

ON-LINE HEALTH AND SAFETY KNOWLEDGE TRANSFER

1. Case metadata

▪ ***Country/ies of origin:***

Cyprus

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24361C Good practice

58561C Offices

04121D Information Technology

25761C Databases

19641D Risk assessment

20641D Worker participation

2. Organisations involved

PricewaterhouseCoopers Ltd

3. Description of the case

3.1. *Introduction*

PricewaterhouseCoopers provides industry-focused assurance, tax and advisory services to build public trust and enhance value for its clients and their stakeholders. More than 800 people in Cyprus share their thinking, experience and solutions to develop fresh perspectives and practical advice.

PricewaterhouseCoopers wished to inform all the people working in the firm regarding Health and Safety matters. These matters included the risk assessment performed by the firm for all sites, the health and safety policy of the firm, the existing legislation and general health and safety issues regarding not only the working environment but also everyday life. Following a number of incidents associated with health and safety, the Health and Safety Officer of PwC started a campaign within the firm to assess the knowledge base of employees in H&S matters related. As a result of this investigation it became evident that many employees were not aware of simple issues in Health and Safety, namely emergency practices, emergency and hospital numbers, first aid personnel and contacts within the firm, etc.

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3.2. Aims

The aim of this initiative was to ensure that all members of staff were made aware of the Health & Safety (H&S) issues at hand in their workplace and how these should be dealt with in case they arise. It was also aimed to build a system whereby all such members of staff could communicate with the appointed H&S Committee and be advised of developments in H&S issues both within the firm or in legislation. Finally, it was aimed to enhance the risk assessment of the firm by input from all employees through a tool that would encourage and facilitate this input.

3.3. What was done, and how?

As risk assessment was a priority within PwC interior system, the H&S Officer created the Terms of Reference (ToR) for the development of a comprehensive database (knowledgebase) which would address all these issues in parallel to the in-house H&S training programme that was undertaken by all members of staff. This knowledgebase was to be designed so as to allow employees retrieve and use the knowledge on all aspects of H&S. The main purpose of the database was to provide as much information as possible to all employees and to ensure that the staff had a facility which would ensure that they were kept up-to-date on issues related to their work environment.

It would be used to capture explicit knowledge of PwC's H&S system including articles, papers, manuals, videos and other key information. To ensure that this knowledgebase would meet the needs discovered (the ToR), a team of experts from within PricewaterhouseCoopers were brought together in order to design and develop this database and to address all issues associated with our employee's needs, their working environment and legislative requirements. More specific, after the ToR was issued by the H&S Officer, the IT Department collected all comments made by employees together with the ToR and tried to figure out a comprehensible database. The database utilised the Lotus Notes application software because it is accessible by all PwC employees at all locations. The project itself lasted about 6 months and the database went live in September 2006.

H&S e-Database presentation

The e-Health & Safety facility operates as follows:

The main screen of the database titled **Your Health & Safety Matters** is made up of five access buttons (middle screen), the notice board (bottom screen) and seven links (left screen) (see figure 1).

Figure 1: Main Screen



Source: PricewaterhouseCoopers Ltd

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I “Seen something unsafe? Injured?”

Once the user clicks on this button a new screen appears with five new buttons (see figure 2). This functionality is for completing electronically the reports of:

- An injury of an employee at the office during office hours
- An accident/incident (no injury) at the office related to a H&S issue
- A general hazard that might cause an injury or accident
- Create a staff Medical Record in order to inform the H&S Officer and First Aid employees of any medical problem that an employee may have. This record is **CONFIDENTIAL** to the H&S Officer and First Aid Staff (they have access rights).

Figure 2: Make a report



Source: PricewaterhouseCoopers Ltd

II “Need help? Find H&S contacts for your location here”

Once the user clicks on this button a screen appears with all PwC employees who have been trained in **FIRST AID** and are authorised to perform first aid when the need arises. These individuals have all been trained by St John Ambulance and carry a certificate authorised for that purpose (see figure 3).

Figure 3: Health and Safety and First Aid Team



Source: PricewaterhouseCoopers Ltd

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III “The H&S Management System button”

It takes the user to a 13 Section database (see figure 4), with useful information on the firm, the system, the law, the people, videos, pictures, bibliography etc. Especially, the section 02 Risk Management is the one within the knowledgebase which provides the employee with clear evidence of what was done at all PwC sites within Cyprus in practice and how the system achieved effective, realistic risk management through the risk assessment activity and H&S management system. The way the knowledgebase is configured allows employees to identify areas for improvement; thus through their feedback H&S Office promotes risk assessment.

Figure 4: Managing Safety Risks

00. What's New

01. Client Sites & Trav

01. Ergonomics

01. Health & Safety Int

01. Other OH&S tips &

02. OH&S Notebook

03. OH&S Discussion

04. My Documents

04. My Injury/Acciden

06. H&S Reporting

08. Archives

08. H&S Admin

16. Mobile Equipment

ALL

All Medical History

Cause of Injury

Copy Of 04. My Docu

Road Safety

22 content review

2. Agent check

Section 01 Leadership and Law

Section 02 Risk Management

2.10 General Introduction

2.40 Risk Review

2.50 Working at a Client's Site

2.60 Using your laptop computer

2.20 Events Planning

2.30 Events Safety Checklist

Section 03 Emergency Response

Section 04 Earthquake Evacuation

Section 05 Incident Management

Section 06 Ergonomics

Section 07 Audit, reviews and reporting

Section 08 Planning, objectives and targets

Section 09 Emergency Action Plans

Section 10 Bibliography

Section 11 Health & Safety at PwC

Section 12 Videos and Pictures

Section 13 Training and Competency

(Not Categorized)

Title

Date Created

Date Modified

29/05/2007

01/06/2007

28/02/2005

01/06/2007

13/01/2003

01/06/2007

15/05/2005

01/06/2007

29/05/2007

01/06/2007

29/05/2007

01/06/2007

Source: PricewaterhouseCoopers Ltd

IV “H&S Database: Click here to find useful information”

When the user clicks on the button a screen appears with links to useful information (see figure 5).

Figure 5: Document Library

Document Library		New Document	New Response	New Response to Response
	Date	Topic		
PwC Health & Safety	06/04/2009	H&S Minutes (Limassol) 30 March 2009 (Adrian Ioannou)		
	18/03/2009	Induction Course H&S Presentation (Adrian Ioannou)		
	05/02/2009	H&S Minutes (Limassol) 2 February 2009 (Adrian Ioannou)		
	07/01/2009	Legionnaire's Disease (Adrian Ioannou)		
	12/11/2008	H&S Minutes (Nicosia) 10 November 2008 (Adrian Ioannou)		
	12/11/2008	H&S Minutes (Pafos) 05 November 2008 (Adrian Ioannou)		
	10/11/2008	Iakovides Tower Antenna Installation (Adrian Ioannou)		
	06/11/2008	PwC National Award (Adrian Ioannou)		
	02/10/2008	H&S Minutes (Limassol) 29 September 2008 (Adrian Ioannou)		
	02/08/2008	Larnaca First Aid Personnel (Adrian Ioannou)		
	04/08/2008	H&S Minutes (Limassol) 31 July 2008 (Adrian Ioannou)		
	24/07/2008	H&S Minutes (Pafos) 24 July 2008 (Adrian Ioannou)		
	26/06/2008	Office Ergonomics - Please Read (Adrian Ioannou)		
	25/06/2008	H&S Minutes (Nicosia) 20 June 2008 (Adrian Ioannou)		
	25/06/2008	Possible Heart Failure - What to do! (Greek Language) (Adrian Ioannou)		
	03/06/2008	H&S Minutes (Limassol) 2 June 2008 (Adrian Ioannou)		
	04/06/2008	The danger of plastic bags (Adrian Ioannou)		
	04/06/2008	Heart Attacks And Drinking Warm Water (Adrian Ioannou)		
	06/05/2008	H&S Minutes (Larnaca) 24 April 2008 (Adrian Ioannou)		

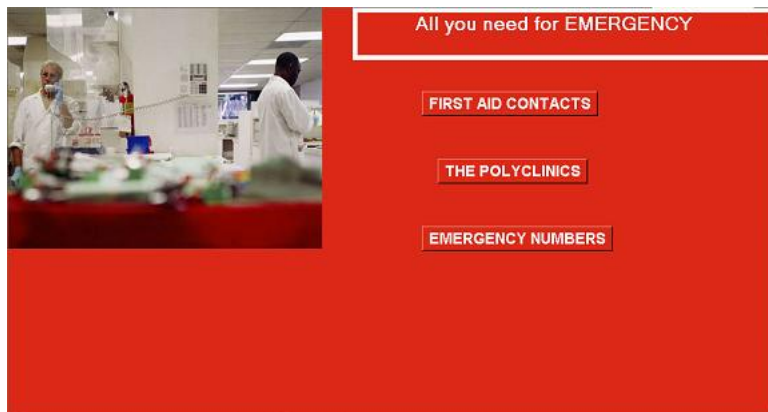
Source: PricewaterhouseCoopers Ltd

CASE STUDIES

V “EMERGENCY”

The emergency button on the middle of the main screen shows a new screen with three very important actions in a case of emergency (see figure 5: Emergency Screen).

Figure 6: Emergency Screen

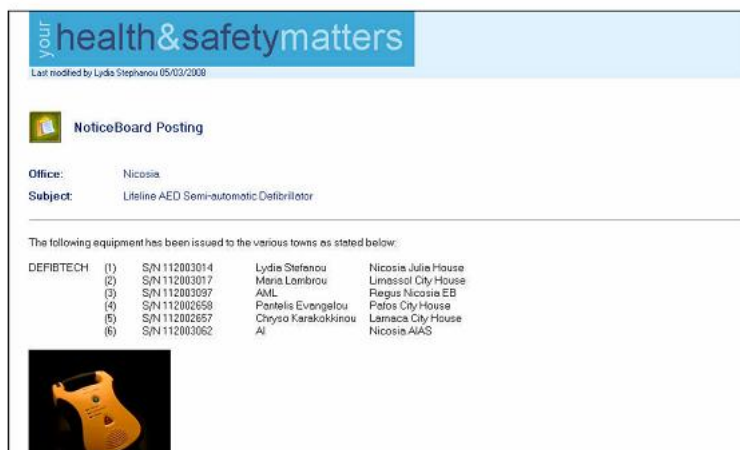


Source: PricewaterhouseCoopers Ltd

VI Health and Safety Noticeboard

The Noticeboard on the bottom of the main screen (see figure 1), shows the latest actions (meetings, drills, etc) concerning the H&S team (see figure 7).

Figure 7: Example of a note in Notice board



Source: PricewaterhouseCoopers Ltd



VII Left Column options

The data links on the left of the main screen (see figure 1), open new screens containing information regarding Contacts, Policies, Managing safety risks, H&S legislations, H&S training, H&S current developments, Report a hazard, incident or injury.

3.4. What was achieved?

Initially a period of training was required to ensure that all members of staff utilised the H&S knowledge and database functionality. They were all encouraged to use Lotus Notes messages and screen-savers as well as the database and to also have it displayed on their computer in their workspace. This subject was also introduced in PwC's Induction Training programme (for new recruits) in order to demonstrate to all individuals the benefits and knowledge of this facility.

Benefits delivered by this initiative are:

- The knowledgebase can help the employee find an existing solution to his or her current dilemma (thus avoiding having to 'reinvent the wheel').
- A high percentage of H&S knowledge penetration within the firm was achieved and utilising the functionality of Lotus Notes, it was ensured that all staff have accessed it. All employees have been made aware of the H&S database and its functionality. It is remarkable that according to the hit-rate an almost 90% of PwC' staff accessed the knowledgebase, which means almost 900 employees.
- Exchange and dissemination of information within their work area from their out of office experiences was achieved which provides this knowledgebase with good practice information and enhances firm's risk assessment.
- It is very easy to use. It is also easy to add to its functionality more facilities to get even closer to the employees needs and aspirations from the work environment.
- All members of staff have access to the latest H&S info, H&S activities, H&S meetings, incident reporting, legislation, etc.

3.5. Success factors

The key factors which contributed to the success of the changes introduced are the following:

- All individuals involved were experts on their specific fields and that assures that every aspect of the project was taken into account.
- The employees themselves were actively involved throughout the whole process. They reported thoughts and aspects of how such a knowledgebase could be designed, they had a chance to test the database and upload and download any information they thought that would be important for other employees to know too.
- The quality of information it contained, which is kept up to date, its user friendly information retrieval system (using a search engine), and its carefully designed content format and classification structure for ease of use. A robust process structure was designed as the backbone for its success.

3.6. Further information

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3.7. *Transferability*

This knowledgebase can be tailored and implemented to all kinds of offices, irrespective of size or employee population; provided the enterprise operates Lotus Notes and all members of staff are connected to such system. The language utilised within the knowledgebase is English, but this can be adopted accordingly to utilise any community language.

Moreover, the ground of designing and implementing such a knowledgebase, even using a different software can be implemented at any organisation, providing there are experts to design that database and employees are all connected in a local network so as to have all-time access to the e-base, to achieve in that way a bidirectional communication.

4. References, resources:

Information provided by the PricewaterhouseCoopers Ltd in the framework of the Good Practice Award Competition 2008/2009.