



CS ENERGY PROCEDURE FOR CONDUCTING SAFETY INTERACTIONS CS-OHS-19

Responsible Officer: Health, Safety and Security Coordinator
Responsible Executive: Group Manager Health Safety Security and Environment

DOCUMENT HISTORY

Key Changes	Prepared By	Checked By	Approved By	Date
Issued for implementation	B Johnson	H&S Team	F Welch	24/01/2011
Modified areas in sections, Application and Responsibility, following consultation with sites.	B Johnson	H&S Team	F Welch	11/02/2011
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1 PURPOSE

The purpose of this procedure is to provide the minimum requirements for personnel to conduct Safety Interactions (Interactions) effectively across CS Energy sites.

The aim of an Interaction is to educate and reinforce correct and safe behaviour. The Interaction should not be a 'policing' system.

Two key goals are:

- (i) Positively reinforce safe behaviour.
- (ii) Minimise or eliminate at-risk behaviour (that which increases the risk of injury and/or incident) by providing constructive feedback that is soon, certain and positive.

2 CONTEXT

Interactions are an essential component of a behavioural safety program to enhance safety culture. It is a communication tool which includes a formal assessment of a particular work activity done in consultation with the worker or workgroup with the goal of reducing risk by educating and reinforcing correct and safe behaviour. Safe, as well as at-risk behaviour, shall be recorded and positive feedback and discussion is conducted to allow for learning's from the Interaction. Any subsequent actions required shall be agreed to.

The Interaction aligns with the health and safety Life Savers, CS-OHS-49 and the minimum standards for critical risks detailed in procedure CS-OHS-48.

3 SCOPE

This procedure applies to all personnel across all CS Energy workplaces. Interactions shall be conducted across all CS Energy sites by the managers, superintendents and supervisors.

4 RESPONSIBILITIES

4.1 Managers

Managers are responsible for:

- implementation of this procedure;
- ensuring sufficient resources are provided to effectively conduct Interactions;
- conducting Interactions at their designated frequency;
- provide site statistics on a monthly basis to include in CS Energy health and safety performance reports; and
- ensuring quality and effective Inspections are carried out.

4.2 Superintendents and Supervisors

Superintendents and Supervisors are responsible for:

- ensuring compliance with this procedure by all employees and contractors;
- conducting Interactions at their designated frequency;
- conducting periodic review of the process and reporting monthly on its effectiveness and application; and



- provision of appropriate training and support to all personnel in application of this procedure.

4.3 Health and Safety Coordinators/Advisors

The Health and Safety Coordinators/Advisors are responsible for:

- providing support and advice to personnel;
- recording the site statistics on a monthly basis; and
- Reviewing and analysis data to identify trends.

4.4 Employees and Contractors

Employees and contractors shall:

- comply with the requirements of this procedure;
- where requested, assist with an Interaction and in some cases conduct their own observation; and
- attend appropriate training and awareness sessions as directed by their supervisor or manager.

Contractors may utilise equivalent Interaction processes outlined in their company health and safety system only if it does not compromise the integrity of the CS Energy process.

5 APPLICATION

5.1 Safety Interaction

To effectively conduct an Interaction, the following criteria are to be applied:

- (i) Prior to commencing the Interaction, inform the person or workgroup that an Interaction will be conducted and seek their support.
- (ii) Observe the work being done; and using the Safety Interaction booklet checklist, record safe and any at-risk behaviour observed. It is recommended that the Booklet be completed after the Safety Interaction conversation is completed to assist in keep the conversations about safety informal. (where possible)
- (iii) If unable to inform the people prior to the Safety Interaction, you must describe the safety interaction process and acknowledge that due to circumstances you were unable to give them prior notice.
- (iv) Provide positive feedback and where at-risk behaviour is evident, discussion is encouraged for learning's from the Interaction and any subsequent actions required. This is also to be recorded on Safety Interaction Form.
- (v) If, during an Interaction, a serious safety breach/event (i.e. has high potential to cause serious injury and/or property damage) is observed, the Interaction is to cease and the breach/event be reported as an incident. The incident management process (CS-IM-01) shall be initiated.
(Note: all CS Energy personnel and others are authorised to stop work if they reasonably believe persons on site are at immediate risk of injury.)
- (vi) The person conducting the Interaction is encouraged to carry out coached Interaction by selecting another employee or contractor to join the Interaction team.
- (vii) All completed forms are to be forwarded to the site health and safety section at the relevant site for record keeping, monitoring and reporting purposes.

5.2 Frequency

Safety Interactions are performed at regular frequency and the minimum targets set are:

- For operational sites -
 - Managers, Superintendents and Supervisors – one per week
- Brisbane Office -
 - Managers in the Brisbane Office – one per month
(this can be either carried at the Brisbane office or operational site when visiting)

During overhauls, the Overhaul Manager shall set a specific frequency for the duration of the overhaul.

6 RECORDING AND MEASURE

Copies of all completed forms are to be forwarded to the site health and safety department for record keeping as well as monitoring, data, trend analysis and reporting purposes.

Safety Interactions are a leading key performance indicator (**KPI**) measuring the Interaction occurrences with targets set for managers, superintendents and supervisors. This is to be reported monthly to site management and the executive leadership team.

7 MONITORING AND REVIEW

Periodic monitoring and review of the Safety Interactions shall be conducted to determine and maintain their quality and effectiveness.

Monitoring and review shall be conducted at each site:

- at a frequency nominated by the site manager;
- by senior staff nominated by the site manager; or
- by the HSSE Group Manager.

A checklist to qualify any monitoring and review performed on Safety Interactions is detailed in Appendix1.



8 REFERENCES

Reference No	Reference Title	Author
"B/D/11/30977"	Procedure - CS-OHS-M-01 - Health and Safety Manual	CS Energy
"B/D/11/30971"	Procedure - CS-OHS-49 - Health and Safety Life Savers	CS Energy
Pocket Booklet	Safety Interaction Checklist	CS Energy

9 RECORDS MANAGEMENT

In order to maintain continual improvement, suitability, safety and effectiveness of the organisation, registered documents will be reviewed on a two yearly basis, or where it has been identified that there are changes in technology, legislation, standards, regulations or where experience identifies the need for alteration to the content. Registered documents should also be reviewed following an incident, change management process, modification or where directed as part of a risk assessment process.

CS Energy must ensure that records are retained according to accountability, legal, administrative, financial, commercial and operational requirements and expectations. In compliance with records retention and disposal, all documentation created in relation to CS Energy business must be retained in line with minimum retention periods as detailed in legal retention and disposal schedules.

10 APPENDIX 1 – MONITORING AND REVIEW CHECKLIST

Effectiveness: 0 = Not Established
 1 = Full Established

Safety Interaction Quality Elements	Effectiveness (0 or 1)	Comments
1. Has positive feedback been given to participants?		
2. Have all the risk behaviours identified had corrective actions implemented or recommended?		
3. The form has been completed sufficiently (excluding grammar, spelling etc)?		

Total Score : _____
% Effectiveness : _____