

# Case Study: How Engagement Impacts Safety

## Background

A multinational company based in Europe, one of the largest companies in the world, was looking for a new approach to developing and identifying high potential leaders. As part of this new approach, they reviewed their current leadership assessments and recognised a need for an assessment with strong scientific rigour. They then engaged PBC to customise the Hogan 360 (a globally benchmarked multi-rater leadership survey) to align with their Leadership attributes.

The organisation had also done previous research that showed increasing engagement in their people improved safety outcomes to a notable degree. Safety was a critical performance indicator, and the results of the multi-rater would assist in identifying those who were more likely to engage their staff, and ultimately, encourage safer work behaviour.



## Why employee engagement is important

Leadership can attribute to 70% of the variance in engagement which in turn drives performance. Employee engagement leads to better business outcomes, including:

- higher revenue, sales growth and shareholder return
- greater levels of customer retention and higher net promoter scores
- increased productivity, quality and safety
- Improved employee retention and wellness with lower absenteeism

## Engagement improves safety performance

One percentage point increase in employee engagement:

- **4% decrease** in the total number of accidents per FTE
- **4% decrease** in Loss of Primary Containment Incidents per exposure hour
- **3% decrease** in Total Recordable Cases per exposure hour

**Engagement and ratio of incidents per exposure hour**

