

IMPAC is proud to showcase some of our clients' health and safety stories and our partnership with them.

+IMPAC
Less risk, safe people, better business



Stop. Think. Start.

Building situational and dynamic risk assessment awareness to help keep people safe.

Hiway Group has a proud legacy within New Zealand's construction industry. Established in 1986, the business operates throughout Australasia and the South Pacific, delivering a range of ground improvement solutions for Government, commercial organisations, land developers and main contractors.

With a commitment to innovation, environmental sustainability and industry leadership, Hiway Group has introduced cutting edge technologies and developed advanced methodologies and products – but their track record of leading the way doesn't stop there.

The organisation has invested heavily in improving its approach to managing Health and Safety.

With an unrelenting focus on maintaining the highest Health and Safety standards, this commitment enables their teams to deliver exceptional results on each project, with as little risk as possible with TRIFR, LTI and MTI levels well below sector standards. Under the leadership of CEO Peter Metcalfe and the Health and Safety Team, the past few years has seen great success through a series of programmes across all levels supported by ongoing mentoring and engagement.

However, it was the issue of variability in the workforce and the team's ability to recognise and respond appropriately when faced with change that the organisation saw as a vital opportunity to further improve Health and Safety performance.

It was this challenge that drove Hiways to partner with IMPAC, led by Principal Consultant Tom Reeves, who spent time observing Hiway Group – getting to know and understand their people, their work and operating environment.

“These work environments are some of the most complex you'll find in the workplace, with multiple critical risks and potentially highly challenging conditions, so this was not a simple problem to fix – it required an innovative approach drawing on concepts relating to human factors, dynamic risk assessment, and individual exposure detection and response” explained Reeves.

Over a period of months IMPAC, working with key Hiway Group representatives, developed a programme to effectively translate the science of human factors (human information processing, human error, tools to reduce human error, etc) into information and activities that would resonate and build

capability at different levels within Hiway Group.

The programme was affectionately named 'Sharpen Your Senses' and is fundamentally about building Situational Awareness using Dynamic Risk Assessment principles. The programme focused on all levels, starting with the Board and cascading down through the organisation with base, supervisory and leadership team programmes.

Rolled out across teams in both New Zealand and Australia, this programme has been widely embraced by the frontline teams, with feedback like “it helps us realise how prone to zoning out and to complacency we can be, so it's really valuable to practice when focus is needed most and when you can take a step back to relax”.

Hiway Group's leadership believe the success of this programme is demonstrated by the degree of engagement with the organisation, knowing that their people are taking the time to reassess changing environments and the risks involved; that they're taking time to Stop. Think. Start.

