Observation
Topic of the Month - Reversing vehicles
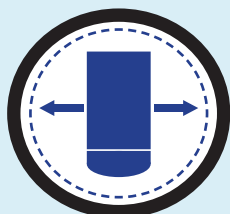
Is there a need for a banksman for this manoeuvre?

Is the driver using a banksmen?

Have the driver and banksmen discussed the manoeuvre?

Is the banksmen keeping clear of the vehicle?

Are the instructions being issued by the banksmen clear to understand?

Is the driver following the instructions?

Is everyone wearing the appropriate personal protective equipment?

If in any doubt can the driver STOP operations?

Did those involved work as a team and look after each other?

Please feedback to the team all the positive information from your observation and congratulate them on what they did correctly. Any suggestions for improvement should be put to the team as a question as per the behavioural safety training and also collatted onto a near-miss postcard and return it to the health, safety and wellbeing team.

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, identyfing 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?			