

Automated POP Program

Best Practice



THE TRANSITION OF TRADITIONAL BEHAVIORAL BASED SAFETY TO A REVOLUTIONARY HUMAN AND ORGANIZATIONAL PERFORMANCE BASED PROGRAM



- To change the outputs of a program you must first change the inputs.
- In early 2022 S&B decided to embrace the HOP new safety mindset.
- Though BBS and HOP are not the same thing, we wanted to improve our ability to prevent the errors that lead to bad outcomes.
- Our (People Observing People) POP program was the platform we decided to develop to make a better tool for our workers to use.
- Jan 2023, we set a goal to integrate HOP into our POP program for field applications.
- The strategy team decided that the new program would be:
 - Fully electronic and available to all employees not just field craft workers
 - The program should be easy to use and automated to allow fast and accurate feedback
 - The program must have a function to capture multiple types of submissions from employees.
 - The notification of hazards must be immediate and trackable.
 - The process must tell us Leading Indicators based off real information pertaining to specific job task challenges and give us indicators of Performance Modes common for each task.





What Did We Improve?

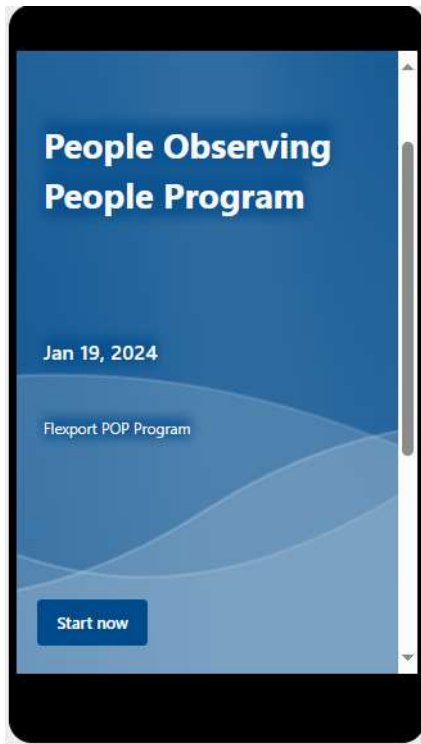
Standard POP Program

- Filled out on serial numbered paper card that required daily scanning and validation of markings due to work environment impacts.
- Data was lagging 1-7 days.
- The annual cost of project cards and scanning support were \$1.25 M.
- The process required multiple actions and human initiative to review at risk comments and near misses.
- The process gave only lagging indicators.
- The program required large amounts of server space, IT resources, Scanners and licenses.
- The cards were tracked and measured by quantity, historically **90% of cards were 100%** issue free.

New HOP Enhanced POP Program

- All employees can complete with the scan of a QR code. This allows access to all S&B employees not just project field employees.
- Submission is simple and 'push to talk' is available. Data is instant, concerns are distributed automatically by the system.
- The system uses kiosk Ipads, company cell phones, company intranet and any QR readable device to allow submissions and includes a link which can be completed on a computer.
- 100% paperless process and is not measured in quantity.
- The program defines leading indicators at the task-based level, determines performance modes, validates LSC knowledge and allows us to understand the challenges employees face while trying to properly execute work.
- The process is Microsoft Based, and real time data is managed by Power BI and the card is available in English and Spanish.

New POP Card



New POP Card:

- Built in Microsoft Forms.
 - Simple interface for development and user interface.
 - Removes the need of IT support.
- Each project will have their own Form.
 - Each project has there own unique QR Code and Web Link.
 - Ease of use for the end user.
- Allows for easy interface to PowerBI to build the projects POP Dashboard.
 - Each individual project will have their own dashboard with a single company dashboard that was built.
- Employees now have multiple options for reporting.
 - Can submit a; Near Miss, Unsafe Condition, Observation, Suggestion, Good Catch and Positive Comment.
- Employee can now notify Construction Manager of issues, concerns, or problems in the field in real time.
 - Power Automate was utilized to create this functionality.

Real Time Feedback



When a new response is submitted

Get response details

Process mining (preview) Improve your flow

Average run duration
00:00:18

Apply to each

Condition: Response is equal to Approver

If yes: Send an email (V2)

If no: Add an action

If yes

For each

Select an output from previous steps: body.responses.x

Send an email (V2)

To: jmaldonado@sbec.com, alopez@sbec.com, jebrehmer@sbec.com, RTRodriguez@sbec.com, AZAycock@sbec.com, jistravn@sbec.com, tlillumus@sbec.com

Subject: Flexport- People Observing People Suggestion Review

Body:

A suggestion is submitted for your review.

Date: Date of Observation x

Time: Time of the Observation x

Craft: My Craft x

Location: Project Location x

Suggestion: What is your suggestion? x

Suggestion require Management attention: Does this suggestion require immediate attention from Management to

Approver Comment: approverResponse x

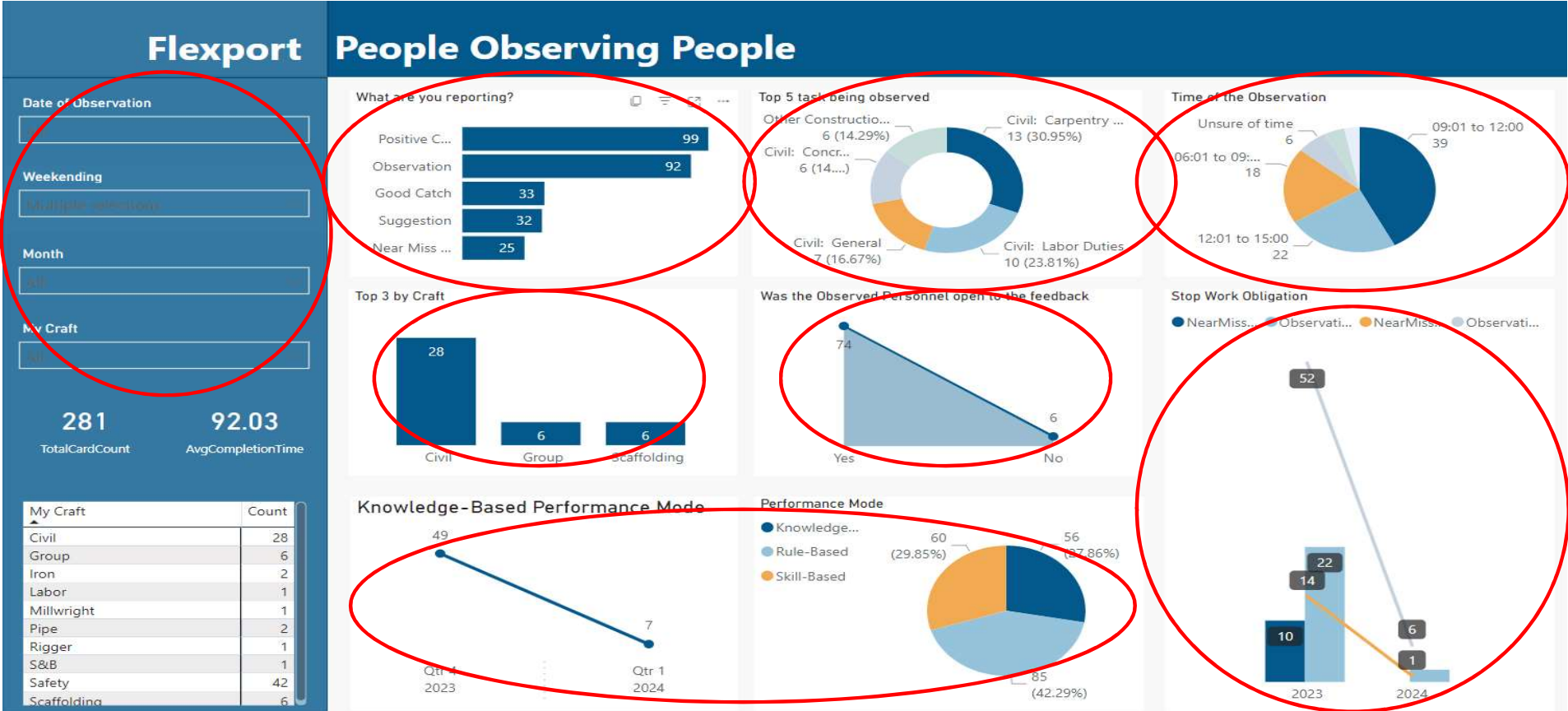
32. Does this suggestion require immediate attention from Management to prevent an injury? *

Yes

No



Company Level POP Dashboard





Company Level Feedback Dashboard

Observation Feedback

Weekending: | Month: | My Craft:

What are you reporting?
Good Catch | Near Miss ... | Observation
Positive Comment | Suggestion

Employees followed the Life Saving Commitments

Total 92
Yes 97.83%

Life Saving Commitment deviated from

Motor Vehicle and Mobile Equipment | Dressing for Safe Work

Describe the Near Miss or Unsafe Condition that you witnessed.

- A dump truck got too close to my barricade
- Bus parking spots sign with screws laying on ground with nails sticking straight up
- Civil employee flagging dump truck standing in a line of fire position.
- Employee standing too close to trench hole
- Employee was speeding through the parking lot this morning and talking on his phone as well.
- Employee working elevated without barricade

Describe the observation that you made today.

- X ray employees had set up to work in the lay down area. Neither employee was wearing the required high viz vest. I coached the employees and both put the vest on. They stated that they had forgot to put them on when they got on site.
- Wrong colored barricade being used for hazard and barricade did not have tags. Spoke with GF and foreman, explained the standard, and expectations moving forward.
- Witnessed an employee working off the last step of an 6ft A-frame ladder. Then asks the employee to stop work and explained to him the rule and where to find the rule. Employee then replaced the ladder with an 8ft ladder.
- Witnessed an employee walking on 4 inch pipe that is staged in a fab area. I then conversed with the employee about the dangers of walking on staged pipe that's not secured.

Suggestion

- 8 to the gate
- Allow employees to purchase the needed misc. tools or merchandise from S&B and give the option of pay deduction or pay for it in full for employees who can't afford the necessary equipment weather it be certain tools or jackets/thermals for the job.
- Can you put hand sanitizer at lunch tent
- Entrance to parking has pot holes that need repair
- Entrance to parking lot need road base, too many holes
- Fall arrest equipment for civil hands does not include pelican hooks on the SRL's. The smaller hooks still work but can be a bit tricky to tie off

Good Catch

- A flagger stop the traffic dump track hoe to let that truck deliver with a showing box
- He was focus on his task
- Before starting work, Crane Operator noticed that the bucket on the crane was put on backwards. Informed leadership and a few riggers got together and fixed the problem.
- Carpenters installing forms using all ppe
- Civil have good housekeeping in compressor area 270 and cooling tower
- Civil have good communication each others and good housekeeping

Top 3 by Count

PSNumber	Name	Count
1323	Almendarez, Frank	2
1328	Chapa, David	2
15502	Lummus, Terry	1
15709		1

Positive Comment

- Good team work and communication between esports coworkers
- 1 MORE WAKE UP!!!!
- After a rain storm over the weekend the employees are doing a thorough job getting the site put back in order for safe work.
- All civil workers at 270 area were working safe.
- All civil department are working Safe , barricades updating
- As your ET Safety Rep, I performed an audit of a job in Area 102. Permit was correct and on the job, Firewatch engaged and knew his role/responsibilities, fire extinguisher on job and up to code, employees wear all wearing proper PPE, and crew has done a great job in Housekeeping. Thank you.
- Bulldozer working in congested area with two flaggers in place to direct traffic away from work area.
- Carlos across doing a great job explaining the POP program and encouraging participation!!



Future Enhancements to POP

- Power Automate Update:
 - Latest update by Microsoft revealed a new functional option when building distributions for read receipts.
 - System will generate times to allow personnel to see how long it takes personnel on the distributions to read the email.
 - Button is visible but no code behind for use currently. Believed this will be in the next update.
- Translation:
 - PowerBI has some translation functionality:
 - We need to research and play with it some more.
 - Optimistic that the dashboard could automatically translate Spanish to English allowing employee to complete the card in whatever language they are more comfortable with.
- AI:
 - PowerBI has AI capabilities
 - We need to research and play with some more.
 - Optimistic we could leverage AI to review information in the Feedback Section of the POP Dashboard to generate quick ideas to Project Management for solutions in the field.
 - We can do this now, it is just a little more labor intensive when it is done outside of PowerBI.



Flexport – AI Response to Employee Suggestions



ChatGPT

It's great that you gathered feedback from your employees in the field, and there are several suggestions that could contribute to improving the overall site. Here's a summary of the key points raised by your employees:

1. Employee Equipment:

- Allow employees to purchase necessary tools or merchandise from S&B, with options for pay deduction or full payment for those who can't afford it.

2. Safety and Health Measures:

- Place hand sanitizer at the lunch tent entrance.
- Address potholes and road base issues at the entrance to the parking lot.
- Provide fall arrest equipment for civil hands with pelican hooks on SRL's.
- Consider implementing a fogging system for mosquitoes on the site.

3. Infrastructure and Accessibility:

- Improve access to the lunch tent.
- Consider acquiring double wheelbarrows for better stability in uneven and slippery areas.
- Address the need for on-hands training for new hires, possibly by improving the training provided by foremen.

4. Communication and Observations:

- Limit the number of questions in surveys.
- Simplify operator categorization for better understanding.
- Address the issue of limited phone signal for completing surveys.

5. Site Maintenance:

- Monitor the work area daily for hazards and adjust work scope accordingly.
- Increase the number of smoke pen locations.
- Provide mosquito spray and other necessary supplies in the toolroom.
- Ensure proper cleaning and maintenance of porta cans.

6. Logistics and Facilities:

- Install a mirror near the tool room for traffic visibility.
- Order more barricade material.
- Provide additional porta cans and ensure their cleanliness.
- Install a clock outside the Flexport gate.
- Address water issues in the electric system and provide spill kits in designated areas.

7. General Site Conditions:

- Fill the bus from the back to accommodate more people.
- Address standing water on the north side of the unit with rock, backfill, or a designated walk path.

These suggestions cover a range of areas, including safety, infrastructure, communication, and site maintenance. It would be beneficial to prioritize and implement these recommendations based on their potential impact on the overall well-being and efficiency of the site.

