



WHS-16 Safe Act Observations (SAO) Procedure

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| | | | |

1 Purpose

The purpose of this procedure is to provide guidance how to correctly conduct Safe Act Observations (SAO's) and enter them into the GRACE system.

A **Safe Act Observation** is essentially a process where one person **observes** another person performing a job, and then **discusses** with that person some of the safety positives they have witnessed, as well as any areas for improvement in the way they are working or improvements in the controls they have put in place to manage the hazards associated with the job.

2 Scope

This procedure applies to all Territory Generation personnel conducting Safe Act Observations.

3 References

N/A

4 Roles and Responsibilities

| Role / Title | Responsibility |
|---|--|
| Chief Executive Officer | Shall ensure that : <ul style="list-style-type: none">• All personnel are aware of requirements of this procedure and its management in sites under Territory Generation control.• Initiates procedure review as required. |
| All Managers/Site Coordinators | Shall ensure that: <ul style="list-style-type: none">• This procedure is put in place at all Territory Generation controlled power stations sites.• Personnel are advised and trained as necessary in the procedure to be followed.• Contractors are informed of and follow the procedure, where applicable.• Contribute to procedure reviews |
| Project Officers/Contract Managers | Shall ensure that: <ul style="list-style-type: none">• Contractors under their control are informed of and follow the procedure, where applicable.• Contribute to procedure reviews |
| All Personnel | Shall ensure that: <ul style="list-style-type: none">• This procedure is followed personally and by contractors/visitors under their control, where applicable• Contribute to procedure reviews |
| Document Owner | <ul style="list-style-type: none">• The position responsible for the preparation, review and accuracy of this document. |
| Document Sponsor | <ul style="list-style-type: none">• The position responsible for the approval and use of this document |

5 Definitions

| | |
|-----------------------------------|--|
| Safe Act Observation (SAO) | Means a safety discussion held with a person performing work |
| Shall | Means a mandatory requirement |
| Should | Means an advisory requirement |

6 Records

6.1 Safe Act Observations shall be recorded in the GRACE system.

7 Safe Act Observation (SAO) General Information

A Safe Act Observation (SAO) is simply a safety discussion held with a person performing work. By engaging in a discussion about safety, we are not only addressing any specific issues that were observed on the job and giving the person feedback, but we are also making a habit of **thinking** and **talking** about safety – one of the biggest keys to promoting a positive safety culture.

SAO's are undertaken for the following reasons:

- To show our genuine concern for peoples safety
- As an opportunity to actively recognize good safe performance as it happens
- As a means of identifying any unsafe work behaviors
- To provide a means of follow-up and to act on initiatives or issues
- To allow effective 2-way communication about safety
- To provide involvement opportunities for all workers

7.1 Allocation of SAO Targets

- SAO targets may be allocated to **Managers/Coordinators** who are allocated targets based on of the number of personnel supervised and to **Individuals** as part of the *My Plan* process as an agreed individual safety target.

8 Conducting a SAO

8.1 Who gets observed?

- Any person performing any job task including employees, Contractors and Subcontractors.

8.2 Where to do SAO's:

- In your own work area or any where whenever an opportunity presents
- Remember: Never walk past an unsafe act.

8.3 How to do a SAO:

The best way to start a safety discussion with the person you are observing is with a question, something like: “*What is the job you are working on here?*” Follow this up with more questions to find out what is going on, why the worker(s) are doing certain things and what they have thought about in regards to hazards and safety. E.g.:

- “*What hazards have you identified on this job?*”
- “*Do you have any safety concerns about this job?*”

General SAO steps:

1. **Observe first** then get the workers attention
2. **Comment** on what you observed the worker was doing safely
3. **If your observed the worker was unsafe:**
 - a) Discuss with them what they were doing unsafely,
 - b) Identify consequences of their behaviour
 - c) Discuss possible safer or better ways to do the job
 - d) Get their agreement to work safely in the future
4. Discuss any other safety issues or concerns they may have in relation to the job
5. Thank them
6. Record the SAO in GRACE

Hints & tips:

- You must never walk past an **UNSAFE ACT**
- It's OK to find and record that everyone you spoke to was working safely
- One UNSAFE act renders the entire SAO unsafe, even though there may have also been SAFE acts observed during the contact
- Always focus only on what you can **physically observe** – hazards, environmental conditions, and behaviours.
- ALWAYS ask to sight the JSEA as part of the SAO
- Keep it informal if possible – Remember you are not “the safety police”. The SAO process works best as a positive collaborative experience
- Focus only on facts and behaviours and ask questions to encourage open discussion. Safety observations should be less about telling or instructing and more about asking and engaging.
- Keep the contact brief if possible – Remember you are interrupting a job task

- Give praise or positive feedback when you see things being done correctly, hazards being controlled, or instances where people have gone beyond the procedure with safety ideas they've thought of themselves.

9 Entering SAO's in GRACE

9.1 Finding the GRACE SAO report page:

SAO's are recorded under **Observations Manager** in the **Compliance Module** in GRACE. **The easiest way to enter a SAO is to go to the Intranet home page and follow the links to GRACE**

- Click on the **"SYSTEMS"** tab at the top of the page
- Scroll down and click on **"GRACE"**
- Then click on **"RECORD A SAO"**
- You will then be taken to the **"OBSERVATIONS CENTRAL"** page in GRACE under the **COMPLIANCE MANAGER TAB**

The screenshot shows the 'compliancemanager' interface. At the top, there are navigation tabs: 'risks', 'compliance', 'events', and 'suite +'. Below this is a breadcrumb trail: 'Perform Observation'. The main content area has sub-tabs: 'Observation Central', 'Setup Observation', and 'Report'. The 'Setup Observation' sub-tab is active. The form contains the following fields:

- ID:** A group of dropdown menus for 'Business Unit', 'Function', 'Town / Main Centre', 'Site / Community', 'Infrastructure / Asset', and 'Project'.
- Clear Filter** button.
- Observation Name:** A dropdown menu currently showing 'Safe Act Observation (SAO)'.
- Name:** A text input field containing 'Faye MacGregor'.
- Audit Date:** A date input field containing '19 Jul 2012'.
- Person:** A dropdown menu with '+' and 'x' icons.

9.2 Entering your SAO

- Enter your **BUSINESS UNIT**: TERRITORY GENERATION
- Enter **FUNCTION**: This is your group e.g. Territory Generation North
- Enter **TOWN/MAIN CENTRE**: This is the region where the SAO was conducted e.g. Darwin
- Enter **SITE/COMMUNITY**: This is the exact site where the SAO was conducted e.g. Channel Island Power Station
- Enter **INFRASTRUCTURE/ASSET**: This will usually be “Power Station”
- Enter **PROJECT**: Select a specific project from drop down list if known otherwise select “N/A” or “Unknown”
- In the **COMMENTS** field – Briefly enter the title of your SAO e.g. welding frames

TIP: In any of the fields in GRACE you can type the first few letters of the word and GRACE will short list options for you. For example: Type “Gen” for Territory Generation in the Business Unit field and GRACE will shortlist and pick up “Territory Generation” as an option for you to select. This works in all GRACE Fields.

9.3 Entering your name as the person conducting the SAO

- In the screen shot below you will see your name has been automatically entered with the date.
- You can change the date using the **CALENDAR** if you are entering your SAO retrospectively
- You can add additional persons using the selection box **PERSON** if you are conducting your SAO with other persons, but **DO NOT** add yourself as this will create a duplication.

Observation Name:

Name: Audit Date:

Person:

[Add External Persons»](#)

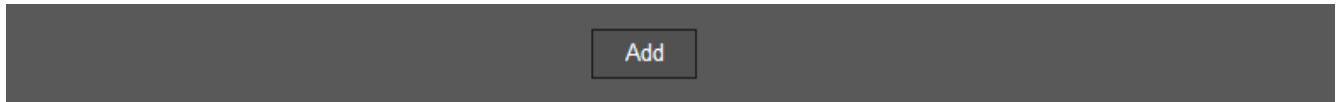
Additional Persons:

Comments:

Audit Score N/A

9.4 Entering the details of your SAO

- Click on the ADD button at the bottom of the screen



- You will see the screen expand to show **SAFE** and **UNSAFE** fields
- Complete **SAFE** or **UNSAFE** fields as relevant
- Then add your specific **OBSERVATION** detailed comments*

▼ 1. Click on arrow for SAO details

1. Was the task observed safe or unsafe?

Safe Unsafe

Observations:

Actions:

Due Date: Responsible Person: [Change](#)

2. If task was unsafe, record unsafe category.

A- Reaction of People B- PPE C- Position of People
 D- Tools & Equipment E- Procedures F- Housekeeping

Observations:

Actions:

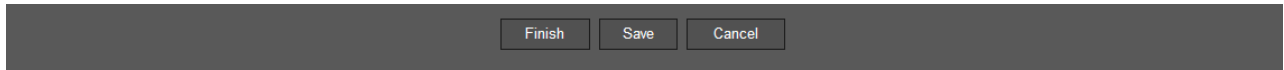
Due Date: Responsible Person: [Change](#)

* TIPS for Observation comments:

- Keep it brief
- Do not record the persons name - Please use “worker”; “contractor”; “apprentice” terminology
- Comment on the observed task and the discussion you had with the worker
- **If the worker was SAFE:** Comment on what the worker was doing safely and any other safety issues of the job that were identified. (positive reinforcement)
- **If the worker was UNSAFE:** Comment on your discussion with the worker on the possible consequences of any unsafe act and any safer or better ways to do the job and note if you got their agreement to work safely in the future.
- Remember one unsafe act renders the entire SAO unsafe. If you have attended a SAO and have identified one or more safe acts but have also found an unsafe act - then that entire SAO is to be recorded as UNSAFE.

9.5 Saving your SAO in GRACE

- At the bottom of the screen there is a toolbar with FINISH, SAVE and CANCEL buttons
- To save and finalize your SAO you need to first click on **SAVE** and then click on **FINISH**.



9.6 Assigning GRACE Actions from SAO's*

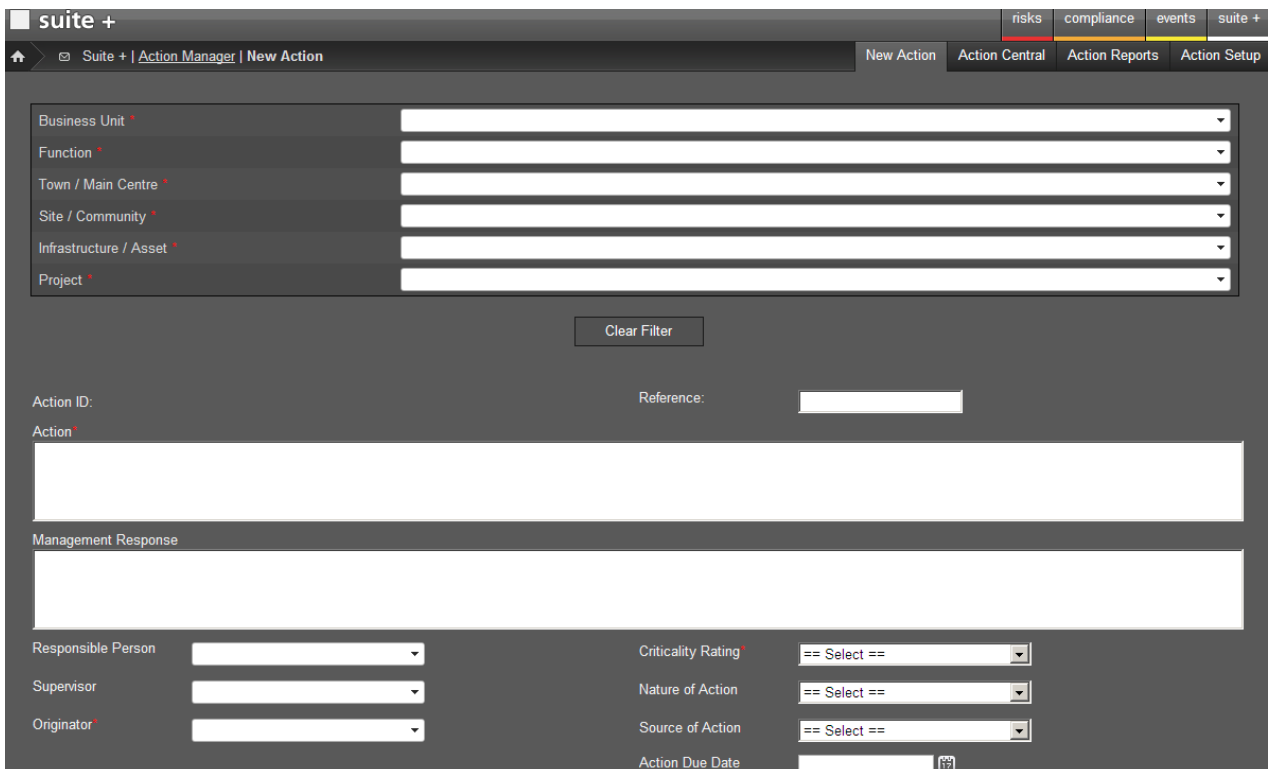
An **ACTION** can be assigned to an appropriate person if there is an issue that cannot be resolved at the time of the SAO.

- **FIRST** Contact the person you are assigning the action to and discuss the issue and establish its priority. **NOTE:** Ensure the action is appropriate to enter in GRACE. If you are uncertain contact Territory Generation WHS Group to discuss
- Ensure that entered time frames for completion of actions are reasonable
- Complete the relevant **ACTION** fields when entering your SAO in GRACE
- Ensure you provide specific details of the action required.

***IMPORTANT NOTE:** The SAO ACTION function in GRACE does not allow for the assigned Action Officer to complete details such as comments on progress or closure. There is only a check box to indicate that the action has been completed.

If an action arising out of a SAO is complex i.e. not a simple fix – please enter the ACTION separate from the SAO into GRACE via the following process:

- Click on SUITE + tab
- In the drop down box click on ACTION MANAGER
- Then click on NEW ACTION and complete the required fields.

A screenshot of the GRACE software interface. The top navigation bar includes 'suite +' and tabs for 'risks', 'compliance', 'events', and 'suite +'. Below this is a breadcrumb trail: 'Suite + | Action Manager | New Action'. The main form area contains several dropdown menus for 'Business Unit', 'Function', 'Town / Main Centre', 'Site / Community', 'Infrastructure / Asset', and 'Project'. A 'Clear Filter' button is located below these menus. The form also includes fields for 'Action ID', 'Reference', and a large text area for 'Action'. Below the text area is a 'Management Response' section with another large text area. At the bottom, there are dropdown menus for 'Responsible Person', 'Supervisor', and 'Originator', and dropdown menus for 'Criticality Rating', 'Nature of Action', and 'Source of Action'. An 'Action Due Date' field with a calendar icon is also present.

9.7 View completed SAO's in GRACE

- To view SAO's you have completed in GRACE go to the **OBSERVATION CENTRAL** screen and click on the **REPORT TAB**.
- Complete the filter fields to view your SAO's

The screenshot shows the 'compliancemanager' interface. At the top, there are navigation tabs for 'risks', 'compliance', 'events', and 'suite +'. Below this, the breadcrumb trail reads 'Compliance | Observation Manager | Report'. The main content area has two buttons: 'Observation Result Reports' and 'Action Report'. Below these buttons, it states 'Matching 1361 of 1366 Observations' and has a checked checkbox for 'Closed Observations Only'. There are six dropdown menus for filtering: 'Business Unit', 'Function', 'Town / Main Centre', 'Site / Community', 'Infrastructure / Asset', and 'Project'. Below these are two more dropdowns: 'Observation Name' (set to '=== Select ===') and 'Observation Date Range' (set to '=== ALL ==='). At the bottom of the filter section, there are 'From' and 'To' date pickers and a 'Clear Filters' button.

- You can also search SAO's by using the **ADVANCED SEARCH** option in **OBSERVATION CENTRAL**

The screenshot shows the 'Observations» Advanced Search' interface. It features a search bar with the text 'All' and a dropdown arrow on the right side.