

Health and safety is everyone's responsibility – we need to show we care.

EMPOWERING

Every day we must ask ourselves, "What have I done to make where I work safer?"

"What will be my legacy?"

"How will people judge what I have done in the future?"

These are critical questions that must be at the heart of everything we do at Knauf Insulation, says our Group HSE Director Dag Peiffer.

Everyone has the right to work in a safe place, he says, and it is vital that everyone is empowered to take time out to think about health and safety and take action to stop any actions that threaten safety.

"Every accident at Knauf Insulation is one too many. We have to always keep in mind that health and safety doesn't stop at the plant gate. Every accident has an impact on that person's family, friends and community and on that person's hopes and dreams," Dag says.

GENERATE AWARENESS

"Around 80% of accidents are behaviour related. And that behaviour must change. Sometimes people may be unaware that their behaviour is unsafe – that is why we must foster on-going highly visible communication to ensure safety is kept in the mind of everyone. And everyone is empowered to stop anything unsafe."

Standardising awareness across regions and technologies to reduce incidences is a priority of HSE and Dag believes tackling any culture of non-conformity is the responsibility of everyone – not just leaders or operators.

It is this dynamic that drives our Life Saving Rules – which has significant consequences for violations including disciplinary action – our 'Stop! Safety First' cards (see story below) and our global support for World Day for Safety and Health at Work – an international annual event designed to generate awareness about reducing work-related injuries.

GREAT OPPORTUNITY

"This is an annual day that gives us time to stop and think about what safety means for us," says Dag. "It was the first time Knauf Insulation had supported this event and was a great opportunity to celebrate safety. And that's what all our plants did."

At all plants Stop and Safety Check cards were distributed, safety talks held and a video presentation was given by our CEO Jean-Claude Carlin but there were great individual plant initiatives such as:

In the UK at **Cwmbran**, plant checks were carried out, safety gifts distributed and there was a presentation on healthy eating. A health and safety 'surgery' was held at **Queensferry** to raise issues and discuss solutions, special safety prize quizzes and children's drawing competitions were also organised. At **St Helens** a prize hazard-spotting quiz was held in addition to talks about first aid and emergency scenarios.

Imaginative Life Saving Rules videos were created by our colleagues at **Lannemezan** in France demonstrating 'what to do versus what not to do'. In **Visé**, Belgium, videos produced in the plant were also screened to highlight dangerous behaviour. There was even a workshop to show the impact of alcohol or phone use on driving performance.

PRODUCTION STOPPED

In Slovenia at **Ajdovščina**, production was stopped for an hour to discuss safety issues, T-shirts were distributed and activities organised, while at **Skofja Loka** a safety time out featured talks and incident overviews. At **Bernburg**, **St Egidien** and **Simbach** in Germany, 'Safety shirts' and Stop and Check cards were distributed and safety rules displayed on roll-up panels.

In Russia, at **Stupino** a practice evacuation was organised as well as a presentation by the Civil Defence and at **Tyumen** there were children's drawing competitions and flashmob photo opportunities.

CARD POWER

To empower our colleagues to take action in potentially unsafe situations Stop cards have been distributed across all plants. The cards state: "You have the responsibility and the authority to stop unsafe actions and conditions." Advice has also been provided for employees who may be approached in such a situation and for those who step in to stop risky actions.



SAFETY

22%
THE REDUCTION IN OUR
LOST TIME ACCIDENT
FREQUENCY RATE (LTAFR)
FROM 2016 TO 2017

NEW SAFETY AMBITION FOR 2020

Lost Time Accident Frequency Rate (LTAFR) reports the number of lost time injuries per million hours worked. In 2017 we recorded a LTAFR of 5.21 – just 0.21 short of our 2020 target of five. As a result we have set our ambition higher and are now determined to achieve a LTAFR of two by 2020. In addition, we are increasingly using Total Recordable Incident Rate or TRIR to assess our safety performance. TRIR measures the rate of recordable workplace injuries regarding the hours worked and is a standard that enables easy comparison between companies. Our TRIR target for 2020 is five.

SAFE IN THE USA

Safety Stops, the appointment of a new Sales Safety Ambassador and a hotline for reporting sensitive work issues have been introduced at our North America plants.

During recent Safety Stops – when plant work is temporarily halted – colleagues took part in a video to share photos of their families, partners, children and even pets to emotionally reinforce the importance of why they should stay safe at work.

New safety vests were also distributed with a pocket card featuring our Life Saving Rules, a card for safety suggestions and a placeholder for a photo of the reasons why individual colleagues work safe.

A new Sales Safety Ambassador has also been appointed to generate safety awareness and establish KPIs for our 60 colleagues who drive more than 1.6 million kilometres every year.

KnaufListens, meanwhile, is a confidential and anonymous hotline that has been introduced for colleagues to call if they are concerned about any issues that cannot be resolved locally and may impact emotional safety. The number is free and also available online.

