



BEHAVIORAL BASED SAFETY OBSERVATION PROGRAM

Purpose

- ❑ To make participants aware of their role and responsibility for the safety of themselves, each other, in order to empower them to reduce the number and severity of accidents and injuries on and off the job, as most accidents follow simple patterns of behavior.



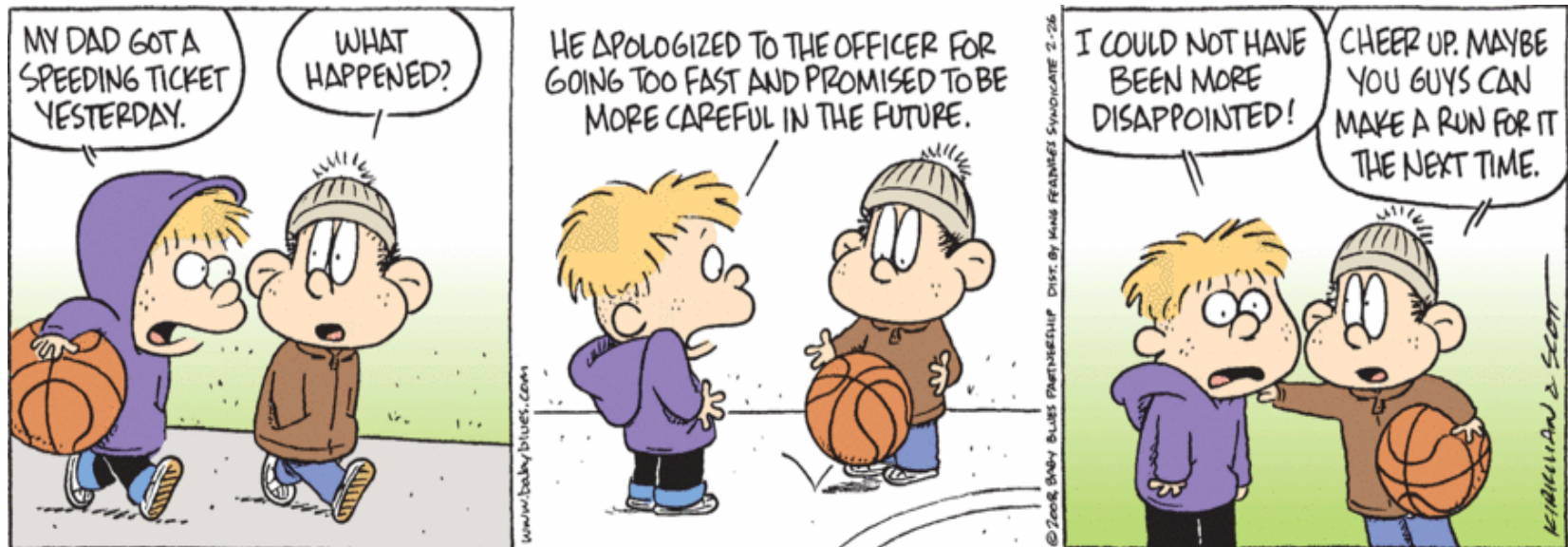
Types of At-Risk Behavior

- ❑ There are **3** Types of At-Risk Behavior:
 1. Conscious Behavior
 2. Habitual Behavior
 3. Unintentional Behavior
- ❑ Behavior Based Safety **is about Unintentional Behavior and Habitual Behavior**, or to be more specific, its about how to prevent mistakes or errors you **never** wanted to make in the first place.
- ❑ There are **4** Behaviors or States that can lead to one or more Four Critical Errors:
 1. Rushing
 2. Frustration
 3. Fatigue
 4. Complacency



Rushing

- ❑ The act of moving with urgent haste
- ❑ When you exceed the pace at which you normally perform the task, whether it's working, driving, walking, lifting, moving, etc.



Frustration



- ❑ **Caused by** relationships inside and outside of the workplace, malfunctioning equipment, inadequate tools, conflicting objectives and pressures, etc.
- ❑ The feeling of being upset or annoyed, especially because of inability to change or achieve something
- ❑ People fail to recognize potential, assume it won't happen to them, believe taking shortcuts (risks) is justified by success. And as a result, someone gets injured.



Fatigue

- ❑ **Too tired** physically or mentally to do the job safely. It includes being too tired to react quickly, prolonged concentration is difficult, etc.
- ❑ **Fatigue** is a term used to describe an overall feeling of tiredness or lack of energy.
- ❑ It isn't the same as simply feeling drowsy or sleepy.
- ❑ When you're **fatigued**, you are not motivated and have no energy.



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.
- ❑ A feeling of contentment especially when accompanied by unawareness of actual dangers or deficiencies When it comes to safety.
- ❑ Complacency can be dangerous as a person is often unaware of some potential danger or defect, and demonstrate a lack of situational awareness



Risk

- ❑ **Safety** is a function of Risk. There is a certain amount of Risk in everything we do. Although we may not be able to eliminate all the Risk, we can lower the Risk by using the Behavioral Based Safety 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 not using your critical thinking skills to recognize the hazards.
- ❑ **All employees** have the obligation to stop work anytime they feel that their safety or the safety of other employees is at risk.



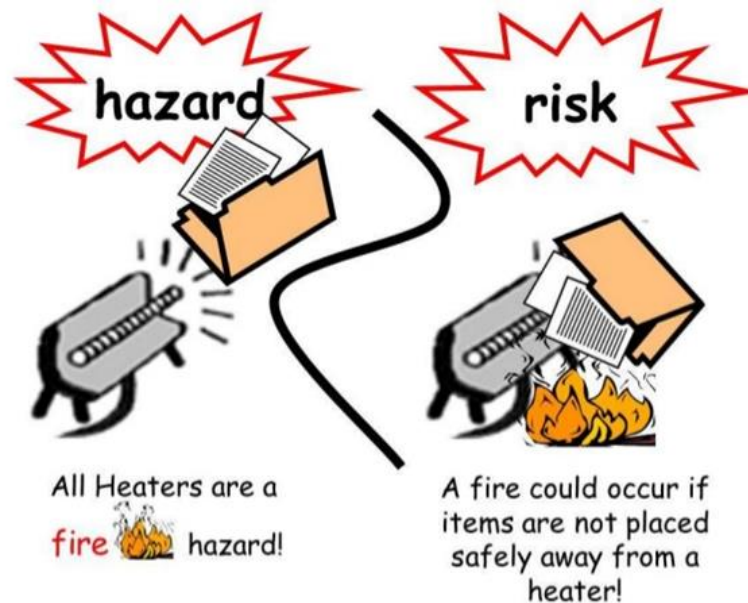
Basic Steps of an Observation (step 1)

- ❑ Observe work as it is taking place.
- ❑ 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
- ❑ Observe improper job task or workplace design
- ❑ Keep an open mind



Basic Steps of an Observation (step 2)

- ❑ 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 judgement to decide if it is better to wait for a few moments
- ❑ Be considerate and understanding, treat a worker the way you would expect to be treated



Basic Steps of an Observation (step 3)

- ❑ Ask the person or persons involved in the job to explain what they are trying to accomplish and what Standard Operating Procedures are available
- ❑ Ask the following questions:
 - ❑ Can you tell me about the job you are performing?
 - ❑ What are the hazards and risks?
 - ❑ Have you completed a Job Safety Analysis, R3 or PPE Hazard Assessment for this task?
 - ❑ 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 of the things that could go wrong and how are some ways they could get hurt during the job?
- ❑ What could go wrong?
- ❑ How could you hurt others?
- ❑ 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 e.g., change in procedures, different tools, PPE etc.?
- ❑ Allow the worker to explain how he/she believes the job can be done more safely
- ❑ Your job is to listen, a worker that is allowed to find his or her 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!



Basic Steps of an Observation (step 6)

- ❑ Complete the appropriate **Behavior Observation Checklist**.
- ❑ Be specific and check the appropriate category and box(s) that apply
- ❑ Give brief description of observation in Safety Concerns or Comment section
- ❑ Give brief description of Why At-Risk?
- ❑ Be sure to provide department, process observed, date, time, and name on the checklist
- ❑ Operator observed not a requirement

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**A Generic Behavioral
Checklist Guides Observations**

Behavior
Process
Environment

Area:	Immediate Follow-Up Needed: YES NO		
Date:	Observer:		
Generic Checklist			
	Safe	At-Risk	Comments
1. PPE			
A. Eye/Face			
B. Fall Protection			
C. Foot			
D. Hand			
E. Head			
F. Hearing			
G. Protective Clothing			
H. Respiratory Protection			
2. Body Position			
A. Cramped			
B. Ergonomics			
C. Extended			
D. Lifting			
E. Line of Fire			
F. Pinch Points			
G. Pulling/Pushing			
H. Position/Footing			

25



Questions

