



## Solutions in Operations

*How do you design,  
manage, and improve your  
key products and work  
processes?*

*How do you ensure effective  
management of your  
operations?*

# Behavioral Based Safety

Behavioral Based Safety is an established method of using peer-to-peer observations and positive reinforcement to change unsafe individual behaviors and to encourage safe behaviors, a philosophy of identifying and preventing incidents. It is an excellent tool for collecting data on the quality of a company's safety management system, and provides a data driven way to understand why people behave the way they do when it comes to safety.

### WHAT ARE THE BENEFITS?

Establishing and training behavioral based safety practices helps keep workers at work, protects business investments, improves product quality, improves company culture and morale, and greatly reduces workman's comp costs. In addition to improving morale, one of the most significant benefits of BBS is that it is a proactive versus reactive approach to loss control. Safety related costs are prevented before they occur, rather than after they are incurred, and benefits include:

- Reduced workman's comp costs
- Reduced lost time accidents
- Reduced / Avoided OSHA fines
- Improved culture & morale
- Increased productivity

### HOW DO WE KNOW IF WE'RE READY FOR BBS?

Although it's no magic bullet for injury prevention, there is data to prove that as observations go up, injuries go down. There are five conditions (readiness indicators) that dramatically increase the likelihood of success:

1. Effective leadership
2. Established safety systems and processes
3. Safety involvement teams
4. Organizational style (Culture)
5. Measurement and accountability

#### LEADERSHIP

Leadership must be active, visible and lively in its commitment to injury and illness prevention. Leaders in world class safety companies view safety as a line management responsibility rather than the job of the safety manager or team.

#### SYSTEMS

In order for BBS to be effective, a stable safety foundation must be in place. This includes OSHA compliance, incident investigation, hazard audits, recordkeeping systems, etc.

#### INVOLVEMENT

Well-trained teams that are skilled at problem solving and decision making, get results. A safety team is ideal for managing observation data and corrective action. A specially trained team is best for success.



## **ORGANIZATIONAL STYLE (CULTURE)**

A positive social climate of trust, openness, respect for individuals, positive reinforcement, etc. is an intangible of organizational life that dramatically affects worker performance.

## **MEASUREMENT AND ACCOUNTABILITY**

What gets measured gets done. A clearly defined responsibility at every level of the organization is key for top performance. The process or activities that create a safe work environment are far more important than injury rates when trying to create a safety culture.

## **HOW DO WE IMPLEMENT BBS?**

The process starts with a comprehensive review of the company's existing safety program and safety records to identify where gaps might exist. Some areas of review would include:

- Incident / injury / near miss reviews/KPI's
- Cost associated with observation/incident/continuous improvement
- Observation data
- Gap analysis/Benchmarking
- Leading and lagging indicators
- Antecedent / incident reports
- Job Hazard Analysis
- Employee interviews
- RCCA review/brainstorming

A company can reasonably expect safety related costs to begin declining within weeks after BBS is implemented and integrated into their safety program\*. The implementation process from an employer's perspective should also include:

- Review/create/revise company safety manual
- Target training and development for management personnel
- Be employee-based for continuous improvement.
- Analyze tasks & hazards to identify critical safety behaviors.
- Analyze behavior based on job observation.
- Use feedback about safety performance as reinforcement.

*\*Results may vary from business-to-business.*

Whether your company is struggling with safety related issues, or you already have an effective safety program in place but want to "take safety to the next level", implementation of a behavior based safety program can be an effective means to achieve better safety results and improve the culture of your company.



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