
Work Observation Standard

1.0 PURPOSE

This standard supports the Health, Safety, Environment Policy and establishes a formal process to assess employees' compliance to perform established safe work and/or industry best practices and to provide feedback on observations to ensure ongoing positive safety behavior.

2.0 DEFINITIONS

2.1 ESMIS

Environment Safety Management Information System

2.2 Work Observation

The physical observation of an individual(s) performing a work task to verify that safe work procedures and/or industry best practices are correctly followed and suitable.

2.3 Hazard/Aspect and Risk Assessment

The overall formal process to identify hazards/aspects and evaluate the risk of injury or illness arising from exposure to a hazard/aspect, with an objective to eliminate the risk or to utilize control measures to reduce the risk.

2.4 Leader

Any employee who has staff reporting to them.

3.0 METHOD/PRACTICE

3.1 Work Observation Requirements

- Divisions shall develop, communicate, and implement local procedures for conducting work observations that establishes the number of work observations required based on role, level of risk, historical performance and number of employees.
- Designated individuals are required to conduct work observations as determined by each division.
- Work observations are to be scheduled and the associated information (work observation history and action plan) are to be maintained through ESMIS by the designated individual. Refer to the Work Observation ESMIS Job Aid and the Work Observation App Job Aid for guidance.
- Work observation forms (e.g., field and office forms) can be used as a guide for conducting the work observation and they can be completed on either the paper form, at a workstation through ESMIS or on the mobile app.
- Employees and contractors are to actively participate in the work observation process and implement improvements identified by the work observation.
- Leaders are to review at least two work observation reports per year to ensure quality and effectiveness of remedial action. The review process is to be completed in ESMIS.
 - The review may include but is not limited to attending the site with your staff or reviewing the work observation documentation after the observation is completed (it is recommended that leaders who are required to complete work observations, attend a work observation with their staff at least once a year).

- It should be confirmed that:
 - Constructive opportunities for improvements were identified and discussed.
 - Positive feedback and recognition was provided to the employee(s).
 - The work observation was completed in accordance with this standard and local procedures.

3.2 Peer-to-Peer Work Observations

- It is recommended that designated individuals from different areas/divisions/departments/locations conduct work observations on each other's staff
 - Peer-to-peer work observations can be counted towards the required number of annual work observations.

3.3 Essential Work Observation Steps

The steps below may be used as a guideline to conduct a good quality work observation. Refer to the Work Observation Job Aid for more detailed information.

3.3.1 Plan the Work Observation

- Select the job(s) to observe with priority given to targeted situations.
- Review applicable documentation relevant to the work being conducted.
- Communicate with the Manager of workers before visiting the work site.

3.3.2 Observe the Work being Conducted

- Review and sign on to the Hazard/Aspect and Risk Assessment.
- Work observation forms can be used as a guide during the observation.

3.3.3 Initiate Discussion

- Encourage conversation, ask questions about the work being conducted throughout the observation and act accordingly.
- Provide positive feedback and discuss opportunities for improvement.

3.3.4 Record

- Record all applicable information including positive feedback and opportunities for improvements.
- The work observation history, applicable documentation and photos are to be uploaded in ESMIS.
- Enter and assign required follow up actions in ESMIS.

3.3.5 Follow-up

- Follow up with employees on implementation of improvements and ensure actions assigned in ESMIS are completed.
- Confirm the improvements are being implemented at the next work observation.
- Work observations that are reviewed by leaders are to be documented in ESMIS.

4.0 REFERENCES

- SaskPower
 - Safety, Environment and Work Observation Form – Field
 - Safety, Environment and Work Observation Form – Office
 - Work Observation Job Aid
 - Work Observation ESMIS Job Aid

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- ESMIS Work Observation App Job Aid
 - Safety and Environment Management System Summary Document (Roles & Responsibilities).