

Completing Behavior Based Observations Procedure

January 2023

Introduction

As a company, we recognize that 95% of all incidents occur because of the unsafe behavior of one or more of the individuals directly involved in the event.

Unsafe behavior on the part of an individual has in the past resulted in one of the following:

- positive consequences (or the avoidance of negative consequences) **nearly always**
- negative consequences e.g., first aid injury **very rarely**
- strongly negative consequences e.g., recordable injury **almost never**

To influence positive or negative behavior, consequences should be **soon**, **certain**, and **significant**.

To achieve this goal a Behaviour Based Safety Observation program has been established.

Scope

This document is applicable to all IPS★ITCS personnel, and any sub-contractors employed or operating under IPS★ITCS direction.

Objective

The aim of the Behavior Based Safety Observation (BBSO) is to influence people's future safe and/or unsafe behavior through face-to-face consultation and coaching, providing immediate positive feedback for good performance, and, where deemed necessary, negative consequences for unsafe personal performance. The process is designed to inspire good future performance in all people, therefore providing a safer place of work.

The observation needs to focus on **behavior** i.e., what people are doing, and **consequences** must always follow.

"To feel accountable for the safety performance and act accordingly"

How to do a BBO?

1. Talk to the individual/s to be observed and let them know that you are about to undertake a BBO of their work (at the first available opportunity to not impede their work progress and/or break their mind set and create a health and safety issue).
2. The observation requires an individual to observe an activity for 5-10 minutes.
3. At the end of the observation period, discuss with the person/s observed, the findings of the observation. Non-compliance observations are discussed first, and good positive findings last to reinforce good behavior. The results of the observation are documented.

If you:

1. Observe someone doing something right, you let them know there and then.
2. Observe someone doing something wrong because there is an obstacle, such as they have the wrong tools, equipment, etc., you remove the obstacle and/or make the appropriate equipment available.
3. Observe someone doing something wrong because they didn't understand the risks (ie. they have a lack of knowledge or skills), you explain what they are doing wrong and initiate actions to rectify the knowledge or skills deficiency.
4. Observe someone doing something wrong because they chose to work unsafely, Stop the work, and communicate that unsafe behavior is not acceptable.

At any time during an observation should the task pose a risk of injury to any personnel in the vicinity, the job shall be stopped until it is safe to continue.


The focus of the observation is on safety, and effective implementation of Safety Excellence - not a commercial role.

Measuring the Observation

The observer will score the observation using the 1-4 numbers above for each type of observation and document findings using the ***HSE.FOR.Hazard/Observation/Idea Report Workbook.2022*** (books and folders are available from IPS★ITCS Office). The "scorecard system" is used to focus discussion and maintain consistency of observations across the company.

<p>Box 1 - The place to be. When I observe you doing something right, I'll let you know it there and then. (Well done, Keep up the good work etc.)</p> <p>Box 2 – Undesirable Behaviour because of equipment or procedural deficiencies When I observe you doing something wrong because there are obstacles, I'll remove them.</p> <p>Box 3 – Undesirable Behaviour because of skill or knowledge deficiencies When I observe you doing something wrong because you didn't understand the risks, I'll explain.</p> <p>Box 4 - Not the place to be. When I observe you doing something wrong and you know it's wrong, expect negative consequences to happen.</p>	<p align="center">INFLUENCE BEHAVIOR BY USING CONSEQUENCES</p> <p align="center">'Doing nothing is not an option'</p> <div style="display: flex; align-items: center;"> <div style="margin-right: 20px;"> <p>Observe → Meet your standards</p> </div> <div> <p>Yes → Box 1 Good job, well done</p> <p>No → Box 2 I'll make it easier for you</p> <p>No → Box 3 I need you to understand</p> <p>No → Box 4 You have chosen to ignore the risks. You are a hazard to yourself and others.</p> </div> </div> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>The use of consequences to influence behaviour is a very powerful tool. We all know how gratifying it is when someone acknowledges your efforts. It lifts your morale and encourages you to continue working in the same manner.</p> <p>A short, sharp rebuke also has a powerful effect on the individual or team.</p> </div> <p align="center">Safety Excellence Behavior Strategies</p> <ul style="list-style-type: none"> I Create Positive Consequences for Desired Behavior II Equipment and/or procedural deficiency impeding the person's ability to perform the task appropriately III Skills and/or knowledge deficiency impeding the person's ability to perform the task appropriately
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Example:

 <p>HAZARD / OBSERVATION / IDEA REPORT</p>	
<p>Reported By: <u>Shayne Torrans</u></p> <p>Site Location: <u>Deer Park</u></p> <p>Date (mm/dd/yy): 7.15.22</p> <p>Hazard/Observation/Idea Location: <u>Shop</u></p> <p>Brief description of hazard/Observation/ Idea: Employee wearing fall arrest harness incorrectly Harness available, individual didn't know how to wear one correctly Individual shown how to wear harness correctly </p>	
<p>3 ←</p>	<div style="border: 1px solid black; padding: 10px;"> <p>Score 3:</p> <p>Didn't understand the risk or didn't know how to wear a harness correctly</p> </div>
<p>Employee action on Hazard</p>	

<input type="checkbox"/> Controlled (Eliminated Isolated, Minimized) <input type="checkbox"/> Report to supervisor	
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The top copy is given to the person being observed.
 The carbon copy is kept in the booklet and retained by the person completing the BBO.

Submitting the Observation to the IPS★ITCS Mobil Desk

It is necessary to record the process to ensure that behavioral trends can be monitored, and data is collected for internal functions. The IPS★ITCS Server shall be used for this, and a simple report process will be found under the “Safety” icon.

Coming Soon:

IPS★ITCS App > Tools > Log A Report > BBO

Fill in the information on the page including the score and submit.

A record of your observation will be recorded.

Observation Schedule

	Behavioral Based Observations (per Month)
General Manager	4
HSEQT Manager	4
Operations Managers	4
Technical Specialists	4
Supervisors	8
HSE Representatives	20

Revision History

Rev	Rev Date	Rev By	Approved By	Description
1.0	1.3.2022	Shayne Torrans	Shayne Torrans	Initial Procedure Document
1.1	12.5.2022	Shayne Torrans	Shayne Torrans	Format Revision

Approvals:

Procedure Owner

Print Name

Date

Signature

Competency Assessment

No.	Questionnaire	C/NYC
Q1		
A1		
Q2		
A2		
Q3		
A3		
Q4		
A4		
Q5		
A5		

Enclosed Attachments	
Risk Assessment	<input checked="" type="checkbox"/>
Environmental Aspect and Impact	<input checked="" type="checkbox"/>
Training and Competency	<input checked="" type="checkbox"/>
Measure and Evaluation Tools	<input checked="" type="checkbox"/>

Competency Checklist

To be filled out by Trainer and signed by Employee, Assessor and Supervisor before being returned to the HSEQT Manager for recording purposes.

Procedure	Competency	Date	Competent YES / NO	Employee Signature

(Please tick appropriate box)

This employee is competent in performing the job.

This employee has not attained the competency level.

*

* *If the employee has not attained all competency levels, the General Manager must assess the action to be taken, provide an extension of training or alternative action as listed below.*

Alternate action to be taken: _____

Signed By	Employee:	_____	Date:	_____
	Trainer:	_____	Date:	_____
	Assessor:	_____	Date:	_____
	Regional Manager:	_____	Date:	_____

Environmental Aspects and Impacts

Identified Environmental Aspects and Impacts

The following table is a summary of the likely environmental aspects and impacts that may be identified during site inspections. The significance of each impact needs to be assessed using the Risk Assessment Model.

Activity	Aspect	Impact
Purchasing & Administrative Work	Consumption of goods	Conservation of natural resources
	Consumption of energy (eg. Electrical equipment and facilities)	Release of greenhouse gases and atmospheric pollution; Consumption of natural resources; Habitat loss
	Generation of waste (eg. Paper)	Consumption of space for waste disposal; Habitat loss
Climate Control	Consumption of energy	Release of greenhouse gases and atmospheric pollution; Consumption of natural resources; Habitat loss
	Generation of noise	Disturbance to community; Habitat loss
Cleaning of – offices / vehicles	Storage, use and release of chemicals	Contamination of air, water or soil; Risk to human health
Transport (Fleet vehicles / staff travel)	Consumption of energy	Release of greenhouse gases and atmospheric pollution; Consumption of natural resources; Loss of habitat at all stages of generation; Light pollution
	Consumption of goods (eg. Oil)	Consumption of natural resources; Generation of waste; Habitat loss; Biodiversity impacts
	Generation of waste (eg. Oil)	Consumption of space for waste disposal; Potential contamination of water or soil; Habitat loss
	Exhaust emission	Release of greenhouse gases and atmospheric pollution
	Use of dangerous goods (eg. Batteries)	Potential contamination of air, water or soil; Risk to human health
	Generation of noise	Disturbance to community; Habitat degradation
Operations		

Risk Assessment

Risk Assessment // insert name here

Step No: Logical sequence	Sequence of Basic Job Steps documented in the Procedure, Work Instruction and project plans. Break down Job into steps. Each step should be logical and accomplish a major task.	Potential Safety & Environmental Hazards/Impacts at the site of the Job Identify the actual and potential health and safety hazards and the environmental impacts associated with each step of the job.	Risk Rating Refer to the risk matrix or HSEQT.PRO. Risk Mgt	Recommended Corrective Action or Procedure <i>Determine the corrective actions necessary to reduce the risk to as low as reasonably practical (ALARP) refer to HSEQ.PRO.Risk Mgt. The risk must be reduced or controlled to ALARP before work commences.</i> Document who is responsible for implementing the controls to manage each hazard identified.	Risk Rating refer to the risk matrix or HSEQT.PRO.Risk Mgt
1.					
2.					
3.					
4.					
5.					

Audit

Process: insert// Procedure: Insert //			Date:	Audited by:
			Location of Audit:	Area Mgr/Supervisor:
Item	Question	Evidence Sited	Comments	Conformance Score 0,3,5
1.				
2.				
3.				
4.				
5.				
6.				
7.				
AUDITOR'S SIGNATURE: SAFETY REP'S SIGNATURE:		CONFORMANCE SCORE: / 25 CONFORMANCE %:		0 – Non-Conformance 3 – Continuous Improvement Opportunity 5 – Total Conformance