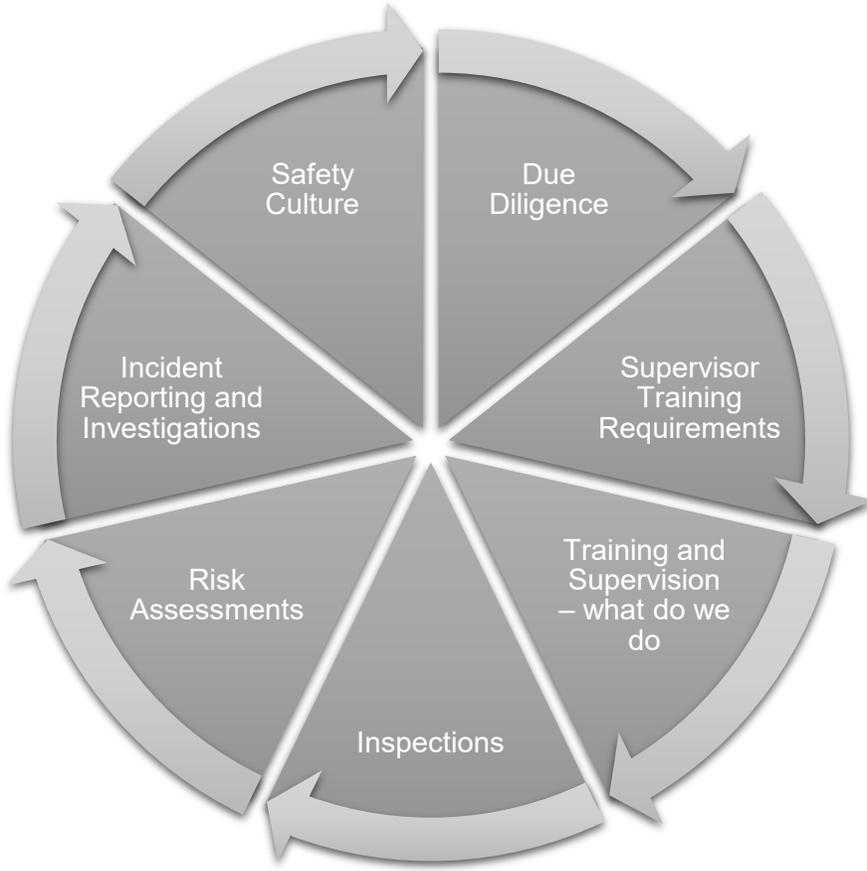


**MIS**  
MAKE IT SAFE

# Supervising Safety

EFFECTIVE SAFETY MANAGEMENT

# Supervising safety: Effective safety management



# What is due diligence?



Due diligence is defined as the level of judgement, care, prudence, determination, and activity that a person would reasonably be expected to do under particular circumstances. (Webster's Dictionary)

*"A company must have a system in place to prevent the commission of an offense and take reasonable steps to ensure that system is operating."*

***An organization's culture can have as big an influence on safety outcomes as the safety management system.***

# What is *defense due diligence*?

*“A person is not guilty of an offence if the person proves that the person exercised due diligence to prevent the commission of the offence.” (WCA, Part 2 Division 13 Section 100)*

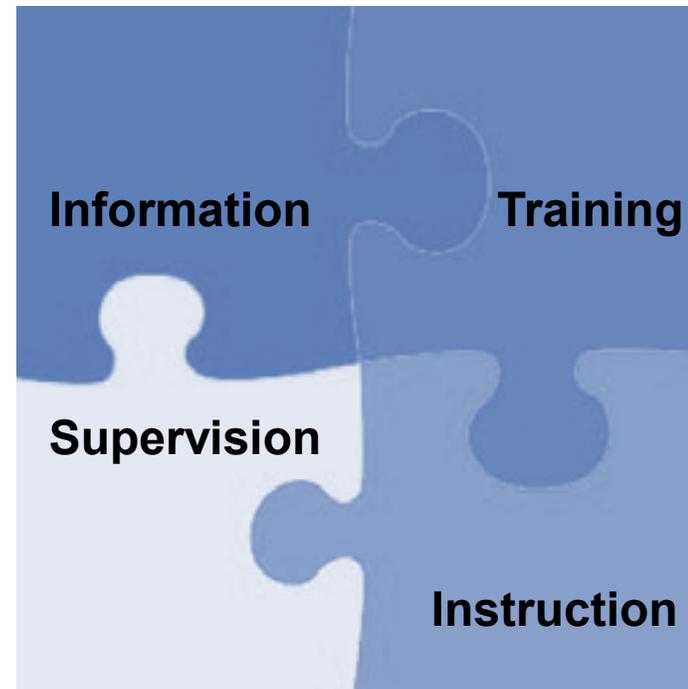


Additional defence for workers (Section 101) A worker is not guilty of an offence if the worker proves that the offence was committed a) as a result of instructions given by the worker's employer or supervisor, and b) despite the worker's objection.

It is a **systematic, organized** approach aimed at ensuring that workers are protected, risks are minimized, and a healthy and safe workplace is maintained.

# The four cornerstones of due diligence.

Due diligence in safety management can be described as “a system approach that provides information, instruction, training, supervision, verification of knowledge, and correction of physical and human hazards.”



# Due diligence requires you to:

## Be aware

Ignorance is no defence, so know your legal obligations under the *Workers Compensation Act (WCA)* and the *Occupational Health and Safety Regulation (OHSR)*, your health and safety responsibilities, and best practices for your industry.

## Be objective

Identify issues for your workplace through risk assessments, using appropriately knowledgeable people. Consider using external professionals for certain aspects of this analysis. Review your incidents and trends, inspections, audit findings, program evaluations, and input from workers.

## Be proactive

Develop a robust health and safety program that includes Policies, Programs, Safe Work Procedures, Emergency Control Plans, Practices to minimize risk

## Be vigilant

Review your systems and processes frequently through self-evaluations. Continuously assess health and safety in the workplace. Monitor changes in regulation and industry practices and apply changes to your own operations as necessary.

## Be on record

Gather evidence of your health and safety program and all its components. Be able to demonstrate how you are implementing your health and safety policies, procedures, and practices and to provide proof of enforcement when necessary. Be able to demonstrate that appropriate checks and reviews are in place to ensure continued vigilance.

# Do I need training to be a supervisor?

## What the law says:

There are two kinds of supervisory training requirements:

- Specified.
  - The federal OHS law is the only one that specifically includes a general training requirement for supervisors. Sec. 125(1)(z) of the Canada Labour Code says that employers must ensure that employees who have supervisory or managerial responsibilities are adequately trained in health and safety and are informed of the responsibilities they have under the OHS law when they act on the employer's behalf.
- Implied:
  - Implied general supervisor training requirements come from several sources. BC requires supervisors to be “competent” or “qualified.” Those terms are typically defined as knowledgeable about workplace hazards, the OHS laws and safe work practices based on education, knowledge, training or experience or some combination. Thus, one way to ensure that supervisors are competent is to train them. (OHSR part 1 Sec 1.1)
- BC requires employers to ensure that supervisors are knowledgeable about or familiar with the OHS laws and regulations applicable to the work being supervised [ WCA Part 2 Div 4 Sec 23(1b)].

# What do we do as supervisors?

Work with the cornerstones of due diligence:





## **Training and supervision:**

- Prepare
- Demonstrate and describe
- Observe on the job
- Check progress
- Document and keep records

# Supervising young or new workers.

*“New worker” is any worker who is:*

- new to the workplace
- returning to a workplace where the hazards in that workplace have changed during the worker's absence,
- affected by a change in the hazards of a workplace, or
- relocated to a new workplace if the hazards in that workplace are different from the hazards in the worker's previous workplace;

*“Young worker” is any worker who is under 25 years of age.*

OHSR 3.22



# Typical reasons why young and new workers are injured include:

Inexperience

Lack of training, orientation, and supervision

Lack of understanding of their workplace

Lack of preparation for the workplace

Exposure to more dangerous jobs

Hesitancy to ask questions



# Safety starts on day one.

More than half of workplace accidents involving young workers occur during their **first six months** on the job.

The employer is responsible for ensuring that your workers are prepared for the job before they start work.



Investing in training your workers can result in higher productivity, higher morale, and a stronger sense of loyalty to your firm.

It's an investment that makes good business sense.



# Reach out to young workers.

## Develop

- Develop a mentorship program

## Encourage

- Encourage a young worker position on the joint health and safety committee

## Provide

- Provide hands on training.

## Encourage

- Encourage young workers to feel comfortable asking questions of their mentors, supervisors, managers, and co-workers

## Identify

- Identify your new workers with special hard hats, aprons, name tags etc.

## Observe

- Observe young workers while they work and correct any mistakes.

# Overview of inspections

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- Purpose
- What is Inspected
- Who Inspects
- Types of Inspection
- When to Inspect
- Inspection Process
- Inspection Results



# Who should do inspections?

- Supervisors (ongoing)
- Joint Safety and Health Committee members
- Workers (operators/users)
- Engineers or professional personnel





# Planned general inspection.

- Systematic, structured tour of the worksite
- *Conducted at intervals that will prevent development of unsafe working conditions*
- Includes conditions and work practices
- Includes employees

# Planned general inspections.



## Hazard Assessments

Assessing equipment and processes



## Workplace Planned Inspections

Conducted monthly by H&S committee members, supervisors or safety representatives



## Housekeeping Inspection

Walk about by JHSC, supervisors or managers to determine the housekeeping efforts of the organization



## Safety Tours

Conducted annually by senior management to review that safety and other initiatives are sustained

# Informal Inspections

- Observing workers as they go about their workplace tasks
- Workers notice defects, unsafe conditions and unsafe practices and to report them to their supervisors
- Workers conducting Hazard Assessments
- Supervisors and managers asking workers if unsafe conditions and unsafe practices have been corrected.





# Supervisor Inspection

- All levels of Supervisors & Management
- Usually, a less formal inspection of the worksite
- Job observations
- Asks the questions of the employees
- Aids in safe planning of future work & knowledge of current work

# Job Change Inspection

New process

New or different piece of equipment

New workers, sub-contractors

Weather changes

Return of workers or contractors to a changed site

# RISK

## **Overview of a risk assessment.**

- Purpose
- Why is it important
- Process
- Corrective Actions

# Where it's required:



The OHSR identifies many types of work activities in BC where a specific risk assessment is required.



Several required health and safety processes are forms of risk assessment, such as workplace inspections and investigations.



As a best practice, a full-site risk assessment will help to plan for better worker protection.

# What is a risk?

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Risk is the chance or probability that a person will be harmed or experience an adverse health effect if exposed to a hazard.

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It may also apply to situations with property or equipment loss, or harmful effects on the environment.

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## **What is a Risk Assessment?**

- A risk assessment is not about creating huge amounts of paperwork.
- It's about understanding how workers may be harmed and identifying reasonable measures to control those risks in the workplace.



## **The purpose of risk assessment.**

To remove a hazard or reduce the level of risk by putting in place precautions/controls in order to create a safer and healthier workplace.

- Identify hazards, existing or new
- Evaluate risks
- Determine proper controls

# Why they're important.

- Create awareness of hazards and risks
- Identify those at risk
- Determine if controls are adequate
- Prevent injury and illness
- Prioritize hazards and controls

# How to conduct a hazard assessment.



# Step 1: Identify the hazards.



**Types of Hazards**



Physical



Chemical



Biological



Psychosocial

# Step 2 Assess the Risk

To help evaluate the risk level, try to answer the following questions:

Who might be harmed? For example, are all workers exposed to the hazard, or is it a smaller number?

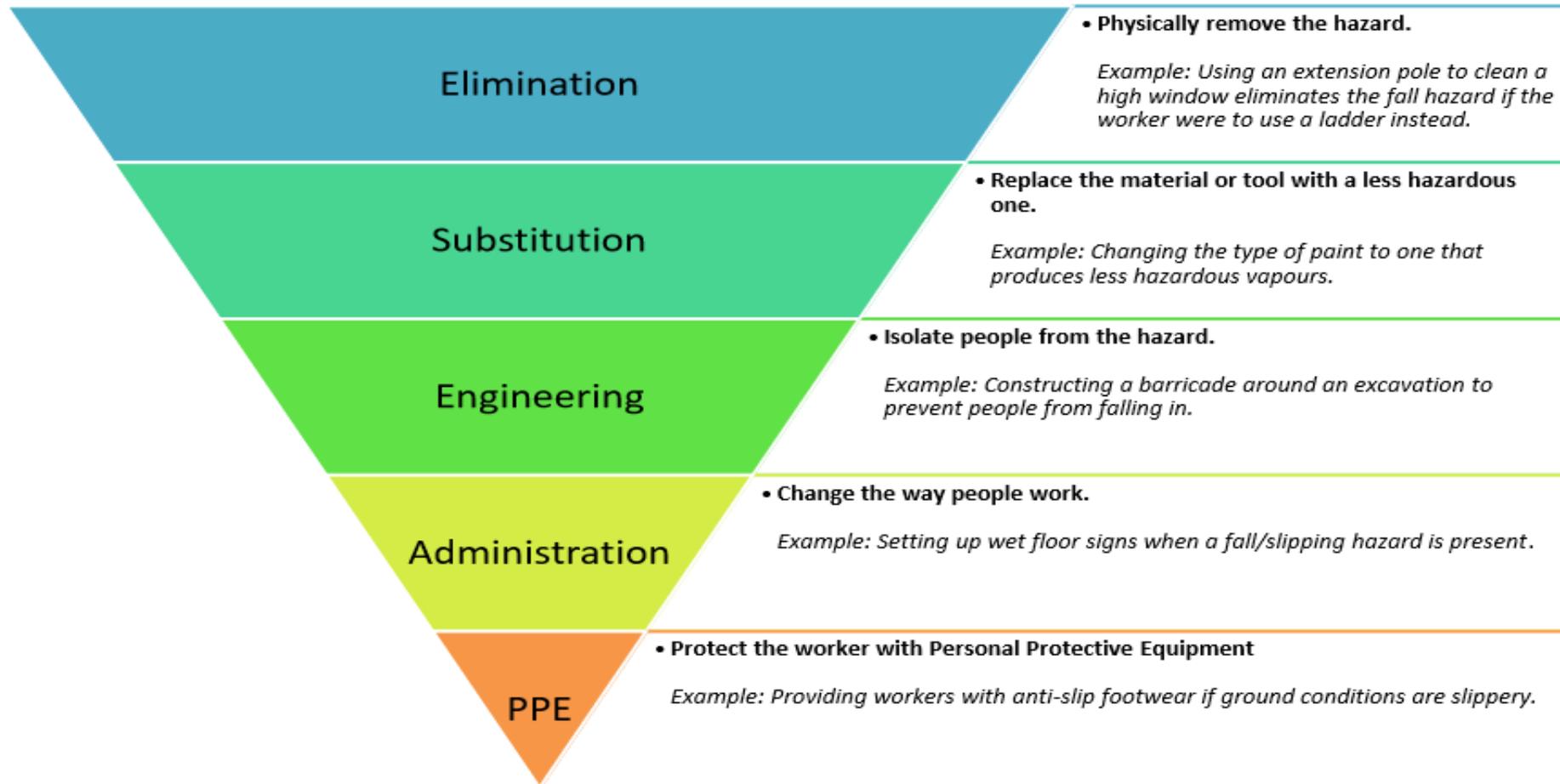


What kind of injury or illness could be suffered, and how severe would it most likely be?

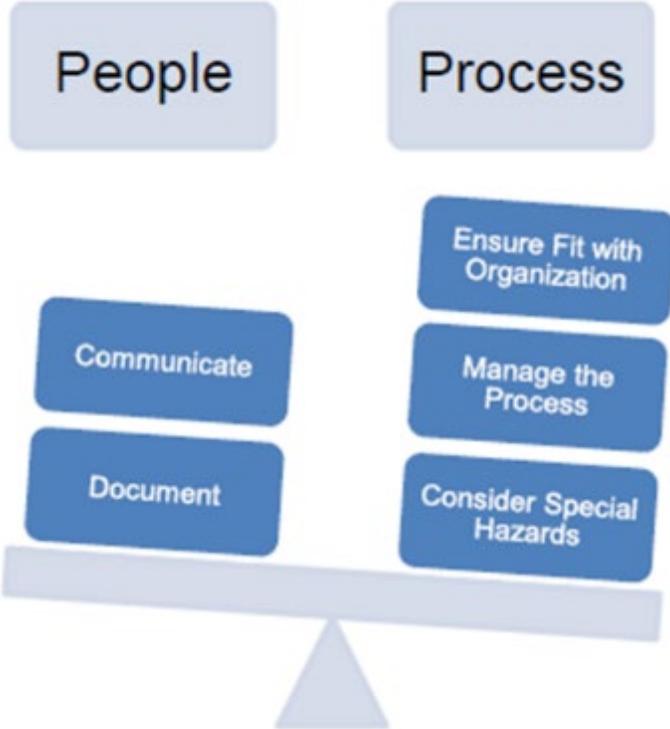


How long are workers typically exposed to the hazard? The longer the exposure, the higher the risk.

# Step 3: Develop hazard controls.



# Step 4: Implement hazard controls.



# Step 5: Monitor Control Measures



Assign responsibility for health and safety



Regular communication



Effective communication

# Keep records.



Document what is found during the risk assessment

Helps to target key training for hazards

Provides a basis for making safe work procedures

Provides base level of information for implementing new measures

Allows new employees to understand previous decisions about controls

Shows shareholders and authorities that OHS hazards and risks are taken seriously.

# Follow up.

- Monitor controls.

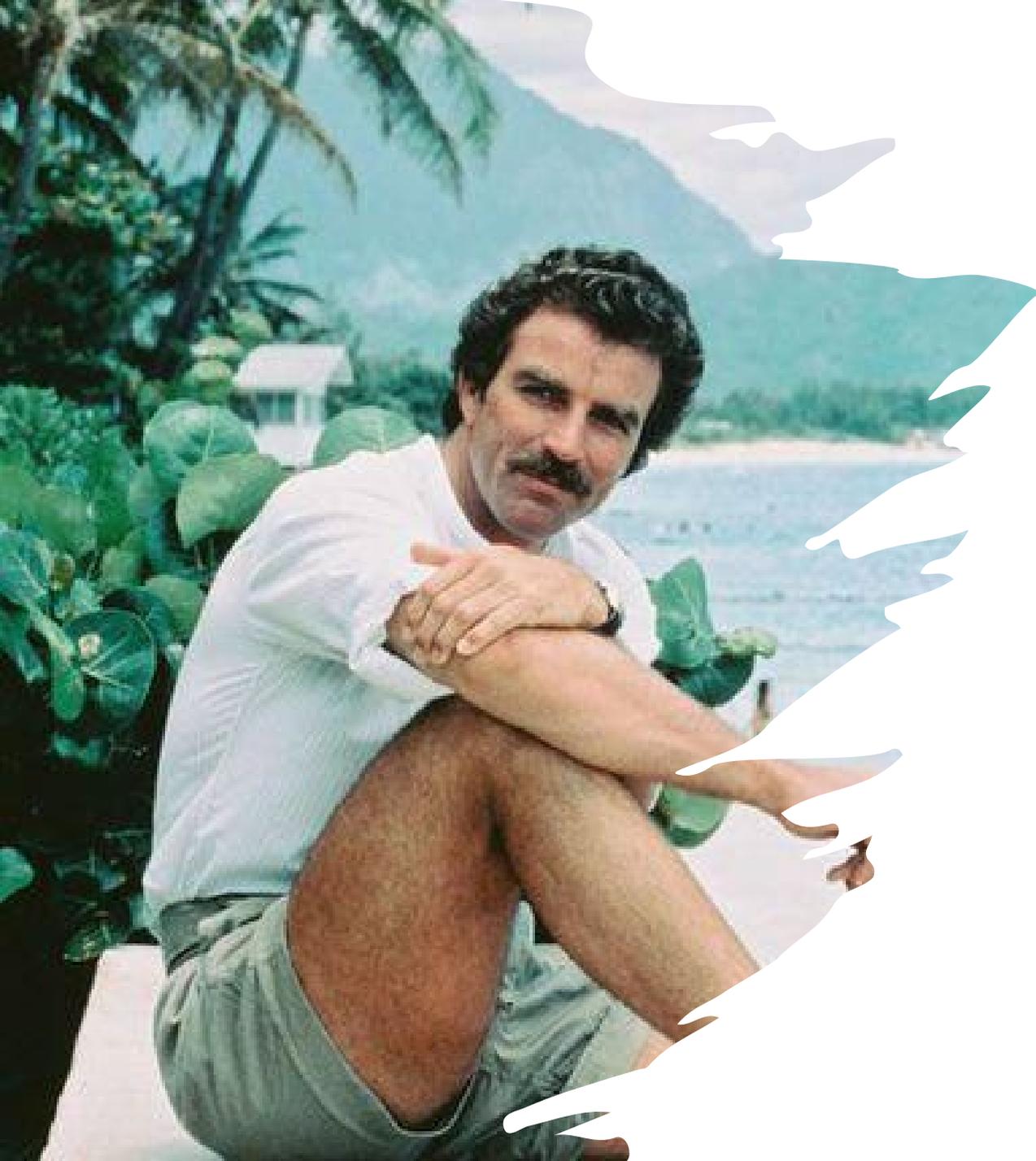
*Did it work?*

*Did it control the hazard?*

*Did it create new hazards?*

- Maintain all documentation to rationalize decisions and to show process.
- Follow through and follow up.





# Incident reporting and investigation.

Remember these basic facts:

1. Incidents occur due to unsafe actions or behaviours.
2. Incidents can be prevented if these causes are eliminated.
3. Unless the behaviour changes, the same incidents will happen again.
4. The key result of any incident investigation should be to prevent a recurrence of the same incident.

# Why we investigate.

1. Record facts
2. Determine the root cause
3. Identify trends and track statistics
4. Substantiate claims
5. Prevent reoccurrence
6. Demonstrate commitment & seriousness



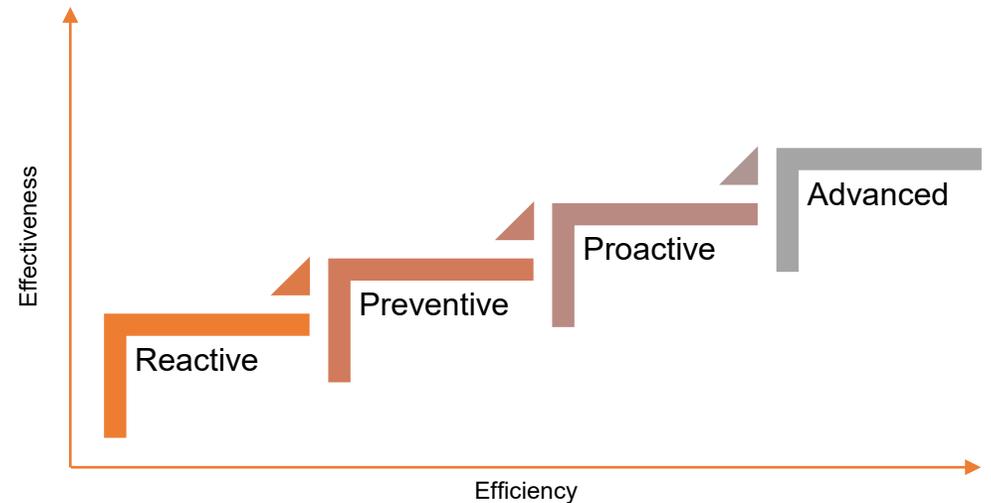
# Incident investigation report guidelines.

- **WHO** was involved or injured?
- **WHERE** did the incident happen?
- **WHEN** did the incident happen?
- **WHAT** were the casual factors (conditions, acts, procedures, equipment)?
- **WHY** was the unsafe act or condition permitted (lack of training, supervision, rule enforcement, maintenance)?
- **HOW** can a similar incident be prevented (must be specific)?

Who?  
What?  
Where?  
When?  
Why?  
How?

# 6 tips to establish a strong and positive safety culture.

1. Communicate.
2. Train your team.
3. Lead by example.
4. Develop and implement a positive reporting process.
5. Involve workers.
6. Put your JHSC into action.



# Your *culture* can have as big an influence on safety outcomes as your safety management system.

- **Communicate** policies, procedures, and practices and ensure all workers are **trained** on them.
- Make sure procedures are being **followed** . Enforce compliance with the OHSR as well as your own internal policies and procedures.
- Active health and safety management—demonstrating **due diligence**—ensures workers have the health and safety information, instruction, training, and supervision they need.

It also confirms when knowledge and processes are working, and corrects for unsafe hazards and practices that are not.

# Summary

The employer must train the supervisors to ensure they are competent persons, as defined in legislation. Ensure that managers and supervisors:

- Talk to new employees about safety during orientation training.
- Meet regularly with staff to discuss health and safety matters.
- Inspect areas of the workplace under their responsibility, and respond promptly to unsafe conditions and activities.
- Pay attention to routine and non-routine activities, ensuring that employees understand the hazards and the preventative measures to be followed.

**Lead by example**

# Q&A

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# THANK YOU

For more information, please contact:

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