



Pinnacle 360°

The end of the road for resource intensive, low value, traditional auditing techniques

Managing health, safety and environmental performance has changed from focussing on compliance to one of needing to understand the risks faced, where they are and how effectively they are being managed.

Pinnacle 360° addresses this gap, a powerful and proven assessment methodology for organisations of all sizes and structures that identifies where your health, safety and environmental risks are based on what people actually do, not what they say they have done, enabling accurate targeting of health, safety and environmental improvement activity.

Pinnacle 360° therefore centres on people's behaviour and their impacts, what really counts, moving beyond just compliance into risk management enabling you to gain considerably more value from your internal auditing investment.

How does it work?

Pinnacle 360° is a convenient, flexible and easy-to-use method for assessing health, safety and environmental performance and risks present in an organisation.

The patented web-based assessment of Pinnacle 360° gives a deeper and broader understanding of the behaviours and behavioural experiences of people within the organisation than can be gained using traditional on-site audits or inspections.

The methodology shows how these behaviours and experiences impact business performance and can identify which health, safety and environmental drivers have the greatest influence on performance improvement.

What is delivered?

The deeper, consistently accurate information delivered by Pinnacle 360° provides clear indicators to decision makers regarding health, safety and environmental performance and areas of risk, enabling them to define and target appropriate improvement activity.

The assessment of behaviour is a lead indicator of health, safety and environmental risk, which enables the senior management team to influence future performance as opposed to reactively managing issues in hindsight.

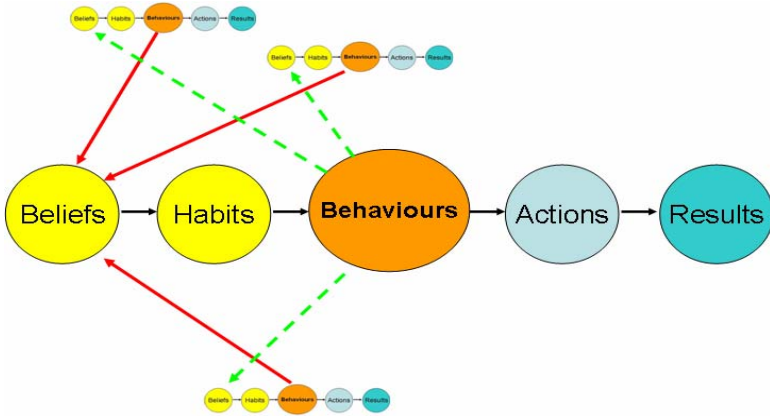
The streamlined, user-friendly methodology can also report performance against clauses and sub-clauses of BS OHSAS 18001:2007 Health and Safety Management System and ISO 14001:2004 Environmental Management System.





Pinnacle 360°

Behaviours are the lead indicators of health, safety and environmental risks – for both compliance and effectiveness



Who is involved?

Pinnacle 360° involves as many people, groups, departments and roles that have experienced some aspect of the assessment subject.

This can include often difficult to reach groups such as contractors, suppliers, customers and even regulators.

The result is consistent benchmarking across multiple sites if required.

The quality of data reported allows an organisation to verify that resulting improvement activity is effective.

This broader reach of respondents enables a deeper understanding of health and safety risks and performance drivers than can be gained from any other audit activity.

By repeating the **Pinnacle 360°** assessment periodically, the reported data can be used to provide a comparison of performance over time.

How long does it take?

Because the data is derived from a much larger, more representative sample than a traditional audit, **Pinnacle 360°** is designed to be non-disruptive and easy to deploy.

It significantly reduces the inconvenience and direct cost associated with audits.

The modern technology is conducted in such a way that it overcomes the challenges presented by production schedules, people's availability and time.

Taken when convenient, usually over a 14 day or 30 day period, the assessment can be paused and returned to when required, typically taking around 20 minutes to complete.

This greatly reduces the costs associated with extensive face to face audits and directly encourages the contribution of people who might not otherwise participate, broadening and deepening the evidence gathered.





Pinnacle 360°

Provides organisations with the ability to assess the real world, not just what is written down in documents and procedures

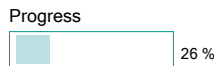
What does an assessment look like?

Here is an example of an assessment screen.

People select the most appropriate response to the statements provided.

Different groups and roles respond to different statements that are specific to them using words that they will understand.

Statement	
Health, Safety and Environmental (HSE) incidents are reported	
Responses	
I know of at least one significant HSE incident in the last six months that was not reported as it should have been.	<input type="radio"/>
I can confidently say that all HSE incidents however small, are reported and recorded.	<input type="radio"/>
Everyone is comfortable with reporting HSE incidents, big or small, so all get reported, addressed and communicated.	<input type="radio"/>
Some of us report HSE incidents, both major and minor, but I do not think that everyone does this.	<input type="radio"/>
A summary of all HSE incidents and their causes is regularly issued and I believe this gives a fair reflection of what is happening.	<input type="radio"/>
Proceed	

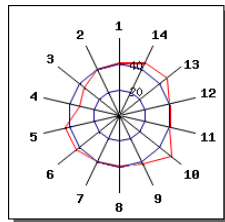


What makes the results so different?

Results are shown against health, safety and environmental performance drivers and calibrated on a % scale so that 40% is compliance.

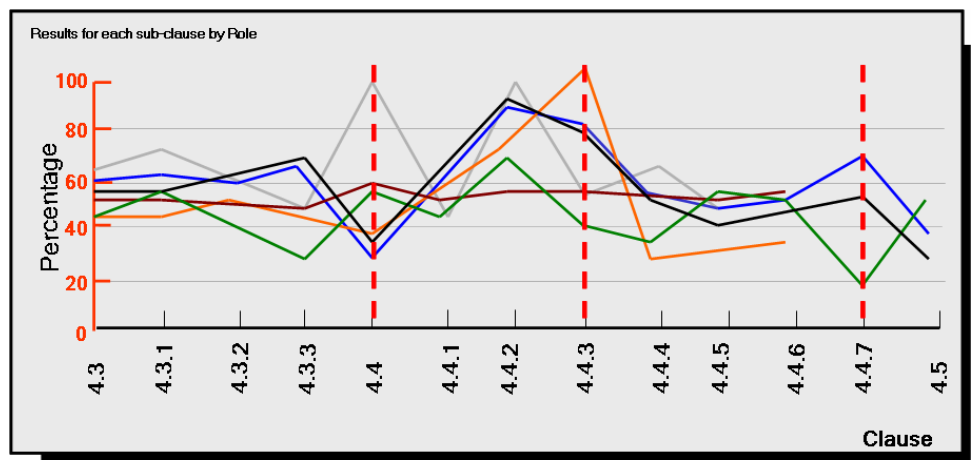
A lower score represents more of a risk, a higher score gears towards best practice.

Results can be shown against clauses and sub-clauses of BS OHSAS 18001:2007, ISO 14001:2004 and also by groups, departments and sites.



Improvement areas

Performance Driver	Description	%
1	Close alignment exists between Health, Safety and Environmental (HSE) Management and the business needs	41
2	Continual improvement of HSE performance is embedded	40
3	The organisation is HSE focussed to the benefit of all stakeholders	35
4	The Leadership Team visibly support HSE activities	32
5	People are fully engaged with HSE requirements and contribute to delivery	43
6	HSE activities are delivered within effectively managed business processes	43
7	Factual HSE information supports decision making	40
8	The HSE impacts of suppliers and contractor activity are managed appropriately	39
9	A HSE-related project programme supports business objectives	42
10	HSE performance is managed, communicated, monitored and controlled	51
11	Resources needed to deliver HSE targets are managed	40
12	HSE requirements are managed within a single Business System	40
13	The organisation is a safe place to work	47
14	HSE hazards and risks are identified, controlled and managed	46



■ Directors	■ Operations Management
■ Management Team	■ Sales
■ Sales Admin	■ Warehouse Team



Pinnacle 360°

People rarely follow procedures and if they introduce risks into an organisation as a consequence of their behaviour, then organisations need to know about it

What types of assessments are there?

There are a range of assessments that have been developed that can be tailored to any size or structure of organisation:

- Manual Handling
- Management of Hazardous Substances (COSHH)
- Health and Safety Management Review
- BS OHSAS 18001:2007 Gap Analysis
- Preliminary Environmental Review
- Environmental Management Review
- ISO 14001:2004 Gap Analysis
- ...and many more, both inside and outside Health, Safety and Environment

Pinnacle 360° represents the next generation of services that build upon Pinnacle's technical expertise in management systems standards.



Summary

Senior Managers are concerned with Health, Safety and Environmental performance and require strategic information that reflects their need to drive both business and Health, Safety and Environmental effectiveness, yet traditional auditing techniques are compliance focussed and typically low-value.

There is a significant mismatch.

However, with **Pinnacle 360°** you can:

- Identify high-potential improvement opportunities
- Uncover standards compliance issues and key Health, Safety and Environmental risks
- Provide pre-certification audit gap analyses
- Reduce costs and inconvenience of current auditing activities
- Provide a basis for routine internal assessment programmes
- Monitor and report the effectiveness of improvement plans; and
- Use the methodology alone, or in conjunction with a wide variety of management system standards such as BS OHSAS 18001:2007, ISO9001:2008, ISO14001:2004 as well as any company-specific health, safety, environmental and business performance standards

Using a remote, confidential, non-intrusive web-based assessment to gather, collate and report information, **Pinnacle 360°** provides a timely and cost-effective way to fully engage employees, customers, suppliers and other stakeholders in the assessment process.

If appropriate, this information can be used in conjunction with subsequent on-site audits to go even further and identify root causes of the risks identified and highlight improvement opportunities to address them.

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For more information, visit:
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