

SAFETY AND HEALTH (S&H) KEY PERFORMANCE INDICATORS (KPI) FOR DEANS, DIRECTORS & HoDS

- CRITERIA AND REVIEW PROCESS

OBJECTIVE

To communicate to the HoD & Nominees from the Faculty/RIRCs/Departments:

- a) Criteria of S & H KPIs
- b) Process of reporting KPIs to Provost and Deputy President (Research and Technology)

OUTLINE OF PRESENTATION

1. Background on requirements for S&H KPIs
2. Process flow for the review & report of S&H KPIs to NUS Senior Management
3. Criteria for S&H KPIs
4. Examples of S&H KPIs
5. S&H KPI Module

1. BACKGROUND ON REQUIREMENTS FOR SAFETY & HEALTH KPIS

BACKGROUND

1. NUS Senior Management endorsed S&H KPIs for Deans, Directors & HoDs in 2016.
 - A Sustainable S&H Culture on campus which goes beyond legal compliance.

2. Webpage on staff portal
(https://inetapps.nus.edu.sg/osh/portal/general_safety/safetyculture.html)

DEPTS. REQUIRING REPORTING OF S&H KPIs

- 1. High hazards – such as**
 - a. Chemical hazards (e.g. PFM & toxic gases)
 - b. Radiation hazards (e.g. open lasers)
 - c. Biological hazards (e.g. BSL2+ and above)
 - d. Physical hazards (e.g. working at height)
 - 2. History of reportable accidents.**
 - 3. History of safety non-compliances.**
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TYPES OF S&H KPIs

1. Management plays a vital role in shaping an organization's S&H culture.
 - **Visible leadership needed**
2. What gets measured gets managed.
 - **Safety performance in audits & inspections**
3. Specific KPIs to address risk areas of the department, school or research institute.

REPORTING OF S&H KPIS

1. Deans, Directors and HoDs are required to report their S&H KPIs once every six month via S&H KPI Module in EHS360 IT System.
2. Expectations of each S&H KPIs are indicated in Slide #11.
3. Process Flow of the Reporting of S&H KPIs is as presented in the next slide (Slide #12).

REPORTING DEADLINES

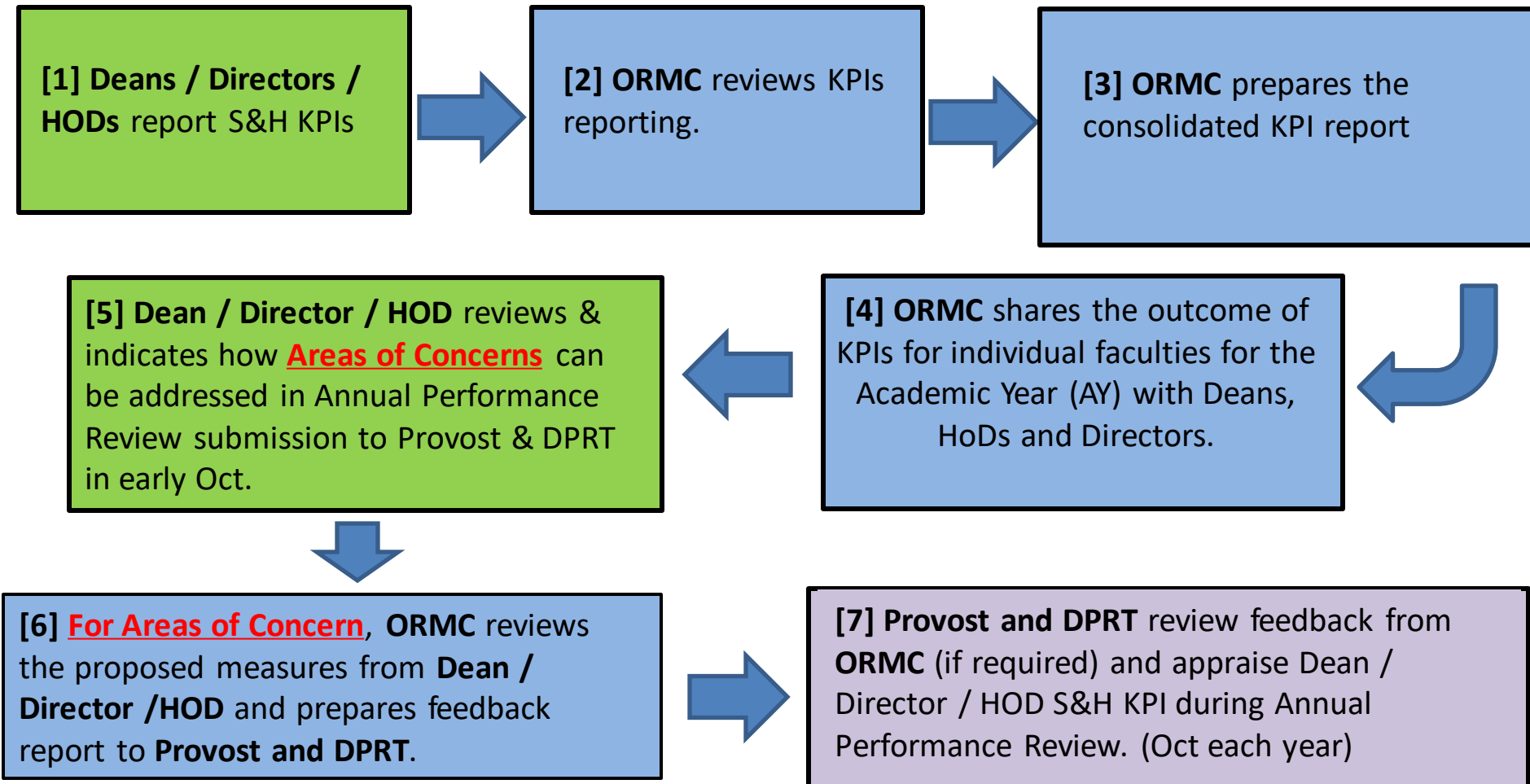
Academic Year	Half-Yearly Report	Cut-off Date	Submission Deadline
Start of AY	3 rd & 4 th Qtr Report	31 Dec	31 Jan (following year)
End of AY	1 st & 2 nd Qtr Report	30 Jun	31 Jul

EXAMPLES OF S&H KPIs

No.	KPI	Criteria	Example
1	Visible leadership	Demonstrate Visible and Active participation in safety and health-related events or activities	<ol style="list-style-type: none"> 1. The Dean/Director/HoD inspected work areas to assess the state of safety & health. 2. The Dean/Director/HoD delivered an opening speech on Safety Day. 3. Dean/Director/HoD set and discuss S&H related agenda items during Dean/Director/HoD meeting.
2	Specific KPI to address risk areas	<p>Risk areas must be relevant to the department</p> <ol style="list-style-type: none"> a. Set relevant S&H objectives and programmes for the department; and b. Implement relevant S&H programmes or projects in department. <p>You may consult the faculty/ dept. safety chair to obtain information on this.</p>	<ol style="list-style-type: none"> 1. Achieve zero reportable incidents in 12 months. 2. Department to establish safety & health webpage by 4th quarter of 2022. 3. Reduce the number of recurrent inspection findings by 50%. 4. Implement the needle stick injury prevention training by 3rd quarter of 2022.

2. PROCESS FLOW FOR THE REVIEWING & REPORTING OF S&H KPIs TO NUS SENIOR MANAGEMENT

METHODOLOGY OF REVIEW



REPORTING OF S&H KPIS TO NUS SENIOR MANAGEMENT



1. Provost and DPRT requires ORMC to review the S&H KPIs and update them every six month.
2. Criteria for S&H KPIs (Slide #17) were reviewed and agreed by Provost and DPRT.
3. Consolidated reports will be shared with Deans and Directors at end of the Academic Year.
 - a. Individual faculty/RIRC/dept report
 - b. Overall S&H KPI dashboard (for Faculty/RIRC only)






3. CRITERIA FOR EVALUATING S&H KPIS AND REPORTS

S&H KPIs ASSESSMENT CRITERIA

Descriptor	Green (Meet/exceed requirements)	Amber (Area for Improvement)	Red (Area of Concern)
KPIs Report submission	Complete submission	Partial submission	No submission
1. Visible leadership demonstration - Active personal participation which does not include responsibilities required under DSHMS	≥ 2 events	1 event	0 event
2. Safety & Health Performance from ORMC inspections/audits - Department audit outcome - PI audit outcome <i>(where there are ≤ 3 PIs being audited, be reflected as "Not Applicable")</i> - Inspection Definition: a. Not conducted – not part of NUS inspection or audit schedule within Assessment Period. b. Not applicable (N.A) – not required under the NUS audit and inspection programme or Small Sample Size (SS).	≤ 1 Cat A/B high risk finding % of PIs with: 1. High risk finding : <5% 2. Medium risk finding: <10% 3. Low risk finding: <20%	>1, ≤ 4 Cat A/B high risk findings % of PIs with: 1. High risk finding : 5 - 10% 2. Medium risk finding: 10 - 30% 3. Low risk finding: 20-50%	> 4 Cat A/B high risk findings % of PIs with: 1. High risk finding : >10% 2. Medium risk finding: >30% 3. Low risk finding: >50%
	≤ 6 demerit points	7 to 12 demerit points	≥ 13 demerit points
3. Specific KPIs to address risk areas	≥ 2 events or KPIs	1 event or KPI	0 event or KPI
4. Lagging Indicators - reportable incident to regulator and/or RMSC - misconduct cases involving NUS staff & students	Nil / Non-systemic	Core elements of the control system are deficient	Core elements of the control system are absent

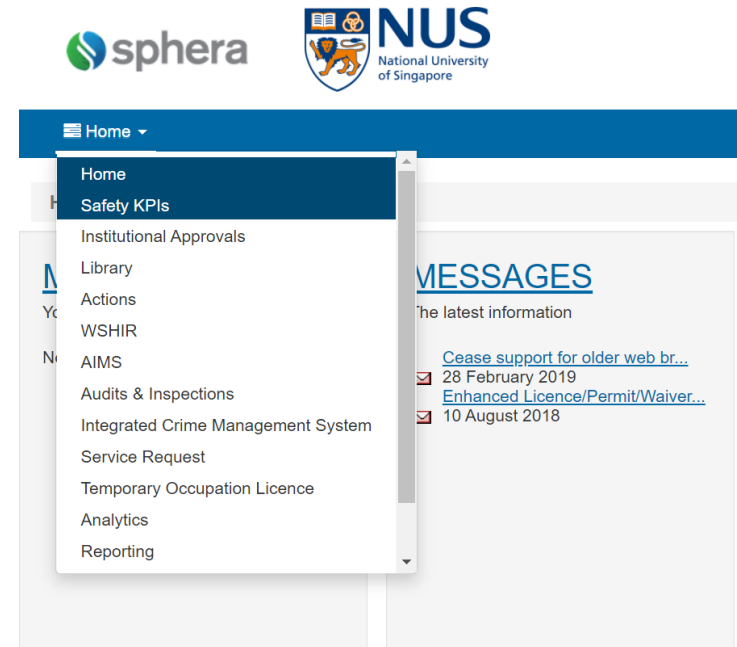
EXAMPLE OF DETAILED S&H KPI DASHBOARD (INDIVIDUAL REPORT)

Department AAA

Safety KPI	Examples of Key Updates (1 st half 2021)	Status
Visible Leadership	<ul style="list-style-type: none"> a) The Dean/Director/HOD visited two labs in an unscheduled inspection b) In conjunction with safety day events, HoD presented awards to various PIs who did well in the their safety performance 	
Safety & Health Performance from ORMC inspections/audits	<ul style="list-style-type: none"> a) A total of 4 PIs with Cat B finding from 12 PI Safety and Health Management System audit. All low risk findings (4/12 = 33%) 	
Specific Safety KPIs to address risk areas unique to the department	<ul style="list-style-type: none"> a) Formed an ergonomics improvement team and raise awareness of office ergonomics through training and workstation assessment b) Developed an online feedback system for unsafe practices 	
Safety Misconduct	Nil	
Reportable Incident	Nil	

KEY FEATURES OF S&H KPI MODULE

1. Users are able to use this system to report their periodic S&H KPIs to ORMC with **user-friendly interface**.
2. The system is able to send **reminder notification** to users to submit KPIs.
3. The system is able to **interface with other modules** to retrieve relevant information e.g. audit/inspection & accident data.
4. The system is able to **generate reports** based on pre-defined variables.



MAIN USER GROUPS

The following user groups will have read and write to their respective S&H KPI records:

S/N	User Group	Read Access	Write Access
1.	Deans, Directors & HoDs (DDHs)	✓	✓
2.	Nominated Persons by DDHs (up to 4 per dept)	✓	✓
3.	ORMC (i.e. Programme Manager, Administrator)	✓	✓
4.	ORMC (i.e. S&H Officers, Management)	✓	

Key benefits of S&H KPI Module



Efficient record keeping

Organised and structured way for reporting, consolidation, assessment and sharing of information



Data Security

Secured and be backed-up to prevent any loss of information



Performance monitoring

Enhanced data capture, retention, reporting & analysis functions



Improved accuracy

Reduce human error during assessment

Refer to Appendix A for User Guide

CONCLUSION

1. Nominees from each Department are to share with Deans/Directors/HoDs:
 - a. Criteria of S&H KPIs
 - b. Process of reporting KPIs to Provost and Deputy President (Research and Technology)
2. Assist your Deans/Directors/HoDs in ensuring the timely submission of S&H KPIs report.
3. Encourage Faculty/RIRC/Dept. to look at ways to reduce its hazards and risks.

APPENDIX A – USER GUIDE TO S&H KPI MODULE

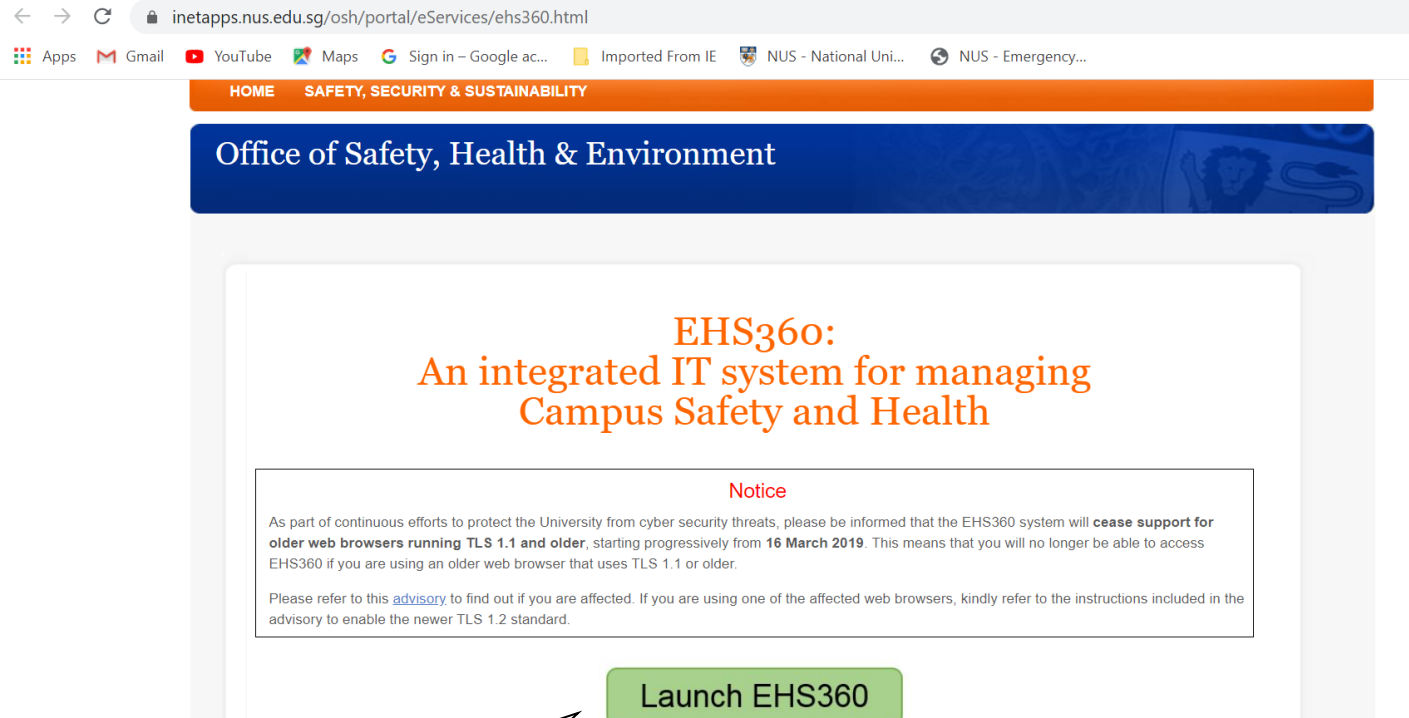


Safety KPIs Training Manual for Users

Safety KPIs Training Guide - NUS

Safety KPIs Module

EHS360 IT System

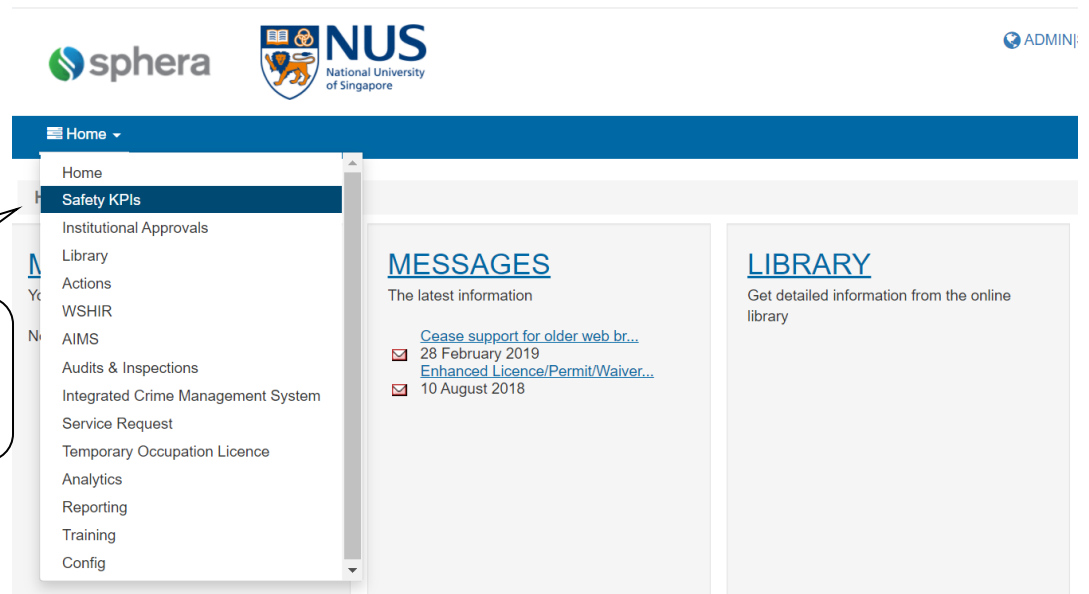


Click button to access
EHS360 IT System

[Link](#) to EHS360 webpage

S&H KPI Module

Under “Home”, click
on Safety KPIs



List Page View

The screenshot displays the Sphera NUS interface for viewing Safety KPIs data. The top navigation bar includes the Sphera and NUS logos, a 'zzTest' status indicator, and user profile icons. The main header shows 'Safety KPIs' and 'View Safety KPIs data'. A dropdown menu for 'View Safety KPIs data' lists 'Annual KPIs' and 'Safety KPIs'. The breadcrumb trail is 'Home / Safety KPIs'. The search filters section includes a 'Location' dropdown set to 'zzTest', a 'Location Group' dropdown set to 'ADMIN|CENTRAL PROCUREMENT OFFICE', and a 'Year' dropdown set to '2020'. A 'Go' button is present. Below the filters is a table with the following columns: 'Options', 'ID', 'Location', 'Name of Dean / Director / HoD', 'Assessment Period', 'Q3 & Q4 Submission Status', and 'Q1 & Q2 Submission Status'. The table contains one row with ID '-1' and Location 'zzTest'. The 'Options' column for this row has two links: 'View/edit this record' and 'View record history'. Callouts provide detailed explanations for these features.

User can select Location ID to check record e.g. SCIENCE|PHYSICS|PHYHEAD

The user can select a year from the dropdown menu and check all records under that year.

View/edit this record allows the user to access the record for the month selected and view/enter data.

View record history allows the user to see the audit trail of the record

Options	ID	Location	Name of Dean / Director / HoD	Assessment Period	Q3 & Q4 Submission Status	Q1 & Q2 Submission Status
View/edit this record View record history	-1	zzTest				

1 row

Safety KPIs

1. Once the user has selected a Safety KPIs form, the system will present the user with the period the data must be captured for that Safety KPIs data sheet.
2. The **user will need to ensure they have selected the correct location** that they wish to capture the data for.
3. The **user will then need to select the correct year** they wish to capture the data for.

The screenshot shows the Sphera NUS Safety KPIs data entry interface. At the top, there are logos for Sphera and NUS (National University of Singapore). The main navigation bar includes 'Safety KPIs' and 'View Safety KPIs data'. Below this, a breadcrumb trail shows 'Home / Safety KPIs'. A dropdown menu for 'Safety KPIs' is open, showing 'Annual KPIs' and 'Safety KPIs'. The 'Location' dropdown is set to 'zzTest', and the 'Location Group' is 'ADMIN|CENTRAL PROCUREMENT OFFICE'. The 'Year' dropdown is set to '2020'. A 'Go' button is present. Below the form, a table displays the data entry details.

Options	ID	Location	Name of Dean / Director / HoD	Assessment Period	Q3 & Q4 Submission Status	Q1 & Q2 Submission Status
	-1	zzTest				

1 row

Safety KPIs

In the Safety KPIs list view page click the Options cogwheel and select "View/Edit this record" against the record you wish to capture the data for. Here the KPIs : January 2020 form is displayed for capturing the data for the Year 2020.

System generated unique ID will be auto generated.

Select the correct Assessment Period.

The list is filtered to only show those users who are members of the Safety KPI Nominee user group.

[Home](#) / [Safety KPIs](#) / [View Safety KPIs data](#) / [Safety KPIs](#) / **Safety KPIs : January 2020**

Reference No

21

Assessment Period

AY2019/2020 ▼

Name of Dean / Director / HoD

Test HOD



Clear

Safety KPIs

Select the nominees for the Safety KPI. The list is filtered to only show those users who are members of the Safety KPI Nominee user group.

[Home](#) / [Safety KPIs](#) / [View Safety KPIs data](#) / [Safety KPIs](#) / Safety KPIs : January 2020

Details of Nominee(s)

	Name ▾	Email address ▾	Contact phone number ▾	Department ▾	Job title ▾
<input checked="" type="checkbox"/>	Test PJ	oshlamr@nus.edu.sg		ENGINEERING BIOMEDICAL ENGINEERING	
<input checked="" type="checkbox"/>	Test SHC	oshosk@nus.edu.sg		ENGINEERING BIOMEDICAL ENGINEERING	

[Add...](#)

Select the Q3 & Q4 Submission Status. By default this is set to Pending Submission.

Q3 & Q4 Submission Status

Pending Submission ▾

Select the Q1 & Q2 Submission Status. By default this is set to Pending Submission.

Q1 & Q2 Submission Status

Pending Submission ▾

Safety KPIs

To view the Safety & Health KPIs for Deans, Directors and HoDs Programme overview document click on the link.

Click the Add button in this section to add Visible Leadership records. Multiple records can be added.

Click the Add button in this section to add Specific Safety KPI records. Multiple records can be added.

[Home](#) / [Safety KPIs](#) / [View Safety KPIs data](#) / [Safety KPIs](#) / [Safety KPIs : January 2020](#)

Library link

[Overview of Safety & Health KPIs for Deans, Directors and HoDs Programme](#)

Visible Leadership

Options	ID	Type of Event	Description of Event	Target completion date	Description of Progress	Status of Progress
	538459	Safety Inspection	Description of Event	30 September 2020	Description of Progress	Not Started

Add

Specific Safety KPIs

Options	ID	Type of Event	Description of Event	Target completion date	Description of Progress	Status of Progress
	538461	New Programme	Description of Event2	30 September 2020	Description of Progress2	Not Started

Add

Visible Leaderships

Each record has a unique system generated id.

Select the type of event for the visible leadership.

Enter details of the event.

[Home](#) / [Safety KPIs](#) / [View Safety KPIs data](#) / [Safety KPIs](#) / [Visible Leadership](#)

ID

538462

Type of Event

Please select... ▼

Description of Event

Indicate N.A. if not applicable.

Visible Leaderships

Enter the date by which the visible leadership should be completed.

Enter the details of the progress that has been made to complete the visible leadership.


Select whether it has not been started, is in progress or completed.

Upload any documents relating to the visible leadership record.

Click Save to save the record and return to the parent Safety KPI record or Cancel.

Home / Safety KPIs / View Safety KPIs data / Safety KPIs / Visible Leadership


Target Completion Date

None specified 

Description of Progress

Indicate N.A. if not applicable.


Status of Progress



Not Started 

Related documents

Date uploaded	Document uploaded by	Description	Filename	Delete	Edit
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To attach a document - select the button below and select the file.

 No file chosen

Specific Safety KPIs

Each record has a unique system generated id.

Select the type of event for the specific safety kpi.

Enter details of the event.

Enter the date by which the specific safetykpi should be completed.

Enter the details of the progress that has been made to complete the specific safety kpi.

[Home](#) / [Safety KPIs](#) / [View Safety KPIs data](#) / [Safety KPIs](#) / [Specific Safety KPIs](#)

ID

538463

Type of Event

Please select...

Description of Event

Indicate N.A. if not applicable.

Target completion date

None specified

Description of Progress

Indicate N.A. if not applicable.

Specific Safety KPIs

Select whether it has not been started, is in progress or completed.

Upload any documents relating to the specific Safety KPI record.

Click Save to save the record and return to the parent Safety KPI record or Cancel.

Home / Safety KPIs / View Safety KPIs data / Safety KPIs / Specific Safety KPIs

Status of Progress

Not Started ▼

Related documents

Date uploaded	Document uploaded by	Description	Filename	Delete	Edit
To attach a document - select the button below and select the file.					
<input type="button" value="Choose file"/> No file chosen					

Safety KPIs

Enter any other information relating to the Safety KPI.

Other information

IMPORTANT NOTE:

1. Save as Draft button will allow the form to be saved and editable.
2. The form will be LOCKED for assessment at the end of the Academic Year and no further changes can be made.

To save the record click the 'Save as Draft' button. A Close and Unlock button is also available depending on the user's access rights. When the record is closed the form is read-only and no further edits can be made.

Workflow status

Date/Time	User	Status
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Save as Draft

Data from the previous period can be copied to this form by clicking on the 'Copy from previous year' button.

Cancel

Copy from previous year

Notifications

Notifications

The following notifications are sent in relation to the Safety KPIs process:

1. An email notification will be sent 1 month prior to the “Due date” to the listed nominees
2. An email notification will be sent 1 day after the Due Date to the listed nominees

The Due Dates (for submission period):

Q3 and Q4 is 31st Jan

Q1 and Q2 is 31st July

End of Guide