KAIROS^{SM}

EVERYTHING STARTS & ENDS WITH CULTURE.

GRAHAM COMPANY®

A RiskExcellence Rx^{SM} Program

CULTURE BEATS
Compliance

Building and sustaining a world class safety culture is so much more than compliance. Compliance means aiming for the minimum and chasing numbers instead of real change. Culture is personal and affects everyone—it affects you, your employees, and their loved ones.

How satisfied are you with your company's safety performance? Have you achieved real harmony between safety, production, and quality? When incidents occur despite your employees having the knowledge, skill, equipment, and understanding to do the job safely, do you know what's missing?

When you weave safety into the fabric of your corporate culture where it's inseparable from any other aspect of your business, you **build a company committed to all employees working safely all day, every day**.

Cultural Transformation

Graham Company's ***KAIROS^SM Safety Culture Program*** is designed to identify sustainable and effective means to improve the safety performance of your organization and aid in building a safety culture that is ingrained in everything your employees do, every day.

Our model builds on the inherent urgency in the meaning of the Greek word ***"kairos"***—a time when conditions are right for the accomplishment of a crucial action, i.e., ***the opportune and decisive moment***.

OUR MODEL

Committing to work,
safely **All Day,** *every day*

The **KAIROS℠ Safety Culture Program** is made up of six steps. By taking your employees through the learning and practical application of the KAIROS℠ Safety Culture Program, we can facilitate a culture change that will improve your organization's safety performance, and, more importantly, inspire employees to *commit to working safely all day, every day.*

Step 01	Step 02	Step 03	Step 04	Step 05	Step 06
Establish expectations and secure management commitment	Assess your cultural current state using the **SCORE Analysis℠** and Culture Climate Survey	Graham analyzes and integrates your results customized program	Attend the **KAIROS℠ Safety Commitment Workshop**	Implement safety culture changes based on all your learnings – from the boardroom to the front line	Conduct ongoing coaching and support with **KAIROS℠ Coaching**

In this program, we'll have candid discussions and breakout sessions with and among participants.

We'll leverage the following to dive deep into your culture and tailor each of the elements of the **KAIROS**^{SM} **Safety Culture Program** to resonate with you and your team.

SCORE Analysis^{SM}

The acronym "SCORE" stands for Systems, Culture, Observations, Recognition, and Empowerment. The SCORE Analysis^{SM} process is designed to determine the current state of your safety culture based upon feedback from frontline employees, mid-level supervisors, and senior management. The questionnaires are entirely confidential and anonymous.

The Graham safety consultant analyzes the data from SCORE Analysis^{SM} to gain insight into your company's strengths and opportunities for improvement in those five areas to influence the next steps and discussions. The format is an online form that can be delivered via link or QR code. Anyone with a smart phone, tablet, laptop, or workstation can access the questionnaires.

Culture Climate Survey

This survey allows your company's leaders to determine your current state specific to the following eight leading indicators:

1. Commitment
2. Values
3. Ownership
4. Leadership
5. Empowerment
6. Communication
7. Training

Graham safety consultants will discuss the survey results with you and your team and help you develop an improvement plan to move from your current state to your desired state.

KAIROS[SM]
Safety Culture Workshop

By taking your employees through the learning and practical application of the Kairos[SM] Safety Culture Program, we can facilitate a culture change that will improve your organization's safety performance, and, more importantly, inspire employees to commit to working safely all day, every day. In this workshop, we'll have candid discussions and breakout sessions with participants to help them understand:

1.   The three steps to commitment
2.   What corrodes a strong safety culture
3.   External and Internal obstacles
4.   Five successful actions for a safe workday
5.   How effective leadership is key to a strong safety culture

This workshop is tailored to each organization based on their needs and results of the SCORE Analysis[SM] and the Culture Climate Survey.

Safety Leadership Training

Our leadership training is designed for your leaders, whether C-suite or on the front line. The principles we discuss are applicable to personal or corporate leadership. Like the other components of KAIROS[SM] Safety Culture Program, the Graham safety consultant tailors this training to ensure effectiveness and sustainability. Our leadership training explores the following topics:

1.   Forging Leaders
2.   Accountability vs. Ownership
3.   Influence
4.   Reaching Different Generations
5.   Developing an Effective Safety Culture

Managing Success with KAIROS℠ Coaching

This program follows **KAIROS℠ Safety Culture Workshop** and serves as the maintenance component of the safety culture program. The discussion ideally takes place six months after wrapping up the KAIROS℠ Safety Culture Workshop. The Graham safety consultant will schedule regular meetings with your key leaders to discuss progress, challenges, successes, and any course correction that may be necessary to reach your desired state.

Rethinking Incident Investigation (Rii)

This training is designed to reframe how your company conducts incident investigations to develop better preventative measures. We include this discussion as part of KAIROS℠ Safety Culture Program because culture often lies at the root of incidents and is left out of the lessons learned in too many root cause analyses.

Rethinking Incident Investigation is intended for senior leaders and field leaders. Less of a how-to, it's instead meant to provoke discussion and introspection of how your company views incidents and their causes. The training presentation discusses the following topics and includes group discussion and breakout sessions:

1. Why investigate?
2. What to investigate?
3. Who should investigate?
4. Root Causes or Explanations
5. Myth-Busting
6. Mind and Culture
7. Causation Model
8. Five-Why Analysis
9. Application

GRAHAM COMPANY®
SAFETY *team*

SAFETY
consultants

Your Graham Company safety consultant tailors each step of the of the KAIROS℠ Safety Culture Program to help you:

- Take a close and candid look into your organization's culture

- Identify exposures and vulnerabilities

- Help you revitalize your safety culture with the goal that all your employees work safely all the time

Our in-house safety capabilities are a tremendous resource that help our clients make an impact to the most significant driver of their insurance costs – the claims themselves. Our primary objective is to help you reshape or refine whatever your current safety culture is to a point where all your employees are **fully committed to working safely all the time**. But, since there is no half-way point on the road to success, this commitment requires investment—an "all-in" approach.

ARE YOU READY

to take **Your Organization**
to the **Next Level** **?**

Is this your time, the opportune moment that you've been waiting for? We look forward to discussing this service with you and we're ready to help you get to where you want to go.

It's about commitment.
It's about you.
It's about them.

Seize your kairos moment – the time is right, and the time is now.

KAIROS SM
EVERYTHING STARTS & ENDS WITH CULTURE.