



# SCORA

## FREQUENTLY ASKED QUESTIONS

# SCORA - BASICS

## WHAT IS SCORA?

SCORA or Safety Culture ORganisational Assessment is a self-assessment tool which allows ship owners and operators to gain an insight into how their managers perceive the organisations capacity for safety.

## WHAT IS ORGANISATIONAL SAFETY CAPACITY?

Organisational safety capacity is the ability of the company, both ashore and at sea, to employ, evaluate and enhance safe work processes, good safety practices and to develop safe behaviours. In turn this can support your safety culture.

## HOW DOES IT WORK?

SCORA uses a specially designed, easily accessible online survey to assess the safety maturity of vessel operators across five key safety areas:

- **Safety Leadership** – Strong safety leadership drives continuous safety improvement processes and fosters an open and trusting culture, which is essential to creating a resilient safety culture.
- **Health & Wellbeing** – It is important to ensure the health and well-being of the crew in order for them to act safely and perform to their very best
- **Risk Management** – Best practice risk management helps ensure safe working conditions throughout all work processes.
- **Learning & Development** – Safety performance is improved through on-going development of safety skills and work processes.
- **Safety Reporting** – Safety reporting that captures lessons learned and is followed up by the shore-based office supports the continuous improvement of safety performance.

## HOW CAN I USE IT?

SCORA can be used in a number of different ways depending on what you are trying to achieve, your level of safety maturity and your business preferences.

- SCORA can be used to confirm, or challenge, the organisations understanding of safety by identifying what is being done well and what could be improved.
- SCORA can be used to promote internal discussions on how safety is perceived by both vessel managers and shore managers. By completing a separate survey for shore side managers and shipboard managers differences in perception can be clearly identified.
- SCORA can be used to track development of safety maturity over time.
- SCORA can be used to IDENTIFY areas of perceived strength & weakness which aids safety discussion and allocation of resources to the areas identified as needing improvement, ensuring that limited resources are used to best effect.
- SCORA can be used as a basis for better informed discussions around safety maturity at management level.

# SCORA - ADMIN

## DO I NEED TO INSTALL ANY SOFTWARE ON MY SYSTEMS?

No, the survey is a web based application and so does not require any software to be installed. Prior to commencing the survey systems ashore and onboard will have to be suitably configured to allow access to a defgo.net site.

## ARE THERE ANY RESTRICTIONS ON HOW MANY PEOPLE UNDERTAKE THE SURVEY?

A minimum number of eight respondents are required to ensure anonymity and that there is sufficient data to generate results. There is no maximum number of respondents.

Ship/shore reports: For bigger companies it may be appropriate to conduct separate surveys for shore staff and office staff. This prevents the results from large fleets distorting or hiding the results from shore based offices. This also allows a comparison between the perceptions of sea staff and shore staff and can promote further discussions.

## WHO WILL HAVE ACCESS TO THE SCORA REPORT?

The SCORA report will only be sent to the company representative identified during registration. You can choose to share the report with North Loss Prevention. The report will be stored securely with Green-Jakobsen and will not be shared with any external party.

## IF I CHOOSE TO SHARE THE REPORT WITH NORTH LP HOW WILL THEY USE THIS REPORT?

If Members choose to share the report with North LP, up to three hours of video conference feedback time will be provided. This will allow North LP to participate in internal discussions on the findings of the survey and provide suggestions on areas where safety performance can be improved based on our experience of working with Members during loss prevention reviews. Non-members will be eligible for one hour of video conference feedback time to talk through the report, which is included in their registration fee.

## IS THERE A COST ASSOCIATED WITH USING SCORA?

No, SCORA is free to use for Members. SCORA will be available to non-members at a cost. Registration will provide access to a single survey for shore based staff and a single survey for ship based staff per year. Additional surveys will attract a small administration charge. Should anyone wish to register then please contact [simon.macleod@nepia.com](mailto:simon.macleod@nepia.com)

## IS THERE A LIMIT TO THE NUMBER OF TIMES I CAN USE SCORA?

We would not envisage a SCORA survey being undertaken more frequently than once or, at most, twice per year as changes in safety capacity may take a significant amount of time to happen and any changes or improvements implemented will need time to have an effect. You also need to beware of survey fatigue amongst employees.



## IS THERE A TIME LIMIT FOR COMPLETING THE SURVEY?

No, the time required for completing the survey can be specified during registration. We would however recommend a period of between two and four weeks is specified. This time frame should allow sufficient time for most companies to complete the survey without risking it being put off till later and forgotten about.

## CAN THE SURVEY BE COMPLETED BY ALL CREWMEMBERS ONBOARD OUR VESSELS OR ALL STAFF IN OUR OFFICES?

No, the survey has been designed to be completed by managers ashore and the top two or four onboard. It is aimed at those who are responsible for driving the development of safety culture, safety performance and implementing safety policy. If the survey is completed by staff either onboard or ashore who do not directly drive safety performance they may find it difficult to answer the questions which will affect/confuse the results.

## SCORA - THE RESULTS

### WHAT SHOULD SCORA NOT BE USED FOR?

SCORA should NOT be used as a management tool to measure the safety performance of different business units. SCORA has been designed to give an indication of the perception of safety maturity – different business areas will perceive things differently. As such SCORA is not suited to direct comparative measurement.

### WHAT CAN THE SCORA REPORT TELL ME ABOUT MY COMPANY?

A SCORA report will indicate safety areas; these are subject areas which have a high impact on safety within a company. Within these areas a number of safety cultivators are defined. These are parameters that are evaluated and can be cultivated to improve the safety area and as a result contribute to improvements in organisational safety capacity. Each of these areas is given a score and a short summary guidance. The guidance should allow internal discussions to take place about each of the safety cultivators and the actions that can be taken as thought appropriate by the company.

### WILL SCORA DEFINE EXACTLY HOW MY COMPANY IS PERFORMING?

No, SCORA is based on individuals own perceptions of safety and so will provide an indication of the organisations safety capacity.

### WILL THE REPORT BE USED TO ASSESS PREMIUM?

SCORA will not be used to assess premium. It's only function is to assist Members who are seeking to assess their safety performance.

### DOES SCORA COMPLEMENT TMSA?

Yes, SCORA supports your compliance in continually assessing and evaluating your performance.

## CAN I USE IT WITH MY EXISTING SAFETY CULTURE PROGRAMME?

Yes, SCORA should complement and allow assessment of any ongoing safety culture initiatives.

## SHOULD I BE CONCERNED IF THE SURVEY SHOWS UP LOW SCORES?

No, low scores indicate areas where you may wish to improve;

- Low scores can raise awareness of areas where you didn't know there was a problem.
- Low scores can be used as a tool to drive employee engagement in improving.
- Low scores can identify areas where safety initiatives can be focused ensuring the company's time and effort is put to best use.
- Employee perceptions may be inaccurate.

## HOW CAN I USE HIGH SCORES?

High scores can be used to identify areas of strength. You can then discuss why you are strong in these areas and look to use strengths to develop areas you assess to be in need of improvement.



SCORA is free to use for Members of North and is available to non-members for a fee. Further information on SCORA can be found at [www.nepia.com/insights/safety-management](http://www.nepia.com/insights/safety-management)

Anyone wishing to register for SCORA should contact [simon.macleod@nepia.com](mailto:simon.macleod@nepia.com)

## CONNECT

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