

Behavioural Safety

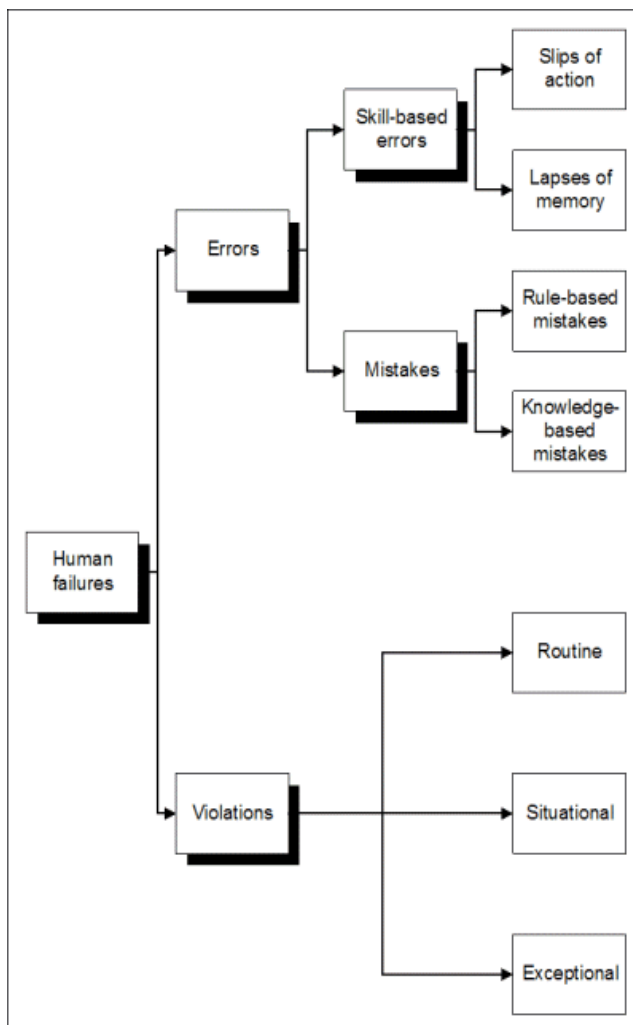
What Happened?

Machine operator stuck his head through the window of the cab to communicate. When retracting his head he caught the top of it. He is rather embarrassed by the whole event as normally he opens the door. This is rather a minor injury but it does highlight the effects of “mistakes.” MGJV is initiating a behavioural safety culture within the project; the aim is to reduce accidents of this type.

Lessons for the Group

The accident investigation looked at the different types of human failings. The diagram below is taken from the Health and Safety Executive document HSG48 “Reducing error and influencing behaviour”. This gives a few definitions including:

- a **human error** - an action or decision which was *not intended*, which involved a deviation from an accepted standard leading to an undesirable outcome.
- a **violation** is a *deliberate* deviation from a rule or procedure.



There is no evidence that this incident involved a violation so the investigation focused on human error. Further definitions of human errors were given as:

- **Slips** are failures in carrying out the actions of a task. They are described as ‘actions-not-as-planned’. Examples would be: picking up the wrong component from a mixed box.
- **Lapses** are when an individual forgets to carry out an action, to lose our place in a task or even to forget what we had intended to do. They can be reduced by minimising distractions and interruptions to tasks and by providing effective reminders.
- **Mistakes** are a more complex type of human error where the wrong thing is done believing it to be right.
- **Rule-based mistakes** - behaviour is based on remembered rules or familiar procedures so the incidents often happen in a new situation or procedure as the familiar rules are followed.
- **Knowledge-based mistakes** - Misdiagnoses and miscalculations can result when we use this.

This examination of the underlying behaviour gives a more in-depth investigation than just “be more careful.”

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