

Behaviour & Safety



YOU ARE GOING
TO DIE



A FEW OF THE ODDS WE FACE IN OUR LIVES

- ▶ **Death by heart attack** 1 in 4
- ▶ **Choosing 3 balls in the Lottery** 1 in 57
- ▶ **Having a serious fire at home** 1 in 160
- ▶ **Death by Hang Gliding** 1 in 560
- ▶ **Death from Flu** 1 in 5000
- ▶ **Being Murdered** 1 in 100,000
- ▶ **Death by Plane falling on your head** 1 in 25million

What is a **RISK**



ACCEPTABLE OR UNACCEPTABLE RISKS...?

EXAMPLES

White water rafting ?

Bungee Jumping ?

Off Road Driving ?

Driving a Fork Lift Truck without a licence?

Exceeding site speed limits?

Using a mobile phone at the wheel?

Working without a risk assessment?

*Legal but
Unacceptable ?*

*Illegal but
Acceptable?*

**There is a serious
Accident every
4 seconds**



100% Safe

Total Safety

How realistic is this?...



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Understanding Behaviour

The root cause (Reasons) they attended A+E :



Trousers	37
Chain Saws	10,773
Socks+Tights	329
Bean Bags	1,207
Meat Cleavers	5,945
Tea Cosy	1,317

The figures on the right hand side are the number of people attending A+E departments at a number of NHS Hospitals in no particular order:

In a government survey of accidents, the following are listed as reported causes:



Most frequent incidents →

- ☹ Slips, trips and falls (<2m)
- ☹ Manual handling
- ☹ Contact with machinery



The root cause (Reasons) they attended
A+E :



Cucumbers

7

Cold Milk

5

Flannel

65

Cruet Set

23

Pen Nib

6

Mushroom

4

The figures on the right hand side are the number of
people attending A+E departments at a number of NHS
Hospitals in no particular order:



Conclusion? Many accidents are caused by apparently trivial events!
This is equally true in work settings



Incident Causation - Exercise

*Despite our many efforts
to be safe*



*... people continue to get
hurt and even killed*

List some well-known safety incidents that have involved people getting killed or badly hurt. What was the cause of or explanation for these?





**Why do people
do the things
they do?**



Safety fail



SAFETY AT WORK

Sometimes it's really important!

Incidents And Behaviour



Statistics tell us that more than **80%** of incidents are caused by human **behaviour**

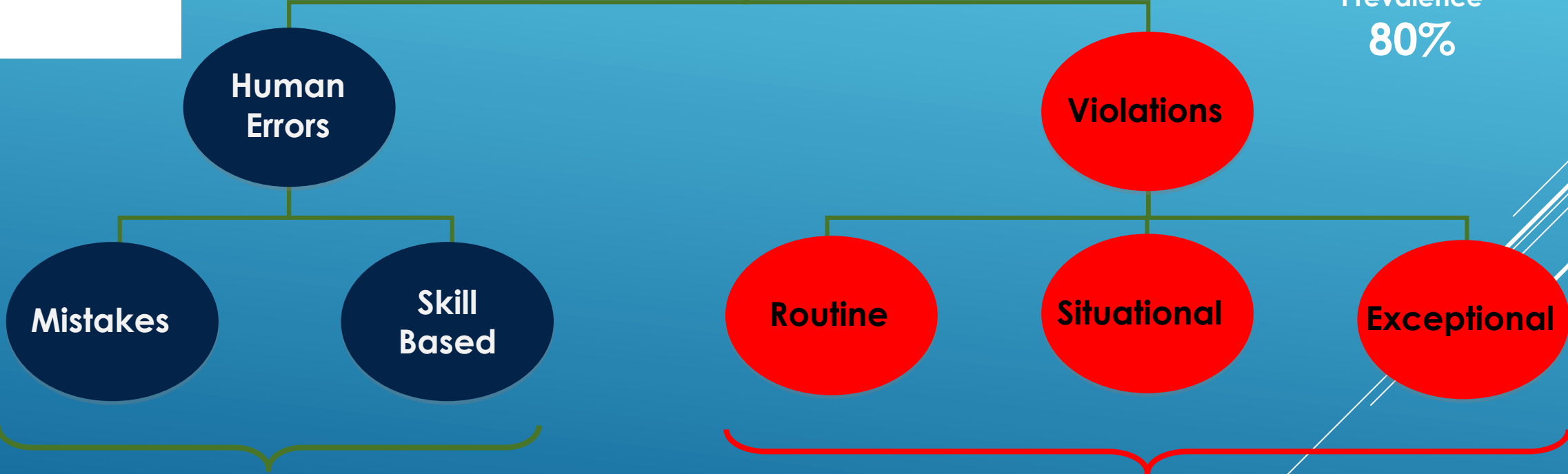
Proactively Manage Unsafe Behaviour

Evaluate/Investigate To Determine.....



Unsafe Behaviour

Typical Prevalence
80%



An unintentional unsafe behaviour

An intentional unsafe behaviour

Reference: James Reason

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Behaviour as a function of consequences

Human Error



Human reliability is a function of information retrieval and processing

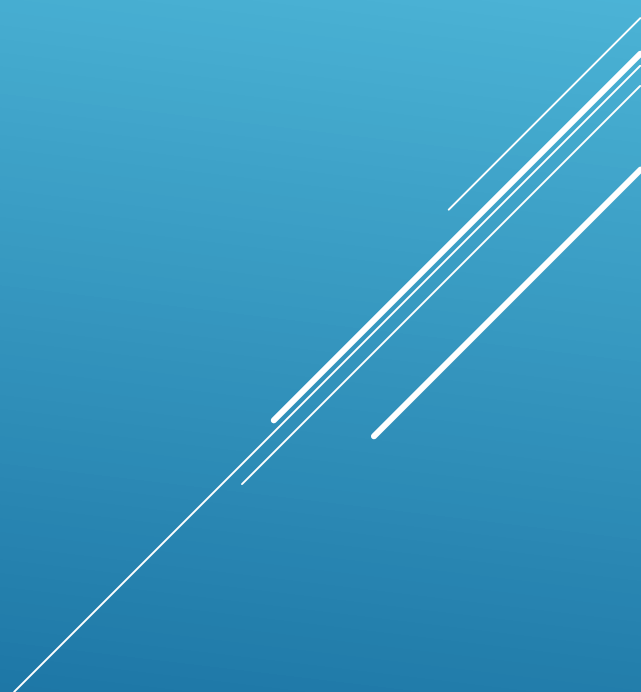
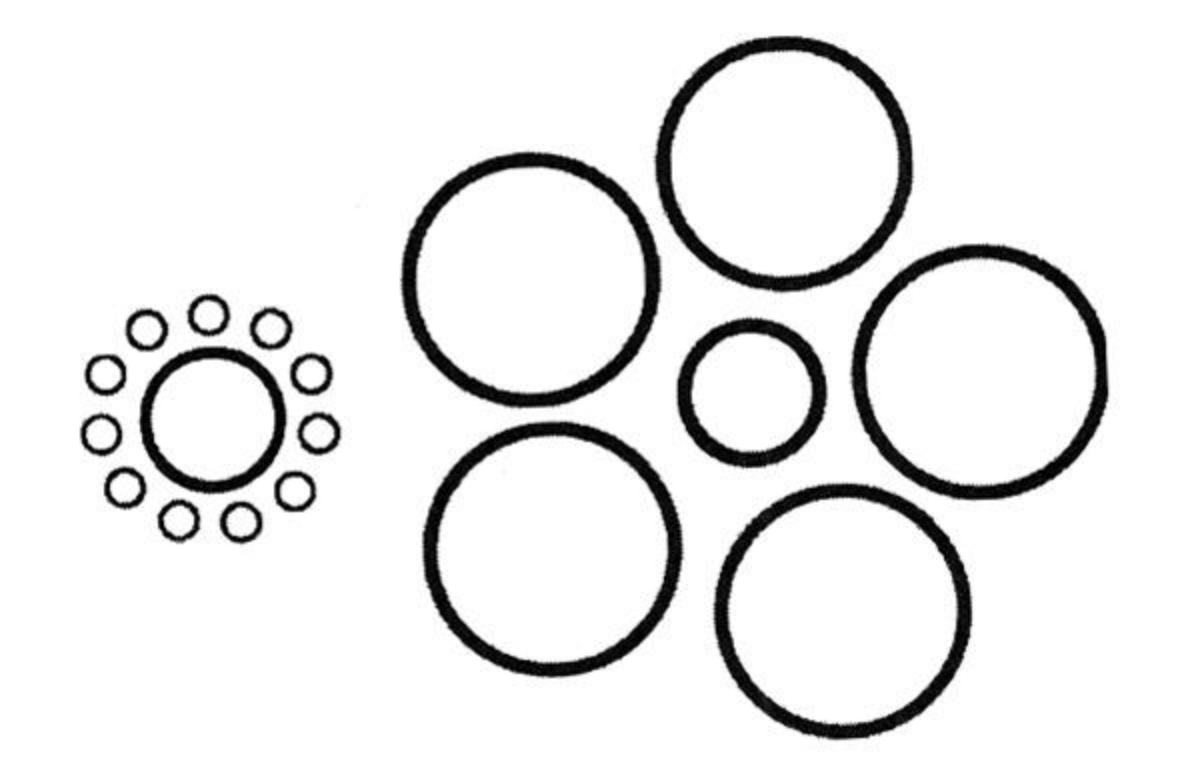
Human error is quite a complex area but fortunately most accidents are not rooted in Human error (20%)

Human Errors

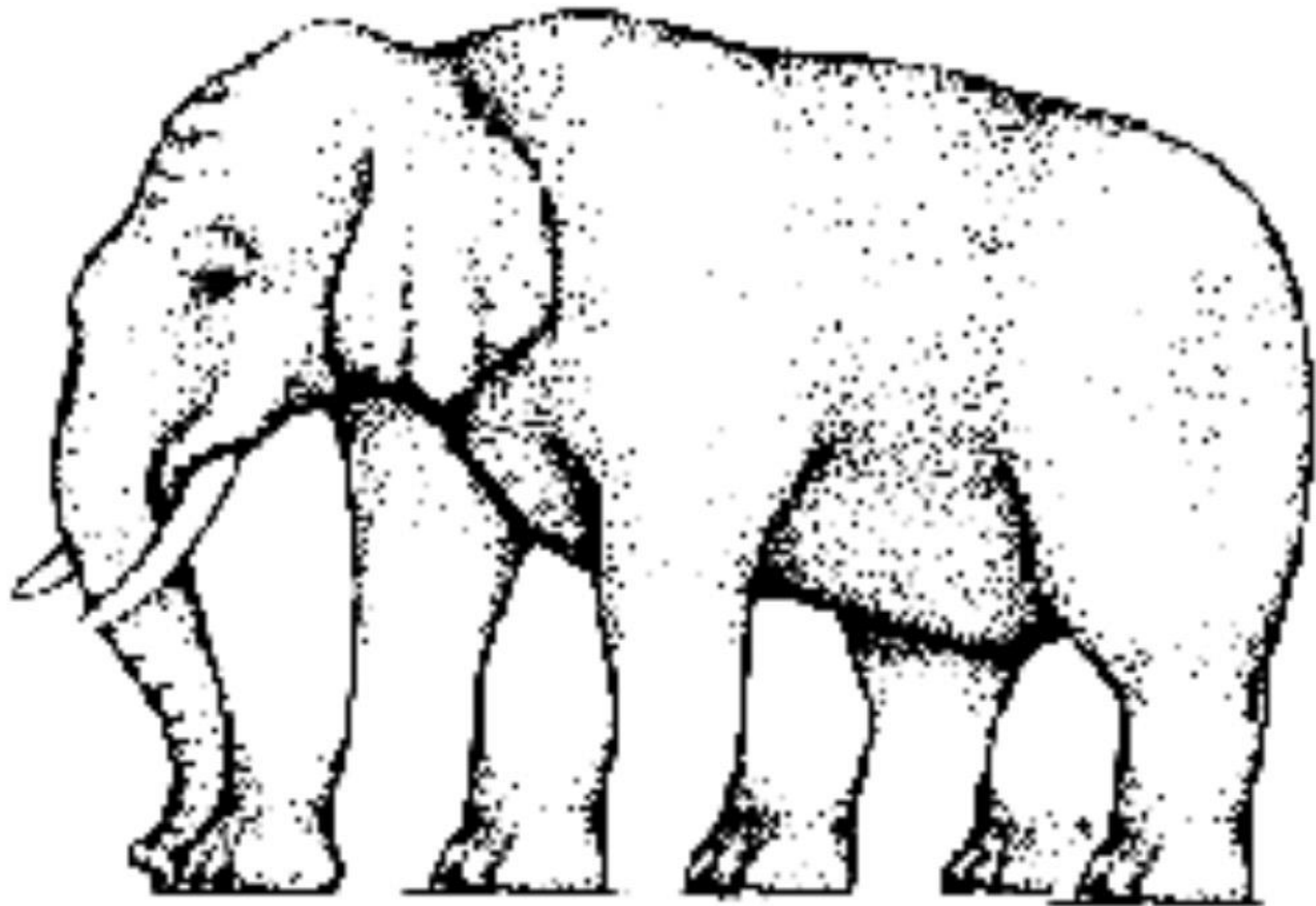
**People make mistakes!
You can only have a limited impact on error**

Rabbit or Duck?











Owl or Beautiful Woman?

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Understanding Behaviour

Violations

**“Humans tend to
take
the easy option”**



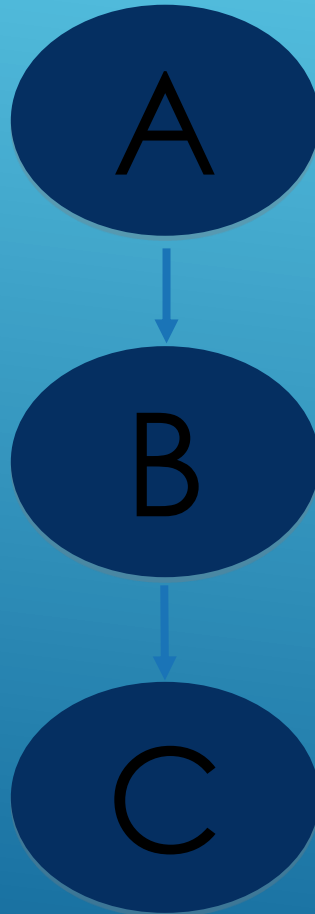
**“An environment that
rarely challenges
violations or
recognises
observance of the
rules”**

**People break rules! Violations are by far the
most common behavioural challenge (80%)**

Behaviour is largely due to expectation of consequence

Antecedents

We remember powerful consequences and these memories become triggers that prompt future behaviour



Consequences

Antecedents are

- things that we sense or encounter - a trigger for initial behaviour

Behaviour is

- anything we then do or say

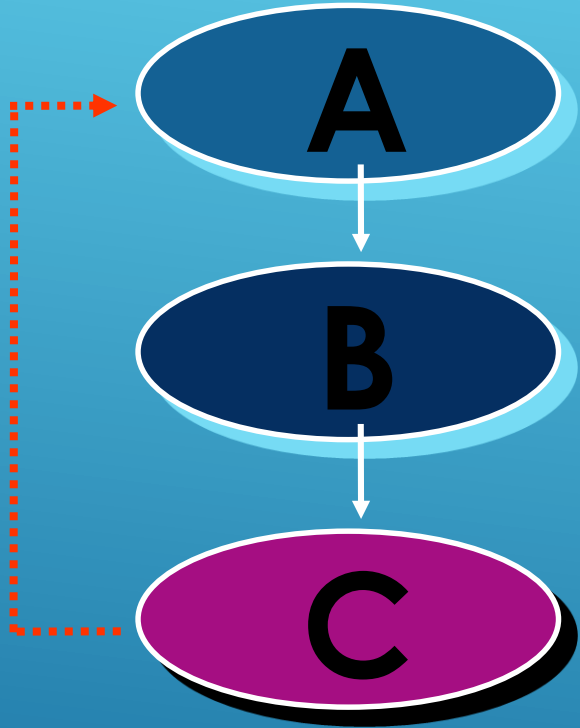
Consequences are

- outcomes that follow as a result of how we behave

Reference: B.F. Skinner

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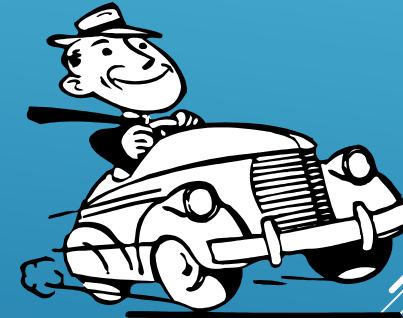
Behaviour as a Function of Consequences



The sign is a prompt for us to slow down to below 30mph

We look around and in the mirror and slow down to 37 mph

We continue to make good progress, don't get caught, don't have an accident



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Behaviour as a Function of Consequences

A

The sign is a prompt for us to watch our speed or to watch out for cameras



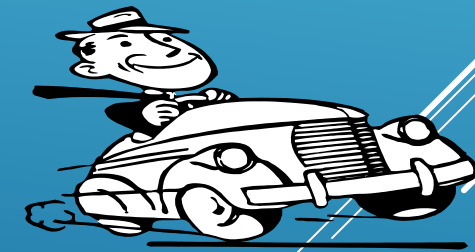
B

We keep an eye on our speed and slow down to 30 m/h when we see a camera



C

We pass the camera at 30 m/h, don't get flashed, then speed up again!



KSBS – KEY SAFE BEHAVIOURS

- **Behaviour**

..... is an activity that can be observed

- **Key Safe Behaviours**

..... is a small number of behaviours that will define our safety culture and support our overall business risk reduction plan

LOGISTICS - KEY SAFE BEHAVIOURS

SAFETY STARTS WITH YOU



Looking out for each other within Logistics

We want all colleagues, visitors and contractors to respect our surroundings



We expect everybody to demonstrate and live our 5 key safety behaviours



Always work safely

CHALLENGE

Challenge unsafe acts or conditions



Keep work areas clean at all times

HYGIENE

Hygiene standards must be maintained at all times



Protective clothing must be worn

UNIFORM

Uniform & PPE must be worn correctly when required



Not to be used whilst mobile

MOBILE

Mobile devices must not be hand held whilst moving



Adhere to speed limits

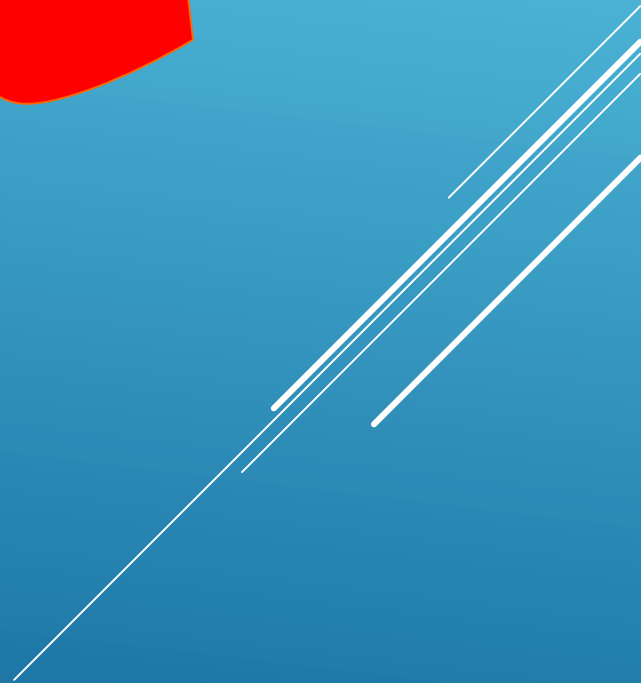
SPEED

Speed limits must be adhered to at all times

ALWAYS REMEMBER

SAFETY FIRST

Fact



YOU ARE GOING TO
DIE

