

ISOPA PRODUCT STEWARDSHIP PROGRAMM

“One Step Ahead – 2nd Generation”

How to use the package



How to Use the ISOPA 'One Step Ahead' Package – Key Points

- Adapt the content for the customer by walking around the factory with the manager
- Know how to improve the behaviour of people
 - Develop positive motivation
 - Have (or develop) ability to share info rather than to teach
- Develop risk-awareness – be balanced
- Develop realistic and appropriate best practices for the customer
- Know how to deal with challenging or difficult questions

Adapt the Content for the Customer

- Walk around the factory with the manager
- Exchange views on identified behavioural issues and the factory environment with the manager – are there emotional issues such as recent incidents?
- Emphasise that the ISOPA program is about continuous BEHAVIOURAL improvement
- Decide on the issues you need to focus on – for example:
 - Never talk TDI to people handling only MDI
 - Never talk Pentane to people handling only TDI

The purpose of the ISOPA ‘One Step Ahead’ package is NOT

- ***to provide all safety instructions necessary for the site***
- ***to fulfil regulatory requirements***

Workplace Tour

- Discuss the importance of management systems
- Assess the current level of behaviour towards safe working with raw materials
- Assess the quality of engineering practices
- Identify any sensitive issues
- Agree on focus and key messages for the training with management

How to Improve Behaviour of People ?

**one
step
ahead**
Safety in Action

80% of accidents are behaviour related

- Develop positive motivation to improve behaviour
- Develop risk-awareness but do not scare people; focus on issues relevant to them such as hidden exposure, maintenance workers, hot surfaces, pressure in disposal – drums
- Offer appropriate Know-How to avoid exposure and to manage emergencies & incidents

Develop Positive Motivation

The ISOPA 'One Step Ahead' package is not a single event, but a process

Phase 1

Continuous BEHAVIOURAL improvement starts by all polyurethane raw materials suppliers setting a good and consistent example

Phase 2

Share information using the ISOPA presentation materials provided

Phase 3

Continuous BEHAVIOURAL improvement requires follow-up and support by the respective customers' management and by of all polyurethane suppliers

Do not allow “trouble-makers” to dominate or disturb in phase 2 & 3 –
Conflict to be identified to and managed in co-operation with site management

Without continuous follow-up and the exemplary behaviour of suppliers & managers the BEHAVIOURAL improvement process will fail

Phase 2 Stimulate a Safety Sharing

- Share info and learn best practices
- People handling the chemicals know a lot about their safe use
- Help people to own their specific safety issues
- Make sure to give a clear and understandable message

Inform, stimulate and convince

- and then take it to the conclusion

Phase 2 How to Gain Attention and Optimize Sharing

- Ask people to introduce themselves and their roles
- The ISOPA package contains a set of opening questions to stimulate debate
- Ask people about any incidents using PU chemicals

Allow people to share their experience

Phase 2 Safety Dialogue – How to Conduct It

The initial safety presentation should be arranged (with the site manager) to take place in a training room

- It should include about one hour of presentation plus a discussion period – in total a maximum of two hours
- There has to be provision for visual aids
- A site manager must take part

Phase 3 Follow Up

- Regular follow-up safety dialogues should be done by both the raw material supplier's representative during every visit and the site/factory manager – at the workplace and they should be to the point
- Do not turn a blind eye on trouble makers – discuss the behaviour or issue, suggest improvements and inform the manager

The key is continuous follow-up with the objective to develop ownership of behaviour improvements

**Offer Appropriate Best Practice to Avoid Exposure
and Manage Emergencies & Incidents**

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Safety in Action

**Use the appropriate elements from
the ISOPA “One Step Ahead’ package
and other materials (if needed)**

How To Handle Difficult Questions

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Safety in Action

Do not defend deficiencies in the factory environment, such as missing safety glasses



Such questions have to be forwarded to the manager

Do not defend or comment on management deficiencies, such as allowing people to work without PPE



Consult your own management about such deficiencies

Any question related to bad practices in handling raw materials



Should be fully discussed immediately

“Killer-phrases” can occur in a large group (e.g. personal protection is only for babies)



Save the individuals face - take it as a joke, but than ask the individual a safety question, allowing him to join the dialogue

Guidance on typical questions (e.g. Bhopal)



See the ISOPA package

If you do not know the answer



Tell them you will consult your diisocyanate expert and come back to them

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