

 NORTH RISK PARTNERS |  KPA

THE SAFETY METRICS EVERY BUSINESS SHOULD TRACK

SEPTEMBER 2025

NORTH RISK WEBINARS | 2025

1

PRESENTER






Nick Hardesty
EHS Regional Director
KPA

NORTH RISK WEBINARS | 2025

2

LOGISTICS

-  Ask questions via the Questions box
-  Two-question survey at the end
-  Webinar is recorded

 Follow-up email sent tomorrow with link to slides & recording!

NORTH RISK WEBINARS | 2025

3

AGENDA

- Importance of Measurement
- Leading vs. Lagging Indicators: Defined
- Lagging Indicators
- Leading Indicators
- Q&A



NORTH RISK WEBINARS | 2025

NORTH RISK PARTNERS KPA

4

POWER OF DATA



- Gut feeling vs. Concrete data
- Advantage of measurement driven safety
- Convert safety from cost center to strategic asset



NORTH RISK WEBINARS | 2025

NORTH RISK PARTNERS KPA

5

POWER OF DATA

WHAT GETS MEASURED, GETS MANAGED → **Therefore, measure what matters.**

NORTH RISK WEBINARS | 2025

NORTH RISK PARTNERS KPA

6

WHAT KPI'S ARE RIGHT FOR YOU?

Lagging Indicators	Leading Indicators
<ul style="list-style-type: none"> TRIR (Total Recordable Incident Rate) DART (Days Away, Restricted, or Transferred rate) LTIFR (Lost Time Injury Frequency Rate) SIF (Serious Injuries and Fatalities) OSHA Recordables Regulatory Citation/Fines Workers Comp Costs 	<ul style="list-style-type: none"> Corrective Action Completion Employee Training Completion CAPAs (Corrective and Preventive Action) Near Misses Reported Safety Observations JHA Completions Toolbox Talks Equipment Breakdowns Worker Participation

NORTH RISK WEBINARS | 2025 NORTH RISK PARTNERS' KPA

7

IMPORTANCE OF MEASURING PERFORMANCE

- Measure What Matters** - Visibility into safety program effectiveness
- Spot Risks Early** - Identify issues before they escalate
- Prove the Value** - Show ROI of safety to leadership
- Stay Audit-Ready** - Ensure compliance through measurable performance
- Build Trust & Ownership** - Drive accountability across the organization
- Reactive vs. Proactive**

• Reactive Costs: Incidents, claims, fines, downtime, reputational damage
 • Proactive Gains: Prevention, fewer incidents, higher morale, competitive edge

NORTH RISK WEBINARS | 2025 NORTH RISK PARTNERS' KPA

8

LEADING VS. LAGGING INDICATORS: DEFINED

- Leading Indicators**
 - Metrics or inputs used to predict or influence future results
 - e.g. inspections and audits
- Lagging Indicators**
 - Metrics that measure past performance
 - e.g. injury or incident rates

NORTH RISK WEBINARS | 2025 NORTH RISK PARTNERS' KPA

9

LAGGING INDICATORS

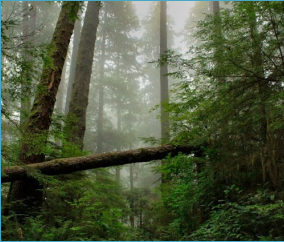


- *Something* has already happened...
 - Injury incidents
 - Equipment failures
 - Missed deadlines
 - Service defects
- We cannot change the past, but we can learn from it
 - How can you use past performance to influence future performance?

NORTH RISK WEBINARS | 2025
NORTH RISK PARTNERSSM KPA

10

LAGGING INDICATORS



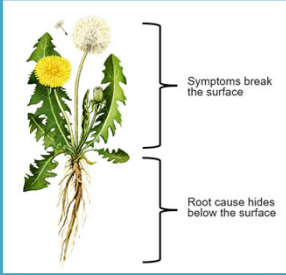
- If a tree falls in the woods...
- Do you have an injury reporting program?
- Do employees feel safe / comfortable reporting injuries?
- If injuries are not reported, we cannot learn from them

NORTH RISK WEBINARS | 2025
NORTH RISK PARTNERSSM KPA

11

ROOT CAUSE ANALYSIS

- Root Cause Analysis
 - Are you identifying the TRUE root cause?
 - The behavior is rarely the root cause
 - Conditions and situations often force or allow behaviors
 - "The Problem Weed"
 - The symptoms are evident
 - The true problem hides below the surface... You need to dig it up!




NORTH RISK WEBINARS | 2025
NORTH RISK PARTNERSSM KPA

12

ROOT CAUSE ANALYSIS

- E.g. Nick slips on ice....
 - Why did Joe slip?
 - Why was there ice on the ground?
 - Why did the snow melt and refreeze?
 - Why didn't we didn't we manage the ice?
 - Do we have a procedure for winter weather? What does it say?
- Keep asking "why" until you drill down to the root cause
 - A.k.a. the 5 Why Method for RCA
- Once you identify the true root cause, ensure there is a plan to prevent such conditions from existing in the future
- It could be next week, month, or year, but the problem will pop back up



NORTH RISK WEBINARS | 2025

NORTH RISK PARTNERS KPA

13

LAGGING INDICATORS

- Collect and analyze data from past performance
- Identify clear trends
 - Incident types
 - Shift / hour of day
 - Employee tenure
 - Training completion
 - Job task or activity
- Implement actions with defined goals to address trends and impact future performance
- Assess effectiveness / impact of actions on a regular basis



NORTH RISK WEBINARS | 2025


NORTH RISK PARTNERS KPA

14

LAGGING INDICATORS: TRENDS AND ACTIONS

Example:

- Trend / Lagging Indicator
 - Seven slip/trip and fall injuries in 2022
 - 5 out of 7 (71%) were directly related to housekeeping
- Action / Leading Indicator
 - Implementation of a housekeeping program...
 - Daily facility walk by area managers with a checklist for high-risk areas, common hazards to watch out for
 - Review progress during monthly leadership meetings to ensure completion and quality



NORTH RISK WEBINARS | 2025

NORTH RISK PARTNERS KPA

15

LEADING INDICATORS



- Metrics that predict future performance
- Proactive measures to influence future performance
 - Safety observations
 - Employee safety reporting
 - Inspections
 - Audits
 - Training
 - Safety meetings
 - Preventative maintenance

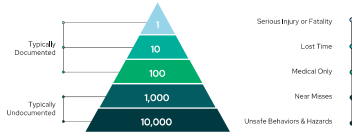
NORTH RISK WEBINARS | 2025 NORTH RISK PARTNERS KPA

16

LEADING INDICATORS: NEAR MISS REPORTING

➤ "OSHA defines a near miss as an incident in which no property was damaged and no personal injury was sustained, but where, given a slight shift in time or position, damage or injury easily could have occurred.

➤ Near misses also may be referred to as **close calls, near accidents, accident precursors, injury-free events** and, in the case of moving objects, **near collisions.**"




NORTH RISK WEBINARS | 2025 NORTH RISK PARTNERS KPA

17

LEADING INDICATORS: NEAR MISS REPORTING

- Leadership Commitment
- Worker Participation
- Effective Reporting System
- Investigation and Analysis
- Corrective Action and Communication




NORTH RISK WEBINARS | 2025 NORTH RISK PARTNERS KPA

18

LEADING INDICATORS: INSPECTIONS

- Inspections
 - A “face value” safety and/or compliance determination
 - Inspections focus on physical facilities, hazards, and controls
 - Questions/checklists may include:
 - Are all chemical containers labeled?
 - Are there any boxes blocking exit routes?
 - Is machinery well-maintained and properly guarded?
 - Are workers wearing all necessary personal protective equipment?
 - Is emergency equipment serviceable?
 - OSHA will require inspections for some equipment onsite
 - Conducted by managers, supervisors, foremen, and other on-site personnel




NORTH RISK WEBINARS | 2025

NORTH RISK PARTNERS KPA

19

LEADING INDICATORS: AUDITS

- Audits are more in-depth and more system-focused than inspections
- Programs and policies need to be audited along with the facility itself
- Highly customizable - can be used to target specific trends
- “Trust but verify”
- Defects = Opportunity!



NORTH RISK WEBINARS | 2025

NORTH RISK PARTNERS KPA

20

LEADING INDICATORS: SAFETY TRAINING

- Safety training is important
- Training completion
 - Positive leading indicator shows implementation levels of program
- Incomplete training
 - Use to evaluate risk
 - Could indicate knowledge gaps in workforce
- Retraining
 - Prioritize retraining based on regulatory requirements or identified trends



Training	Incomplete	Expiring	% Complete
Background Storage Tanks	1	0	9%
Abuse Workplace Conduct Prevention	3	0	98%
Access to Mechanical and Exposure Records	0	0	78%
Active Shooter	200	0	7%
Active Recycling Industry	12	0	-
ADA Employment Decisions	9	0	-
Aerial Lifts and Elevated Platform Safety	15	0	-

NORTH RISK WEBINARS | 2025

NORTH RISK PARTNERS KPA

21

6 STEPS FOR USING LEADING INDICATORS

1. Choose your indicator
2. Set a goal
3. Communicate the how and why
4. Collect data to measure progress
5. Assess
6. Review key learnings

Measure what matters!



NORTH RISK WEBINARS | 2025

NORTH RISK PARTNERS' KPA

22

COMMON CHALLENGES & LESSONS LEARNED

- User adoption challenges:** Getting field workers comfortable with technology
- Data quality issues:** Ensuring consistent and accurate data collection
- Change management:** Overcoming resistance to new processes.
- Resource allocation:** Balancing implementation effort with daily operations
- Practical solutions:** Research within your industry for what worked for others

NORTH RISK WEBINARS | 2025

NORTH RISK PARTNERS' KPA

23

KEY SUCCESS FACTORS

Key Success Factors

- Predictive relationship:** Leading indicators inform lagging performance
- Use lagging data to refine leading strategies:** Analyze lagging data to identify which leading indicators to emphasize
- Leadership commitment:** Visible support and resource allocation
- Clear communication:** Explaining the "why" behind measurement
- Training and support:** Ensuring users understand tools and processes
- Start small:** Pilot approach with gradual expansion
- Regular review:** Continuous evaluation and adjustment
- Celebrate wins:** Recognizing improvements and successes

NORTH RISK WEBINARS | 2025

24

QUESTIONS?

NORTH RISK PARTNERS KPA

25

NORTH RISK'S VALUE-ADDED SERVICES HOTLINE

(888) 667-4135

safety@northriskpartners.com

NORTH RISK PARTNERS KPA

26

UPCOMING WEBINARS

Employer Essentials

Watch your inbox for invitations

Thursday, Sept. 25 | 11:00 a.m. to 12:00 p.m.
When Standard Coverage Isn't Enough: The Case for Umbrella & Excess Liability

Thursday, October 2 | 11:00 a.m. to 12:00 p.m.
Navigating Open Enrollment: A Step-by-Step Guide for Employers

Thursday, October 23 | 11:00 a.m. to 12:00 p.m.
Workplace Privacy: Employee Monitoring & Data Protection

27
