

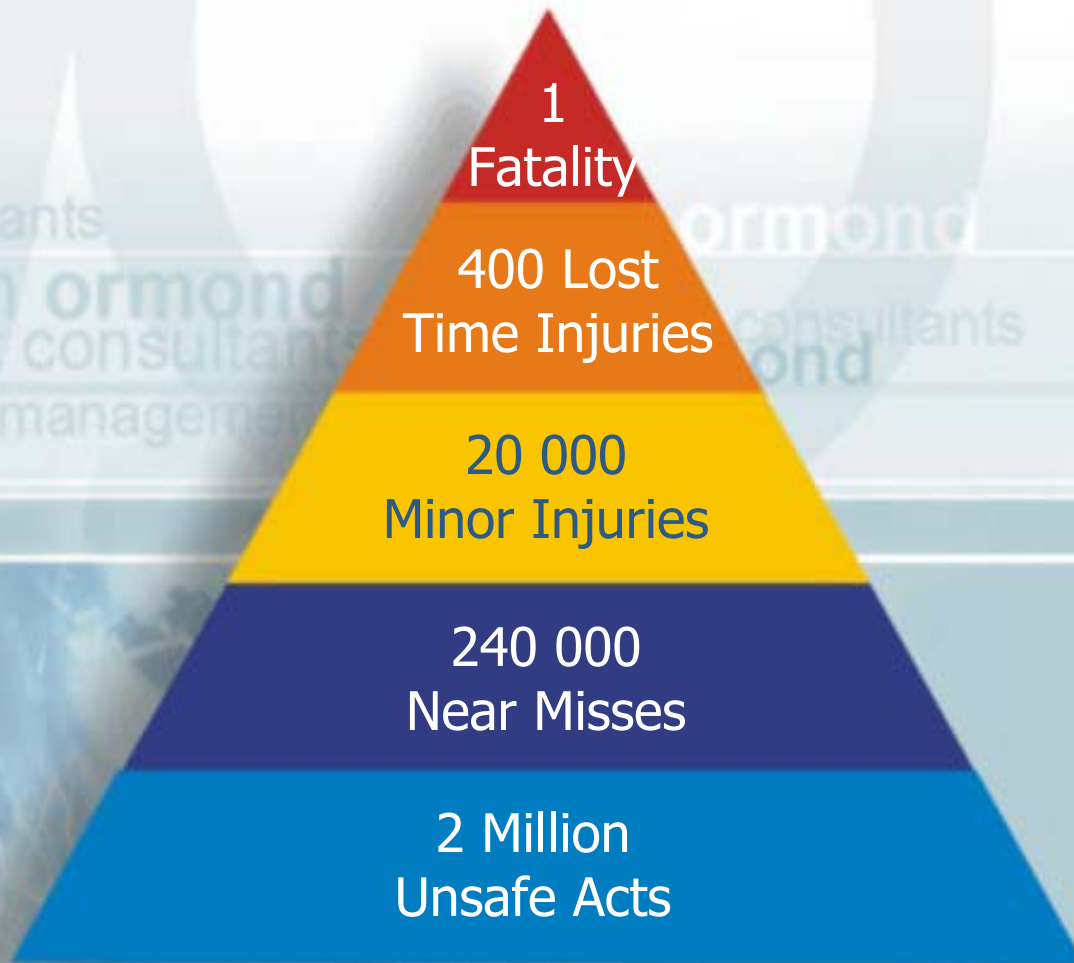
# How to deal with unsafe behaviour without getting a punch on the nose

**Presentation by  
Martin Woodall**

john **ormond**

*management consultants*

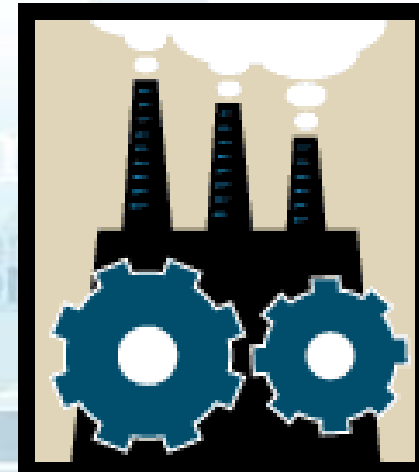
# The Accident Triangle



Data sources:  
Heinrich,  
HSE, John Ormond

# Machine Safety to People Safety

- **In 1830's** - machine injuries dominated
- **These days** - nearly all injuries have an element of unsafe behaviour





**Transco**



**CASTLE CEMENT**

AstraZeneca 



**Bank of England**  
PRINTING WORKS



**IGGESUND**  
PAPERBOARD



**PILKINGTON**

**British Gas**



# The two types of unsafe behaviour

1. Those we don't recognise as unsafe
2. Those we choose to ignore



# Types of unsafe behaviour: those we don't recognise as unsafe

- What do we see?
- What we've always seen, or an unsafe act?
- We need to be clear on the safe behaviours we expect:
  - KEY SAFE BEHAVIOURS

# Key Safe Behaviours

- Behaviours which prevent the most serious injuries
- Behaviours which prevent the most common injuries

# The Behavioural Approach

If accidents are caused by unsafe behaviour, then an approach based on:

- identifying the key safe behaviours
- recognition for safe behaviour
- counselling for unsafe behaviour

***will be successful***

- that means talking to people



# Types of unsafe behaviour: those we choose to ignore

- Why do we do that?



# Talking to people about health & safety

*How do we get the best from  
people?*

*How do we change their attitude  
to Health & Safety?*

# Talking to people about health and safety

All behavioural safety programmes have a system of OBSERVATION and FEEDBACK

# The JOMC approach

- SUSAA: Safe & UnSafe Acts Discussions





The systematic observation  
of working behaviour  
followed by discussion, with  
the aim of preventing  
injuries, occupational illness  
and loss

# **SUSA Key Stages**

- Stop and observe people
- Put people at ease (introductions)
- Explain what you are doing and why
- Ask what is the job and stages
- Praise aspects of safe behaviour
- Ask what is the worst accident that could happen and how
- Question why to any unsafe behaviour
- Ask what corrective action required
- Achieve commitment to act

# Practising the 9 steps

- Think of a recent DIY task you carried out at home
- 'SUSA' the person sitting next to you

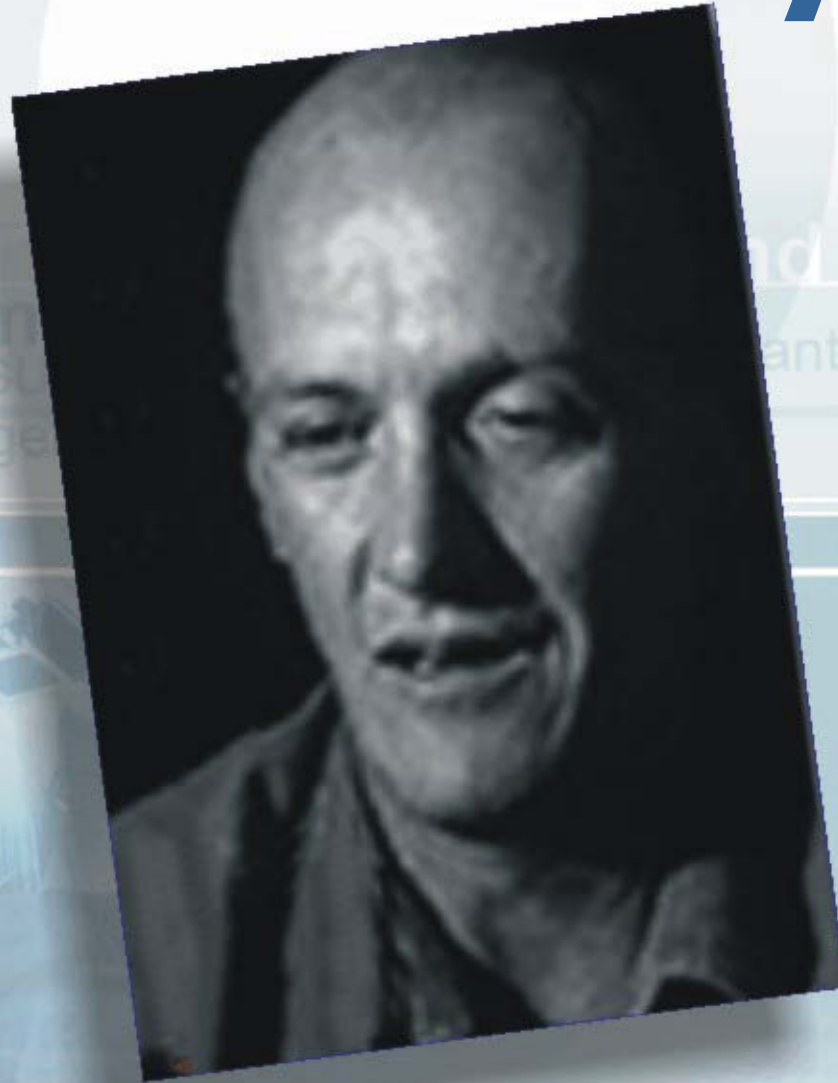


# To avoid a punch on the nose

- Keep an open mind
- Tell them what you're doing
- Tell them why you're doing it
- ASK don't tell
- Treat them how you would like to be treated, if they were approaching you
- But most of all don't do nothing,  
*do **SOMETHING***



# Lee's story



“

***I chose to look the  
other way***

”



The logo for SUSAO features the word "SUSAO" in a bold, blue, sans-serif font. The letter "O" is a large, solid yellow circle. A yellow graphic element, resembling a stylized key or a set of horizontal lines, passes through the letters "S", "U", and "A".

**SUSAO**

A Safety Excellence story



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