

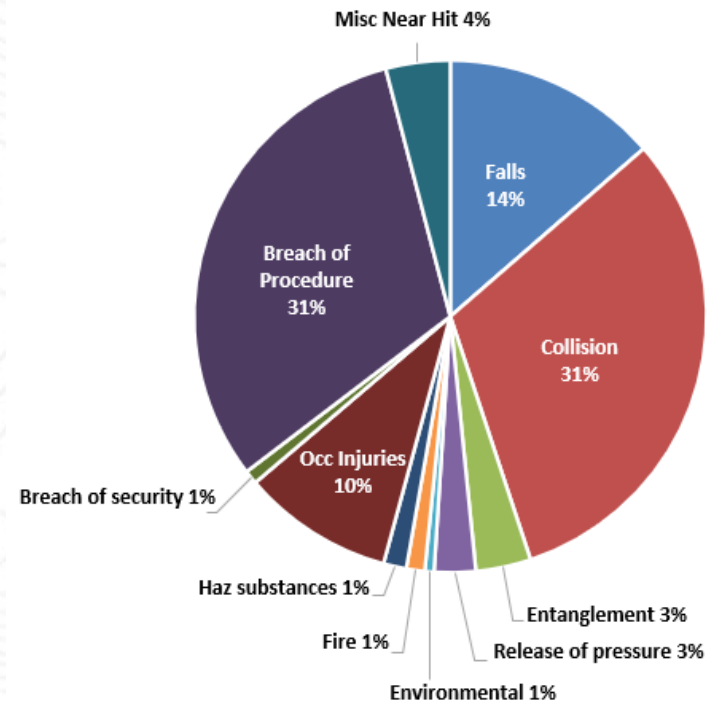
Use of Procedures



Safe Work Procedures

Safe work procedures are directions on how work is to be carried out safely.

All Operations - All Incidents
Q3 July to September 2022



Safety Alerts 2022

Failure to follow lockout procedure

Failure to isolate conveyors

Failure to lock out vehicle

Fatal injury during hydraulic hose repair

Trailer stands used incorrectly

Worker falls during maintenance



Laceration above right eye



Why don't people follow procedures?



Why don't people follow procedures?

- **Are you the problem?** – Communication, training, understanding.
- **Is the system the problem?** – No evidence it makes the job safer, hard to follow.
- **Has it always been done a certain way?** – No-one has been hurt, quicker.
- **Is the employee's life or communication pattern the problem?** – Don't like, trust or believe you, issues at home, bad attitude.



How to improve compliance

- **Involve workers in development** – Workers are more comfortable with procedures they have developed.
- **Write them down** – Don't rely on verbal instructions and supervision.
- **Make them accessible** – To everyone as and when they need them, electronic.
- **Expressed in a way that is readily understandable by the workers** – Literacy, culture.



How to improve compliance

- **Keep them short and only procedure steps** – Avoid unnecessary words, intros etc.
- **Ensure they are kept up-to-date** – The way things are done now.
- **Communicate the importance of SOPs** – Training and regular safety meetings.
- **Consequences** – Positive and negative.



Behaviour is influenced by consequences

- **Positive or Negative**
- **Immediate or Future**
- **Certain or Uncertain**

PICs and NICs are very powerful



Handy tips

Spend more time in the field

Check and test effectiveness of procedures

Challenge everything


Ensure critical controls are identified in procedures

Check your messaging

Reporting of all near misses, failures etc.

NABORS

Chronic unease is a healthy skepticism about our decisions and the inherent risks in work environments.



Chronic Unease



Advantages of using Safe Work Procedures

- **Implementing Safe Work Procedures will allow you to more effectively ensure the safety of others in and around your workplace.**
- **Hazards and appropriate controls have been identified.**
- **Step by step reminder of how to do the job safely.**
- **They identify Equipment and Personal Protective Equipment to be used.**
- **Effective documents for training workers.**
- **Checklist for compliance.**



Deciding whether or not written procedures are required

- **Requirements of HSWA and Regulations.**
- **Findings from the completed Risk Assessment.**
- **Are existing controls in place (elimination/substitution and/or engineering controls).**
- **Severity of potential injuries if safe work procedures aren't followed (i.e. consequences of an accident).**
- **Experience level of the workers likely to be assigned to do the task.**
- **The complexity of the task (with increasing complexity, the likelihood of error or missed steps increases).**
- **Frequency that the task is performed (infrequent or irregular procedures are harder to master).**
- **Recommendations resulting from previous inspections or incident investigations.**

Analysis of ADT incidents

Common contributing factors (investigation reports)

- **Speed**
- **Not wearing seatbelt**
- **Overloading**
- **Not paying attention**
- **Backing onto uneven surface**
- **Incorrect operation of ADT**



QLD analysis 64 ADT incidents over 10 years

- **37% occurred whilst vehicles were reversing—riding up over uneven ground or stockpiles.**
- **35% occurred whilst vehicles were turning—speed, downhill, reverse cambers and wet surfaces.**
- **22% occurred whilst vehicles were travelling—operator loss of control.**
- **6% occurred on sloping ground.**



What controls are we relying on?

Common contributing factors (investigation reports)

- Speed (**Procedure, training, signs**)
- Not wearing seatbelt (**Procedure, training**)
- Overloading (**Procedure, training**)
- Not paying attention (**??**)
- Backing onto uneven surface (**Procedure, training**)
- Incorrect operation of ADT (**Procedure, training**)

How do you know these controls are working?

Safety features on modern ADTs

- **Roll-over protection cabins (ROPS)**
- **On-board weighing to avoid overloading**
- **Dump support, which has an angle sensor for side inclination. (set off an alarm and/or will stop the trailer tipping)**
- **Hill assist to hold the truck on a slope.**





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