

Fundamental Concept

"Anyone in the workplace who observes an action or condition that is unsafe has an obligation to intervene and address the root causes inherent in the process."

Intervention

- ANYONE!
- You can shut down a job you believe is unsafe.
- We cannot operate any other way.

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Triggers for Intervention

When potential for injury appears imminent:

- Individual not tied off while working overhead
- Buffing and grinding without face shield (not wearing PPE at any time)
- Standing in line of fire, working under load
- Improper use of tools, extension cord still plugged in, no GFCI
- Ascending / descending with hands full

Triggers for Intervention

Individual in violation of ExxonMobil or contractor safety manual, government rules or regulations:

- No energy isolation or hot work permit
- Safety devices in bypass
- Transporting hazardous waste without proper manifest
- Dumping hazardous waste
- No BJSA or pre-job safety plan
- Operating equipment without proper certification

Triggers for Intervention

When personal conflicts occur:

- Horseplay
- Trash talking, hygiene
- Conflict/disagreement on how to do a task
- Harassment
- Change in personnel while in the middle of a project
- Overlapping SIMOPS

How to Intervene

- Emphasize *Positive* feedback, then give *Guidance* feedback
 - Recognize that the behavior meets the criteria for intervention, then stop the behavior
 - *Positive* feedback reinforces the safe behavior observed.
 - Understand the context
 - Review the agreed upon procedure with the employee and identify where the variation occurred (walk from the BJA or procedure)
 - *Guidance* feedback specifies why the intervention was needed.

Receiving Intervention

- Acknowledge the need for feedback
 - Recognize that the behavior meets the criteria for intervention, then stop the behavior
- Understand the context
 - Review the agreed upon procedure with the employee and identify where the variation occurred (talk from the BJSA or procedure)

Why we don't intervene (barriers)...

- Don't want to be the safety nerd.....
- We have always done it that way.....
- I'm just a contractor.....
- I've told him/her more than once.....
- That employee has a bad attitude.....
- Maybe it will be all right.....
- Nothing will happen, hopefully.....
- Nobody helped me.....

Essential Components of Intervention

- Authority to intervene (this means you)
- Tactfulness
- Promptness
- Genuine concern
- Hazard identification and recognition
- Safety focus/commitment

Effective intervention calls for...

- Alertness
- Tact
- Promptness
- Practice
- Real concern
- Acceptance
- Examples
- Teamwork
- Courtesy
- Hazard recognition
- Job plan knowledge
- Presence of mind
- Time of the scope of
- Commitment
- Safety focus
- Everyone

Things to Remember

- If it is unsafe or looks unsafe, **don't do it** and **don't let anyone else do it.**
- **Persist** until all safety concerns are fully addressed.
- Do it **all the time**, regardless of the scope of the work.
- **Take** the time to ensure **safe** production.
- If you don't, who will?

This sounds just like.....

.....ProSafe!

Nice catch! Intervention and guidance feedback is an important part of every effective ProSafe observation, particularly when at-risk behavior is noted.

Use your training, knowledge and concern to keep others from learning things the hard way.

It's a nice way to show that you care!