

Case Study:

Society for the Prevention of Cruelty to Animals (SPCA)–Worker Safety



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Client Situation

The SPCA, founded in England in 1824, is recognised as the world's oldest and most influential animal welfare organisation. SPCA Canterbury is dedicated to improving animal welfare through care and protection throughout New Zealand. It has forty paid staff and over five hundred volunteers providing a range of services that include animal rescue, rehabilitation, and rehoming, as well as educating the broader community.



The SPCA wanted to ensure its paid and volunteer staff felt safe in all working environments. Their safety goal was twofold. First, empower the staff with resources to efficiently report hazards in real time. Second, mitigate risk and increase visibility for the Board of Directors, who remained personally liable for the health and safety of the workforce. Damstra's Safety application would connect workers with management and create a safer, more productive work experience.

Challenges

Prior to implementing Safety, the SPCA was facing the following challenges:

- **Worker Engagement**
The need to enroll workers in a safety culture was limited by lengthy manuals documenting policies and procedures and notice boards that were ignored in day-to-day operations.
- **Safety Management**
With a large contingent of volunteers helping in animal rescue, a need to safeguard the staff against violent animal offenders was critical for lone worker safety and improving risk management behaviors. The Board of Directors did not have timely risk management reporting.
- **Ease of Use**
The need for one solution that worked easily for everyone, everywhere across diverse locations with continuous safety protocols.



Damstra Solution

With Safety, team members feel protected, connected, and informed while creating a safer and more productive environment. Three modules comprise Damstra's Safety platform for organizational stakeholders:

1. Governance

Take responsibility with full visibility

Visually manage policies, track operations, and streamline processes

- Governance
- Dashboards
- Performance indicators
- Business intelligence
- Planner
- Process reviews
- Report
- Feedback
- Return to work

2. Risk

Stay ahead of events Maximise visibility, empower & engage by assigning accountability

- Events
- Events register reviews
- Emergency
- Formal investigation
- Job Safety Analysis/ Safe Work Method Statement
- Multiple risk assessment
- Risk assessment
- Risk register view
- Sensitive events
- Non-work events

3. Compliance

Stay in control and on track.

Manage workers and their health

- Compliance
- Claims
- Observations
- Documents
- Health surveillance
- Environment
- Skills matrix
- Audit
- Check

Damstra's Safety application helped SPCA:

- Boost worker and volunteer engagement with real-time data for safety management protocols
- Enhance their core belief of health and safety among all team members
- Provide real-time safety governance for Board Members

Outcomes

Since implementing Damstra's Safety Application, SPCA improved safety management and increased worker engagement.

"What Damstra has done is allow us to bring to life health and safety in a way that is really interactive for our staff," commented Barry Helem, CEO. "Our staff feels safer. They feel as though management and the Board are really interested in their health, safety, and wellbeing. I strongly recommend Damstra to any organisation that has a high level of risk."

ABOUT DAMSTRA TECHNOLOGY

Damstra's Safety Application is a module in Damstra Technology's Enterprise Protection Platform (EPP). This comprehensive platform helps organisations maximize performance, safety, and profitability by orchestrating disparate processes and technologies.



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