success



Monthly Management Feedback Meetings



PEER® is a simple, easy to operate Behavioral Safety Leadership process

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Implementing PEER® - Training

Train Safety Leaders half day classroom / half day field



Observing, Feedback & Coaching Skills

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PEER® eCard - Behavioral Focus

*Access & Egress
Barriers
Body Positioning
Driving
Environmental
Equipment Use
Health
Housekeeping*

*Heavy Materials Handling
Isolations / Purging
Manual Handling
Mechanical Lifting Operations Mobile
Machinery
Personal Protective Equipment (PPE)
Use of Tools
Work Processes*

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PEER® eCard - Track *Potential* Serious Injuries & Fatalities (SIFs)

87% of SIF's are identified from safety observations / conversations



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PEER® eCard - Track *Potential* Serious Injuries & Fatalities (SIF)

NON-ROUTINE SITUATIONS

Deviation from Normal Operations (Upset)
Emergency Shutdown
High-Energy Potential
Loss of Containment
Process Instability
Process Upsets
Unexpected Changes
Unexpected Maintenance
Unusual/Non-routine Work

Key SIF Exposure Categories

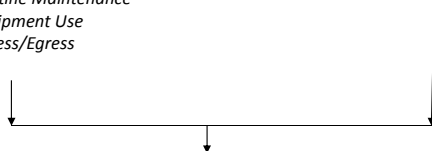
Mobile equipment Confined space entry
Jobs that require lock-out tag-out
Lifting operations
Working at height
Manual handling
Chemical handling
Walking on same level
Dropped object
Use of tools

Impact

Life Threatening
Life Altering
Temporary Disability

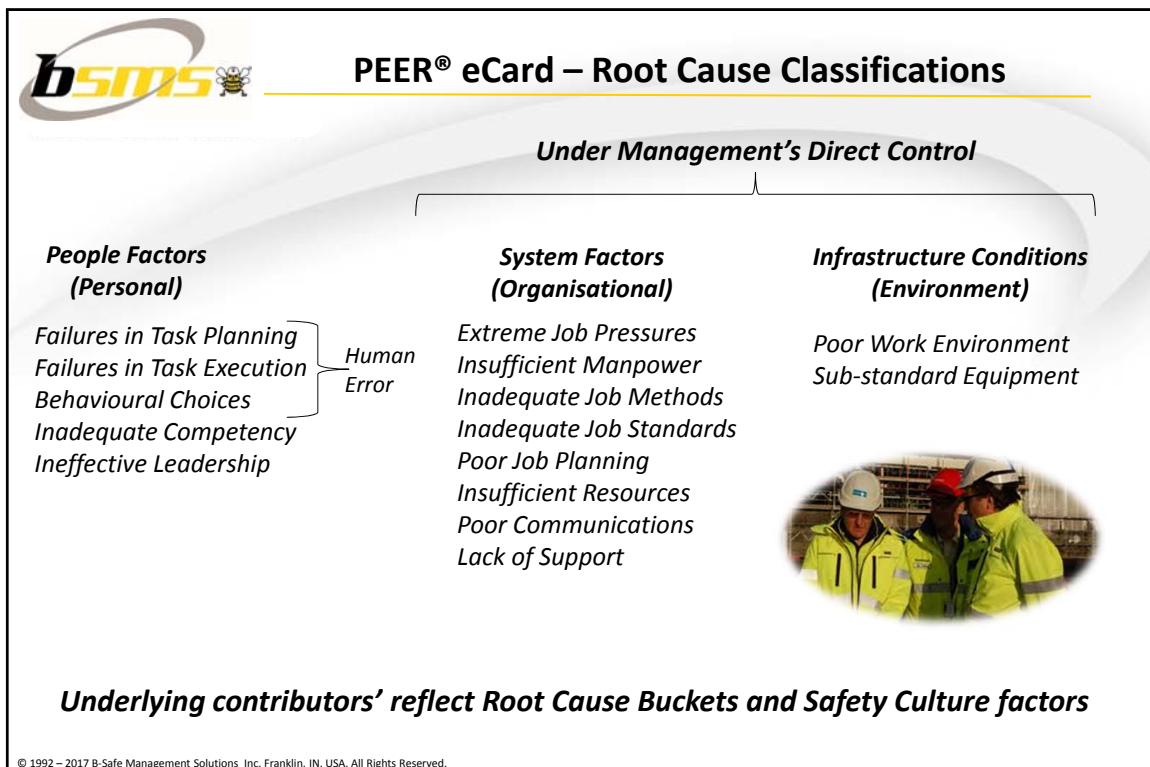
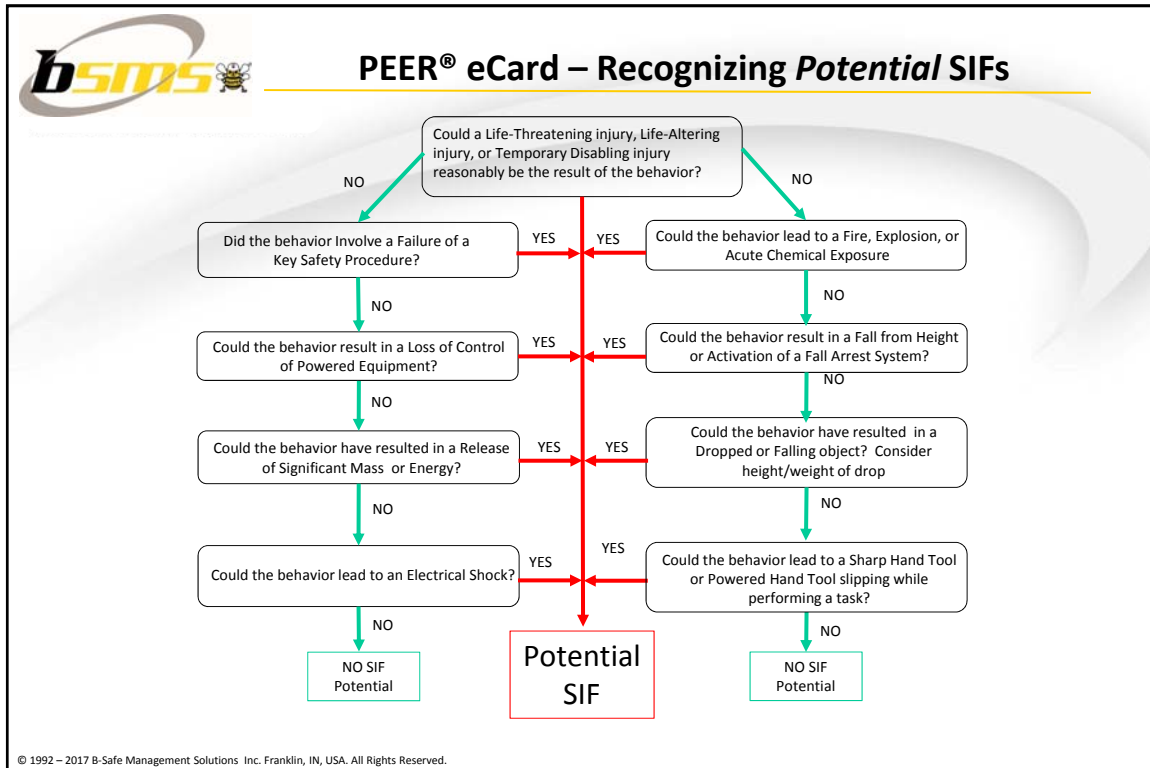
ROUTINE SITUATIONS

Routine Maintenance
Equipment Use
Access/Egress



Underlying Contributors

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Implementing PEER® - Monitor Performance

- Give performance feedback to site personnel
- Focus on eliminating potential SIFs
- Fix Corrective Actions
- Keep senior management informed about progress
- Celebrate successes

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PEER® eCard Behaviors - Quarterly Dashboard

Percent Safe Score by Behavioral Category	Last 4 Weeks	Last 3 Months	3-6 Months Prev.	6-9 Months Prev.	9-12 Months Prev.
Access and Egress	0.0%	82.1%	70.5%	59.0%	71.1%
Barriers	80.0%	85.7%	89.6%	57.6%	76.5%
Body Positioning	66.7%	91.4%	87.0%	66.7%	83.7%
Driving	0.0%	0.0%	66.7%	25.0%	0.0%
Environment	63.6%	71.4%	64.5%	62.5%	71.4%
Equipment Use	0.0%	0.0%	0.0%	23.5%	0.0%
Health	100.0%	93.8%	70.0%	62.6%	66.7%
Heavy Materials Handling	0.0%	0.0%	0.0%	75.0%	0.0%
Housekeeping	75.0%	83.5%	84.2%	78.5%	79.4%
Isolations/Purging	0.0%	0.0%	0.0%	83.3%	0.0%
Manual Handling	0.0%	0.0%	0.0%	22.7%	0.0%
Mechanical Lifting Operations	0.0%	0.0%	0.0%	20.0%	0.0%
Mobile Machinery	0.0%	0.0%	0.0%	47.4%	0.0%
PPE	0.0%	91.4%	75.4%	53.5%	84.4%
Use of Tools	83.3%	80.0%	70.8%	52.5%	87.8%
Work Processes	77.8%	91.3%	90.1%	74.4%	83.3%
Overall Percent Safe Score	73.8%	85.0%	79.2%	58.0%	79.0%

Is people's safety behavior improving? Look at the difference in Percent Safe Scores over the past year. Have they got higher? If so, is there a reason to celebrate? If not, is there serious cause for concern? Which Behavioral Categories do the Safety Leaders need to focus on?

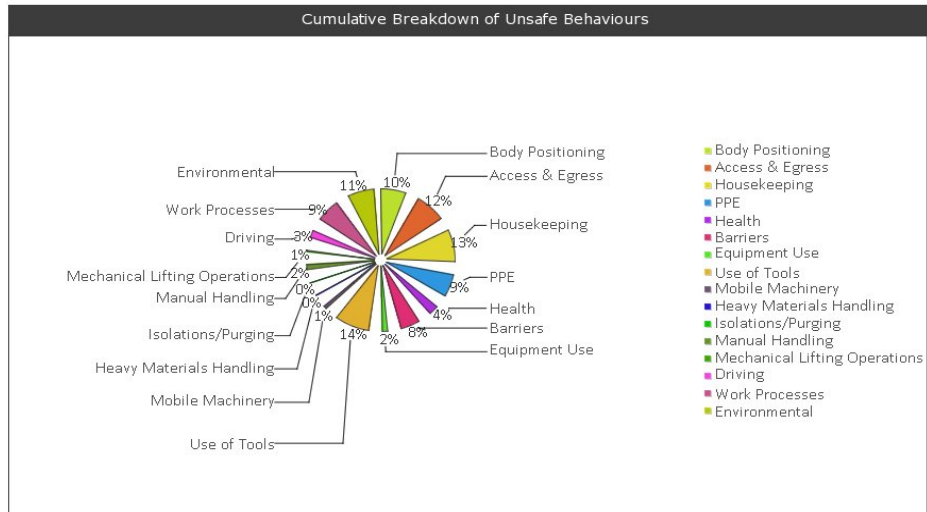
Behavioral Buckets

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bsms PEER® eCard Graphical Feedback - Unsafe Behaviors Observed

Cumulative Breakdown of Unsafe Behaviors

This pie graph below provides an overview of the **unsafe behaviors** observed in their different behavioral categories. This tells you which category of behaviors has been observed as the most unsafe. The larger the percentage score, the more **unsafe** that category of behaviors has been.



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bsms PEER® eCard Root Causes - Quarterly Dashboard

Potential Incident Contributors	Last 4 Weeks	Last 3 Months	3-6 Months Prev.	6-9 Months Prev.	9-12 Months Prev.
Behavioral Choices	6	19	48	45	31
Failures in Execution	0	0	1	14	0
Failures in Task Planning	0	0	2	14	1
Competency	0	0	1	14	1
Leadership	0	0	1	4	1
Job Pressure	0	0	6	7	0
Lack of Manpower	1	3	1	4	1
Job Methods	0	9	21	27	13
Job Standards	2	12	22	13	8
Job Planning	1	2	7	12	6
Resources	0	0	2	8	1
Poor Communications	1	2	8	3	0
Support	0	0	1	1	0
Poor Work Environment	2	7	11	17	7
Equipment	0	0	0	11	0

Reviewing the 'Potential Incident Contributors' (highlighted in red) will help dramatically improve your safety performance. The 'Potential Incident Contributors' refer to the underlying issues involved in many workplace injuries / incidents. Reviewing and actioning them will help to avoid injuries, and also help to improve the efficiency and reliability of your operations.

Underlying Contributors

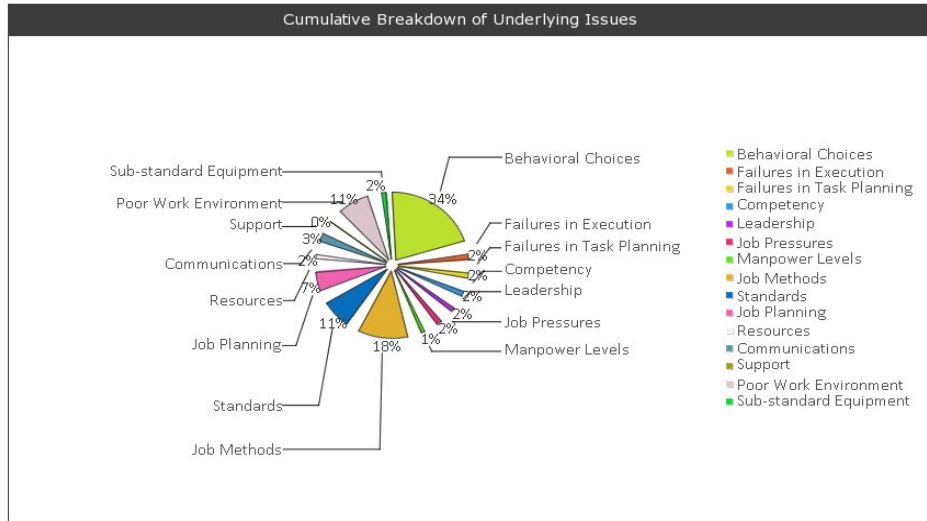
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PEER® eCard Graphical Feedback – Root Causes

Cumulative Breakdown of Underlying Issues

This pie graph provides an overview of the **issues** discussed during a PEER® observation by various categories. This tells you which Underlying Issues represent a problem, and the size of that problem. The larger the percentage score for a category, the more that **Issue** is / or has been a problem (any corrective actions may have been taken). Reviewing and actioning these issues will help to avoid injuries, and also help to improve the efficiency and reliability of your operations.



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PEER® eCard - Quarterly Dashboard SIFs

Potential SIFs by Underlying Issues	Last 4 Weeks	Last 3 Months	3-6 Months Prev.	6-9 Months Prev.	9-12 Months Prev.
Behavioral Choices	1	2	5	23	0
Failures in Execution	0	0	1	8	0
Failures in Task Planning	0	0	2	7	1
Competency	0	0	0	12	1
Leadership	0	0	0	3	1
Job Pressure	0	0	2	6	0
Lack of Manpower	0	1	0	3	1
Job Methods	0	0	5	8	0
Job Standards	0	1	3	3	1
Job Planning	0	1	1	6	0
Resources	0	0	1	7	1
Poor Communications	0	0	0	1	0
Support	0	0	0	1	0
Poor Work Environment	0	2	3	9	1
Equipment	0	0	0	8	0

This table provides you with an overview of the underlying issues associated with potential SIFs reported for the past 4 weeks and the past year. They reflect behavioural, system and environmental causes. The numbers represent how many Potential SIFs have been reported in the last 4 quarters and the past 4 weeks. You should compare the numbers for each quarter to ensure there is a downward trend. Are the numbers reported for each underlying issue less than that for the previous quarter? If not, you should review the records for that underlying issue to identify what is happening and address the problem(s).

Potential SIFs X Underlying Contributors

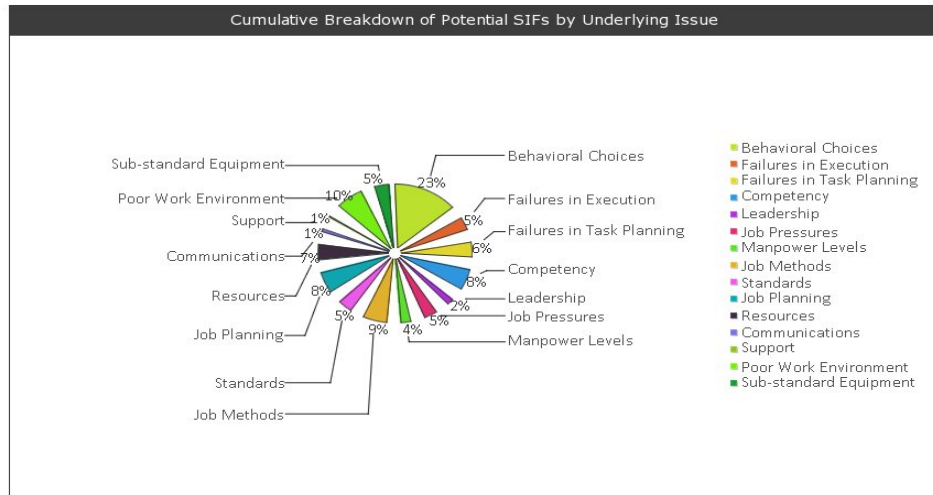
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PEER® eCard Graphical Feedback – SIFs X Root Causes

Cumulative Breakdown of Potential SIFs by Underlying Issues

This pie graph provides an overview of the underlying issues associated with ALL the potential SIFs reported. They reflect behavioural, system and environmental causes. The percentage for each category represents the size of the problem. The larger the percentage score for a category the more that category represents a problem that needs attention. Reviewing the issues so they can be eliminated will help to avoid the potential SIFs while also improving the efficiency and reliability of your operations.




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Record Managerial Commitment Behaviors

Create Individual Safety Commitment Checklists & monitor– If desired



PEER® Complete checklists

Enter checklist data

Please commit or finalise any changes before navigating away or you will lose your changes

[FINALISE](#)
[Commit](#)
[Cancel](#)
[Print](#)

Checklist Title

Checklist Subtitle

GasLog (Bermuda) Ltd : Spartan Group

Spartan Inc. : Spartan Inc

Vessels : Aberdeen

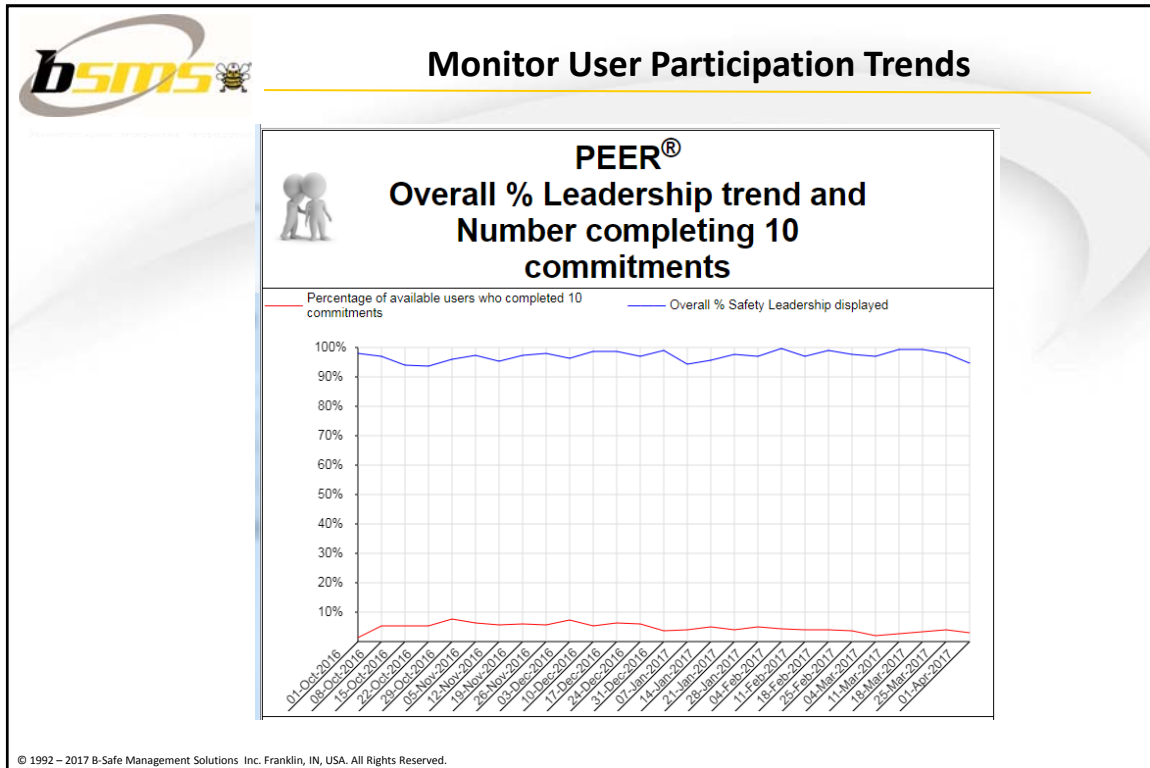
Deck : Office


Officers : Safety Leader (safety leader) Date : 02-Aug-2017

Item	Yes	No	N/A	Comment
1. Toolbox meeting / talk including Risk Assessment(RA) and Control Measures	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Encouraging ratings to participate	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. Intervene to each crew for any Unsafe Acts NM that may arise	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4. Reward Best Safe Practice	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5. Proper housekeeping	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6. Pre-requisite control measures for each work/job	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7. Training as per crew needs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8. Review Safety Database	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9. Review completed tasks for from safety perspective(weekly)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10. 10. Strategy discussion for Safety promotion	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	


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Monitor User Participation by Time & Location



PEER® Number of completed checklists by Week, Level & Source

Data Filtering Parameters

All available dates requested
Available dates are from 28-Jun-2016 to 08-Aug-2017

All available types requested
Available types are : Front Line Management
Safety Inventory

All available locations requested
Available locations are : Franklin
Main Office
Mileage
Office
SPE Services

Group	Company	Site	Location	User	Front Line Management	Safety Inventory	Total
Spartan Group	Spartan Inc	Aberdeen	Office	Safety Leader(safety leader)	23	13	36
Spartan Group	Spartan Inc	Corporate Services	SPE Services	Jason Bourne(Jason)	15	0	15
Spartan Group	Spartan Inc	Corporate Services	SPE Services	Athena(Grace)	1	0	1
Spartan Group	Spartan Inc	Base	Franklin	Bob Hendricks(bob)	67	32	99
Spartan Group	Spartan Inc	Tralee	Mileage	Chris Columbus(Chris)	63	0	63
Spartan Group	Spartan Inc	Athens	Main Office	Chris Columbus(Chris)	3	0	3

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Record Specific Safety Behaviors

Create Individual Safety Behavior Checklists & monitor– If desired

PEER® Complete checklists

Enter checklist data

Please commit or finalise any changes before navigating away or you will lose your changes

Maintenance Crews

Spartan Refinery, Franklin

Spartan Group : Spartan Group
Company : Spartan Inc
Indiana : Aberdeen
Plant : Office
A Shift : Safety Leader (safety leader) Date : 06-Aug-2017

1. TOOLS AND EQUIPMENT	Yes	No	N/A	Comment
1. Personnel are only using tools that are in good condition	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Personnel are only using tools only for the purpose for which they were designed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. Personnel are not using home-made or modified tools	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Category 1 : When using a cutting or welding torch, personnel are				
1. Keeping the hoses clear of access routes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Clearing the work area of flammable material	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. Protecting other personnel from sparks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4. Turning off the flame before setting the torch aside	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Category 2 : Housekeeping				
1. People are keeping access routes clear of trash/debris	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. People are storing tools and materials in their designated storage areas	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. People are keeping the work area clear of unused tools and equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4. People are keeping access to emergency equipment clear	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Category 3 : Personal Protective Equipment				
1. Personnel are wearing H2S detectors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Personnel are wearing their Hard Hats	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. Personnel are wearing their Light Eye Protection (Safety Glasses with side shields)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4. Personnel are wearing steel toe-cap boots	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

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Weekly Reports on Specific Safety Behaviors

Weekly Feedback Report

Group : Spartan Group
Site : Base
Checklist type : Safety Inventory
Week starting : 24-Jul-2016
Company : Spartan Inc
Location : Franklin
Checklist name : Maintenance
Week ending : 30-Jul-2016

Description	Yes	No	N/A	% Score
Personnel are only using tools that are in good condition	1	1	0	50.00%
Personnel are only using tools only for the purpose for which they were designed	1	1	0	50.00%
Personnel are not using home-made or modified tools	1	1	0	50.00%
When using a cutting or welding torch, personnel are	0	0	0	0.00%
Keeping the hoses clear of access routes	1	1	0	50.00%
Clearing the work area of flammable material	1	1	0	50.00%
Protecting other personnel from sparks	1	1	0	50.00%
Turning off the flame before setting the torch aside	1	1	0	50.00%
Housekeeping	0	0	0	0.00%
People are keeping access routes clear of trash/debris	0	2	0	0.00%
People are storing tools and materials in their designated storage areas	0	0	0	0.00%
People are keeping the work area clear of unused tools and equipment	0	0	0	0.00%
People are keeping access to emergency equipment clear	0	0	0	0.00%
Personal Protective Equipment	0	0	0	0.00%
Personnel are wearing H2S detectors	0	0	0	0.00%
Personnel are wearing their Hard Hats	0	0	0	0.00%
Personnel are wearing their Light Eye Protection (Safety Glasses with side shields)	0	0	0	0.00%
Personnel are wearing steel toe-cap boots	0	0	0	0.00%
Miscellaneous (to be used for behaviors not on current checklist)	0	0	0	0.00%
	0	0	0	0.00%
	0	0	0	0.00%
	0	0	0	0.00%
	0	0	0	0.00%
Total	7	5	0	43.75%

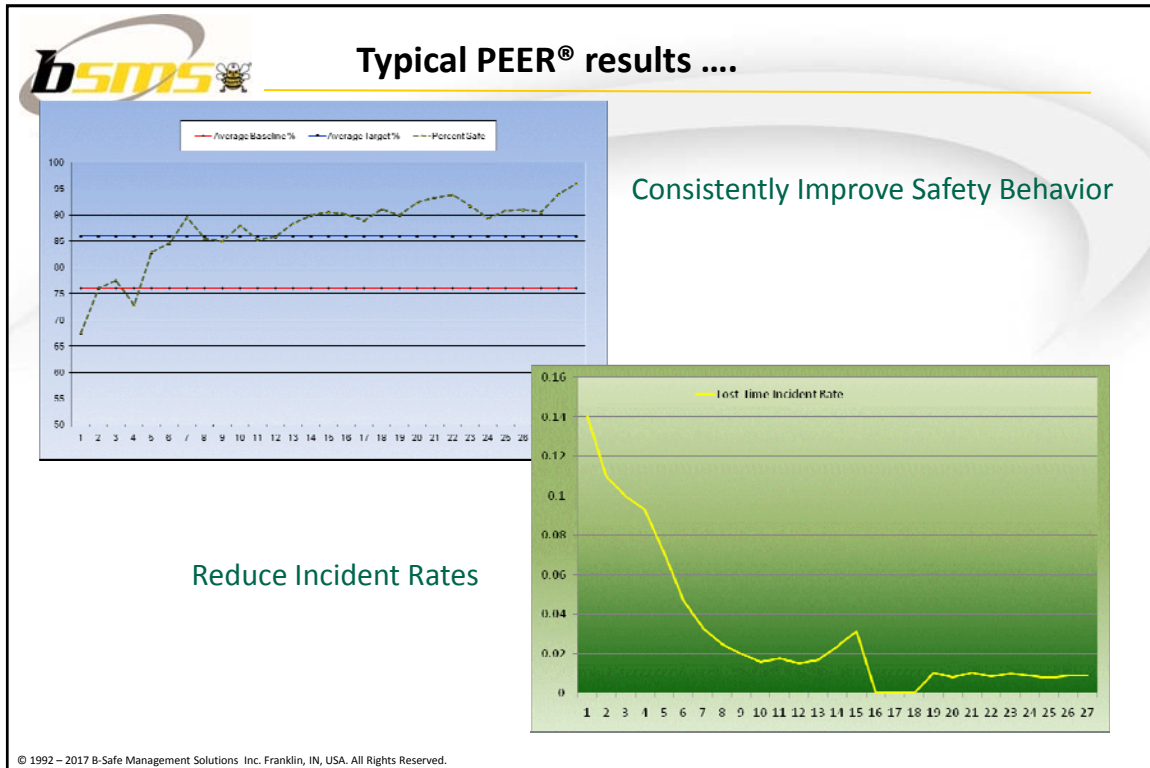
Best Scoring Items


Item	Yes	% Score
Clearing the work area of flammable material	1	50.00%
Protecting other personnel from sparks	1	50.00%
Personnel are only using tools that are in good condition	1	50.00%
Keeping the hoses clear of access routes	1	50.00%
Turning off the flame before setting the torch aside	1	50.00%

Worst Scoring Items

Item	No	% Score
People are keeping access routes clear of trash/debris	2	0.00%
Protecting other personnel from sparks	1	50.00%
Personnel are only using tools that are in good condition	1	50.00%
Clearing the work area of flammable material	1	50.00%

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bsms  **PEER® Training**

BSMS Trainers one-day 'in-house' workshops to train people in PEER® safety observations and conversations.

The PEER® safety leadership training covers:

- Understanding process safety hazards and how to identify them
- The association between behavior and process safety
- Identifying workplace behaviors that could cause serious injuries (SIFs) or process safety incidents
- Developing successful communication skills
- Effectively engaging with people
- Recording safety observations and conversations in the PEER® safety leadership software
- Practical on-site observations & conversations in your facility

Train the Trainer Approach

We can help prepare and certify your Company's own internal consultants to design and implement PEER at multiple locations under a license agreement with BSMS.

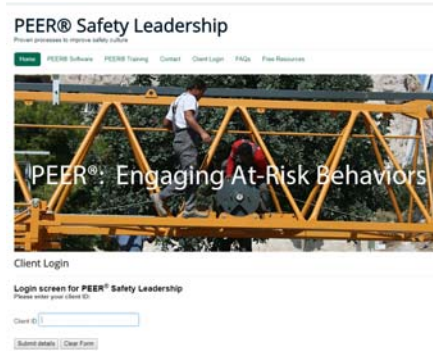
After completing our certification process, internal consultants can lead future implementations and adjust the process as necessary without any further assistance.

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PEER® Software

- **Hosted on secure https server (<https://peer-leader.com>)**
 - *User Friendly:* PEER® results in high end-user participation rates
 - *Flexible:* PEER® can be configured for all industries and safety processes
 - *Scalable:* PEER® supports safety from a single site to a multi-site global rollout
 - *Boundless:* Unlimited Users per site license
 - *Support:* Technical support staff quickly respond to customer feedback and questions



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Next Steps

- **Contact BSMS**
 - *Ask Questions?*
 - *Request a written proposal?*
 - *Request PEER® training?*
- *E-mail: info@bsms-inc.com*

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