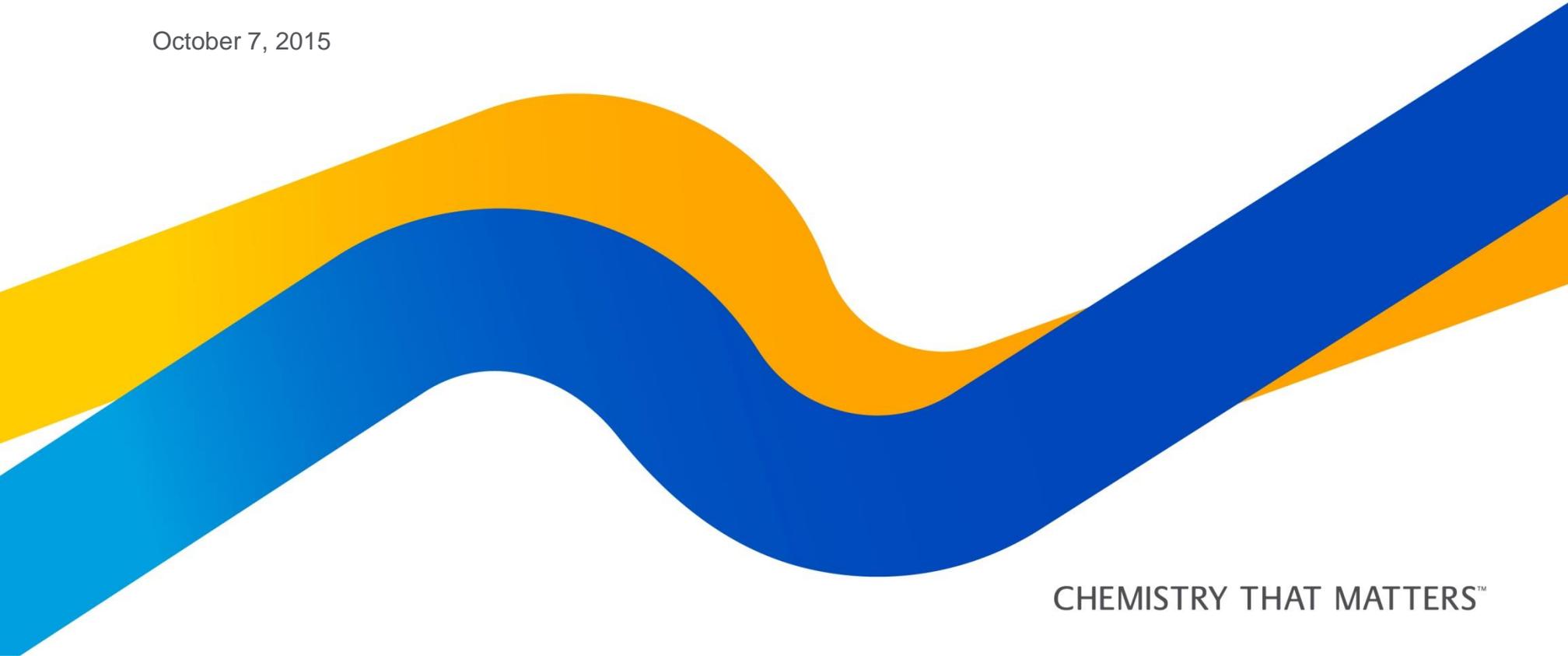




BBS DRIVING – HOW TO MAKE IT WORK

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October 7, 2015



CHEMISTRY THAT MATTERS™

CORRECTIVE ACTIONS

Where **human error** is identified as root cause, **dismissal** or **re-training** are the usual corrective actions.

This typical but often short-sighted response ignores the fundamental failures which led to the incident.



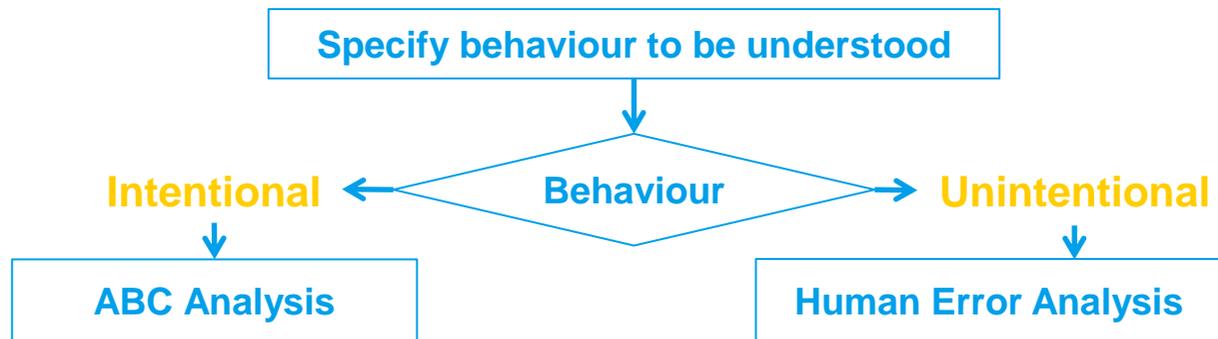
Did the behaviour that led to the event occur
by accident or **on purpose**?

It's our most normal parenting reaction.

Why is it different in managing adult behaviour

ERROR OR BEHAVIOUR

Driving 90 km/h where **70** is allowed



Intentional behaviour or 'violation'

I was sure they would not be recording speed there

Unintentional behaviour or 'error'

I'm sure I was driving 70, or 75 max
I thought 90 was the limit

Note: It's the behaviour which is intentional, not the outcome, (the speeding, not the accident)

SOME DAY TO DAY EXAMPLES

A specific behaviour can be identified as intentional if

- The person **announced** their intention to behave in that way, prior to behaviour.
- It can be demonstrated that the person knew what should be done.
- Their **behaviour led to some positive consequences** for them.

They intended the behaviour. Not the effect of course!

A specific behaviour can be identified as unintentional if

- The person **can explain how** the error occurred, **but not why** – **they are puzzled** by their own action.
- Colleagues have done similar thing unintentionally.
- They typically **still don't understand** why they made that mistake during the interview.

ERRRO = UNINTENTIONAL

Error

Errol

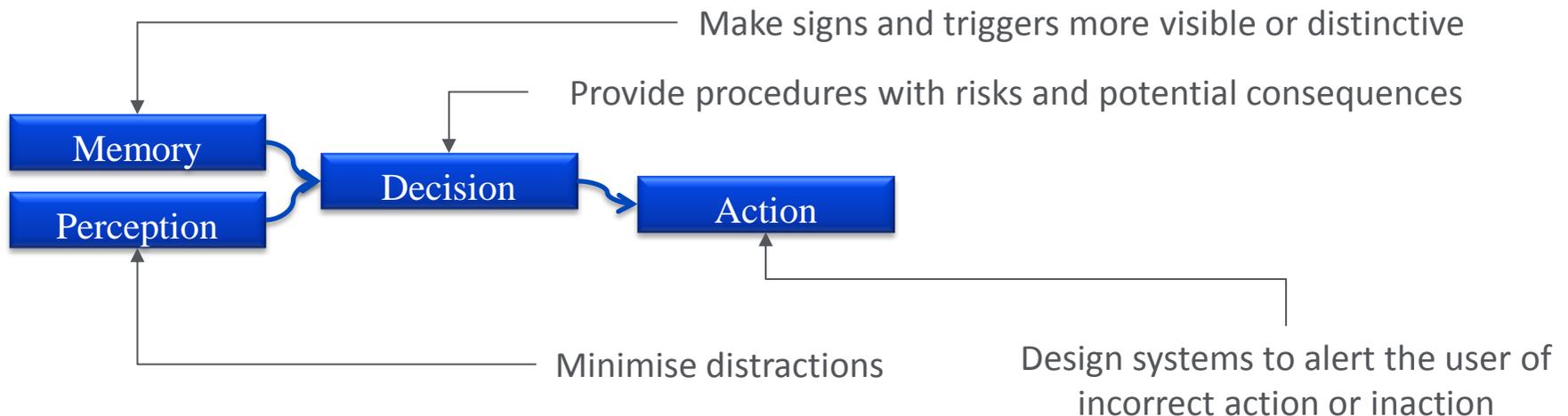
Errors

Ignore All

When the root cause is unintentional, it is an '(human) error', not a 'violation'.

➤ An **action** is the result of a **decision** that in turn is based on both **memory** and **perception**.

Consequently 4 types of error are identified, each have their corrective action



ABC/BOC

Looks at the environment, not the individual

	Antecedents	For example: a warning light, a buzzer, signs, policies, training.
	Behaviour	= intentional
	Consequences	bonuses or fines reduced or increased workload praise or criticism

Consequences can be either **'Positive'** (or encouraging) or **'Negative'** (or discouraging) and will be either **'Personal'** or affecting **'Others'**. Consequences can either take effect **'Immediately'** or in **'Future'** and will be either **'Certain'** or **'Uncertain'**.

Effective mitigations will enhance **EPIC** or **DPIC** consequences, or change the rules/job/organisation so the consequences become **EPIC** or **DPIC**.

Changing behaviour is all about the consequences : observation and feedback

BALANCE OF CONSEQUENCES

- *Getting a fine*

70

- *Having an accident*

- *Be on time (despite late start)*

- *The thrill of fast driving.*

- D

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Fine by SMS

Many more speed-camera's

Speed-humps, narrow lanes

BEHAVIOUR BASED SAFETY - DRIVING

What are the consequences of unsafe behavior?

- a. Nothing – wrong successes
- b. An accident – too late !

- c. Someone provides you with negative feedback.
/ positive feedback if you see safe behavior.

 **So Behaviour based safety = feedback on observation**

How do you observe / provide feedback?

Observation and providing feedback is less easily established for truck-drivers, as they are on the road and alone.

BEHAVIOUR BASED SAFETY - DRIVING

The camera recordings allow the trucking company to [look at the 30 second video records](#) at the end of the voyage (or work-week)

- to provide [feedback](#) to the driver-employee on his driving style.
- Typically 10' to 15' from each driver per week. [KPI](#)
- Drivers will consider the review of their (dangerous) behavior as [unpleasant \(DPFC\)](#)
- they will learn from this and [avoid the system to activate by looking further ahead.](#)
- To help them a LED indicator tells them when the camera has been activated. (DPIC)

Continue to have this discussion every week

- the drivers will be triggered to change their driving behavior
- which results in a [50% decrease of video-records](#) (5-10 minutes)
- and a [66% reduction of accidents.](#)

An [effort](#) well spent.

- And if it's the other idiot: you can prove to the insurance and the authorities that you are not to blame (this alone justifies the [cost](#)).

THANK YOU

Kind regards,

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"You must learn from mistakes of others. You can't possibly live long enough to make them all yourself." –Sam Levenson