

BC Hydro

A 70% Reduction in Workplace Injuries

Industry
Electric Utility

Facility Location
Multiple locations in British Columbia

As one of the largest electric utilities in Canada, BC Hydro serves more than 1.6 million customers - 94 percent of British Columbia.

BC Hydro has constructed a world-class integrated hydroelectric system of close to 11,500 megawatts of generating capacity - of which over 87% is hydroelectric.

Electricity is delivered safely and dependably to customers through an interconnected system of over 72,000 kilometres of publicly owned transmission and distribution lines.

BC Hydro's past safety record was average compared to other Canadian utilities. To improve its safety performance, BC Hydro depended heavily on the performance of one division - Field Services.

Field Services wanted to further engage its managers and employees in the safety effort beyond their program of regulatory compliance, employee skill development and investment in quality tools and equipment.

In the spring of 2002, the Field Services division of BC Hydro purchased the SafeStart program and tasked its Safety Manager, Bob Bernard, to implement it.

Bernard introduced the SafeStart program to 1,200 of Field Services' 1,500 employees, focusing in on the most at-risk group - trades and technicians.

The roll out of the program began in June 2002 with all five modules completed by early 2003. Within one year of introducing SafeStart, Field Services had experienced a 36% reduction in workplace injury.

Bernard knew they were on to something and, with the support of senior management he developed a strategy to further engage the employees.

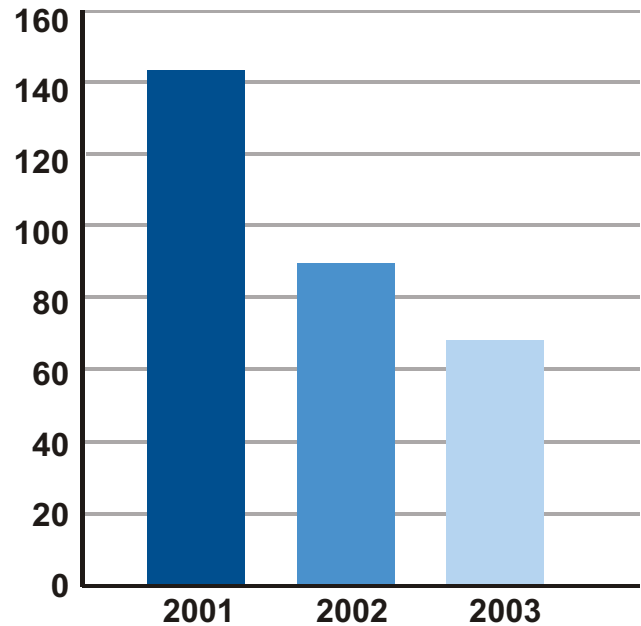
In the second year of the program, Field Services hired Electrolab to deliver Review Module #1 of the SafeStart program. Larry Wilson presented 22 sessions to 1,200 employees at Field Services' operations across the province.

At the end of the second year, overall reportable injuries were down by 48%.

Moving into year three, Field Services had Larry Wilson deliver review sessions with all managers to help them to more effectively interact with their employees in raising awareness of how behaviors can impact safety. Larry also delivered Review Module #2 to Field Services personnel.

Field Services has experienced 3 reportable injuries per month in the first 5 months of this fiscal - a reduction of 70% from two years ago.

Field Services managers have integrated SafeStart into safety meetings, tailboard sessions, incident investigations and, most importantly, in their daily interaction with employees.



Bernard believes the demonstrated support by senior management and the applicability of the SafeStart principles to all managers and employees whether at work or at home has provided Field Services with a common language and understanding to engage all of its employees in the prevention of injury.

Field Services' performance has driven BC Hydro's safety record to first quartile in Canadian utility reporting. ✓