BeSMART e-tool and national policy

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Ireland
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Taking Care of Business

- Initiative launched 2010
- Economic crisis in Ireland
- Government policy to support small businesses and reduce administration burden
- Authority focus on support activities
- Small business can bear high costs relating to the negative outcomes of workplace accidents
Identify Hazards

Prepare Risk Assessment

Prepare Safety Statement

Legal requirement for Risk Assessments and a Safety Statement
Growth 2011 – 2018

2011: 5066
2012: 5066
2013: 5730
2014: 7086
2015: 5500
2016: 6896
2017: 8198
2018: 9357

YTAING CARE OF BUSINESS

HEALTH AND SAFETY AUTHORITY
Status

- 62,000 Users
- 382,000+ site visitors
- 325 Business Types
- 515 Hazards (risk assessment templates)
Example Business Types

▲ Bus / Coach Hire
▲ Logistics
▲ Road Recovery Operator
▲ Haulier / HGV Transport
▲ Couriers

▲ Building Contractor
▲ Builders Providers
▲ Agricultural Contractors
▲ Groundworks
▲ Motor Vehicle Repair

Example Hazards

▲ Workplace Transport
▲ Driving for Work
### Hazard Panel for Motor Vehicle Repair

<table>
<thead>
<tr>
<th>Category</th>
<th>Start Button</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electricity</td>
<td></td>
</tr>
<tr>
<td>Fire</td>
<td></td>
</tr>
<tr>
<td>Slips, Trips and Falls</td>
<td></td>
</tr>
<tr>
<td>Manual Handling</td>
<td></td>
</tr>
<tr>
<td>Chemicals</td>
<td></td>
</tr>
<tr>
<td>Work at Height</td>
<td></td>
</tr>
<tr>
<td>Workplace Transport</td>
<td></td>
</tr>
<tr>
<td>Display Screen Equipment</td>
<td></td>
</tr>
<tr>
<td>Maintenance</td>
<td></td>
</tr>
<tr>
<td>Driving for Work</td>
<td><strong>Highlighted</strong></td>
</tr>
<tr>
<td>Air Bags / Pretensioners</td>
<td></td>
</tr>
<tr>
<td>Angle Grinder</td>
<td></td>
</tr>
</tbody>
</table>

### Notes
- You can risk assess the hazards in any order.
- Click 'Start' on any hazard
- Click 'Yes' if the hazard exists in your workplace
- Click 'No' if the hazard is not applicable

You may re-visit any 'Complete' hazard on this screen to review or change the information you have provided.

Further information and guidance is provided in the 'Learn More' section.
## Control Measures

### Risk Assessment

<table>
<thead>
<tr>
<th>Driving for Work</th>
</tr>
</thead>
<tbody>
<tr>
<td>Driving on the public road may result in collisions which may cause serious injuries to you, your employees and / or others.</td>
</tr>
<tr>
<td>Do you or your employees drive for work?</td>
</tr>
<tr>
<td>![Yes/No] Yes ![Yes/No] No</td>
</tr>
</tbody>
</table>

Indicate if the following controls have been implemented in your workplace.

| Employees have a full drivers licence, are competent, authorised and experienced and are familiar with the vehicle |
| ![Yes/No] Yes ![Yes/No] No |
| **www.rsa.ie** |

| Vehicles are maintained in accordance with the manufacturer's instructions, in a roadworthy condition and fit for use |
| ![Yes/No] Yes ![Yes/No] No |

| A driving for work policy is in place and is communicated to all employees who drive for work |
| ![Yes/No] Yes ![Yes/No] No |

| The use of **hand held equipment** is not allowed while driving |
| ![Yes/No] Yes ![Yes/No] No |

### Notes

The controls listed reduce the risk of this hazard causing harm:

- Click 'Yes' if you have the control in place
- Click 'No' if the control is not in place or it is not applicable

In general, controls are listed in order of importance. However, you may find a combination of controls are needed to eliminate or reduce the risk to an acceptable level.
Promotion / Dissemination

- Events
- Online
- Printed Media
- Influencers
- Direct Contact
Examples

▲ Events / seminars / workshops
▲ Inspections / Word of Mouth / Fliers
▲ Trade and representative organisations
▲ Business organisations, Insurance Companies
▲ Social media
▲ Advertising – press / media
▲ Magazine articles
▲ Links / Videos / other supports
▲ Workplace Contact Unit Queries
Strengths

- Free
- Easy to Use
- Online 24/7
- Save Time and Money
- Confidential
Challenges

△ Resources
△ Simplicity
△ Trust
△ Reaching users
△ ‘Selling’ it to stakeholders and potential users
△ Updating and improving
△ Software – improvements / costs / limitations
△ Back up support
Measurement

⚠️ Users: numbers, sectors, business types, outputs

⚠️ Feedback

• Workplace Contact Unit – email link or phone
• Events
• Inspectors (direct; analysis of inspection data)
• Google analytics, Hotjar
• Trade Organisations & other stakeholders

⚠️ Requests for business types to be included

⚠️ Surveys
Synergies - BeSMART.ie + National Policy

△ Supports **compliance** with primary legislation to carry out risk assessments and produce a safety statement

△ Supports Government **policy**
  - Saves business time and money
  - Increases rates of **compliance with the law**
  - Do it yourself tool – **better safety outcomes**

△ HSA provides **quarterly figures** to Government

△ Metrics provide Government with **evidence of its uptake, usage and success** (numbers ↑, strong demand)

△ BeSMART.ie is a strategic government support for business
Informing Authority Policy

- Monitor levels of usage to assess take up + effectiveness
- Supplementary resources can be built around the tool e.g. Learn More; Construction Safety & Health Plan
- Feedback - modify and update content quickly e.g. if new hazards are identified
- Inspectors – feed back knowledge into the continuous improvement and development (content, navigation)
- HSA can assess levels of usage of the tool when examining safety statements during inspections
- Sectoral risks can be addressed through BeSMART.ie by adding or updating Business Types and Hazards
HSA Strategy 2019-2021

⚠️ Feedback from key stakeholders

- **Satisfaction** with Authority programmes, tools and services
- **Desire** for continued development of online tools
- Authority’s easy-to-use online tools have greatly contributed to achieving the desired outcome of seeing employers actively engage in managing occupational health and well-being

⚠️ Strategy aims

- **Continue to offer enterprises a range of tools and supports** to enable them to meet their compliance obligations and to ensure safe workplaces and business success
- **Increase visibility and encourage uptake** of the Authority’s online tools and services, including BeSMART.ie, hsalearning.ie and Work Positive
The Future

⚠️ Strengths:

- Self service Online Tool
- Data mining can inform HSA policy and decision making
- Metrics allow us to monitor interest, uptake of tool and evidence engagement with the tool
- Channel for sectoral and direct engagement with businesses

⚠️ Weaknesses:

- Technology now old – platform will be redeveloped in 2020
- Limitations in technology – new platform to be future proofed
- End-user support takes up HSA resources
- Migration of data to new platform is not without risk
Business and Education Support

HSA’s elearning Portal:
HSA e-learning portal

- 30 awareness-raising courses
  - 6 sectors of employment
- Free to access globally at any time

- Supports business to upskill employees, raise awareness
- Group Manager function – allows tutors/managers to register groups
- Learning in bite-size chunks – emphasis on skills/awareness
- Collaboration in development with social partners and other state agencies (Road Safety Authority, Irish Police Force, Department of Education, Trade Unions, Employer bodies)
- CPD recognition from Engineers Ireland (EI), Nursing and Midwifery Board of Ireland (NMBI), and Construction Industry Register Ireland (CIRI)
How it works…

• Learner must register an account with hsalearning.ie
• Browse courses by sector or topic
Courses by Topic...

Courses by topic:
- Asbestos
- Chemicals
- Construction
- Driving for Work
- Electricity (Children)
- Ergonomics (Children)
- Farm Safety
- Farm Safety (Children)
- Risk Assessment
- Safety Representatives
- School Safety (Children)
- Slips, Trips and Falls
- Workplace Bullying
- Workplace Transport
- Young Persons
Thank You

Any Questions?