

# Great Western Painting

## Behavior Based Safety

### BEHAVIOR BASED SAFETY

A common approach to safety is to develop a safety process that involves establishing safety policies and procedures, conveying those policies and procedures to employees, having supervisors check for employee safety compliance, and, if violations are found, document the violation and the corrective action, and, lastly, use some sort of disciplinary procedure to prevent a reoccurrence.

This approach is well established in most companies, however, it does not get to the root cause of accidents.

Behavior based safety, on the other hand, involves management, supervisors, and all employees actively engaged in creating an atmosphere where, together, they identify areas of safety concern, convey those concerns to all appropriate employees, get involved in risk assessment, perform job safety observations, and address near miss incidents.

The company for whom we are working has a Behavior Based Safety Program and our employees will be an integral part of it.

An advantage of behavior based safety is that conducting observations of employees' work behavior, which are an integral part of the program, provide direct, measurable information on employees' work practices identifying both safe and unsafe behaviors.

#### **Training:**

All employees, including management, will take part in behavior based safety training. While some training may take place in the classroom, most of it will be on the job during daily safety meetings.

Initial training will be given before actually performing work and refresher training will be given annually. In reality, training is continual because the practice of behavior base safety is an on-going process. Analyzing past incidents, assessment, development of lists of safe practices, drafting and revising checklists, observation, reviewing data, trend analysis, etc. are a continual non-stop process.

Training will include:

- a. Program objectives and incident metrics reviewed.
- b. How to conduct the observation.

- c. What do behaviors mean.
- d. Feedback training and role play (mentoring and coaching).
- e. Being aware that they may be observed (and observing) at any times by fellow employees.

The success of behavior based safety rests in active participation from the facility operator, subcontractors, and all employees. All contractors at a facility would be part of the facility program and would receive training and/or instruction in the facility's program, procedures, and forms.

### **Feedback After Observation:**

Because the program is designed to actual change safety behaviors and reinforce positive safety behaviors, feedback after observation is required.

Upon completion of an observation, the observer is expected to have a discussion with the observed to get feedback.

The observer will:

- a. Review the observation with the observed employee starting with positive comments which will reinforce correct safety behavior.
- b. Describe and discuss what was unsafe and ask the observed employee to explain the observed unsafe behavior with open-ended questions. Re-emphasize that there are no adverse consequences to the observed employee. It is anticipated that the observed employee will learn from his mistakes and because of audit and review, these lessons will be passed on to all employees.

### **Benefits of good observation process:**

- a. Improves the safety of the observers and observed.
- b. Improves hazard recognition.
- c. Better feedback on the effectiveness of the safety process.
- d. Increased opportunity to talk about safety.
- e. Consequences of safe and at-risk behavior.

### **Collection of Data:**

Data collected from subcontractors, individual departments, and the company as a whole will be used for comparing measurements and tracking these results by an acceptable method so that numerical and statistical comparisons may be made over time.

Types of data reviewed would include:

- a. Observation completion percentage.
- b. Comments per observation.
- c. Feedback quality.

Using this trend analysis, an action plan can be designed.

### **Action Plan:**

Upon completion of the trend analysis, an action plan will be developed to address unsafe behaviors. Action plans are carried out over the course of a set time period.

This action planning will include:

- a. Evaluating unsafe behaviors from trend analysis and prioritizing them in relation to frequency and severity.
- b. Developing an actual action plan for unsafe behaviors based on comments and feedback from data sheets.
- c. Designating responsible parties for action planning and timeframes with the action plan.
  1. The person responsible for our action planning and follow-up is our Program Administrator: Robert Evans
- d. Ensure management support.
- e. Identification of whether severe injuries are more likely to occur during routine or non-routine operations.
- f. Identify time of day and days of the week injuries are most likely to occur.
- g. Identify specific behaviors on specific types of work.

Within the data collection process arises the ability to share information company-wide should it be appropriate. Near-miss incidents, first aid cases, injuries, etc. can be shared throughout the whole company because unsafe behaviors that lead to incidents and injuries are the same for similar processes regardless of location.

Follow-up on the actions plan is necessary to ensure the closure of all actions listed with the plan.

- a. The person responsible for closing out our action plan is our Program Administrator: Robert Evans

Short term goals will be one month or less. Long term goals will be over a month.

The frequency for review and archiving will be determined by the company for whom we are working.

## **Recognition:**

To encourage active employee participation in this program, a key ingredient in the program's success, positive outcomes will be recognized in the following manner:

- a. identified safe behaviors will be acknowledged during scheduled safety meetings.
- b. the name of the observer, the person observed, and the safe behavior will be conveyed to the employees attending the safety meeting.
- c. because safety meetings are documented, a copy of the safety meeting will be placed in the above employee's personnel file.