

Safe Act Observation (SAO) Guidelines

Power and Water		Work Instruction
Hazards	Personal Protective Equipment	Tools & Equipment
<ul style="list-style-type: none"> Consider hazards of area where Safe Act Observation takes place. If unfamiliar with area use an escort or complete an induction. 	<ul style="list-style-type: none"> Wear Personal Protective Equipment specified for the areas where the SAO takes place. 	<ul style="list-style-type: none"> Do NOT take notes or carry a notebook/clipboard during SAO conversations.



1. What is a Safe Act Observation, (SAO)?

SAO is a personal safety contact made by engaging an employee to discuss the safety aspects of a task the employee is performing. The outcome of the contact is to reinforce safe behaviours and/or identify and correct unsafe behaviours or situations as well as discuss any other safety issues.

Why?

- Demonstrates genuine concern for people's safety.
- Provides an opportunity to recognise good safety performance as it happens.
- Provides a means to follow up and act on initiatives or recognise issues.
- Achieves our goal of "Zero Harm".
- Systematically provides effective 2-way communication.
- Provides involvement opportunities for all employees



2. Plan Your SAO

- Create a schedule according to Power and Water's Requirements
- Schedule areas within your own workplace but also work areas outside your normal place of work.

Remember:

- *You must never walk past an unsafe act.*
- *Positive recognition is a powerful motivator*

SAO

Requirements

If you have been trained Complete your SAO's as per your Business Unit schedule. Four SAO's per month is the desired standard.

(Applies only for time at work, so if you are on holidays or away from work you are not required to complete a SAO to make up for your absence.)



Danger



Caution



Tag



Environmental



Permit



Document

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Safe Act Observation Guidelines

- Plan to do your SAO with a co-worker if you want to.
- Try to plan the SAO at the same time each week, preferably before you get “chained” to the desk.
- Try to be flexible, so if for some reason you don’t make the schedule you can do it another day.

3. Carry Out Your SAO

- Contact the Supervisor of the area you plan to visit. Ask if the supervisor would like to accompany you.
- Get an induction if necessary, familiarise yourself with the hazards of the area.
- Approach a person or group of people and start up a conversation. Remember to introduce yourself.
- Follow the Six Steps:
 - 1 Observe then contact
 - 2 Comment on safe behaviour
 - 3 Discuss
 - Consequences of the Unsafe Act
 - Safer Ways to do the job
 - 4 Get agreement to work safely
 - 5 Discuss other safety Issues
 - 6 THANK the employee or group.
- Finalise the SAO or move on to another person or group and repeat the process.
- Discuss the outcomes of your safety contacts,
 - What was safe and what was unsafe?
 - Any further action required?
- Go back to your desk and write up the SAO

It's OK to find and record that everyone spoken to was working safely

If a behaviour or situation is unsafe,

- *Correct it on the spot.*
- *If correction is not possible get agreement on follow up action from the person contacted.*

Each person or group spoken to is regarded as one safety contact



4. Record Your SAO

- All SAO's should be recorded in the PWC RISQ database, refer to work instruction “Managing Safe Act Observations in RISQ” on the PWC Procedure intranet site.
- For staff that do not have access to a computer, use Power and Water’s Safe Act Observation Form.
- Summarise each contact in a couple of lines. (Hint: Commence with words “Observed employee... ” or “Spoke to employee...”). If an unsafe act was corrected during the contact note it here.
- Mark each contact safe or unsafe. For data collation the contact either is safe or unsafe.
- One unsafe act renders the contact unsafe, even though there may also be safe acts observed during the contact.
- If the contact is unsafe choose only one unsafe act category, (listed on the form), to classify the contact.

***Find SAO Form :
Word/File/New/Q
SR /SAO Form***

The SAO should be recorded directly into the RISQ database

DO NOT INCLUDE NAMES when completing SAO form.



- If the contact is safe there is no need for further classification.
- Record any follow-up action agreed as part of the contact.

5. What To Do With Your SAO Form

- If you submitted your form in RISQ, there is no need for you to do any more.
- If you completed the SAO form manually, someone in your Department must be nominated to enter the forms into the RISQ database.
 - Send a copy to the supervisor of the area ,
 - Maintain your copy within your discrete Section EDMS folder.
- Share the findings and information at crew, daily and weekly meetings.

6. Use of SAO Information

- The RISQ database will capture SAO data electronically to allow deeper analysis and identify trends.
- Reports will include:
 - Safe Act Index (% Safe and Unsafe Acts)
 - Number of SAO's completed against schedule
 - Trends of Safe and Unsafe Acts
 - Trends of Unsafe Act observation categories.
- SAO information will be reviewed by the EMC OH&S SAO sub committee, and made available to Business Units and Safety Committees.
- SAO accountabilities will be included as part of employees Individual Performance Plan.