

RTA reduced risk and cost, improved safety measures and reporting all in one intuitive system with the aid of WSO.



INDUSTRY: Govt. Sector – Roads & Transport

OUR SOLUTION NAME: WorkSafeOnline (WSO)

HEADQUARTERS: Sydney, NSW, Australia

NUMBER OF EMPLOYEES: 25000 (approx.)

NUMBER OF USERS: 15000 (approx.)

OUR CUSTOMER SINCE: 2008

Key Challenges

The RTA wanted to implement an incident reporting and investigation system which can allow managers and supervisors to identify, assess and control OHS risks, understand near miss reporting, conduct quality incident investigations and understand how their own behavior influences their team's attitude to safety.

- Complete investigation process including Contributing Factors, Just and Fair Consequence Management for any incident or hazard reported.
- Need of a system that has a simple user interface and is easy to use for any user.
- Quick and easy notification process for the any incident and hazard reported.
- Reduce the number of incidents and identify safety measures necessary to prevent recurrences.

About Roads and Maritime Services

Roads and Maritime Services is a NSW State Government agency and a part of Transport for NSW, responsible for implementing strategy and delivering essential frontline services to people who use roads, harbours and waterways. The government agency that was responsible for major road infrastructure, licensing of drivers, and registration of motor vehicles.

Business Benefits

WorkSafeOnline (**called as EnSafe Online by RTA OHS Team**) fulfilled the RTA requirements for reporting and investigating work health and safety incidents occurring at Roads and Maritime sites, including sites controlled by Roads and Maritime contractors.

WSO bought following features and benefits to the business:

- All work related incidents occurring at Roads and Maritime controlled sites are reported and notified through the **EnSafe Helpdesk**.
 - i. Injury or illness to Roads and Maritime personnel, contractors or members of the public, or
 - ii. Damage to property, plant or equipment.
- Incident **self-service reporting** from more than **3500** locations.
- System triggers **auto investigations** to immediate managers on Incident reporting.
- The **Ensafe upgrade** increased efficiency and user friendliness.
- Notifications can be configured based on Incident types, project codes, sub types, locations, and Incident category.
- Follow-up email reminders to Investigation owner to complete the actions after 72 hours of incident lodged.
- Completing investigation with contributing factors and fair and consequence management.
- Employee, Locations and Positions master data mass processing from SAP to WorkSafeOnline
- Update information relating to incidents as it becomes available.
- System finds overdue tasks and escalates to one up managers.
- Identify and minimize risk to reduce hazard and incidents.
- Standard and adhoc based reports and tracking overdue task for individual associates and users.
- Compliance to legal obligations

Modules Implemented: Incident, Injury, Hazard, Employee, Workflow, Global Search, Location hierarchy, Audit, Claims, and Actions