

Case Study
North America | Mining & Metals

From risk to resilience: a safety transformation journey

Improving the organisation's safety culture through leadership development

A North American mining company facing an alarming decline in safety performance and a rise in lost-time injuries.

The challenge

A North American mining company faced a critical challenge – an alarming decline in safety performance, paired with a rise in lost-time injuries. Then, the unthinkable happened – a fatal incident underscored the urgent need for transformation.

With safety performance declining, the organisation sought to uncover the root causes, mitigate risk, and create a company-wide culture of safety excellence.

The approach

dss+ first conducted a safety assessment to establish a risk baseline, including a strategic safety perception survey that captured employee insights on the existing safety culture. In-depth site evaluations and SIF/high-potential incident assessments were then conducted. Both revealed key opportunities to enhance workplace safety and drive lasting impact.

To make the learning sustainable, dss+ consultants embedded themselves within onsite teams across multiple operations. Enhancing the Health and Safety Governance workstream and implementing on-the-job training became the foundation of leadership development. Finally, dss+ developed and executed a strategic action plan, ensuring impactful results and a sustained culture of safety excellence.

Impact on the ground

28.7% reduction in recordable injuries	**54.7%** reduction in the number of lost time shifts	**40%** **reduction in lost time injuries**

The inflection point

By combining an operational risk management assessment, digital analytics, and frontline leadership development, dss+ skillfully helped elevate this company's safety culture and showed leadership how it can remain sustainable.



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