



نظام الشارقة للسلامة والصحة المهنية
Occupational Safety & Health Sharjah

حكومة الشارقة
هيئة الوقاية والسلامة
Government of Sharjah
Prevention And Safety Authority



Guideline

Measuring OSH Performance

OSHJ-GL-20

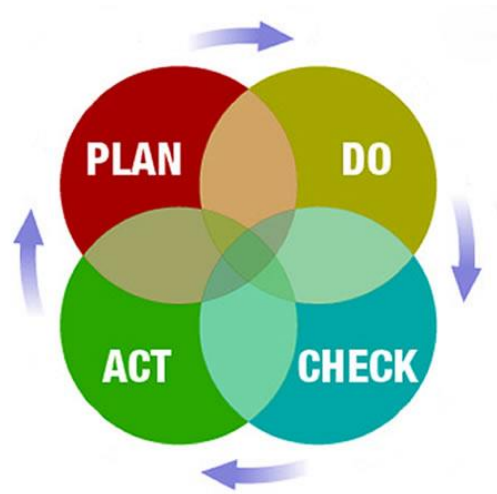
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1 Introduction

Measuring OSH performance is an integral and vital part of good management and if applied correctly, it allows entities to identify whether they are doing enough on safety and health matters or whether they need to take further actions. Measuring performance is part of the PDCA cycle (Plan, Do, Check, Act) also known as the Deming Wheel, or Deming Cycle.

Further information on PDCA can be found in OSHJ-GL-19: Leadership Commitment and Performance.



2 Purpose and Scope

This Guideline document has been developed to provide information to entities to assist them in complying with Sharjah Occupational Safety and Health System requirements.

To achieve compliance in the Emirate of Sharjah, all entities are required to demonstrate a standard of compliance which is equal to or higher than the minimum acceptable requirements outlined in this Guideline document.

3 Definitions and Abbreviations

Entities:	Government Entities: Government departments, authorities or establishments and the like in the Emirate. Private Entities: Establishments, companies, enterprises and economic activities operating in the Emirate in general.
Risk:	Is the combination of likelihood of the hazard causing the loss and the severity of that loss (consequences).
Risk Management:	The forecasting and evaluation of risks together with the identification of procedures to avoid or minimise their impact.
Hazard:	Anything that has the potential to cause harm or loss (injury, disease, ill-health, property damage etc).
OSH:	Occupational Safety and Health.
PDCA:	Plan, Do, Check, Act.
Top Management:	The highest-ranking people within an entity e.g. (business owner, directors, senior management, members of the board) who are individually and collectively responsible for the occupational safety and health.
OSH Performance:	Measurable results of an entity's management of its OSH risks.

4 Roles and Responsibilities

4.1 Entity Responsibilities

- Ensuring there is a process for monitoring, reporting and reviewing OSH performance;
- Ensuring there is a process in place to report incidents immediately;
- Reviewing performance reports at regular intervals;
- Setting pre-determined measures to enable performance monitoring and measuring;
- Reporting on OSH performance to SPSA as required.

4.2 Employee Responsibilities

- Support the entity safety and health policies and procedures;
- Cooperate with the entity and receive safety information, instruction, training and supervision;
- Report any activity or defect relating to work activities which they know is likely to endanger the safety of themselves or that of any other person.

5 Guidelines

Good quality monitoring will help the entity in identifying OSH problems, causes of these problems and the changes required to rectify them, monitoring must add value to the OSH system rather than just being a tick box exercise.

5.1 Decide on What Needs to be Monitored

Monitoring performance against a range of pre-determined measures is one of the most frequently used techniques of monitoring. Selection of the correct measures, include but not limited to:

- OSH objectives;
- The risk profile of the entity;
- Contractual requirements which can sometimes specify frequency of monitoring;
- Legal requirements.

Minimum SPSA reporting requirements, include:

- Fatality;
- Injuries resulting in lost work days;
- Occupational illness resulting in lost work days;
- Dangerous occurrences.

5.2 Types of Monitoring

There are many different types of monitoring and they can generally be categorised as either 'active' or 'reactive':

Active methods - Monitor the design, development, installation and operation of management arrangements. These tend to be preventive in nature, including but not limited to:

- Progress monitoring of OSH objectives;
- OSH performance reviews;
- Review of training assessment, records and needs;
- Examination of OSH documents;
- Workplace safety inspections;
- OSH management system audits;
- Environmental monitoring;
- Health surveillance;
- Behavioural observation;
- Safety tours;
- Safety sampling;
- Safety survey;
- Consideration of regular reports by the board of directors.

Reactive methods - Monitor evidence of poor safety and health practice but can also identify better practices that may be transferred to other parts of a business, including but not limited to:

- Accident incidence rates;
- Ill-health incidence rates;
- Accident frequency rates;
- Accident severity rates;
- Sickness absence;
- Property or product damage;
- Incidents, hazards and near miss.

5.3 Monitoring Frequency

The entity should consider the following while deciding on the frequency of the monitoring of OSH performance, including but not limited to:

- The OSH objectives;
- The risk profile of the entity;
- Contractual requirements which can sometimes specify frequency of monitoring;
- SPSA reporting requirements;
- Legal requirements;
- Active monitoring;
- Reactive monitoring.

5.4 Decide Who Will Monitor Performance

The entity should define the roles and responsibilities of the different level of employees involved in the monitoring of the OSH performance. The entity should ensure that the responsible employees are provided with the following, including but not limited to:

- Information of responsibilities, what to monitor, how often and to whom to report;
- Adequate resources for monitoring;
- Adequate information, instruction, supervision and training for monitoring methods.

5.5 Evaluating Performance

The entity should have a process to evaluate the OSH performance which will guide the entity on the action to be followed based on the monitoring results, including but not limited to:

- To improve safety and health performance;
- To learn from human, system and entity failures;
- To share lessons learned;
- To plan future training.

5.6 Reviewing Performance

The entity should review OSH performance against the entity's policy on a predetermined frequency. There are different reasons for why an entity should review performance, including but not limited to:

- Changes within the entity that could mean that existing performance measures are out of date;
- The OSH objectives and targets have changed which could result in changes to what needs to be measured;
- The current measures do not help the entity to understand how well they are managing safety and health.

6 Training

Effective training is essential to achieve quality monitoring of OSH performance. The entity should provide training in languages and in a format that employees understand to all responsible employees who take part in OSH performance, including but not limited to:

- Training managers on effective OSH management;
- Training responsible employees on specific aspects of OSH;
- Improving the skills of the employee;
- Improving OSH performance monitoring skills.

Periodic refresher training should be conducted to ensure employees competency is maintained, including but not limited to:

- Where training certification has expired;
- Where identified as part of a training needs analysis;
- Where risk assessment findings identify training as a measure to control risks;
- Where there is a change in legal requirements;
- Where incident investigation findings recommend refresher training.

The entity must record and maintain accurate training records of OSH training provided to employees.

Further information on training, refresher training and record keeping can be found in OSHJ-GL-26: Training and Competence.

7 References

OSHJ-GL-19: Leadership Commitment and Performance

OSHJ-GL-26: Training and Competence

8 Document Amendment Record

TITLE	Measuring OSH Performance		
DOCUMENT AMENDMENT RECORD			
Version	Revision Date	Amendment Details	Pages Affected
1	15 SEP 2021	New Document	N/A