Q. **Reference: SWOP Replacements (2027-2028); Response to PUB-NLH-060**

Explain the benefits of integrating the replacement SWOP application with the JD Edwards ERP system, including the information to be exchanged and the processes supported. Provide examples demonstrating why this integration is necessary to meet SWOP reporting requirements, and explain whether those requirements could be met without it.

A. The replacement of the Safe Workplace Observation Program ("SWOP") application will be integrated with Newfoundland and Labrador Hydro's ("Hydro") Enterprise Resource Planning system, enabling the automated exchange of data required to calculate, track, and trend of safety performance indicators. For example, integrating employee data from JD Edwards will support the automated calculation of injury frequency rates. The existing SWOP application has this important capability, as integration enables the analysis and reporting of safety data that will allow Hydro to identify emerging trends, leading indicators and other safety-related information more efficiently, supporting timely and informed operational decision-making.

Safety statistics are key performance indicators that are required to be tracked and monitored and Hydro uses such information to monitor and manage its operations and overall business performance. They are reported to the Board of Commissioners of Public Utilities, the Government of Newfoundland and Labrador, Hydro's Board of Directors, Hydro's leadership and employee team and Electricity Canada. Without integration, Hydro would be required to manually collect, maintain and reconcile data across systems, increasing administrative effort and the risk of data inconsistencies or errors. The integration also supports Hydro's ongoing evaluation of opportunities to consolidate safety-related systems, improving the efficiency, consistency, and quality of safety reporting and analysis.