

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 <u>soon</u>, <u>certain</u>, and <u>significant</u>.

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 <u>behavior</u> i.e., what people are doing, and <u>consequences</u> must always follow.

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

Version: 1.1 Date Last Modified: 12.5.2022 Author: Shayne Torrans Pages 2 of 11

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.
- 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.

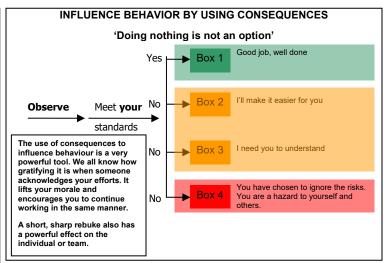
The focus of the observation is on safety, and effective implementation of Safety Excellence - not a commercial role.

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.

Version: 1.1 Date Last Modified: 12.5.2022 Author: Shayne Torrans Pages 3 of 11

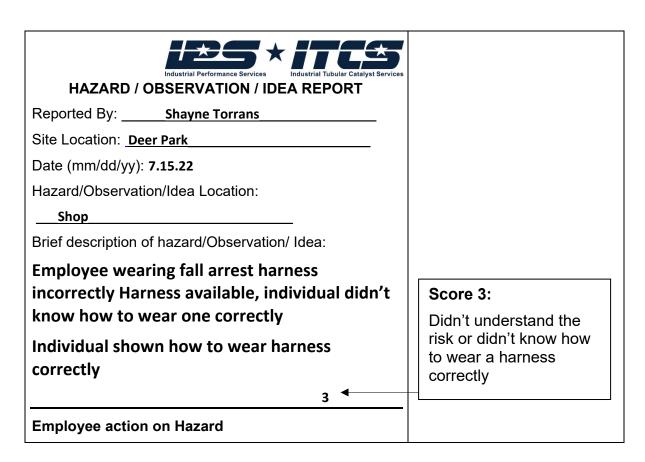
Box 1 - The place to be. When I observe you doing something right, I'll let you know it there and then. (Well done, Keep up the good work etc.) Box 2 - Undesirable Behaviour because of equipment or procedural deficiencies When I observe you doing something wrong because there are obstacles, I'll remove them. 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. 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.



Safety Excellence Behavior Strategies

- I Create Positive Consequences for Desired Behaver
- II Equipment and/or procedural deficiency impeding the person's ability to perform the task appropriately
- Skills and/or knowledge deficiency impeding the person's ability to III perform the task appropriately

Example:



Version: 1.1 Date Last Modified: 12.5.2022 Author: Shayne Torrans Pages 4 of 11

The IFS x 11 CS Group		Completing Benavior Based Observations Procedure			
	Controlled (Eliminated Isolated, Minimized)				
	Report to supervisor				

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

Version: 1.1 Date Last Modified: 12.5.2022 Author: Shayne Torrans Pages 5 of 11

Approvals:

Signature

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

Procedure Owner	
Print Name	Date

Version: 1.1 Date Last Modified: 12.5.2022 Author: Shayne Torrans Pages 6 of 11

Competency Assessment

No.	Questionnaire	C/NYC
Q1		
A1		
Q2		
A2		
Q3		
A3		
Q4		
A4		
Q5		
A 5		

Enclosed Attachments	
Risk Assessment	
Environmental Aspect and Impact	
Training and Competency	
Measure and Evaluation Tools	Ø

Version: 1.1 Date Last Modified: 12.5.2022 Author: Shayne Torrans Pages 7 of 11

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	Competer	су	Date	YES / N		Employee Signature
				(Please	tick approp	oriate box)
This employee is	competent in perforn	ning the job.				
This employee ha	as not attained the co	mpetency le	evel.			*
	has not attained all con en, provide an extensio					
Alternate action to	o be taken:					
Signed By	Employee:				Date	:
	Trainer:				Date	:
	Assessor:				Date	:
	Regional Manager:				Date	:

Version: 1.1 Date Last Modified: 12.5.2022 Author: Shayne Torrans Pages 8 of 11

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		
	Consumption of goods	Conservation of natural resources		
Purchasing & Administrative Work	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		
	Samp Consumption of energy	Polease of srepulsor so gases and a mospheric of lur or; Consumption of natura resources; Loss of habitat at all stages of generation; Light pollution		
	Constant on f go ds (eg. Oil)	Con unit ich uma ura rescurces; Generation of waste; Habitat loss; Biodiversity impacts		
Transport (Fleet vehicles / staff travel)	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				

Version: 1.1 Date Last Modified: 12.5.2022 Author: Shayne Torrans Pages 9 of 11

Risk Assessment



Risk Ass	essment // insert name here				
Step No: Logical sequenc e	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 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 rediced or controlled to ALARP before work commences. 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.					

Version: 1.1 Date Last Modified: 12.5.2022 Author: Shayne Torrans Page 10 of 11

Audit



Process: insert// Procedure: Insert //				Date:	Audited	Audited by:		
				Area Mo	Area Mgr/Supervisor:			
Item	Question	ı	Evidence Sited	Co	omments		Conformance Score 0,3,5	
1.								
2.								
3.								
4.								
5.								
6.								
7.								
AUDITOR'S SIGNATURE: SAFETY REP'S SIGNATURE:		CONFORMANCE SCORE: CONFORMANCE %:	/ 25	0 – Non-Conforma 3 – Continuous Im 5 – Total Conforma	provement Opportunity			

Version: 1.1 Date Last Modified: 12.5.2022 Author: Shayne Torrans Pages 11 of 11