

### What is safety performance monitoring and measurement?

Safety performance monitoring and measurement is the aspect of safety assurance that establishes measurement criteria to monitor the safety risks associated with your transport activities.

The safety performance expectation should be referenced in your business’s safety policy and key measures should be in place to evaluate the safety health of your business.

### Why have safety performance monitoring and measurement?

You should include safety performance monitoring and measurements in your business so you can measure the effectiveness of risk controls against agreed safety objectives.

Your measurements should provide information on the progress of your safety activities and identify areas where corrective actions are required. The structure of this information should be relevant to the various management levels in your business. Higher-level information may be required for upper management as opposed to more detailed information for line or operational management.

Monitoring and reporting on safety performance has benefits that include:

- demonstrating that your business takes safety seriously
- demonstrating to employees and external stakeholders that you are providing a safe working environment
- providing managers with safety intelligence so they can make informed decisions in regard to continuously improving the safety of your transport activities.



**“You can’t manage what you can’t measure”** Drucker

### How to monitor and measure safety performance

To monitor and measure safety performance effectively, you should first establish a set of safety objectives for your business.

Establishing safety objectives should assist you to:

- understand if your Safety Management System (SMS) is doing what you intend it to do
- identify areas that aren’t working well
- make adjustments so your system can be continuously improved.

### Sources of information for setting safety objectives?

There are numerous data sources of information available to assist in establishing objectives to measure your business’s safety performance. These include:

- safety risk register
- safety survey results
- internal safety investigations
- internal safety audits
- safety studies
- external audits
- incident reporting.

### The SMART principle

You could consider using the SMART principle when developing your safety objectives. Many businesses consider the SMART principle a prerequisite when developing their objectives to measure safety performance.

The figure below shows what each letter in the SMART acronym represents. There is a description of each component on the next page.



Specific	The more specific your objectives, the greater the chance of achieving them. Questions you may ask are: <ul style="list-style-type: none"> <li>• What exactly do you want to achieve?</li> <li>• When exactly do you want to achieve it?</li> <li>• Are the measurement criteria clearly defined?</li> </ul>								
Measurable	Your objectives need to be measurable, with information readily available so you can show the progress you are making to reach your safety goals. You also need to identify the data sources and the ways you are planning to use that data to measure your objectives. Consider the following:								
	<table border="1"> <thead> <tr> <th>Data Source</th> <th>Measurable objective</th> </tr> </thead> <tbody> <tr> <td>Hazard reports:</td> <td> <ul style="list-style-type: none"> <li>• Number of hazards reported</li> <li>• Number of hazards eliminated</li> </ul> </td> </tr> <tr> <td>Incident reports/register:</td> <td> <ul style="list-style-type: none"> <li>• Number of incidents reported</li> <li>• Number of near misses reported</li> <li>• Number of injury incidents (LTI<sup>1</sup>, MTI<sup>2</sup>, FAI<sup>3</sup>)</li> <li>• Number of vehicle incidents</li> </ul> </td> </tr> <tr> <td>Internal/external audits:</td> <td> <ul style="list-style-type: none"> <li>• Number of audits conducted</li> <li>• Number of non-conformance reports (NCRs)</li> <li>• Number of NCRs open and closed</li> </ul> </td> </tr> </tbody> </table>	Data Source	Measurable objective	Hazard reports:	<ul style="list-style-type: none"> <li>• Number of hazards reported</li> <li>• Number of hazards eliminated</li> </ul>	Incident reports/register:	<ul style="list-style-type: none"> <li>• Number of incidents reported</li> <li>• Number of near misses reported</li> <li>• Number of injury incidents (LTI<sup>1</sup>, MTI<sup>2</sup>, FAI<sup>3</sup>)</li> <li>• Number of vehicle incidents</li> </ul>	Internal/external audits:	<ul style="list-style-type: none"> <li>• Number of audits conducted</li> <li>• Number of non-conformance reports (NCRs)</li> <li>• Number of NCRs open and closed</li> </ul>
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Attainable	Your objectives should be attainable and, while you can set high expectations, if you don't achieve your objectives in the expected timeframe but still consider them worthwhile, continue to work towards them.								
Relevant	Your objectives should be relevant to your operation and focus on improving the safety of your transport activities. They should encourage your employees to report hazards, incidents and near misses. Avoid setting objectives that may provide an incentive for employees to under-report.								
Timely	Your objectives should be measured within a timeframe that is realistic and allows for some flexibility. You can align your measurements to a calendar or financial year or milestone points in a project. Measuring this way will allow you to compare to previous periods and set future goals and objectives. Setting and committing to a timeframe helps your business focus on reaching its stated objectives.								

### Example safety objectives for heavy vehicle transport activities:

Set objectives that make sense to you and your business but keep in mind that your customers and other third parties may require you to provide specific safety measures. Some examples of safety objectives are:

- Over the next calendar year the business will develop and implement all the components and elements of an SMS.
- The safety representative will provide initial incident investigation feedback to the manager and incident reporter within 48 hours of receiving the report.
- All the heavy vehicles in our fleet will be maintained in accordance with the manufacturer's maintenance schedule.
- Over the next calendar year we aim to reduce the number of speeding fines attributed to our drivers to zero.
- Our safety representative will conduct two safety audits annually at each worksite.
- A daily or pre-start check must be conducted and recorded for each vehicle when used.

The NHVR has developed additional guidance material and templates to assist you in developing and improving your SMS.

1 Lost time injury  
2 Medically treated injury  
3 First aid