Afcons: Putting Safety Directly In the Hands of the Employees

Need

The Afcons safety departments take their observations very seriously. They believe in Heinrich's triangle, wherein more observations lead to fewer injuries and enhanced safety.

The Challenges

As Afcons' safety department utilized a messaging application to make, report, and take actions for observations, it began to get chaotic.

- Lack of Meaningful Participation
- Priority-wise allocation of tasks
- Observations are not productive
- Lack of Higher level assessment
- No Consolidated Data

Our HSE observation module elevated Afcons' safety methods by enabling employees to make and report critical safety observations.

The Client

Afcons Infrastructure delivers end-to-end infrastructure solutions globally. Its reputed name goes along the lines that build megastructures, develop iconic landmarks, and drive innovative technologies.

The Story

The lack of consolidated data made Afcons look for a comprehensive digital solution.

The Afcons safety departments take their observations very seriously. They believe in Heinrich's triangle, wherein more observations lead to fewer injuries and enhanced safety.

Therefore, they tried to create a group on the messaging platform for employees to report observations along with images, videos, or necessary attachments. Thus different messaging groups were created for various projects. The people in charge went through the messages to see the observations being made, reported, and follow-ups for the same. This data was later uploaded manually on excel sheets.

But as simple as it sounds, the observation task got arduous. They lacked consolidated data and centralized platforms. Some messages could go missed and this would result in unattended observations. As data stability started getting affected, it was time to implement an end-to-end, synthesized solution - Going Digital.

The Challenges

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The safety managers at Afcons spent unmeasurable time looking at the updates on the group about the observations being made. They had to check intricately:-

The Solution

ASK EHS implemented an EHS observation module for seamless recording & tracking frequent observations while reinforcing safety behaviours.

- Centralized and Consolidated Platform
- Proper workflow for Identification and control of risk exposures.
- Drive a Speak-up Culture and transparent communication
- Categorize Observations
- Detailed report generation and efficacy monitoring
- Fact checks through Geo-Tagging
- Personalized Dashboards and Search Engine Options

1. How many observations were made?

2. Were they attended priority-wise?

3. Is the case solved or pending?

4. If it is pending, what are the reasons?

5. And more

Post that, they had to feed the data into excel sheets accordingly. The time, resources, and keeping the observations up to date were mentally and physically challenging.

For example, if team member **x** is making an observation in **Project A,** they click a photo and send it to the related group. They write the details accordingly, and the authorities ask the required questions. By the time the entire observation is recorded, the image and details have taken a backseat. And this is simultaneously happening in other groups.

Therefore, keeping track of the safety events, inspections, and observations and the response trigger was a daunting one.

So, how would safety officers keep observations in check while increasing safety awareness?

They needed a digital, automated solution to overcome all safety observation and investigation hurdles. This is the time when Afcons contacted ASK EHS. Their requirements were specific and precise. They needed a proper system to enable seamless recording of observations and dynamic reporting.

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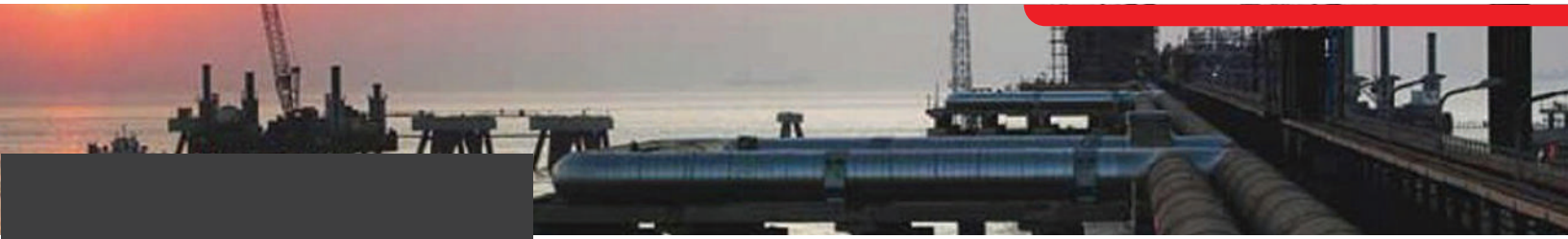
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ASK EHS implemented their EHS observation module in their safety system. The observation module was web-based as well as a mobile application. We had to ensure that observations could be reported immediately and easily on hand-held devices.

The observation module is a platform for consolidated and centralized data. Everyone in the system got immediate alerts and notifications about the observations being made by the employees. It ensured communication transparency.

The system also involved a statistical dashboard with weekly observation reports generated in real time. It helped safety officers, authorities, and project managers to get details of:-

1. How many observations are made?

2. How many cases are closed or open?

3. Which tasks require priority?

4. Who did the observations, when, and where?

The system generated **notifications and alerts to concerned people** if work got delayed. For example, if a priority task needed to be paid attention to and closed in the dedicated time, the matter was escalated hierarchically from the project manager to the corporate EHS manager and then the MD.

Geo-tagging helped the safety officers have a more transparent knowledge of the observation area. Also, we ensured that photos could be captured through the app and not uploaded through the gallery (unless there is no network in the observation area).

With this software, the safety officers could quickly identify risk areas and proactively implement control measures. Additionally, it increased employee engagement and promoted key safety behaviors and positive reporting.

Once the software removed the initial obstacles, it was **enhanced for safety observation reporting.** Our client implemented an add-on wherein every work area was allotted an in-charge, an observer, etc. The safety norms made it compulsory for the observer to make good and bad safety observations. As the number of observations increased, Heinrich's triangle safety results became easy to track.

The safety observations were tracked and categorized according to different business verticals as required. Every observer, project manager, and corporate manager has access to personalized dashboards.

After the implementation of the Observation Module;

- Managers can acknowledge and review observations as they are submitted.
- Add high, medium, and low priority to the observations.
- Attach photographs with accurate locations to the observations.
- Promote key safe behaviors and positive ideas reporting.

Therefore, Afcons now has a comprehensive solution to report, investigate and measure positive and risky observations. It reinforced safety behavior in employees through an excellent speak-up culture.

A Successful Association

Afcons and ASK EHS collaborated to reduce workplace injuries and increase observations to create a safer workplace.

The observation module intensifies behavior-based safety in a good way. This digital software is an excellent way to involve employees in the observation process.

Our association with Afcons is taken further by Afcons wanting to implement an ePTW software. We have begun our journey to remove every possible obstacle in making their workplace safer!