



# BBSM Observations

Safety and Environmental Management System

SEMS 2-13

## OBSERVATIONS

Observations are able to determine safe and unsafe behavior based on company policy, principals and safety training.

When you decide that you are going to do an observation, remember to record whatever you see (safe or at-risk behaviors) no matter what team member is performing the act. This means that once you start observing, anything or anyone that you see performing an at-risk behavior should be recorded as at-risk. Hopefully, most of the time everything will be safe in accordance with the Job Safety Analysis (JSA) and/or company policy. So if you are observing another team member going down a flight of stairs without using the handrail, which would be an at-risk behavior, you should provide feedback to try and prevent the same at-risk behavior from occurring again. Likewise, you should provide feedback to people who are doing things the right way.

Remember, the best way to get someone to exhibit the desired behavior is to give them some type of positive reinforcement whenever you see them performing the desired behavior. This can be as simple as a good word spoken to let them know that you notice them taking the time to do things right. If you notice a person doing something in contradiction to the correct behavior, no matter how small or trivial, and you let it slide, you are providing reinforcement for that person to continue performing at-risk behaviors. Eventually these acts will increase from trivial to major. Public recognition of an employee for performing safe acts will go a long way towards motivating the entire team to perform well so that they can be recognized. The observation card process is not a disciplinary item or just a numbers game. The more accurate the data, the more accurately we can identify and address areas of concern (opportunities for improvement). The whole reason that we implement this process is to eliminate incident, injury, loss or even death. If you do not take the observation process seriously, or if you let minor infractions slide, you are setting up yourself or a team member to get hurt.

Just remember, when you walk out to start observing, record anything and everything you see no matter who it is or how minor it may seem. This alone will ensure the data required is captured for our continuous improvement.