

Health, Safety and Environment Standard

WORK OBSERVATION

1 PURPOSE

This standard establishes the requirements for conducting work observations used to identify and reinforce appropriate work practices, procedures and behaviors.

2 SCOPE

This standard identifies the requirements for conducting and participating in work observations to assess worker compliance, identify opportunities for improvement and to provide a mechanism for in-person discussion and feedback while promoting safe and environmentally responsible behavior.

Work Observations are to be completed by designated personnel as determined by local divisional procedures. Designated personnel are to be selected based on their role and realm of understanding and focus on topics that they are considered a subject matter expert in.

Contract workers shall be included as personnel to be observed while performing work. Contractors are excluded from these requirements for conducting work observations.

This standard does not cover the requirements for conducting site visits.

This standard outlines the minimum requirements that shall be met or exceeded by SaskPower workers. Failure to comply may result in injuries, damage to equipment and property, environmental harm, performance management or any combination thereof.

The use of the word “shall” within this standard denotes a mandatory action, whereas the use of the word “should” or “may” denotes a recommended action.

3 DEFINITIONS

The following definitions apply to this standard:

Peer Group Work Observation – a work observation performed on individuals from a different division, department, area or location instead of those individuals within the reporting structure of the person conducting the work observation.

Subject Matter Expert (SME) – a person who has working or expert knowledge about a particular topic or field.

4 REQUIREMENTS

4.1 GENERAL REQUIREMENTS

Work observations shall be a physical observation of individuals performing work to assess if work processes, procedures or practices are correctly implemented and suitable.

Divisions shall document, communicate, implement, and maintain local procedures for conducting work observations. The local procedures shall:

- Identify and designate personnel that are required to conduct work observations;
- Establish how many work observations are to be completed by designated personnel each year; and
- Determine if and how many peer group work observations are to be conducted within the division.

The number of work observations required shall be based on the following:

- level of risk
- historical performance
- roles and responsibilities
- number of employees

4.2 RESPONSIBILITIES

Employees and contract workers shall actively participate in the work observation and implement identified improvements.

Division's designated personnel shall conduct the required number of work observations within the assigned timeframe to meet the local procedure.

To increase the effectiveness of work observations:

- Divisions shall implement strategies to maximize observing as many employees within safety sensitive positions as possible within each year.
- Designated personnel should conduct targeted work observations based on safety and environmental corrective actions, incident trends, critical incidents, nonconformities, or areas of focus.

- Designated personnel shall select work to observe based on their role and realm of understanding and focus on topics that they are considered a subject matter expert in while conducting work observations.

Refer to the Conducting a Work Observation Job Aid for the essential steps on conducting a good quality work observation.

4.3 RECORDS

Work observations shall be scheduled and the record of completion stored in the Environment and Safety Management Information System (ESMIS).

Divisions shall:

- Schedule their designated personnel's work observations in ESMIS per the established frequency; and
- Maintain this information as personnel or requirements change.

Refer to the Work Observation ESMIS Job Aid for guidance on how to schedule work observations.

4.4 FORMS

Work observation forms (*e.g.*, paper or electronic field and office forms) shall be used to record work observations, findings and identified follow-up actions. The completed forms, supporting information (*e.g.*, HARA, photographs) and assignment of actions shall be recorded in ESMIS.

Refer to the Work Observation ESMIS Job Aid and the Work Observation App Job Aid for guidance on how to enter a work observation into ESMIS.

4.5 REVIEW OF WORK OBSERVATIONS

Directors and Managers shall review a minimum of two work observations completed by individuals within their reporting structure per year to monitor quality and effectiveness of the work observations and any associated follow-up actions.

The review process shall be documented in ESMIS and used as a tool to identify trends, issues, opportunities for improvement that may apply to other similar work groups and to improve the quality of work observations.

5 IMPLEMENTATION

The requirements of this version of the standard are to be met within six months of the approval date at which time the previous version will be superseded.

6 RESOURCES

6.1 INTERNAL RESOURCES

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| Related Policies: | Hazard/Aspect and Risk Assessment Policy |
| References: | Conducting a Work Observation Job Aid Work Observation ESMIS Job Aid ESMIS Work Observation App Job Aid |
| Related Standards: | Hazard/Aspect and Risk Assessment Standard |
| Additional Information: | Safety, Environment and Work Observation Form – Field Safety, Environment and Work Observation Form – Office Safety, Environment and Work Observation Form – T&D Field Work |

6.2 EXTERNAL RESOURCES

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| Related Legislation: | <i>The Occupational Health and Safety Regulations, 2020 – Part 3 General Duties</i> |
| Related Standards: | ISO 45001:2018 and ISO 14001:2015 – 9 Performance evaluation |

Ownership

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| M Browatzke | Continuous Improvement | August 22, 2022 |
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