



Job Safety Observation

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Job Safety Observation

The purpose of this procedure is to define how to assess individual employees' compliance to perform tasks against established safe work practices or industry best practice and to provide feedback on observations in order to ensure ongoing positive safety behavior.

This Procedure applies to all district employees, subcontractors and representatives.

1 JOB SAFETY OBSERVATION

- Focuses on behaviors in a proactive manner to prevent workplace incidents.
- Encourages observations of work methods and individuals' behavior.
- Provides a method to give positive feedback to team members.
- Provides an accurate, proactive or leading measurement indicator for safe behaviors.
- The key features of the Job Safety Observation forms are:
 - The team or person to be observed is advised that the observation will be taking place and an explanation given as to why.
 - The job being observed and the date are recorded.
 - The name of the observer is recorded.
 - The safe and/or at risk behaviors are recorded on the JSO form.

Note: If there are any at risk behaviors or work methods that are not able to be changed so that the task risk rating is low, then the task must be stopped and the Job Safety Analysis revised to put controls in place to bring the risk rating down to low. Record any and all comments on the JSO form.

- Immediately following the JSO, provide positive feedback to the person being observed before discussing any at risk behaviors, then thank the person for participating.
- Place the completed JSO form in the safety mail box at the maintenance office for filing.
- The main purpose is to provide positive feedback on application of work methods and to ensure all personnel have access, and are using, company policies and procedures. On some occasions, corrective feedback on unsafe behavior will be required.

2 TRAINING

It is the Department Manager's responsibility to ensure all employees have received training in the Job Safety Observation (JSO) process and are trained in the completion of the JSO form.



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3 NEED FOR CORRECTIVE FEEDBACK

Although positive feedback is the strongest motivator for safe performance, employees must be told when they are deviating from expected practice. If corrective feedback is required, it should be given in the following manner in order to promote safe behavior:

- Have no hidden agendas
- Use a non-threatening, non-punishment style
- Tell the person that their safety is the priority
- Be sincere
- Tell the person that the observed act/behavior is unsafe and why
- Ask why they performed unsafely
- Remove barriers that impede the employee from working safety
- Ask for suggestions
- Conduct a follow up observation and provide positive reinforcement

4 FOLLOW UP

Where a Safe Work Procedure or Standard Work Instruction requires modification the Safety Officer shall be advised.

Where there is a pattern of deviation from Safe Work Procedures or Standard Work Instructions, the issue must be addressed through meetings or modifications to documents and retraining as required.



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5 Appendix 1 - 5 step to successful observations

Five Steps to Successful Safety Observation

This article was reprinted with permission from the November 2012 issue of BIC Magazine.

Organizations will not achieve sustained excellent results in safety without a process in place that understands risk exposure prior to an incident or injury. To accomplish this, organizations must have a coaching approach to safety and an observation framework that guides the conversation. This article outlines five steps that have been used with great success. Whether peer to peer or supervisor to worker, it is all about being AWARE.

ANNOUNCE

The first step in the process is to let the person you intend to observe know that you are present. This initial contact sets the tone for the observation and resulting discussion. It is normal to wonder, “If they know I am there, they might do everything right.” Wouldn’t this be desirable? One of the goals should be to help create new habits, not to catch a rule violator. Another step of the methodology will reinforce this. However, how might trust be compromised if someone feels ambushed? Make sure everyone you will observe, and even those nearby, is aware of the observation before you begin.

WATCH

After the individual is aware, you should spend your designated time watching the job task. What will you look for? Ideally the answer is, “Can the employee perform the task safely?” and “Do I see anything that concerns me?” Lean behavior-based safety processes identify what safe looks like by positively defining the significant few precautions employees can take to reduce the probability of incidents. Generally this is better received than an observation attempting to determine if rules are being abided. Observations should determine if workers can perform the task safely and proactively identify concerns that might increase the chances of an injury. Observations should not be used as a faultfinding opportunity.

ASK

One important aspect of an observation is determining why a precaution was or was not taken. This insight is an effective mechanism that affects behavior change and prioritizes safety improvement initiatives. It is easy to become complacent with a frequently performed task. It is important for the individual being observed to

recognize the rationale for the decisions s/he is making, for both the ones that reduce risk exposure and the ones that introduce risk exposure. If you see a safe precaution being taken or an exposure to risk, ask the most appropriate questions: Why did you do it that way? Is that the way you always do it? Do you feel safe doing it that way? Is there a safer way to do it? Were you trained to do it that way?

REINFORCE

Observations are an opportunity to specifically point out the positive things a person is doing for his/her own safety. Emphasis should be placed on reinforcing what the worker is correctly doing to ensure that s/he is not just being lucky when it comes to injury prevention. If an individual has performed a discretionary precaution while performing the work, this is an excellent time to reinforce precisely what you observed and encourage him/her to continue. This helps change the common belief that safe is defined by the lack of incidents rather than by what people do to control risk exposure.

EXPRESS CONCERN

When risk is identified during an observation, the language chosen to provide feedback is critical. Expressing concern is a preferred approach rather than stating someone is “at risk” and “unsafe.” The latter examples represent your opinion, which when introduced into a conversation can often compromise trust and respect. If an observer states concern with how a task is performed, this offers a better chance for a conversation leading to an understanding of why risk is a part of the task. Generally, this tactic is part of a more comprehensive methodology for leadership safety coaching or lean behavior-based safety. While the structure of such approaches is certainly valuable, the AWARE steps of an effective observation and feedback methodology are also independently important. ☺

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Observations are an opportunity to point out the positive things a person is doing for his/her own safety.



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6 Appendix 2 – Job Observation card

JOB OBSERVATION

Date: _____ Time: _____

Location: _____

Workers: _____

Task: _____

	YES	NO
Appropriate PPE being used	<input type="checkbox"/>	<input type="checkbox"/>
Procedures known/being followed	<input type="checkbox"/>	<input type="checkbox"/>
Hazards have been identified	<input type="checkbox"/>	<input type="checkbox"/>
Hazards have been controlled	<input type="checkbox"/>	<input type="checkbox"/>
Work area condition	<input type="checkbox"/>	<input type="checkbox"/>
COMMENTS		

JOB OBSERVATION

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Location: _____

Workers: _____

Task: _____

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COMMENTS		



School District 22
Job Observation Card

WHAT: A process that creates a safety partnership between management and employees that continually focuses people's attentions and actions on theirs, and others, daily safety behavior.

WHO: This program is for everyone.

HOW: Complete and put in the safety box in the maint office.

Conducted by: _____

Department: _____

Position: _____



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