

A large, dark green, rounded rectangular graphic on the left side of the page, containing the whitepaper title in white text. The background of the entire page is a close-up photograph of a female scientist in a white lab coat and safety goggles, looking down at a rack of vials in a laboratory setting.

Whitepaper
**How to get the safety
data you truly need**



DEKRA believes in providing safety data that **precisely meets the needs** of the company

At DEKRA, we understand that each client has unique safety needs, and that's why we've made it our mission to tailor our testing services to provide our clients with the safety data they truly need. It's not just about having data; it's about having the right data.

Why Does Tailoring Safety Data Matter?

There are many strategies which can be applied to the collection of safety data, ranging from highly prescriptive approaches to completely "ad-hoc" situational approaches. For a global manufacturing business that may process the material or process in different ways in different facilities across the world, then a more prescribed approach can make sense. For a single site, or smaller business, the more situational approach is normally much for efficient – and effective – provided the right data is collected. DEKRA believes in providing safety data that precisely meets the needs of the company. We consult to understand exactly what data is needed to support the safe system of work in handling and processing operations – and then specify the testing programme required to provide it. Every test has a purpose – every test adds value. This extends into ensuring that the way the tests are done provides precisely the right information. For a lot of tests there are optional equipment, methods, preparation – we ensure that each of these is addressed.



Trusted Advisors

Our process involves close consultation with the client to determine their safety goals, regulatory compliance needs, and risk mitigation strategies. By tailoring our testing services to align with client's unique objectives, we ensure that they receive the data points essential for their safety.

Our collaborative approach often leads to enlightening discoveries. Clients may realise that their initial assumptions were based on incomplete information or outdated practices. By working together, we ensure that the safety data is not only what our client expected but also what they truly need to safeguard their operations effectively.

DEKRA offers more than just lab reports. We offer a client-centric approach that begins with asking the right questions upfront.

Clients may realise that their initial assumptions were based on **incomplete information** or **outdated practices**



Figure 1 - Process Safety Testing Process in DEKRA

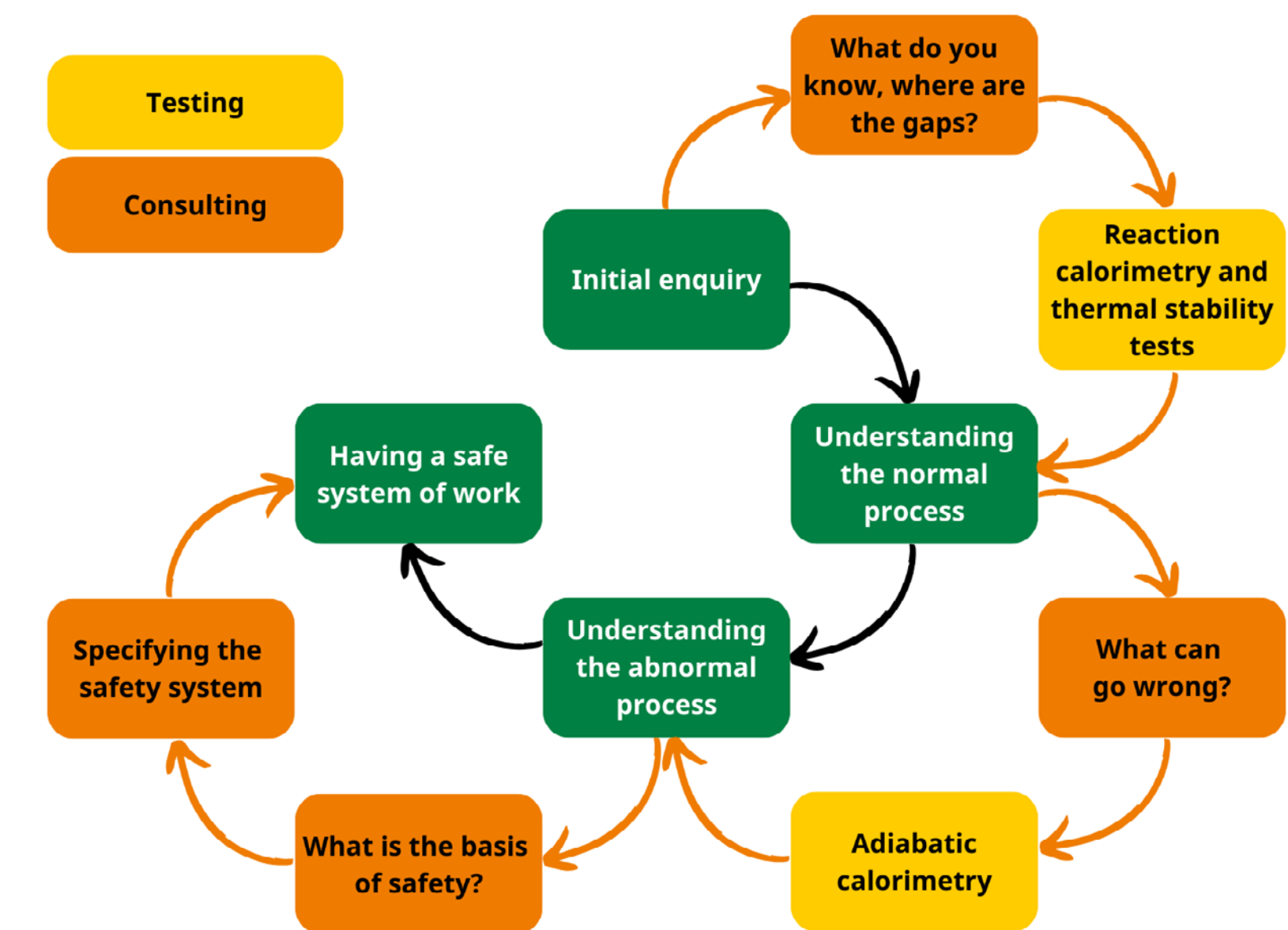


Figure 2 - An example of a Reaction Hazard Enquiry Process



We **tailor our approach** to ensure that the testing **directly addresses** the **requirements** and **needs** and **adds value**

Asking the Right Questions Upfront

DEKRA's approach to tailoring testing services is rooted in independence, pragmatism, and practicality. We don't simply offer a one-size-fits-all solution and hope for the best. Instead, we start by asking the right questions upfront to gain a deep understanding of our client's specific safety needs.

DEKRA places the client's safety needs at the centre of our approach to **Process Safety Testing**. We start from engaging in in-depth discussions to understand the materials, their handling and processing, and the specific reasons behind the testing. From the customer's perspective, this means we don't offer generic solutions. Instead, we tailor our approach to ensure that the testing we recommend directly addresses the requirements and needs and adds genuine value to their safety efforts. We also consider how the testing data will be used, aligning it with the client's objectives. This approach avoids unnecessary testing, making the process efficient and cost-effective.

Our commitment extends to how we report results. We craft reports to suit the client's needs, whether for compliance, risk assessment, or process optimisation, ensuring the data is a valuable tool for decision-making. Our approach ensures that testing is purposeful, efficient, and aligned with the client's safety goals, delivering meaningful results.



Independence:

We approach any safety challenges with an independent mindset, free from preconceived notions or any vested interest in "selling" a particular solution, test or mitigation equipment. Our goal is to provide objective assessments that are tailored to our client's unique situation.



Pragmatism:

We are practical problem solvers. Our experts focus on delivering practical solutions that address immediate safety concerns while considering the bigger picture of long-term safety goals.



Practicality:

We understand that practicality matters. We tailor our testing services to provide actionable data that the client can readily apply to their safety measures.



Delays in obtaining safety data can have **serious consequences**, such as **increased risks** and **missed opportunities for mitigation**

Identifying Pain Points in the Testing Process

Quality

If data is unreliable or incomplete, it can lead to incorrect assumptions, poor decision-making, and increased risks. DEKRA places an unwavering focus on delivering high-quality, accurate data that our clients can trust. Our commitment to data quality is reflected in our rigorous testing procedures, calibration processes, and continuous improvement efforts. We understand that our client's safety depends on the data we provide, and we take this responsibility seriously. When you partner with DEKRA, you can have confidence that the data at the core of your safety measures is of the highest quality.

Timing

Delays in obtaining safety data can have serious consequences, such as increased risks and missed opportunities for mitigation. The value of time in safety is paramount. Streamlining testing processes and efficient workflows ensure that our clients receive the data when they need it. We work diligently to minimise turnaround times without compromising data quality, helping our clients make real-time decisions and maintain a proactive stance towards safety.





Inaccurate data can have **far-reaching consequences** in **process safety**

The Significance of Accurate Process Safety Data

Safety is a journey that begins with a strong foundation. In the context of process safety, this foundation is built on accurate and comprehensive data. A solid understanding of fundamental safety data is essential. That is why our process begins by asking the fundamental questions: What are our client's safety goals? What data points are critical to achieving those goals? By establishing this foundation, we ensure that the safety measures are built on a solid and reliable data infrastructure.

DEKRA's approach ensures that the client has the right data at their fingertips to make informed decisions. We collaborate closely with our clients to understand their specific safety objectives and tailor our testing services accordingly. This precision empowers the client to implement safety measures that are both effective and efficient, reducing the potential for incidents and enhancing overall safety.

Inaccurate data can have far-reaching consequences in process safety. Let's consider a scenario in a chemical plant where data regarding temperature and pressure is inaccurate. If this data is relied upon to make critical decisions or set safety thresholds, the results could be disastrous. Inaccuracies can lead to safety incidents, financial losses, regulatory non-compliance, and even harm to people. The stakes in process safety are always high, and that's why we prioritise the accuracy of the safety data we provide.

Our commitment to accuracy is exemplified through stringent quality control measures and the use of state-of-the-art testing equipment. Precise data forms the foundation of sound safety measures and decision-making. Whether they're conducting a hazard and operability (HAZOP) analysis or designing safety protocols, having confidence in data is paramount.

The most **rewarding relationships** are those in which our clients perceive us as **Trusted Advisors** and **extensions of their own teams**

The Value of Long-Term Partnerships

At DEKRA, we don't just provide services; we build lasting partnerships. We take pride in our track record of cultivating repeat customers who trust us with their process safety needs. By forging these enduring relationships, we transcend mere transactional interactions, transitioning into a realm where we can offer finely-tailored solutions that align seamlessly with our clients' unique requirements. In essence, we become trusted partners and an integral extension of their teams.

This partnership mindset allows us to adapt our processes, services, and solutions to our client's distinct needs, delivering optimal efficiency, unwavering consistency, exceptional value, and, above all, elevated safety standards. Whether it's crafting bespoke reports, customising testing methods, or tailoring processes to align with their practices, our commitment to customisation knows no bounds. Moreover, we stand ready to support clients in the development of ad hoc testing and provide tailored consultancy services that directly cater to their evolving business needs.

In our client interactions, we go beyond recommending specific tests; we take the extra step of explaining the rationale behind our recommendations. This approach fosters knowledge development, enabling clients to augment the value they bring to their own organisations. We recognise that learning is an ongoing journey, and our focus has always been on nurturing lifetime client value through our enduring relationships.

The longer and more trust-rich these partnerships become, the greater the value we contribute through our test results and the associated interpretation. The most rewarding relationships are those in which our clients perceive us as Trusted Advisors and extensions of their own teams. In turn, our clients evolve into intelligent consumers and adept users of the test data they receive, reinforcing the mutually beneficial nature of our enduring partnerships.

„A perfect example of DEKRA Difference in action is when a client sought our expertise for a new aerosol healthcare product. Initially, their requirements were solely for regulatory testing, but we quickly realised that a more tailored approach was essential to prevent the project from stalling. We embarked on additional, customised testing to simulate potential misuse scenarios. Through collaborative efforts with the client, we not only met regulatory standards but went above and beyond to enhance the device's safety significantly. This success exemplifies our commitment to ensuring products not only meet regulations but also exceed them, ultimately paving the way for successful market entry.“

Daniel Baker
Director of Process Safety Testing

“Cultivating client relationships at DEKRA involves diverse entry points. In an ideal scenario, clients proactively recognise the potential risks inherent in their materials or processes and seek DEKRA's expertise to comprehensively assess and quantify these risks. Alternatively, we may become involved following a regulatory intervention, where clients are driven by immediate regulatory imperatives to demonstrate process safety. In the rarest instances, our engagement is prompted by the need to support incident investigations. Regardless of the starting point, our core focus remains unwavering: gaining a profound understanding of the client's processes and materials to facilitate the precise specification of safe systems of work.“

Stephen Rowe
Managing Director for
DEKRA Organisational and Process Safety



DEKRA's **commitment to our clients** extends well beyond **the delivery of a report**

Post-Testing Support and Engagement

DEKRA's commitment to our clients extends well beyond the delivery of a report. We understand that sometimes, issues or concerns may arise after the testing phase. When data indicates potential risks or areas that require further attention, our dedicated team stands ready to support the client.

Our experts collaborate with the client to understand the implications of flagged issues and provide guidance on the most appropriate actions to take. We view ourselves as your safety partners, working together to ensure that safety objectives are met.

Client Testimonials: The Voice of Satisfaction

Client satisfaction is at the core of what we do at DEKRA. To provide you with a glimpse of our clients' experiences, we've included testimonials who have benefited from our safety solutions. These testimonials serve as a testament to our commitment to delivering exceptional results and exceeding our clients' expectations.

If you're ready to experience the DEKRA difference, **contact our experts today** to discuss your specific safety requirements, and let's embark on a journey to enhance **your process safety**.

„Work performed very efficiently and within the communicated timelines. DEKRA very helpful and responsive when extra testing was required, and this was performed very quickly. Team great at responding to and clarifying technical queries”

„Honestly, from this project I don't believe that there is anything that could have improved it. The turnaround for the testing was quicker than first stated which I really appreciated.”

„Thanks for your service as always”

„The report provided excellent detail and background on the tests used and how the data should/shouldn't be used for risk assessing processes.[...]”

„Very clear report with an excellent summary. Very helpful customer service and great communication. Thank you!”

„Really efficient and professional service from DEKRA, thank you!”

„Nothing to improve, the process is excellent”



DEKRA Organisational & Process Safety Contact

DEKRA Organisational and Process Safety are a behavioral change and process safety consultancy company. Working in collaboration with our clients, our approach is to assess the process safety and influence the safety culture with the aim of making a difference.

In terms of behavioral change, we deliver the skills, methods, and motivation to change leadership attitudes, behaviors, and decision-making among employees. Supporting our clients in creating a culture of care and measurable sustainable improvement of safety outcomes is our goal.

The breadth and depth of expertise in process safety makes us globally recognised specialists and trusted advisors. We help our clients understand and evaluate their risks, and we work together to develop pragmatic solutions. Our value-adding and practical approach integrate specialist process safety management, engineering, and testing. We seek to educate and grow client competence in order to provide sustainable performance improvement. Partnering with our clients, we combine technical expertise with a passion for life preservation, harm reduction and asset protection.

We are a service unit of DEKRA SE, a global leader in safety since 1925 with over 48,000 employees in 60 countries and five continents. As a part of the world's leading expert organisation DEKRA, we are the global partner for a safe world. We have offices throughout North America, Europe, and Asia.

For more information visit
www.dekra-uk.co.uk

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