

OSC 12
Ohio Safety Congress & Expo

WELL AT HOME. SAFE AT WORK.

174 Behavior Based Safety: Setting up a Self-Observation Process

Donny Owens

Wednesday, March 28, 1 to 2 p.m.

Ohio Bureau of Workers' Compensation

Behavior Based Safety...with Results

COBRA

OWENS CORNING
INNOVATIONS FOR LIVING™

A.L.E.R.T.

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Welcome!

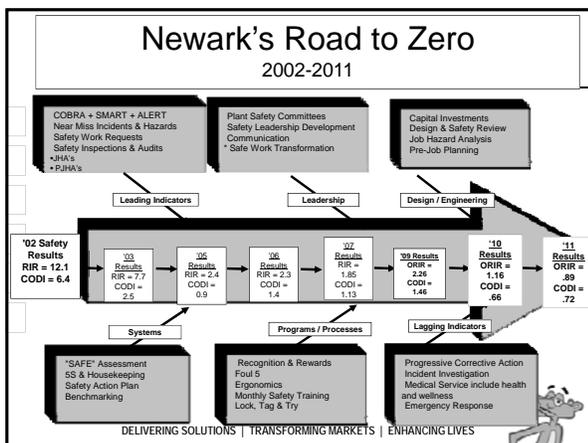
- Presenter –
 - Donny Owens
 - COBRA Implementation Team, Owens Corning-Newark Plant

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Newark Plant Behavior Based Safety

- ~1,050 Employees
- 3 Unions (GMP, IAM, IBEW)
- Average Age...47.5
 - Many 2nd and 3rd generation employees
- Facility opened in 1938, previously a bottling plant
- Oldest and largest fiberglass factory in the world
 - Manufacture >1,000,000 lbs of residential & commercial insulation daily
- Started BST process in 1995
- Completed over 135,000 Cobra observations

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ACCIDENT ICEBERG

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Behavioral Based Safety



• How Does the Process Work?

- "Critical Behaviors" are identified through review and analysis of accident data
- Tasks are observed peer-to-peer focusing on the critical behaviors
- **The Process:**
 - **Observation = Feedback - immediate**
 - **Measurement = data collection, tabulation, analysis**
 - **Implementation and Communication of corrective actions**

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Behavioral Based Safety



- A Measurable, Culture Changing Process

- **Focuses on pre-accident behaviors**
- **Reinforces "Safe" Behaviors, Identifies "At Risk" Behaviors**
- **Allows employee to give feedback as to why "At Risk" Behavior exists and opens communications for exploring corrective actions.**
- **Allows measurement/trending of Behaviors**
 - **"% SAFE" A Leading Indicator!!**

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Process Structure & Data Flow



- **Cobra Implementation Team (15 team members)**
- **Cobra Coordinator (1)**
- **Department Network Leaders (7)**
- **Cobra Observers (150 active)**



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Mission Statement



THE GOAL OF THE COBRA TEAM IS TO IDENTIFY AND REDUCE AT-RISK BEHAVIORS THROUGH OBSERVATION, DATA COLLECTION AND POSITIVE FEEDBACK. WE WILL INSURE CONFIDENTIALITY, EMPLOYEE INVOLVEMENT AND TRAINING OF OBSERVERS, WHILE WORKING TOWARD AN ACCIDENT FREE WORK PLACE.

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Process Strengths

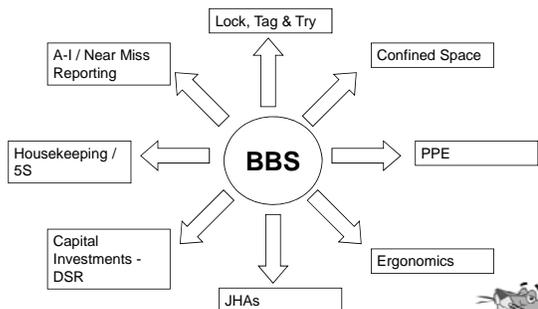


- **Strong management and union support (Implementation team)**
- **Use data to strengthen other processes**
- **Observer support structure (Networks, Coaching, etc...)**
- **Good measuring process (Dashboard, Level 5 comment quality, Weekly Observation Report, Monthly top 5, Communicating Results)**
- **Part of Regional Network**
- **Host Annual Conference**

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Our Vision...Our Reality



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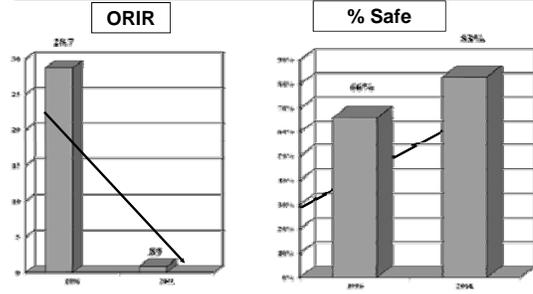


The Results...The "X" Factor

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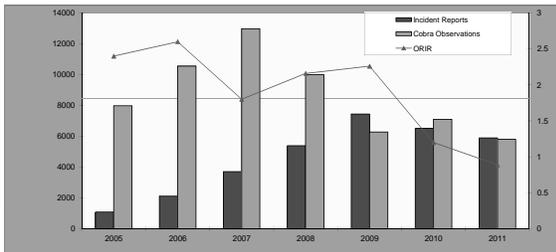
OSHA Recordables & Percent Safe



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The Results...The "X" Factor



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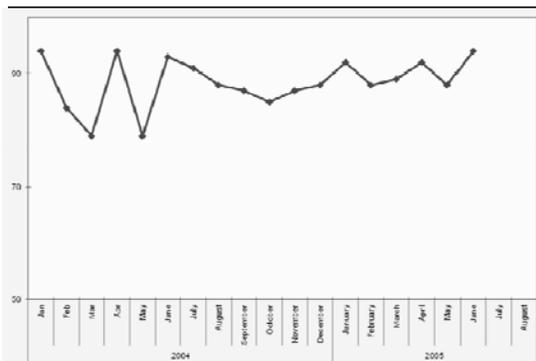


Using the Data

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Using the Data



Behavior Revolution...



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Setting up a Process



- What are your risks?
- Medical reports, first aids, OSHA's and near misses
- Situation centered observations
- Known behavioral concerns

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Breaking them down



- Behavioral Categories
 - Walk/work surface
 - Mobile equipment
 - Clutter/Debris
 - PPE
 - Eyes on Path
 - Communication
 - Eyes on hands/work

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Breaking them down



- Behavioral examples
 - Tools/Equipment Conditions
- *A person is considered safe when using tools/equipment that are unaltered, maintained in good repair and clean.*
- **Examples:**
 - Tools are free of oil, dirt, grease, fiberglass and binder build up.
 - Tool handles are not cracked; the working end is securely fastened and is not damaged or excessively worn.
 - No exposed sharp edges on equipment.
 - Using pallets or racks that are free of defects (broken or lose boards, broken welds or missing pieces)

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What about Self-Observations?



- A self Observation is observing yourself to identify at-risk behaviors and situations
- Why do self observations?
 - Helps identify at-risk behaviors and conditions in areas that are remote or work is not constant (Hot-end, Outside lots, Line pulling, etc...)
 - Allows employees to identify their own safe and at-risk behaviors
 - Promotes off-the-job safety
 - Can be modified to fit your needs

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Keys for a Successful Self Observation



- Be honest!
- Not just a situation centered observation!
- Review the card prior to conducting the task
- Fill it out at the end of the task
- Share the feedback with another observer or co-worker
- Card is dropped off in same box and data entered / analyzed

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Off-the-Job BBS



- Always Look to Eliminate Risk Today
- Expands BBS to a 24-7 process
- Definitions and observation sheets mailed to employee's homes
- Observations are done away from work with self, family & friends
- Completed observation forms are dropped off in COBRA boxes
- Drawing done each month

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Why off-the-job Observations?



- National average for off-the-job to on-the-job injuries is ~4 to 1. In 2005 our ratio was 8 to 1 (4 vs. 32 LTA's)
- Our on-the-job injuries decreased by 80% in 5 years, our off-the-job injuries was level during the same period
- We decided to apply the same BBS principles that were successful eliminating on-the-job injuries

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Developing ALERT Definitions



- Developed ALERT Team
- Reviewed COBRA & SMART Definitions
- Reviewed off-the-job injury data
- Shared off-the-job at-risk experiences
- Developed pocket size easy access form
- Rolled out for November 05 start-up
- Data / comments reviewed & saved onto spreadsheet for analysis
 - Results are communicated plant wide
 - Action plans using data

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Alert Definitions



1.1 Mobile Equipment

A person is considered safe while operating mobile equipment when:

- • Wearing seat belt while traveling
- • Traveling within posted speed limits or at speeds that conditions permit
- • Wearing life jacket while boating
- • Traveling with firm control of steering wheel and hands placed at 9:00 and 3:00 o'clock
- • Setting parking brake when getting off tractor
- • Not using a cell phone, eating, reading, etc... while driving
- • Not under the influence of alcohol or drugs
- • * Not letting children sit on your lap while mowing or operating a tractor

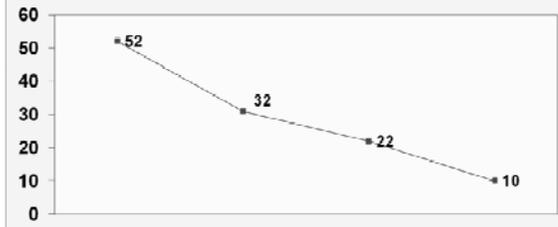
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Slide of off-the-job injuries



Off the Job Injuries 2008-2011



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Summary



- Behavior Based Safety is a cornerstone on our Road to Zero Injuries
- A successful process develops safety leaders & builds trust
- Strengthens our other safety processes (LOTO, Ergonomics, Hazard Recognition, PPE, etc...)
- Gives hourly employees ownership of safety process
- When observations go up the injuries go down!

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