

# Safety and NDT in complex, high-risk environments

As part of DEKRA Global's SEMEA region, DEKRA Industrial RSA is positioned to offer expanded services across Southern Europe, the Middle East and Africa in safety, training and NDT services. The company's Managing Director, Johan Gerber, explains.

A key aspect of DEKRA Industrial's success is its ability to respond to industry realities. "We operate in high-risk sectors where the margin for error is razor-thin," notes Managing Director Johan Gerber. "Whether working in petrochemical plants, power stations or confined industrial spaces, our teams apply expertise and behavioural safety principles to prevent incidents before they happen."

The challenges facing South African industry – including mental fatigue, overwork and economic strain – are top of mind for the company. "One of the biggest hazards today is complacency," Gerber cautions. "Employees are under pressure, and it is easy to slip into shortcuts. That is why our training also addresses mindset and awareness: focusing on practical, repeatable habits that reinforce safety," Gerber explains.

DEKRA Industrial's internal culture campaign #WhyIWorkSafe encourages personal ownership of safety and integrates human connection into its HSE protocols. This approach, combined with an investment in digital tools and AI platforms, provides the company with real-time data on performance, reaction times, and improvement areas.

## A holistic safety offering

From advanced inspection services and NDT (non-destructive testing) to Learning Management System (LMS) training and occupational development, DEKRA Industrial and the DEKRA Institute of Learning – the company's adult-based education and training division – provide a fully integrated safety solution. Together, these two arms of the business combine operational precision with human-centred training, delivering measurable value to clients across high-risk sectors.

As Johan Gerber explains, NDT is not just for critical failures: "There are thousands of examples where a potential hazard is identified and prevented daily. These include detecting hydrogen leaks in turbine systems, identifying defects in boiler tubes, which, if not repaired, could lead to load



*A DEKRA NDT Inspector performs radiographic testing (RT) of butt welds using Gamma radiation.*

shedding, and uncovering serious faults during inspections at high-risk industrial sites. Any one of these could have escalated into a catastrophic incident without early intervention," he advises.

This proactive approach is embedded in the DEKRA culture. The company continues to assist clients in mitigating and reducing risk, maintaining regulatory compliance and ensuring long-term operational safety through a blend of global innovation and local execution.

Safety is a deeply embedded value at DEKRA Industrial. "It is more than a department: it is how we operate, how we think and how we grow," says Gerber. "Whether it is through advanced training, on-site inspections, or the digitisation of compliance systems, we believe that safety is the foundation on which everything else is built."

This commitment is reflected in DEKRA Global's implementation of the Net Promoter Score (NPS) as a key performance indicator Group-wide. The company recently achieved a global NPS of 55.7, an increase of 1.1 points from 2023. A score above 50 is considered excellent according to Bain & Company benchmarks, indicating high levels of client trust and loyalty.

Alongside customer satisfaction, DEKRA Industrial has rolled out targeted LMS train-



ing across its teams on global standards for compliance, data protection and information security. "We have ensured that every employee, from field staff to managers, has access to clear, structured training modules," explains Chris Mörsner, Head of Training and Consulting at DEKRA Institute of Learning. "This includes sessions on anti-corruption, personal data handling and safeguarding sensitive information. We believe knowledge is a safety tool in itself."

The organisation's 10th consecutive NOSCAR Award, awarded in 2024, further underscores its industry leadership. Conferred after a rigorous audit process, the NOSCAR represents more than just compliance - it signals a culture of ongoing, proactive safety management. The company also achieved its highest-ever NOSA audit score in 2024 and continues to record zero lost time injury frequency rates (LTIFR) and zero disabling frequency rates (DFR).

As the company enters the next 100 years of iconic global safety leadership, its strategy remains clear: to evolve with industry needs, invest in its people, and deliver a holistic value proposition to clients.

"We are proud of where we have come from and very excited about where we are going!" concludes Gerber.

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