

# AIRM Seminar

on

## NISO Gold Standard

*What it means for insurers?*

National Irish Safety Organisation  
National Standards Authority of Ireland  
Irish Insurance Federation

# Agenda

- Introductions
- NISO Gold Standard Pilot
- How does the Gold Standard work?
- What differentiates the NISO Gold Standard?
- How will the Gold Standard work for small companies?
- Cost structure and projected growth
- Summary and Q&A

# The NISO Mission

*Creating the conditions where Irish workplaces are among the safest and healthiest in Europe*

*Through:*

- Providing leading information, advisory and training services*
- Promoting a culture of excellence in workplace health & safety*
- Playing a leading role in advancing the national health & safety agenda*

# How NISO Mission works?

- A not-for-profit ethos
- Re-investing in workplace H&S performance
- Disseminating good safety practices & safety culture
- Responding proactively to new safety policy and regulations
- Through an engaged and committed member network
- Led by local network volunteers and central network co-ordination

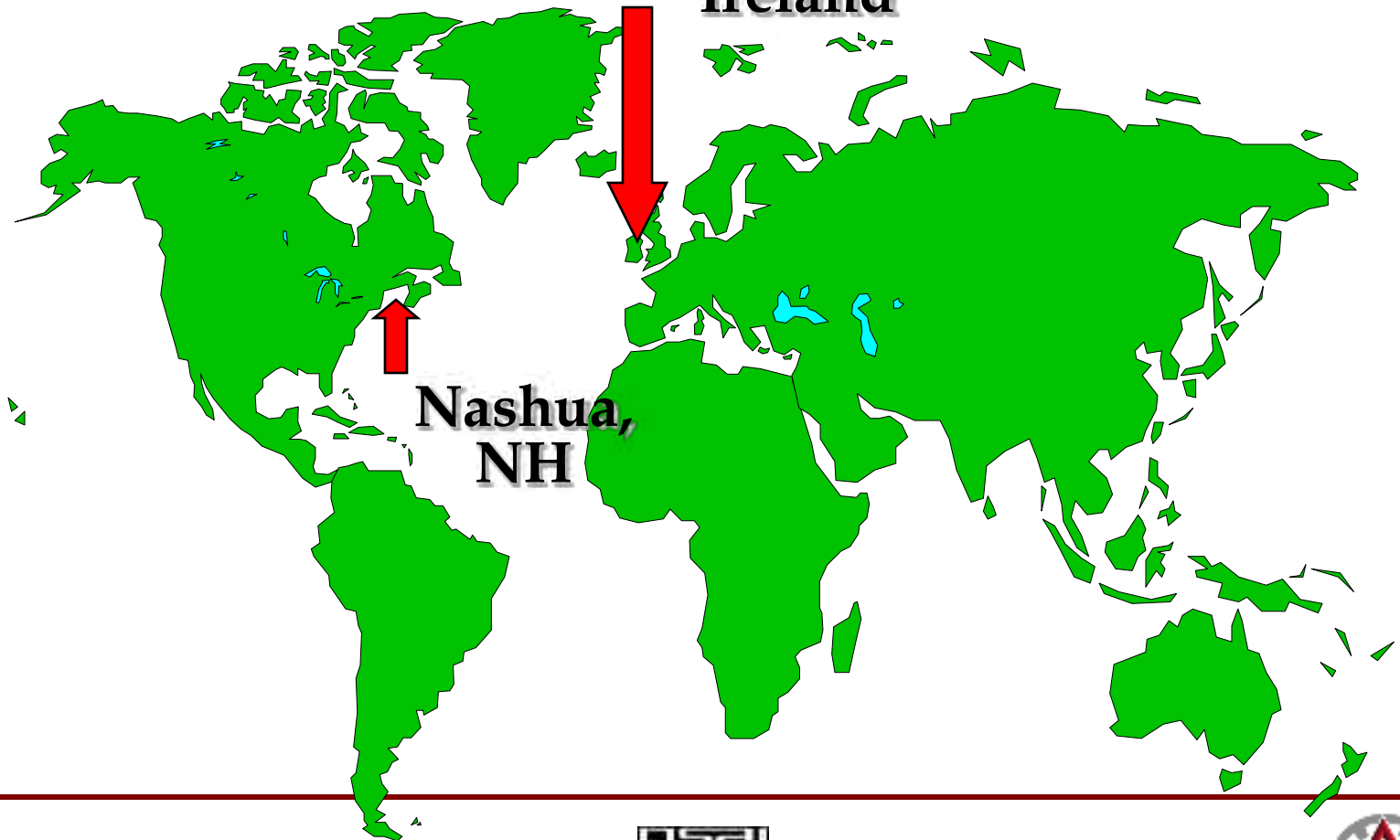
# Introduction to NSAI

National Standards Authority of  
Ireland

# World wide Operations

Dublin & Limerick

Ireland



Nashua,  
NH

# Sample of NSAI Customers

- Intel
- Dell
- ESB
- ESB International
- Apple Computers
- Analog Devices
- CzechInvest / EU
- Hollister Inc.
- Howmedica
- Jefferson Smurfit
- Beckman
- EnerSys
- Logitech
- Computer Vision
- Hewlett Packard
- De Beers

# NISO Gold Standard Pilot



# Assessment criteria based on:

- EFQM international “quality-assured rating” system
- OHSAS 18001:2007 Occupational Health and Safety Management Systems - Requirements
- BS 8800:2004 Occupational Health and Safety Management Systems – Guide
- ISO 31000 Risk Management (draft)
- Previous Benchmarking processes conducted by NSAI

# Who took part in the pilot?

- 31 organisations & companies across wide range of industries & services
- Large / medium / small companies
- Pharmaceutical / Industrial / Health Care / Local Authorities / Construction / Contracting / Engineering

# Participating Companies

Baxter	Genzyne	Siemens Medical	Bennett Construction
PWA International	T. Bourke & Co.	Sierra Communications	Abbott Pharmaceutical
Laing O'Rourke	Allergan	Fingal County Council	St James's Brewery
Genemedix	GE Healthcare	McNamara Building	Wellman International
Lufthansa Technik	Rose Construction	Bausch & Lomb	Dublin City Council (3)
Mayo County Council	Cold Chon (Galway)	American Power	McInerney Homes
Sisk & Co	SR Technics	Alcan Packaging	Marathon Oil

# Questionnaire Results – Very Positive

Assessment Satisfaction	Result
Overall Process	96% VG+
Questions/Criteria	96% VG+
Scope	96% VG+
Timing	90% VG+
Duration	85% VG+
Feedback	70% VG+
Assessor	85% VG+
Would you repeat exercise?	96% Yes@ VG+

# Specific Feedback

- Good learning process, walk around essential
- Assessment process very thorough
- Questions asked were detailed and searching
- Close-off meeting handled very well
- Important to communicate what 'best-in-class'/peers are doing/develop a best practice/idea sharing forum
- Has the potential to drive safety performance forward
- Developing mentoring/coaching useful [workshop]

# Pilot tried and tested

- Pilot validated known good and bad performers from NISO experience
  - Strong correlation between scores and known performance
- 3<sup>rd</sup> party validation provided by NSAI
- Next step – insurers' validation

# How does the Gold Standard work?

# Gold Standard Assessment Process

- NISO/NSAI provides checklist and supporting documentation to company
- Company makes submission based on specific questions in assessment tool
- Submission is evaluated by nominated assessor and preliminary benchmark score is awarded
- Assessor calls company and arranges on-site assessment



# Gold Standard Assessment Process

- Assessment audit undertaken on-site which verifies submission documentation
- Final benchmark score awarded
- Assessment report prepared and submitted to company
- Assessor calls company to discuss report and opportunity for improvement

# On-site assessment includes:

- Verification of content of company's submission with owner/manager
  - Presentation by company (optional)
- Assessment of additional supporting documentation
- Meeting with key Health and Safety personnel
- Assessment "walk-about"
- Closing meeting with site management

# Detailed Report

- Provides clear benchmark (score of 0 – 400)
- Recognizes best practice achievements
- Highlights relative strengths and weaknesses
- Identifies areas for further improvement
  - Advises course of action required
- Allows company and 3<sup>rd</sup> party (e.g. insurers) to measure improvement

# Report format

- Introduction
- Overview
- Strengths
- Weaknesses
- Best practice
- Action areas for improvement

# Assessor competence

- Experienced health and safety management system auditors
  - NSAI/NISO approved
- Broad business management skills
- knowledge of safety management system standards
- Up-to-date knowledge of legislation and best practice

# Assessment criteria headings

1. Management commitment and leadership
2. Hazard prevention and risk management
3. Emergency preparedness and response, including fire safety
4. Implementation and operation
5. Health and safety promotion
6. Performance measurement and continual improvement
7. Health and safety management and policy review
8. Audits and inspections
9. Health and safety organisation
10. Information support
11. Demonstration of superior performance in health and safety

Additional questions added in section 3: 'Emergency Preparedness and Response' at request of insurance industry personnel to encompass the following:

- Fire prevention
- Evacuation and personnel safety
- Fire suppression
- Inspections, audits and training
- Records

# **PAS 79:2007 Fire risk assessment. Guidance and a recommended methodology**

- The additional questions are based on a a comprehensive Publicly Available Specification (PAS) that gives a nine-step structured approach and corresponding documentation for conducting and recording significant findings of fire risk assessments
- This document was originally published by BSI in 2004 and was updated in 2007 to reflect the Regulatory Reform (Fire Safety) Order 2005
- This UK legislation adopts a risk-based approach to fire safety
- There is no comparable legislation in the Republic of Ireland



# Basis for developing additional questions

- PAS 79 sets out nine key steps that need to be followed in assessing the fire risk in any building
- The nine steps include:
  - obtaining the relevant information
  - identifying the hazards
  - considering the appropriate control measures
  - reviewing the fire protection measures
  - assessing fire safety management
- The additional questions are based on this methodology

# Scoring System

- 0 – requirement not addressed
- 1 - addressed but not very well
- 2 - addressed well
- 3 – very well/excellent
- 4 – best in class

# Table of results

Driver/Result	Number of Questions (Fixed)	Benchmark Score (Cumulative)	Normalised Score (B x 10)/A	Weighting (Fixed)	Weighted Score C x D
1. Management commitment and leadership	4	4	10	1.2	12
2. Hazard prevention and management	5	7.5	15	1.3	20
3. Emergency preparedness and	7	9	13	1.1	14
4. Implementation and operation	6	6.5	11	1.1	12
5. Health and safety promotion	5	8.5	17	0.6	10
6. Performance measurement and	5	4.5	9	0.9	8
7. Health and safety management and policy	4	6	15	0.8	12
8. Audits and inspections	3	6	20	0.7	14
9. Health and safety organization	5	9	18	0.6	11
10. Information support	2	3.5	18	0.5	9
11. Demonstration of superior performance	4	3	8	1.2	9
<b>Total Weighted Benchmark Score</b>				<b>10</b>	<b>130</b>

# Relative scores

- 150 +                    documented management system
- 200 – 300            OHSAS 18001 “equivalent”
- 300 +                    “best in class”

# What differentiates the NISO Gold Standard?

- Written report identifying strengths and opportunities for improvement
- Benchmark score
- Certificate
  - Gold
  - Silver
  - Bronze

# What differentiates the NISO Gold Standard?

- Combines safety standard and business excellence approach
- Provides a profile of strengths and weaknesses
  - Allows for year on year comparison
- Benchmark score awarded
  - Not simply pass/fail
  - Allows for sectoral comparison
  - Promotes sub-supplier and sub-contractor compliance with

# What differentiates the NISO Gold Standard? continued

- “Triple lock” assessment
- Access to the NISO regional network and support
- Established training and information resource
- Provides opportunity to enter the annual National safety awards
- Only vested interest is safety, not profit

# How will the Gold Standard work for small companies?

- Simplify submission requirements
  - Move to template based submission
  - Electronic format
  - Meeting requirements guidance
- Demonstration of compliance
- Accident history
- Half day on-site assessment



# Two year assessment cycle

- Year one - full on-site assessment
- Year two
  - Review of new written submission
  - Random sample on-site assessment

# Cost structure [ex VAT]

<u>Size</u>	<u>Duration</u>	<u>Cost Yr. 1</u>	<u>Cost Yr. 2</u>
• Small	0.5 day	€ 650.00	€ 450.00
• Medium	1.0 day	€ 1,200.00	€ 750.00
• Large	1.5 day	€ 1,600.00	€ 900.00

# Projected year to year growth

Year	50% rate	100% rate
<b>2008</b>	<b>300</b>	<b>300</b>
<b>2009</b>	<b>450</b>	<b>600</b>
2010	675	1200
2011	1012	2400
2012	1518	4800

# Summary and Q&A Session