



COACH Program.®



An incident free operation is reachable when the occupational health, safety and environment is considered as a core value within the organization

COACH Program®

Can Help You to Prevent Incidents...



“Every single day 6,300 people die from work related accidents or sickness in the entire world, adding up to 2.3 million deaths per year. Every year there are more than 337 million work related accidents, and many of these accidents cause work absenteeism.

The daily cost of this adversity is enormous, and the economic burden caused by bad safety practices has been estimated to cost 4% of the Global Internal Gross Product every year.

Safety and health conditions at work greatly differ from one country to another, as well as economic sectors and social groups. Developing countries pay a special high price in injuries and deaths, since a big amount of people are involved in dangerous tasks such as agriculture, fishing and mining. In the entire world, the poor and the less protected, very often women, children and migrants are the most affected.”

International Labor Organization - 2011
<http://www.ilo.org/global/topics/safety-and-health-at-work/lang--es/index.htm>

Considering what was mentioned above, we can observe there is a big real necessity of preventing incidents in work areas.

The COACH Program® is a prevention tool based in behaviors, and it can help you reduce incidents in your organization. It has a series of organized and systematic activities that help improve the level of HSE Culture of the personnel, helping the organization achieve better results controlling occupational and environmental risks.

Program Summary

The COACH Program® is the result of a series of leadership strategies, risk management, psychology, communication and success strategies that all together make a powerful and effective prevention tool based on human behavior.

Leadership

Is the base of any prevention program, it's the force that empowers all other strategies. For leadership to be successful, it should be visible and permanent. All leaders are required to participate, and managers and supervisors are asked permanently support the COACH Program®.



Risk Management

The COACH Program® helps identifying risks and possible consequences; we can't control what we don't see. Organizations such as OSHA, ICONTEC, OIT, IOSH, ANSI have described in their documents a number of risks in their work environments. These risks in the COACH Program® are focused in the HSE Appraisal Factors to easily help to identify and control them.

Behavior Psychology

Since the COACH Program® is based on behaviors, psychology is important to help identify trends in which human beings learn and behave in different situations. Two very well-known concepts are used; these are: the Maslow Needs Hierarchy which indicates a list of needs in different levels, that human beings need to accomplish to be satisfied, and the ABC Behavior Model from Dr. E. Scott Geller that teaches us how humans can mold their behaviors.

Communication

It is essential to achieve success in any activity. There are two basic types of communication: Verbal and non-verbal (written, body language, signs). Independently of the type of communication, in the COACH Program® there are attributes that should be present considered to allow communication to be effective; these attributes are: constructive, clear, consistent, self-explanatory, on time and with feedback.

Strategies for Success

These are activities that help the COACH Program® to remain and grow in an organization. Such activities have been tested independently and have demonstrated to be effective helping achieve results.

Application Phases

The application of the COACH Program® in an organization is divided in 4 phases. Implementation time depends on the amount of people and the way the organization is distributed. Each one of the phases contains a series of activities or strategies that help periods of transition be easier, maximizing results when applying the program. The Gantt Graph is a tool that provides follow up on the planned activities and it also evaluates the performance.



1. Introduction

It's the phase where the COACH Program® is selected by the organization as an effective and versatile tool that helps accomplishing established goals, to cover their Safety Culture growth needs and help reduce incidents.

2. Implementation

It has key components to promote company growth, such as Corporate Commitment, training, promotion, etc. This phase demands actions from their personnel to cover such required activities; therefore it is recommended the Administrator forms an Implementation Central Committee applying the RASCI Model to organize such activities, dividing loads and creating an environment of commitment and ownership from the start.

3. Development

Activities that keep the COACH Program® functioning permanently. It also helps create an environment of motivation and participation that ensures the continuity of the Program in the organization.

The COACH Program® applies strategies that have proven to be successful when correctly applied. When a plan with a given series of activities exists, they have a goal in common. Everyone's participation, from employees to Management ensures success of such plan

4. Maintenance

There are many advantages organizations have when utilizing a COACH Program®. Besides creating a sense of belonging and responsibility for the worker, it helps draw the program to its maximum performance.

Audits and improvement processes provide a wide and formal evaluation on the performance of the COACH Program® in the organization, and helps establish action plans to re-orient situations that could be out of the expected.

I. INTRODUCTION



Program Objectives

Program Objectives need to be verified to know if they are aligned with corporate objectives in the organization.

There are three main COACH Program® Objectives and each one of these has secondary objectives as well. These are:

- Impact HSE attitude in people in a positive way.
- Aid in managing occupational and environmental risks.
- Assist in providing a better quality of life.

Program Principles

The organization adopts 7 COACH Program® Principles that are based in an HSE Culture philosophy, with the purpose of achieving an incident free operation IFO.

Benefits of the Program

Benefits obtained after correctly applying a COACH Program® in an organization, such as increasing competition and good image in the market simply by reducing incidents, will help the organization comply with one of the objectives. When incidents are reduced, the organization demonstrates social responsibility, creating a team environment among employees increasing productivity and quality.

Program Function

Function parameters for the COACH Program® are applied on a daily basis by people in their daily tasks, and these parameters can be classified into three groups: Promoting behaviors or safe conditions, changing risk behaviors and correcting at risk conditions.

Program Scope

The COACH Program® interacts with the 4 main levels in an organization in order to be effectively integrated. These levels are: Corporate Management, Regional or Local Management, Supervisory levels and Employees.

Program Resources

While executing the COACH Program®, some necessary resources are thought to comply with the 4 application phases. In such resources we can find human talent, financial, technology, logistics and material.

Program Responsibilities

Each one of the levels in the organization has their own responsibilities when applying the program. All responsibilities are basics for program performance.

2. IMPLEMENTATION



The RASCI Model

Is a methodology that assigns roles and responsibilities which are mainly used in Project Management and is indispensable for communication while performing and executing a job or a project. Its philosophy is very basic since it's based on a matrix where activities are set, to later determine the corresponding assignment.

Corporate Commitment

Transmits the value that the organization delivers to the COACH Program®, which should be in written, verbal and also proven with facts.

Promotion

The objective of promoting is to make possible COACH Program® general contents are known, so they become more familiar in the organization.

Personal Commitment

Each manager, supervisor or employee sets a personal commitment to publicly demonstrate what the COACH Program® represents to himself/herself and for the organization he/she is involved.

Training

Training is part of the implementation that requires more logistics, but at the same time is important for the success of the COACH Program®.

On a training perspective, the COACH Program® modifies conduct in a safe manner or even reassures a safe conduct when it has already been acquired.

Tutoring

At the end of the training the participant should follow up with some tutoring practices in his/her work area, or designated area.

COACH Master

External support that an organization can utilize to ensure the COACH Program® is implemented and developed accordingly.

The person that performs the Master COACH duty has been trained on COACH Program® Principles and general HSE topics.

3. DEVELOPMENT



COACH Team

Team of people that have the purpose of making sure that the COACH Program® is functioning accordingly in the areas of responsibility. Depending on the organization, a COACH Team will be organized by facility, and another team will be centralized in order to deal with global information with a general perspective helping to accomplish their goals.

COACH Meetings

The COACH Team will gather regularly to discuss topics related to the Program.

Best COACH

During the COACH Team meetings, the Best COACH card is chosen, then registered in the meeting agenda and finally published on the board.

COACH Moment

Periodic publication that the organization maintains, reinforcing safe behaviors and leading people by teaching them how to prevent at risk behaviors and conditions.

Feedback

It is important to share the information from the COACH Program® with all personnel within the organization, from the corporate level to all workers.

Team Observations

On each shift, some members of the crew are selected to perform team observations. The results of these observations are shared with everyone during the safety meetings. This responsibility is rotated on each shift and should include all personnel in the facility.

Retraining

Retraining helps ensure that personnel receive help from the organization to develop COACH Program® skills. The COACH Team monitors work behaviors and can even request retraining when needed.

Participation and recognition

The COACH Program® is a tool that increases HSE Culture. For this reason it is important to recognize people that maintain an outstanding participation, since they become leaders that promote the delivery of HSE standards in the organization.

Refresher Training

Every year COACH Program® refreshers are conducted in all levels, either online or in class. This refresher contains an evaluation that allows determining the level of knowledge about the program.

4. MAINTENANCE



Auditing

Auditing is the function that helps analyze the actual level the COACH Program® has, with the purpose of finding corrective actions as needed. In order to obtain good results on the audit, it should be carried out by a team with auditing experience that actually knows the Program.

The results from the audit will be shared with local and corporate management, with the purpose of promoting the level that the Program has.

Improvement Process

The improvement process is the efficient way to develop positive changes that will allow the best results from the COACH Program®.

This process is based on a series of organized steps that help modify the identified issues that need to be treated in a systematic way and corrected.



Training Content

1. COACH Commitment

In an HSE Culture it is critical to count with everyone's support in the organization. When employees are leaded effectively, a Free Incident Operation (IFO) is achieved.



2. HSE Culture

It's the common understanding and practice of HSE matters, by observing behaviors from a group of people. This culture is influenced by ours and other people behaviors and organization lineaments. People behaviors are also influenced by needs and consequences.



3. Risk Management

Risk is the probability that hazard can cause a negative impact on people, equipment, processes, environment, etc. Safety risks can cause incidents at work. Hygienic risks can cause occupational illnesses, and environmental risks can affect the environment, focusing on water, air and soil.



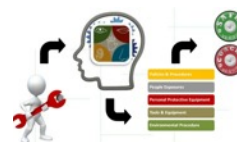
4. HSE Appraisal Factors

These are universal matters focused on COACH Observations®. They have been identified by international entities such as ANSI, OSHA, IOSH, etc. In all activities we perform, HSE Evaluation factors can be found. Such factors can be risky or safe; therefore using COACH Observations® in a permanent way is embracing an attitude that promotes HSE Culture.



5. Observation Techniques

COACH Observation® is the act of observing a behavior or condition through our senses (smell, sight, touch, hearing and taste), focusing on the HSE Appraisal Factors to determine if it's safe or risky. Each COACH Observation® that we complete, is an opportunity to recognize safe behaviors or conditions, or to correct them when needed.



6. COACH Skills

COACH Communication ensures that the message is correctly received, clear, self-explanatory and feedback. There are three ways to apply COACH: 1. Promote a safe behavior or condition. 2. To correct an at risk behavior. 3. To correct an at risk condition.



7. Strategies for Success

The COACH Program® contains a series of activities and follow-ups in order to maintain and improve the Program within the organization. It's based on a strategy that Plans, Performs, Verifies and Acts (PPVA). These activities are important to ensure the program functions correctly. The strategies have been collected from previous prevention programs for several years.



Services and Products



COACH Program® License

- License to utilize the COACH Program® within the organization
- COACH Program® Administrator Guide (40 color pages)
- Authorization to reproduce all 23 COACH posters.
- Authorization to reproduce COACH Cards®.
- Corporate Commitment

COACH Program® Instructor Material

- Instructor Guide (62 color pages)
- Training Activities Guide (20 color pages)
- MS-Power Point 2007 (95 slides) Presentation
- COACH Instructor Certificate
- COACH Instructor ID.

COACH Program® Participant Material

- COACH Manual (52 color pages)
- Personal Commitment
- COACH Certificate
- COACH ID.
- COACH Cards®
- Tutoring Form
- Student Evaluation
- Course Evaluation

COACH Program® Support

- Instructor provides COACH Program® training – 9 hours (1 Day)
- Facilitator orientates the Administrator – 8 hours (1 Day)
- Facilitator Trains the Trainer – 16 hours (2 days)
- COACH Master keeps company during the introduction and implementation phases (time as convenient)

COACH Program® Customization

- Visual materials (guides, manual & presentation) are personalized using particular images from your organization.



Who we are

Our purpose as an organization is to deliver Occupational Health services in the energy sector. Later on, we will immigrate to construction, manufacturing, transportation and industry sectors.

Our staff is built from a team of professionals with high levels of responsibility and ethics, making us a very stable and solid organization. This allows us to create and integrate a bond of trust and reliability of our high quality of service to our clients.

Our Mission

Our mission is to bring our customers to higher performance levels in the areas of Occupational Safety, Industrial Safety, Environmental Protection and Human Talent (HSE & Leadership), through our high quality assessments and training.

We establish strategic alliances with our customers to help them achieve their HSE and Leadership objectives. Very often we search for new innovations to help us achieve our mission more effectively.

Our Vision

Frequent changes in the world motivate us to accept new challenges to be more competitive, and to be the favorite solution in the market for our customers, meeting their HSE and Leadership goals.

Our strategic plan has been set to grow in the market by offering our services with a high sense of quality and responsibility.

- Short term plan (1 year) is to be established in Mexico and Colombia and to be recognized as a reliable organization.
- Medium term plan (3 years) is to incur our services and training in Latin America with international certifications.
- Long term plan (5 years) deliver our services in an international level in the United States and Europe.

Our Code of Ethics

We understand that our business success relies on the trust gained with our customers, financial institutions, employees, suppliers, stock holders and all other interested parties. There for, this Ethic Code has the intention of communicating to our collaborators, those ethic values and responsibilities that should direct our actions, maintaining trust protecting both our image and prestige.

Our Code of Ethics is based on values that distinguish us and that rule our daily behaviors, such as: Respect to other people, integrity, responsibility, innovation, team spirit, focusing on the customer and consistency.

Contact Information

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