Experteyes

Introducing the "Experteyes"

Contractor Safety Management (CSM) Training Workshop

GJ & SE Murray Pty Ltd
Trading as Experteyes
34 Dean Street
Toowong 4066
Brisbane, QLD

Ph + 61 7 38768347
0417 929651

geoffmurray@experteyes.com.au

Who should attend this Workshop?

The workshop is targeted to meet the needs of contracts administration personnel and front line day to day supervisors and managers of contracted work.

This Workshop will thus benefit:
- organizations who "outsource" and are conducting more and more work using contractors
- businesses who want to meet Community and Operating Company requirements for improved safety performance
- management teams who need to develop relevant knowledge and interpersonal skills in personnel who deal with contractors and manage contracted work and to support them with appropriate systems.

How can this Workshop Help?

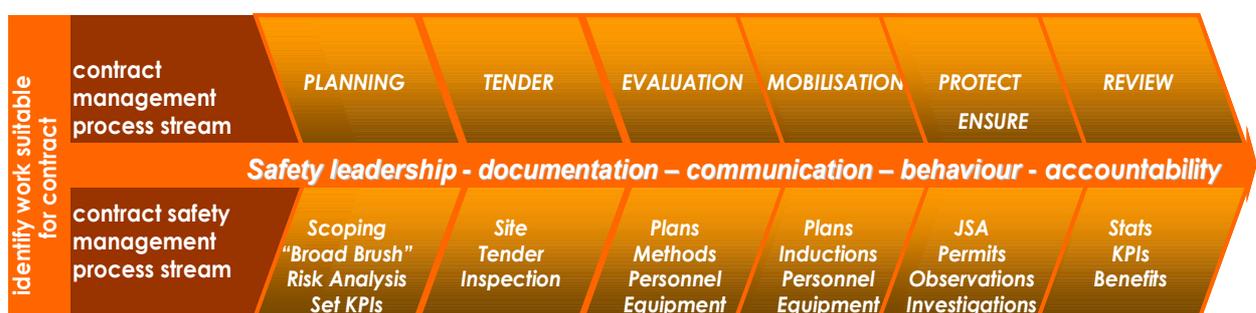The workshop achieves the following:
- provides attendees with a process map of the management of contracted work.
- gives attendees an understanding what they can do at each stage of the process to cause and encourage the work to be conducted safely
- encourages attendees to interact with contractor personnel in a manner which builds constructive relationships
- provides checklists and forms which can be used in the process of managing contracted work and which may contribute to the further development of site systems
- continually demonstrates the significance of leadership, communication & human behaviour in influencing the safety outcomes of contracted work.

How is the Workshop conducted?

The workshop is of one day duration and is facilitated to groups of 12 to 15 people by skilled, accredited facilitators. It makes extensive use of videos to bring the workplace into the workshop venue and to demonstrate interactions with contractor personnel.

Further, the Workshop is designed to be customized for individual Clients at minimal cost. Such customization ensures that the Workshop compliments existing Client safety management programmes and is relevant to particular Client work situations.

The workshop is based around the "Experteyes CSM Organiser":

Workshop Content, Learnings & Key Principles

Phase	Topic	Content & Learnings	Key Principle
All Stages	**Leadership & Behaviour**	❑ Impact of leadership & behaviour on CSM outcomes ❑ Behaviour modeling - Walking the Talk ❑ Cause & impact of human error on CSM outcomes	*Leaders at all levels are safety role models*
Responsibilities	**Introduction**	❑ The organizational, community, market and governmental influences driving a systems based approach to safety management	*Influences on Safety outcomes extend beyond the immediate work area*
	Laws & Responsibilities	❑ Duty of Care obligations in the context of Contracted work ❑ The components of a "safe system of work" ❑ Contract stakeholders & their responsibilities ❑ Immediate Action - everyone's responsibility	*Duty of Care obligations extend from organizations to the individual's responsibility to take immediate action*
Providing a Safe Workplace	**Interactions**	❑ The concept of interactions ❑ Using an "interaction checklist" ❑ Applying expertise in risk assessments ❑ Applying site experience in risk assessments	*Introducing the concept of interactions – the key to providing a safe workplace*

Phase	Topic	Content & Learnings	Key Principle

Pre Award/ Award	**Assessing the Risk and preparing the Tender Document**	❑ Case Study
		  - risk assessment of scope of contracted work
		❑ Tender Documentation
		  - what we tell them and what we ask for
		❑ Site Tender inspections
		  -check lists
		❑ Practical documentation formats
			The tender document should detail our minimum safety requirements and require tenderers to tell us how they will do aspects of the work

	Assessment & Award	❑ Contractor's Safety Management Systems and Plans, including procedures for generic tasks ❑ Contractor's work methods ❑ Assessment includes safety considerations ❑ Assessment check lists	*Evaluation of tenders must include analysis of tenderer's safety systems, methods of work and safety performance*
Mobilisat ion	**Access control & Inductions**	❑ Multi layered access controls ❑ Level of induction Vs level of access ❑ Evidence of induction ❑ Dealing with unauthorized entry	*Only authorized, inducted & qualified people are admitted to the work site*

Protect and Ensure	**Clearances & Isolations**	❑ Clearances
		  – typical Permits, Procedures
		❑ Clearances
		  - their role in providing a safe workplace
		❑ Isolations
		  – Locks and Tags
			Work must not be allowed to start until all relevant clearances & isolations are documented and in place

Phase	Topic	Content & Learnings	Key Principle
Protect and Ensure	**Job Safety Analysis**	❑ The context of JSAs within the management system ❑ What a JSA needs to cover ❑ What a JSA shouldn't need to cover ❑ Coaching Contractor personnel in JSA preparation - modeling of interaction behaviours	*JSAs typically need to cover interactions and will need to cover more if we use contractors who have unskilled people and do not have adequate procedures for their core tasks*
	Observations and Inspections	❑ Observations and Inspections in context - their key role on fulfilling our responsibility to "ensure" ❑ Unsafe conditions - the result of someone's unsafe act? ❑ Human error and "blame" ❑ Immediate action reinforced - modeling of interaction behaviours	*Site safety observations and inspections are fundamental in ensuring that we are providing safe workplaces, plant, equipment and systems of work for contractor personnel*
	Incident Reporting and Investigation	❑ Incident Reporting Systems ❑ What do we need to document? - Case Studies	*Incident reporting systems should be administered in such a way that contractors regard them as an instrument of improvement*
Review	**Contract Performance Review**	❑ Use of statistics ❑ Feedback from contractors ❑ Format for Review ❑ Are we really "looking in the mirror"? ❑ Checklist for assessing our own efforts	*Contract performance must be objectively assessed along with our own contribution to that performance*

Workshop Development, Design & Process Development

This Workshop is the result of Geoff Murray's work in the field of Contractor Safety Management (CSM) over some 12 years.

With a background in project management, Geoff provided the subject matter expertise for a two day CSM workshop developed by BHP Steel in the mid 1990s. He has since been involved in updating the original workshop, facilitating workshops and training trainers for BHP Steel and BHP Billiton across Australia and in New Zealand, South Africa, Mozambique, Chile, Brazil, Canada, China and Mongolia.

Geoff has also developed and successfully run a one day Workshop in Contractor OHSE Management for Power Water Corporation (PWC) of the Northern Territory. Importantly, this work enables Geoff to provide the video support and video role modelling so important in giving the Workshop being offered life and relevance.

Other clients, with whom Geoff has worked in the area of Contractor Management, including systems development, have also contributed. Personnel in Thiess, for example, encouraged simplification of concepts around interactions and JSAs.

The workshop being offered is thus rich in maturity and the concepts taught are well tested and developed.

Design and Process

The workshop is founded on sound adult learning principles, being structured to conform to David Merrill's "GEP" (Generality, Example, Practice) model.

It is designed to be facilitated to groups of no more than 12 or so people and features:
- ❑ Activities that promote learning through problem solving, reflection and group discussion.
- ❑ Activities that draw on the learners previous experience and maximizes the use of small group activity.
- ❑ Extensive use of videos from real job situations and video role plays to bring the workplace into the workshop venue.
- ❑ Learning materials and aids consisting of:
  - Participant's Workbook
  - Case Studies
  - Overhead Slides, Pictures and Diagrams
  - Videos of Workplace Situations and Role Plays
- ❑ Use of Geoff and Experteyes accredited associates as facilitators.
- ❑ Delivery in one day or two shorter days

Customisation

Geoff requires that the Workshop be customized for individual clients in order that it is always relevant to participants. This can be done at minimal cost.

Such customization may include:
- ❑ Matching client terminology
- ❑ Incorporating client procedural aspects and forms
- ❑ Incorporating video examples from client sites for use in the exercises