

03 de diciembre de 2020

Agenda

- 1.- Safety as a cultural problem.
- 2.- FEPYMA actions.
- 3.- Safety as a management approach problem.
- 4.- Training courses. DOCENSAS experience.

“People say that accidents are due to human error, which is like saying falls are due to gravity”.

Trevor Kletz



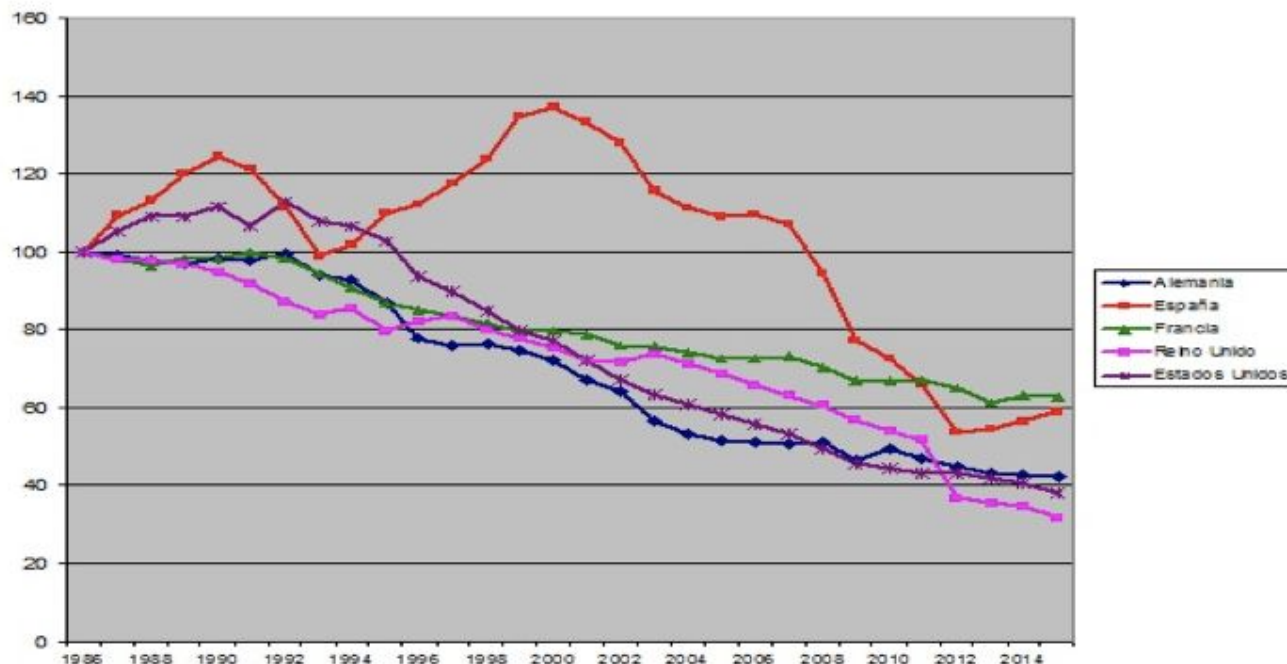
A fact

- We, in SMEs, take care of workers because they are members of our team, they are close, we know their families and, as a consequence, concerns about safety and health should come out **naturally**.

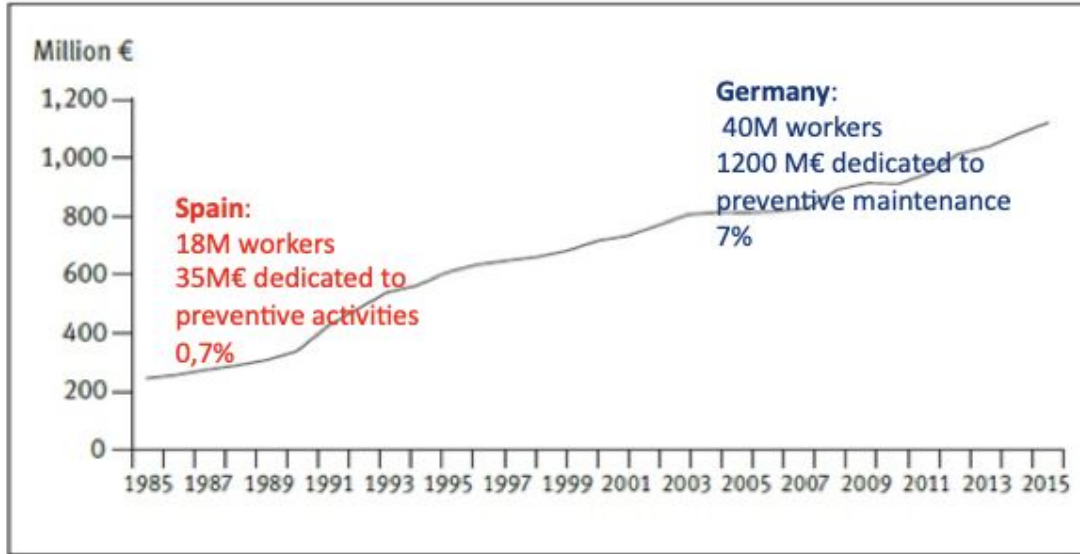
A cultural problem

- Preventive culture goes beyond legal standards and fulfilment of administrative requirements.

Evolución del índice de incidencia en cinco países
1986-2015



Expenditure on prevention



Are safety devices commercially attractive?

- In 1951, a certain Mr. Hetrick patented it, but no manufacturer paid attention to him.
- Twenty years later, it was installed in some units, but in 1977 General Motors gave up the idea **due to lack of consumer interest**.
- Low risk perception discouraged drivers from paying for airbags. Let's remember that until relatively recent times, even seat belts were not usually used.



- Today, it's been proven that airbags avoid approximately 14 % of driver fatalities and 11 % of passenger injuries.
- Without fear of error, that **several million deaths could have been avoided** during those 50 years it took to make airbags mandatory for all vehicles.
- That is, 50 years to create, induced by legal regulations, demand for a product of high public interest.



- It would be interesting to reflect on the creation of a **public utility patent system** that prevent ideas which from being overshadowed due to lack of commercial viability.
- Inventors would request a public utility declaration for their ideas. Over time, by means of specific regulations, approved devices would be made **mandatory**, inducing the creation of the necessary demand in the market.



Learning from accidents

*“Wise men learn by others’ experience;
fools by their own.”*

TREVOR KLETZ (1981)

Learning from accidents

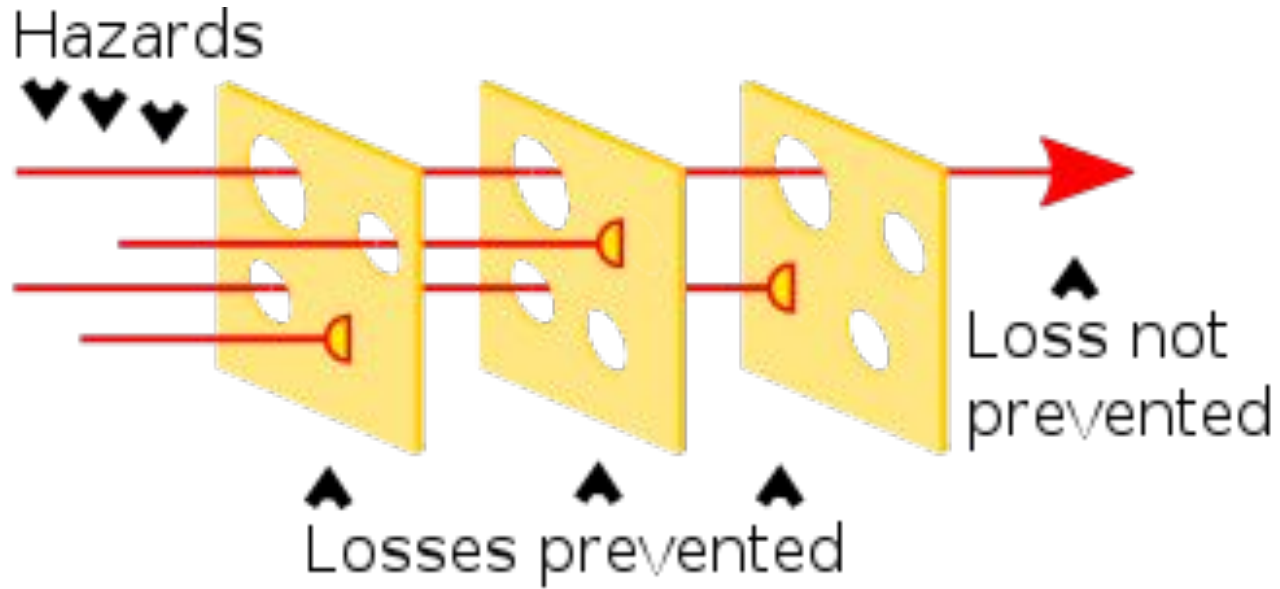
All companies, but special SMEs, need a detailed database of accidents in the lift industry.

But where is the error?

“Men carrying out a routine task will make occasional mistakes even though they are well-trained, well-motivated and physically and mentally capable.

*Once we realise this, and if the occasional mistakes cannot be accepted, then the problem becomes one of **removing or reducing the opportunities for error**”*

Trevor A. Kletz (1977)



Swiss cheese model, by James Reason

picture from wikipedia

What to do?

At the **societal level**, public administrations have a double duty:

- to promote prevention-oriented behaviour and
- to create conditions that encourage good work.

3. Fepyma actions


Mesa de trabajo 4: La seguridad de los trabajadores.

16:45-18:00

- **Manuel Rodríguez Herrán**, Presidente y Consejero de Relaciones Institucionales de SEPROSS, Sindicato Estatal de Profesionales de Seguridad y Salud.
- **Julio Miño Terrancle**, Presidente de la Asociación Científica de Expertos en SSL de Andalucía (ACESSLA).
- **José Luis Hijosa Hernández**, Secretario de Acción Sindical, y responsable de Salud Laboral de la Federación de Industria, Construcción y Agro.
- **Edorta Irazu**, Ingeniero de producto de OKATT.



Manifiesto por la seguridad y calidad del servicio en la instalación y mantenimiento de ascensores



Manifiesto por la Seguridad y Calidad del Servicio en la instalación y mantenimiento de ascensores

Los organizadores de esta Jornada, todos ellos líderes clave de la cadena de instalación y mantenimiento de ascensores en España, reconocemos:


- de la importancia del transporte vertical en el día a día de nuestra sociedad y del peso de dicha actividad en el sector industrial, siendo España el tercer con mayor flujo de mercancías.
- de los desafíos generados en el sector ascensorista en los últimos años, especialmente en términos de competencia, presión tecnológica y demanda creciente, que en muchos casos han puesto de relieve diferencias en la calidad de los servicios prestados.
- de la necesidad de garantizar la seguridad de las personas, producción en el día del usuario y durante trabajos de instalación y mantenimiento de estos, en un país en el que la legislación es extensiva más allá de España pero con grandes variaciones de la que la Unión Europea se ha hecho eco con sus directivas.
- de la necesidad de promover una cultura de responsabilidad compartida entre todos los agentes implicados, entre otros, usuarios, propietarios de las instalaciones, administraciones de Fincas, asociaciones de consumidores, empresas constructoras, distribuidoras, ingenieros, proveedores, fabricantes, instaladores, mantenimiento, sindicatos, organismos de control, organismos de normalización y acreditación, departamentos de Industria y otras administraciones públicas.
- del estado de desarrollo de la normativa vigente, así como de las normas de calidad y certificación generalmente adoptadas por el sector.

Por último, de proveer en el día de mañana de un sector capaz de ofrecer a todos un buen servicio y de contribuir al progreso del sector ascensorista, en aras de una mayor seguridad y calidad al servicio, deseamos hacer público lo siguiente:

Manifiesto

1. A garantizar y exigir niveles de prestación de servicio altos, sin sacrificar recursos ni vender a precios de poco o nada, independientemente de la cuota de mercado o del tamaño de las empresas implicadas.
2. A poner el foco en el cliente ofreciendo un servicio de calidad personalizado por áreas, a través de canales con un alto grado de participación, formación de todo el personal que trabaja para ofrecer un feedback inmediato y personalizado.
3. A trabajar prioritariamente la seguridad tanto a nivel técnico como profesional, especialmente en todos los estadios de la cadena, pasando de forma permanente al cliente de instalaciones.

Manifiesto por la Seguridad y Calidad del Servicio en la instalación y mantenimiento de ascensores



3. Fepyma actions



Zaragoza, January 2020



Logroño, January 2019

3. Fepyma actions



Malaga, January 2018



Granada, May 2018

3. Safety as a management approach problem.



3. Safety as a management approach problem.

Phase 1: The strategy dilemma

- ✓ 'General and multifaceted lack of resources'. A substantial proportion of MSEs are those pursuing 'low road survival strategies'

The high road

- Searching and finding niche markets
- Developing a stable customer base
- Maintaining a committed and loyal staff
- Adjusting to new conditions with agility

The low road

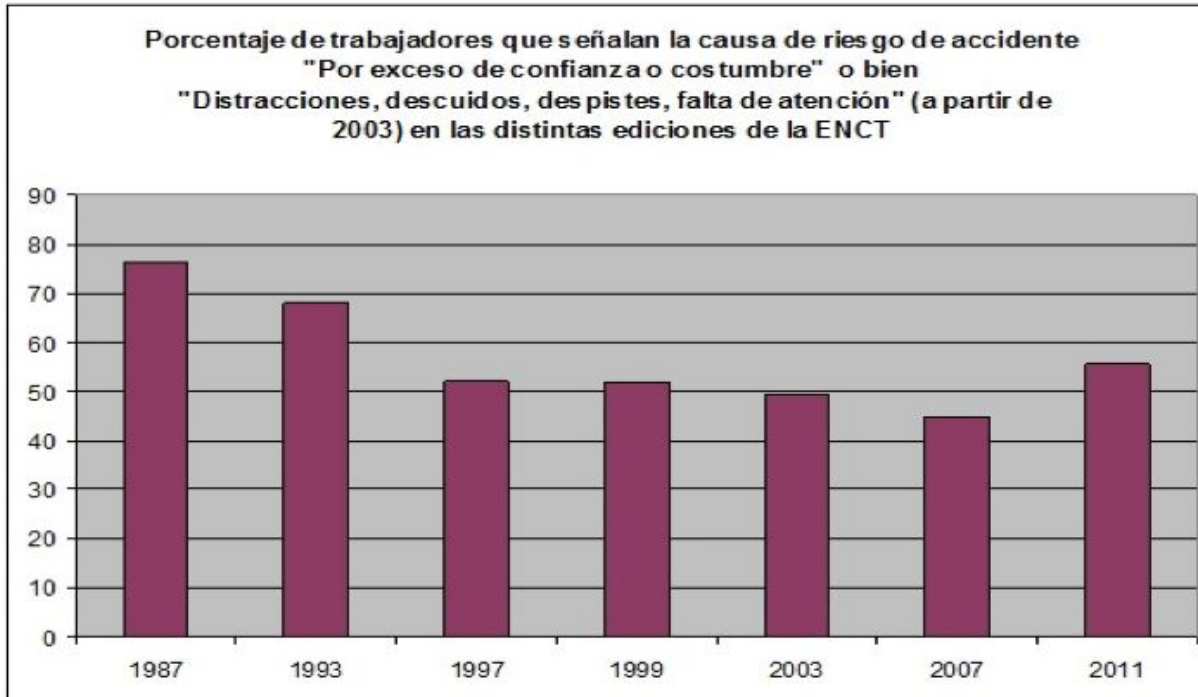
- Working long hours
- Keeping costs down
- Agreeing to still poorer sales conditions
- Squeezing employee conditions
- Accepting low personal income

3. Safety as a management approach problem.

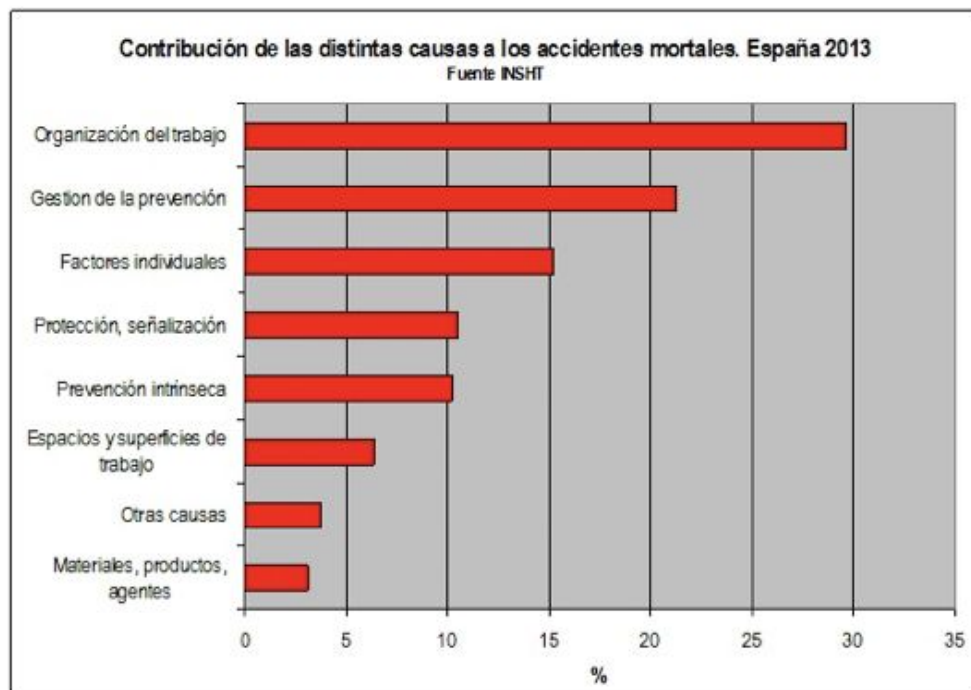
What is the perceived cause?
Management



What is the perceived cause? Workers



But what are the real causes?



The right approach

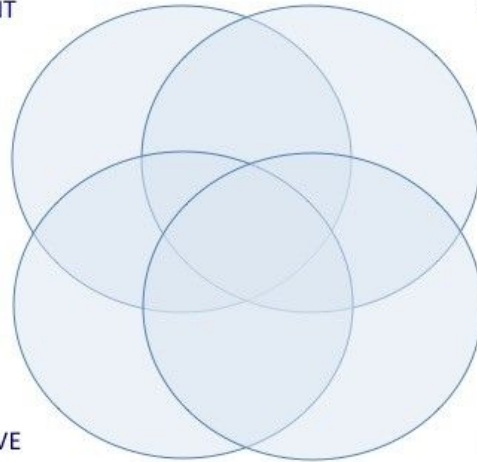
Integration of action circles for an effective prevention

1. TO WANT

TO BE ABLE TO

4. TO PROVE

3. TO KNOW



SOURCE: INSTITUTO NACIONAL DE SEGURIDAD E HIGIENE EN EL TRABAJO

What to do?

At the **level of each company**, it is executives who are responsible for that double duty:

- to promote preventive behaviour and
- to create conditions in which employees naturally adopt the best prevention attitude.

Boss, don't delegate safety at work

There is a **tendency to delegate** the development of prevention policies to employees or prevention technicians who can certainly guide us in the development of these obligations.

Apart from elaborating procedures and risk prevention manuals, the management of a company must perform **a self-critical analysis** and honestly take concrete actions to promote preventive behaviour and create optimal working conditions.

Sometimes small actions are enough...

- By means of frequent visits to facilities where technicians work.
- Staff meetings in which relevant accidents are discussed.
- Taking part in the opening of training courses.
- The recognition of ideas and initiatives among employees that increase the level of prevention.
- The imposition of sanctions for risky behaviour.
- After a few months, executives and management teams will get to change attitudes among employees by example.

Poor training practices

- Mandatory training courses usually taught by prevention technicians who have not ever set foot in a facility.
- As a result, our personnel leave the training session demotivated and somewhat frustrated, though they have complied with the legal requirements.

Create a safer environment

In a similar vein, managers must create a safer environment for employees, assigning tasks based on training background and avoiding work overload, which can lead to loss of focus, for example.

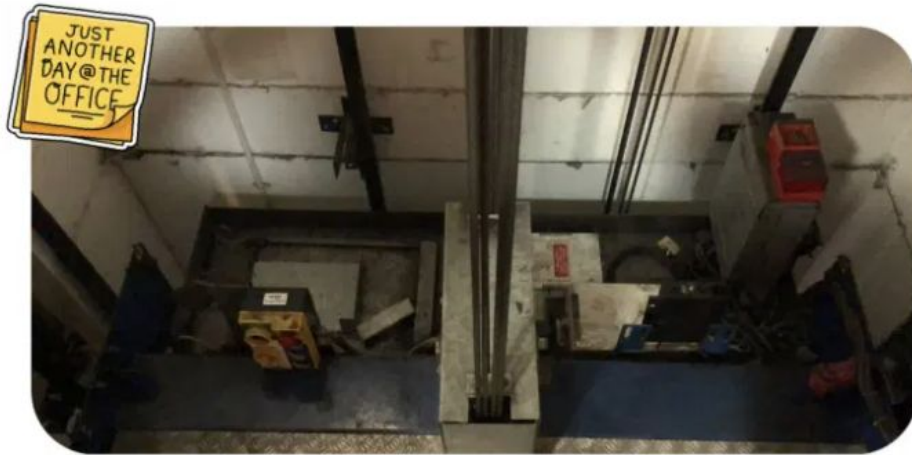


Photo courtesy of Targets Lifts

Safety prevention is cheaper

“Here’s an old saying that if you think safety is expensive, try an accident”.

Trevor Kletz

Safety prevention is not a burden, but a leverage

Let's not see prevention as a burden, but as a way to take the lead of our companies and as an incentive to do things better than we already do.