

Case Study.
North America.
Mining & Metals.

From Assessment to Action: AI-Enabled Safety in Metals



Challenge

A North America-based metals organization recognized that improving safety performance required more than stronger procedures or oversight. Despite established frameworks, safety challenges persisted—including a compliance-driven culture where production often outweighed safety, inconsistent Serious Injury and Fatality (SIF) risk identification and management, limited employee engagement, uneven coaching and leadership routines, and gaps in the Safety Management System that led to inconsistent risk controls.

Leadership also recognized the growing risk of cultural regression without proactive, systemic change, prompting the need for a transformation that built capability at all levels, strengthened leadership behaviors, and shifted focus from lagging indicators to leading, preventative risk mitigation.

dss+ Approach

dss+ crafted a structured, capability-building transformation that combined methodology, coaching, and digital tools. The program focused on leading indicators, consistent routines, and a culture of ownership.

Through intensive on-the-floor coaching, frontline leaders strengthened early SIF risk identification, risk-based decision-making, effective safety interactions, and consistent leadership routines—shifting from compliance-based oversight to proactive risk mitigation. Layered coaching for managers aligned leadership routines across levels, strengthened safety governance, and reinforced an

ownership-driven culture. Redesigned governance routines, improved risk reporting, and simple digital tools created a consistent operating rhythm for earlier identification, prioritization, and mitigation of safety risks.



Assignment

To accelerate the organization's safety transformation by designing and delivering a multi-modal, coaching-driven program.



Offering

dss+ 360 digital platform
Safety Management System (SMS)
Risk Management
Leadership Coaching



Impact

- Stronger leadership, increased workforce risk awareness, and aligned governance improving routines, accountability, and SIF risk prevention.
- Ritual quality improved 35% and routine quality 36% by mid project, enhancing operational discipline.
- High hazard condition identification increased 175%, shifting focus to leading indicators.
- Leadership coaching attendance sustained at 97%.

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