

### Company

North American  
Construction &  
Engineering  
sub-contractor

### Use Case

Industry leader  
performs full safety  
suite integration  
across all levels of the  
company.

### DISCLAIMER

Due to the company in  
this case study  
operating in a safety  
sensitive industry, it  
has requested to  
remain anonymous for  
all communications  
regarding its safety  
record.



## How an Industry Leader in Construction & Engineering Reduced its Incident Rate by 59%

At one of the largest construction and engineering companies in North America, safety is a core value. As a result it has enjoyed major contracts from some of the largest lead contractors in the world. However any industry leader knows that you can always improve and the company wanted to **increase employee morale, productivity and retention** through establishing a **stronger workplace safety culture**. A strengthened safety culture also ensured that it could continue to secure major contracts. The company turned to TalentClick Workforce Solutions for a full **Safety Suite Integration**.

### What They Achieved:



7000 Employees  
Assessed



90% **Decrease** in  
First Aid Incidents



94% **Decrease** in  
Property Damage



66% **Decrease** in  
Recordables



39% **Decrease** in  
Lost Hours



59% **Reduction**  
in Incidents

## KEY FINDINGS

**Resistant:** High scoring Foreman or Field Superintendents had an increased risk of a crew member First Aid Incident.

**Irritable:** High scoring Foreman or Field Superintendents had an increased risk of a crew member recordable injury.

**Impulsive:** High scoring employees had an increased risk of a personal injury.

## How They Did It

### *Pre-Hire*

All candidates applying for a position at the company participated in the **Safety Quotient™ (SQ™)** assessment to identify their default personality traits and **provide hiring managers insight into the type of worker they may be.**

### *Onboarding*

All new employees were given a copy of their *Participant Report* allowing them to **develop an understanding of their default personality and how it affects their workplace behavior.** The report allowed managers to provide personalized orientation with coaching and management tips curated to the new hire's risk-areas.

### *Continuous Training*

Using TalentClick's **Safety Self-Awareness Training**, the company hosted multiple workshops to train Workers, Foremen and Safety Mentors in **practical methods for reducing preventable incidents.** The workshop also helped leaders understand how to manage personalities that contribute to preventable incidents.

### *Post-Incidents*

When a workplace incident occurred, the worker would take or retake the **SQ™** and complete their **SafeSELF Action Plan** workbook. They were then provided **personalized coaching** from management based on the results.

### *Safety Culture Assessment*

The company leveraged TalentClick's employee feedback surveys to **develop an understanding of the Front-Line Workers, Supervisors, Foremen and Management's perception of safety.** It allowed for an objective analysis of safety practices, procedures, incident data and feedback, all of which were then compared to industry averages to tailor its future safety efforts.

### *Data Tracking*

Regular updating and analysis of the company's master results spreadsheet allowed it to identify correlations between incident data and internal **SQ™** data. This allowed the company to have **a full 360 degree view of its Safety Risk Profile and develop more relevant training regimes.** The data was leveraged to improve corporate safety programs at all levels of the company.