

# Job Safety Observation Procedure

## *Sample Only*

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SAMPLE

## 1. PURPOSE

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 practices and to provide feedback on observations in order to ensure ongoing positive safety behavior.

This Procedure applies to all \_\_\_\_\_ employees, *subcontractors, and representatives.*

## 2. DEFINITIONS

The following definitions apply throughout this document:

- ✓ **Shall** - A mandatory task that must be completed.
- ✓ **Should** - A recommendation that is advantageous to complete.
- ✓ **Job Safety Observation** - The physical observation of an individual performing a work task to verify that Safe Work Procedures are correctly followed and are suitable.
- ✓ **Safety Awareness** – The state of mind where we are constantly aware of the possibility of injury and act accordingly at all times.
- ✓ **At Risk Situation** – A physical situation in the workplace that may lead to an incident or injury if uncorrected.
- ✓ **At Risk Behavior** – Conduct (whether witnessed or not) that unnecessarily increases the likelihood of injury, by either violating established safety rules, or through unintentional errors.
- ✓ **JSO** - Job Safety Observation

## 3. 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 against each of the Key Behavior Indicators noted 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. **Note:** Positive reinforcement is a strong behavior modification technique.
- Confirm on the bottom of the JSO form that the correct process of greet, discuss, observe, provide positive feedback, discuss safe and at risk behavior, obtaining comments and thanking the observer has been followed.
- Hand the completed JSO form to the responsible Project Manager for recording in the statistics.

The main purpose is to provide positive feedback on application of work methods and to ensure all personnel have access, and are using, Department policies and procedures. On some occasions, corrective feedback on unsafe behavior will be required.

#### **4. TRAINING**

It is the Supervisors 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.

#### **5. 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 safely

- Ask for suggestions
- Conduct a follow up observation and provide positive reinforcement

## **6. FOLLOW UP**

Where a Safe Work Procedure or Standard Work Instruction requires modification the Project Manager shall be advised.

Job Safety Observation results shall be discussed at the Safety Committee Meeting with a view of determining trends on safe and unsafe behavior.

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.

## **7. REFERENCE DOCUMENTS**

Departmental Policy Manual

Industry Best Practices Guidelines

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