

Observation

Topic of the Month - Manual Handling



Load

- Heavy / large load
- Unstable
- Difficult to hold
- Only reached by stretching and or bending, twisting



Environment

- Insufficient space
- Slippery floor
- Unstable floors
- Obstructions
- Poor lighting
- Extreme temp



Task

- Too strenuous
- Overreaching
- Carried out too frequently
- Sudden movements
- Insufficient breaks / recovery time



Individual

- Awkward posture
- History of back disorders
- Physical capabilities
- Experience, training and familiarity with the job

Prevention measures



Risk assessments
carried out at
all times



Design and organise
tasks to avoid manual
handling completely



Use automation and
lifting equipments in
the first instance



Organise tasks in a
safe way, loads split
and rest periods



Providing information
and training to staff
for tasks / equipment

A behavioural safety observation is the key to identifying hazards in the way people carry out tasks before an accident happens.

The idea is to visit your team and observe the work for a few minutes, identifying things that are good as well as bad and then discuss the points with your team. The information on the other side of this sheet may provide some guidance on what to look for.

Below is advice on how to carry out the conversation and what to look for in the observations.

Introduce yourself

- Advise the observee who you are if they don't know and why you are there
- Advise all observations are anonymous
- Watch the whole process you are observing
- Record good and poor practice
- Only interrupt if there is an immediate danger of injury or worse

Immediate feedback

- Feedback directly to the person you have observed
- Reinforce POSITIVE behaviour by telling them what they did well
- Have an open and honest conversation with the observee

Do this by asking the right question in the right way

- Highlight what they have done correctly and present any issues as a question for them to answer:

- Q. Does everyone do it that way?
- Q. What is slow / inconvenient uncomfortable about doing that safely?
- Q. What is the worst thing that could happen with that approach?
- Q. How would that affect your spouse, children, partner, children, friends, colleagues?
- Q. What could be done to address the issue highlighted?

Date	What was observed?
What went well?	
What didn't go well? - Please report all issues as near misses	
What could be better?	
How can we improve?	