

Working Environment and Behavioural Policy

Acuity Build Group Ltd will provide a safe and healthy working environment through a variety of means. This will include doing all we can to ensure adequate heating, lighting and ventilation with good housekeeping standards.

We are will also look at behavioural safety as part of our legal and moral obligations to our team.

All employees are empowered to take action to improve standards although when they feel not best placed, they are to inform a responsible person as detailed on the enclosed organisational chart. In the event of any employee feeling that there is a recurring theme or fault that adversely affects health and safety standards they are to inform a senior manager, a company director or our safety advisers.

We accept that in addition to providing safe working environments, the safe systems of work planned at the assessment stage and brought together in procedures require effective implementation. To help achieve this is achieved and possibly identify how we could improve further we will monitor our environments and performance.

Behavioural Safety

It's reported that up to 90% of workplace accidents/incidents are down to unsafe behaviours, or human error. By focussing attention on the unsafe acts, then we can drive change before it's too late.

Categories of unsafe behaviour

When we look at the categories of unsafe behaviour we see this as human failures, broken into **errors** and **violations**.

Within errors, we can then break this into four additional categories:

- Slips in judgment
- Lapses of memory
- Rule-based mistakes
- Knowledge-based mistakes

Within violations, the three additional areas could be:

- Routine violations
- Situational violations
- Exceptional violations

Unintentional Errors

We all make unintentional errors from time to time. It's important when you see another person doing this, that you bring it to their attention right away. This may prevent them from harming themselves, or others, in the future.

Habitual Errors

Habitual errors are simply something that becomes a habit, because you have always done it that way. To break out of this, make sure you understand the importance of doing it correctly, and get some training, if required, on how to do things.

Often it is the individual that holds *imperfect* systems together. The fact that things are working and people have not been hurt is often down to your employees' efforts and luck.

Human Error

Human error is not a cause of failure - it is the effect or the symptom of a deeper-rooted issue.

Human error is therefore not the conclusion of an investigation into an incident or a near miss, it is often the starting point. The company will take into account the influencing factors that cause the human to undertake that error.

We are all fallible, so it's important to ask ourselves:

- What were they thinking when they did that?
- Why didn't they see us?
- They should have known about this... why didn't they?
- That was a strange decision for them to make... where's the decision making coming from?

Violations to behavioural safety

Violations are conscious decisions made by individuals - whether this is down to laziness, carelessness or lack of consequences - they need to be stopped.

The methods by which they should be reported need to be understood by the whole organisation. To ensure all employees act as you would expect them to your communications should include the following:

- Do not walk past
- Do not ignore – See it Report it!
- Involve others within the organisation
- Decisions around how to deal with employees making intentional errors may need to be dealt with by the human resources department, or possibly top management.

We will do this through a variety of means including the following:

- Managers and supervisors of the company will consider health and safety matters on an ongoing basis, with every responsible manager undertaking regular formal inspections of all workplaces under their control
- The feedback from the managers and workers of other organisations will be considered
- We will communicate with our teams via guidance and instruction and regular safety meetings
- All accidents and near misses will be recorded and investigated and the outcomes and reviewed control measures, shared with all workers