



You said ⇨ We did

Promoting an active two way dialogue on Health & Safety

Promote Feedback from site

Reporting of all near misses** and improvement suggestions is promoted to maximise capture of all circumstances that may contribute towards an accident or incident.

It can be undertaken by any employee working on the Lee Tunnel Project through:

- Verbal Communication
- Near Misses / Positive Intervention* Cards

These cards enable people to communicate not only all hazards but also all ideas and improvement suggestions.

Blank Positive Intervention cards are displayed on site in the welfare facilities, in reception and in the offices. Mailboxes are displayed to collect the cards. The information is captured and analysed by the Health & Safety Department to provide a feedback to those concerned. Actions are discussed in team meeting as well as the H&S Committee meeting with employee representatives.

POSITIVE INTERVENTION - NEAR MISS - IMPROVEMENT

Person - Company Name (Optional): _____
 Date: _____ Time: _____ Location: _____

Positive Intervention Near Miss Improvement

Observation or suggestion: _____

Action taken or suggested: _____

Please return the form to an MVB Supervisor

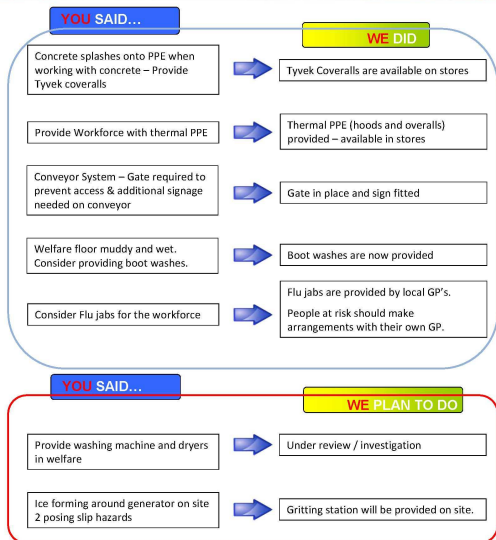


To highlight the best Positive Intervention and to encourage people, a “Golden hard hat” is awarded monthly by the Project Manager from the H&S Committee recommendation

An incentive on the number of Positive Intervention cards raised has been implemented by awarding free breakfast to the best team.



These actions help to recover information from site, but contributors might wonder what was done following their Positive Intervention*. Hence feedback to site is implemented



February 2010



Feedback improvements to site

Weekly, some of Positive Interventions are highlighted and discussed in a Tool Box Talk held by Section Managers.

Monthly, a synthesis of the suggestions and actions is displayed via **YOU SAID / WE DID** posters. In order to put them outside, along pathways and in front of welfare facilities, the A1 posters are framed into an aluminium and waterproof stand.

The content is straight forward:

- **YOU SAID:** what were the suggestions
- **WE DID/WE PLAN TO DO:** what has or is to be implemented



* *Positive intervention: When you correct a situation / unsafe practice before something occurs*

***Near Miss: When something occurs but no-one is injured and no damage is sustained*