Behavioral Based Safety Observation Program
The following presentation provides an example of a (basic) Behavior Based HSE Observation Program.

Note: the Observation card used as an example includes a Behavior Observation Checklist, Hazard ID, and Near Miss observations.

- as well as R+ (positive recognition)

A Behavior Based Safety program is intended to enable company employees to record safety observations, most importantly, stopping work that is unsafe.
Peer to peer method of coaching, counseling, and encouraging all employees to reinforce safe behavior

Safety Observation Cycle:
1. Observe people
2. Analyze their work practices by focusing on safe and unsafe behaviors
3. Talk with them about safety
4. Actively correct and prevent unsafe acts and conditions
5. Reinforce safe behavior
6. Report your observations
SAFETY - IT’S NOT JUST AT WORK!

SAFESTART works.....

- On the job
- Off the job
- On the highway

1. Something unexpected has to happen
   - They may increase the risk while performing a task but no one intentionally tries to hurt themselves
   - No one is trying to make a mistake or bad decision

2. Most accidents follow simple patterns of behavior
There are 3 Types of At Risk Behavior

- Conscious Behavior
- Habitual Behavior
- Unintentional Behavior

**SafeStart** is about Unintentional Behavior and Habitual Behavior.

Or to be more specific, It’s about how to prevent mistakes or errors you *never* wanted to make in the first place.
• **Four Behaviors or States**
  that can lead to one or more Four Critical Errors are:

  Rushing
  Frustration
  Fatigue
  Complacency
Rushing

When you exceed the pace at which you normally perform the task, whether it’s working, driving, walking or running, lifting, moving, etc.
Frustration

Caused by relationships inside and outside of the workplace, malfunctioning equipment, inadequate tools, conflicting objectives and pressures, etc.
Fatigue

Too tired physically or mentally to do the job safely. It includes being too tired to react quickly, prolonged concentration is difficult, etc.
Complacency

Familiar enough with the hazards to become considerably less concerned over time. It contributes significantly to not watching or thinking about what you are doing.
We have gone over the Four States, now we will look at the
Four Critical Errors that can lead to Increased Risk
Four Critical Errors

✓ EYES NOT ON TASK
✓ MIND NOT ON TASK
✓ LINE-OF-FIRE
✓ BALANCE/TRACTION/GRIP

... Which increase the risk of injury
Four Critical Errors

Eyes Not On Task

Not looking at where you are going or what is coming at you. It includes not moving your eyes before moving your body or not being able to see where you are stepping, where your hands are reaching into, etc.
Mind Not On Task

Not concentrating on the job, being unaware of dangers or deficiencies, forgetting things, making more errors than normal, going on “Auto-Pilot,” ”drifting away,” etc.
Being conscious of where you are or where you are going in relation to the direction of the hazardous energy. It includes protection barriers and PPE if line-of-fire cannot be predicted accurately.
Four Critical Errors

Balance/Traction/Grip

Doing something that could cause you to lose your balance, traction or grip. It could include not wearing good footwear/gloves, not having a good grip in the first place or not seeing or thinking about the hazard.
Now that we have looked at the Four States that can lead to the Four Critical Errors, let’s look at the Increased Risk.
Safety is a function of Risk

There is a certain amount of Risk in everything we do

- On the Job
- Off the Job
- Or while Driving

We may not be able to eliminate all the Risk, but we can lower the Risk by using the SafeStart principles
Every task that we perform has a different amount of Risk associated with it. The Risk of performing each of these tasks can be increased by the States to Error Pattern as defined by SafeStart.

Eliminate the States to Pattern...

Eliminate RISK!
The card can also be used for Near Miss, Hazard ID, and H&S or Environmental events. Data can easily be gathered and trended.
Behavior Based Safety Basics

• **#1 MESSAGE**: All employees have the obligation to stop work anytime they feel that their safety or the safety of other employees is at risk.

• Observations do not contain names, except for recognition.

• Always end your observation by complimenting good behaviors/practices observed.

• Gather and turn in observations to your supervisor for trending purposes.
Behavior Based Safety Basics

- Use the data to understand types of at-risk behaviors, develop performance targets and to address behaviors targeted for improvement.
- Use trended data to develop action plans and upgrade / customize training.
- Share observations, trended data and performance targets with employees and other locations.
Behavior Based Safety Basics

- The name of the person being observed should not be included except for positive recognition.
- Upon completion of observation, discuss any at risk behaviors/practices observed and offer safe alternatives.
- In addition to looking for ‘at risk’ behaviors, look for safe behaviors/practices.
- Always end the critique with the person/group being observed with positive remarks of safe behaviors/practices observed.
- Incentives work well for building an in depth safety program. Examples include best observation, most quality observations, etc.
Benefits of BBS for the Company

• Enhanced reporting
• Increased Hazard Recognition
• Share Recognized Hazards
• Data gathered is used to develop trends
• Trended data can be used to improve overall safety for employees
• Employees have greater sense of ownership of the HSE program
• Incentives may be tied to best quality observations
• Increased Employee Retention
Basic Steps of an Observation

Observe work as it is taking place. Quite often you will be involved in the work yourself.

- Observe people’s activity, their actions and surrounding environment.
- Be careful not to startle or interrupt a worker at an inappropriate time.
- Look for unsafe acts as well as good safety performance.
- Look for detail and an overall impression.
- Keep an open mind.
Basic Steps of an Observation

If you see an act or condition that is unsafe or you think may be unsafe, stop the job and discuss the situation with the individual(s) involved.

- Stop unsafe acts immediately, unless stopping the worker will create a greater hazard. If the action is not immediately dangerous to life and health, use your judgment to decide if it is better to wait for a few moments.

- Be considerate and understanding, treat a worker the way you would expected to be treated.
Ask the person or persons involved in the job to explain what they are trying to accomplish and what the procedures are.

**Ask:**

- Can you tell me about the job?
- What are the hazards and risks?
- Have you completed a JSA/RAT?
- Do you have a written procedure?
- Why do you think I stopped you?
Basic Steps of an Observation

Step 4

Ask them, what are some things that could go wrong and how are some ways they could get hurt during the job.

Ask:

• What could go wrong with the job?

• How could you or others be hurt?

• Who else would be affected if you were injured?
Basic Steps of an Observation

Step 5

Ask, what are some ways they could complete the job safer. (change in procedures, different tools, PPE)

- Allow the worker to explain how he believes the job can be done more safely.
- Your job is to listen, a worker that is allowed to find his own solution to a situation is more likely to do the job right in the future.
- If necessary, act as a coach to help change unsafe behavior.
- Provide praise when a job is being done correctly.
Make an agreement to correct the situation and complete the job safely. Everyone involved will benefit!
Complete the appropriate *behavior observation* card. Be sure to mark all the required boxes and provide a brief summary of the unsafe act and corrective action.

Be specific and check the appropriate category and box(s) that apply.

Give brief description of observation in comment section.

List any corrective actions and dates they are to be completed.

Provide name of person(s) completing the observation.

Submit card for review and processing.

Data can be tracked and trended for management to improve.
Finally, share your *behavior observation* card with the entire crew so that everyone can benefit and work safer. The results are obvious:

**This**

![Image of an injured hand]

**Or This**

![Image of a healthy hand]
Conclusion

Practice **BBS**, Reduce Risk and Prevent this from happening to you or one of your co-workers!