



SUCCESS STORY | SAFETY

EMPOWERING A CULTURE OF GLOBAL SAFETY

Through Employee Engagement
and Insightful Data

05/2026



HIGHLIGHTS

- VelocityEHS partner since 2013
- Created **human-centric safety engagement program** to enhance worker safety
- Experienced **74% growth** in safety engagement program within five years of implementation (2019-2024)
- **Helped reduce recordable workplace injuries by 30%** over five years



OVERVIEW

Komatsu, one of the largest manufacturers of industrial mining and construction equipment, is globally recognized as a leader in mining and construction technologies. The company's mining and construction groups (KNA and KMT) employ a workforce of more than 20,000 people at over 150 manufacturing sites, service facilities, and customer-facing sites throughout nine regions around the globe. Due to the global reach of Komatsu's operations, the company faces complex challenges when it comes to harmonizing environmental, health, and safety (EHS) practices and measuring performance across such a vast and varied organization.

These challenges led KNA and KMT to partner with VelocityEHS back in 2013 with the goals of establishing greater consistency in EHS management across its sites, and implementing a more proactive safety and health program centered around engaging employees to help build stronger ownership and accountability for safety outcomes. Komatsu also sought to better measure the impact and success of its safety program efforts through improved analytics and reporting.

George Carlough, Vice President of Global EHS, Komatsu, explained, "You can't measure something unless everybody's measuring it the same way." With the help of VelocityEHS, Komatsu was able to harmonize and expand employee engagement with the company's safety program and have clear visibility of the data Komatsu needed to measure its impact.

HEADWINDS

For KNA and KMT, the complexities of managing safety and health on a global scale were growing. Over the years, as business units expanded and new acquisitions were integrated with the organization, difficulties in safety data management became increasingly apparent.

Moreover, the organization sought to foster a more human-centric approach to safety—one that emphasized conversations and engagement. Engaging workers in safety is a goal of every EHS professional, and doing so requires genuine commitment from leadership, a cultural shift in how workers view safety, and the tools necessary to support and sustain that engagement.

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WE'VE BUILT A
SAFETY PROGRAM
FOCUSED ON
CONSISTENCY
AND USER
PARTICIPATION—AND
VELOCITYEHS IS
CENTRAL TO
THAT MISSION.

CHELSEA JOHNSON

Global EHS Systems
& Analytics Manager**MOMENTUM CHANGER**

KNA and KMT pursued this initiative with the deployment of its safety observation engagements program. Unlike traditional behavior-based safety (BBS) observations, these engagements are real-time, personal discussions between leadership and employees aimed at reinforcing safe practices, identifying risks, and driving improvement.

As Mr. Carlough indicated, “we inserted the engagement concept into our program to help drive meaningful discussions with our employees regarding safety and health. Whether scheduled or informal, each engagement helps build trust and encourage safer behavior.”

VelocityEHS has been an essential tool in scaling KNA and KMT's safety observation engagements program across its global organization. According to Mr. Carlough, “VelocityEHS helped us communicate by using the same language globally. That's been critical to our overall EHS growth and success.”

Chelsea Johnson, Global EHS Systems & Analytics Manager, noted that the flexibility and configurability of the VelocityEHS [Observations](#) capability helped Komatsu align the system with its own internal program terminology and policies to categorize and track a broad range of discussion topics, and capture engagement findings in a centralized system.

The software's streamlined design and ease of use also helped drive user adoption and kept the focus on meaningful safety engagements. As Mrs. Johnson further explained, “It's not just about recording an observation—it's about building rapport, reinforcing safe behaviors, and turning insights into action.” She added, “Velocity being simple and having an intuitive interface was extremely helpful in getting [adoption] off the ground.”

Beyond the user-friendly interface, VelocityEHS supports integration with third-party business intelligence apps for flexible and simplified reporting. Komatsu can extract engagement data from its Velocity software and import it directly into organization-wide dashboards, enabling detailed trending analysis. As Mrs. Johnson reported, “We've built reporting outside of Velocity... that's what allows us to really analyze and act on what we're seeing.”

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WE UNDERSTAND THAT 'SAFETY' IS AN ONGOING AND EVER-EVOLVING ISSUE THAT WE CANNOT REST ON TODAY'S SUCCESS TO ENSURE TOMORROW'S EFFECTIVENESS, HOWEVER WE BELIEVE THAT THE PROGRAMS THAT WE'VE ENACTED AS PART OF THIS INITIATIVE WILL HELP ENSURE ONGOING SAFETY EXCELLENCE THROUGHOUT ALL PHASES OF OUR MANUFACTURING BUSINESS.

VELOCITY GAINED

The outcomes of KNA and KMT's safety engagement program were both quantitatively and culturally significant. In 2024 alone, KNA and KMT employees conducted more than 47,000 safety observation engagements. This included 32,000 engagements across its KMT Group and 15,000 within the North American region. These figures far exceeded initial engagement targets, demonstrating huge levels of participation and support for the engagement program across multiple levels of the organization (see graph below).

Both KNA and KMT leaders noted that the steadily increasing participation in the safety engagement program was mirrored by a corresponding decrease in Komatsu's recordable and lost time incident numbers. Between 2019-2024, Komatsu observed a **30% reduction in recordable injuries**.

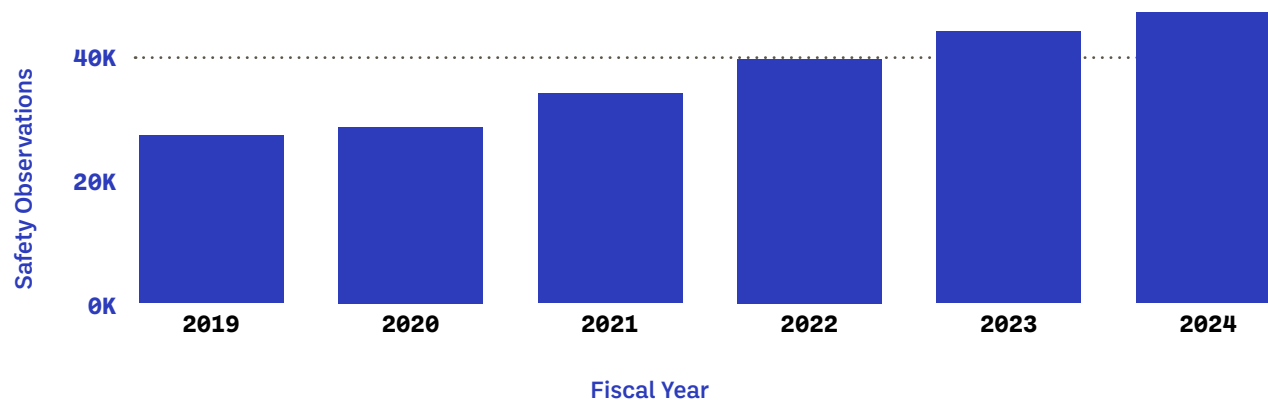
Between 2019-2024, Komatsu observed a

**30% REDUCTION IN
WORKPLACE INJURIES.**

FUTURE OUTLOOK

Looking ahead, KNA and KMT is excited for its rollout of the most recent evolution of the software—the [VelocityEHS Accelerate® Platform](#). With it comes the promise of enhanced reporting and usability features that will help maintain the momentum of its EHS programs. The organization can now identify opportunities for improvement, and engage leaders and workers in their EHS program.

SAFETY OBSERVATION ENGAGEMENTS BY FISCAL YEAR (2019-2024)





LET'S MAKE WORKPLACES SAFER, TOGETHER.

VelocityEHS, global leader in EHS & Sustainability software, drives human-centered AI to make workplaces safer, faster. With Ph.D. AI/ ML scientists, board-certified ergonomists, and safety professionals collaborating to protect 10M+ workers, our VelocityAI powered Accelerate® Platform advances Safety, Ergonomics, Chemical Management, and Operational Risk. VelocityEHS also offers standalone solutions for Contractor Safety & Permit to Work, Environmental Compliance, and Sustainability. Learn more at www.EHS.com.

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