

SMILE AND CARE

(YOUR NEWSLETTER FROM CGAS)

Sep 2020

Edition 1, Volume 2



Corporate Governance
Advisory Services

VOICE OF THE DISTINGUISHED GUEST

MR VINOD SANT

Ex-Director General,
National Safety Council, Mumbai,
India



"Human Performance" as an Accident Prevention Strategy

Invariably detailed investigation of all accidents leads to 'human mistake' as the prominent cause. By very nature human being is prone to commit mistakes.

Human mistake can be categorized into violation, fault or failure, and error. A violation is a deliberate deviation from an external reference such as law, standard, code etc. The term "fault" mainly refers to technical items such as poor-quality material, weak or badly designed components, or inappropriate processes etc. An error is an undesirable, unpleasant, unanticipated result of human action or activity. Errors are caused while performing routine tasks, applying rules, applying knowledge.

Probability of occurrence of human error while at work increases because of several reasons such as

wrong or insufficient information; ineffective communication; physical and emotional state; fixation error and tunnel vision; condition of work groups; effects of organization and attitude towards errors. Therefore, to conclude that human errors are the root cause of all accidents is unacceptable and scientifically not tenable. Human activity or human performance should be at the centre of accident prevention. Human activity is influenced by characteristics of 'the human being' and the impact of working environment, work groups, organization and management on that human being. There are two parts of human performance, one is visible or observable; and the other is invisible. The visible part of human activity is known as "behaviour" and includes posture, movements, verbal or gestural expression, visible physiological changes (sweating for instance), the use of a tool or equipment, etc. The invisible part of human activity comprises of perceptions, emotions, memory, knowledge, reasoning, decision-making, control of movements and other cognitive, psychological and social process. Therefore, 'human performance' as a whole should be the focus of accident prevention strategy.

Views expressed here are of the Author and do not reflect official opinion and/or endorsement by Corporate Governance Advisory Services. He can be reached for any clarifications at vinod_sant@yahoo.co.in

Quote of the Month: I had a sparrow as a pet but it flew away one day. Then I had squirrel but it ran away too. Then I planted a Tree and they both came back - **Dr. A P J Abdul Kalam, Late Ex. President of India**

RECENT UPDATES

VIRTUAL TRAINING ON EHS AUDITS BEYOND ISO 22 AUG 2020

We thank you for the overwhelming participation and support to our above program. We are grateful to the following companies for their support.

- ▶ Sembcorp Infra
- ▶ Linde
- ▶ Jhajjar Power Limited
- ▶ Freudenberg NOK
- ▶ Daiki Aluminium India
- ▶ Rising Star Mobile
- ▶ Indo-Rama

Quality Safety Edge

BEHAVIOURAL TECHNOLOGY TO IMPROVE EHS PERFORMANCE

CGAS is pleased to announce its agreement for collaboration with Quality Safety Edge for providing Behavior Based Safety.

- ▶ Creating Strong Employee Engagement
- ▶ Creating Cultures that align with Organization's goals
- ▶ Observation Data Management

LEARNING OF THE MONTH

MR SCOTT DEBOW
CSP, ARM
SAFETY PRACTICE LEADER
RANDSTAD US, ATLANTA
"Human Centric Approach"



Leveraging technology to better care for one another is as important as ever. While advances in technology assist us in speed and automation, we cannot forget that at the center of our safety communications are human beings. This means that while technology around risk and safety continues to advance, it still depends on people to leverage this technology in a manner that truly serves toward the creation of safer, sustainable working environments.

This is important to consider as we have learned the hard way from other technological advances that better served corporate levels of the organization while missing the opportunity to effectively inform the employees performing the work. What good is

collecting safety data through technological means if the organization is unable to use that information for critical risk interventions that actually create safer working environments? Even world-class RMIS systems (Risk Management Information Systems) that house billions of useful data points have struggled to forge pathways toward a forward-looking risk posture, rather than just viewing outcomes in our rearview mirror.

When technology serves to identify critical risk and connect that information to a risk-capable workforce, it is then that we are 'moving the discussions ahead of the incidents'. While there is reason to be excited about the growing options for companies to use, from enterprise level systems to smaller boutique needs, perhaps it is most important for us to remember that at the center of our quest for performance improvement in safety will always be humans.

There is you. There is me. There are our employees. Grateful to be on this journey together –

Views expressed here are of the Author and do not reflect official opinion and/or endorsement by Corporate Governance Advisory Services. He can be reached for any clarifications at scott.debow@randstadusa.com

ENGAGEMENT OPPORTUNITIES

VIRTUAL TRAINING ON EHS AUDITS BEYOND ISO

Have you ever been able to bring a smile to somebody's face as an auditor?

11 September 2020, Friday, 4 pm to 5:30 pm. [Click here for registration: EHS Audits Beyond ISO](#)

Learn about more than 10 types of EHS audits beyond ISO standards to help organizations move towards business excellence, gain access to capital and Mergers & Acquisitions from the leading faculty on audits in India.

LAUNCH OF ASSESSMENT TOOL AND SERVICES

CGAS provides more than 10 types of audits, assessments and auditor training services covering EHS, Sustainability and Social domain. Its professional team provides gap assessments, internal audit services - both virtual and on-site, backed by indigenously developed SAAS based technological solutions.

Smile News


5 Indian Podcasts that are keeping the smiles coming during the Pandemic,

click 

[Indian Podcasts](#)

Care News

Doctors in this Dakshina Kannada trek in ppe Kits to reach Patients

details, click 

[Reaching Patients](#)

EHS News

India manages to recover & recycle only 1% of its C&D waste,

says new CSE analysis click 

[Construction&Demolition Waste](#)

EDITORIAL DESK



Ajay Sachdeva

V S Mathur

T S Sriram

Sanket Shah

MESSAGE

It gives immense pleasure to release this newsletter having focus on "Human Aspect" be it as an Accident Prevent Strategy or Performance Improvement and recognize the efforts and contributions of unsung heroes who helped in their own ways to bring out smile on people's faces and showing empathy by going extra miles.

CGAS Team will be pleased to receive your feedback.



CORPORATE GOVERNANCE ADVISORY SERVICES

To Make "Smile and Care" a Key Enabler in the global arena of Corporate Governance

CONTACT US

www.corpgov-advisory.com
ajay@corpgov-advisory.com
Mobile: +91-9810144822