Safe Work Interaction Program

COR-GL-016

Applicability

ARTC Network Wide	SMS

Publication Requirement

Internal / External

Primary Source

Document Status

Version #	Date Reviewed	Prepared by	Endorsed	Approved
1.1	28/09/2023	EHS Systems & Reporting Co-ordinator	GM-Safety	GM-SSRA (28/09/2023)

Amendment Record

Amendment Version #	Date Reviewed	Clause	Description of Amendment
1.0	09/04/2019		First issue
1.1	28/09/2023	4.2.1; 6.2	Divion & role title update; change of SWI recording to H360

Table of Contents

ARTC

1   Introduction

1.1   Purpose

The purpose of this guideline is to provide detail around ARTC's Safe Work Interaction Program.

1.2   Scope

This Safe Work Interaction (SWI) guideline is applicable to workers at all ARTC controlled worksites and personnel involved in ARTC work activities. Safe Work Interactions may also occur within work sites controlled by Principal Contractors after consultation and planning with the contractor and ARTC job owner.

This does not limit Principal Contractors, including Rail Safety Accredited Contractors, from using alternate processes that form a part of their own safety management system which align with the objectives of this program where responsibilities are agreed and defined.

1.3   Guideline Owner

The General Manager Safety, Systems, Risk and Assurance is the Guideline Owner and is the initial point of contact for all queries relating to this guideline.

2   Background

The Safe Work Interaction program has been developed to support the positive change in safety culture across ARTC by promoting good safety behaviours through interaction between workers and leaders. The program supports that Pathway to Zero Safety Strategy and aims to improve active engagement with workers, promote Fatal and Severe Risks and Life Saving Behaviours, Stop and Think Process and reinforce our Just and Fair Culture.

3   Responsibilities

3.1   CEO and Group Executives:

- Leading and participating in the overall implementation of established requirements of the ARTC Safe Work Interaction (SWI) Program across the organisation; allocating sufficient resources to maintain the needs of the program at all stages including promotion and communication, training and development, implementation, monitoring and continuous improvement review;

- Assigning appropriate responsibility to leaders to carry out their functions in accordance with this program; Communicating SWI as a priority for leaders and actively participating in conversations to model behaviours across business leaders; and,

- Through the provision of Corporate reporting, monitor the overall effectiveness of this program in meetings its stated purpose and addressing any risks or issues that may affect success in achieving culture change.

3.2 Corporate Safety:

- Supporting co-ordination of the overall SWI framework in accordance with business requirements and assurance of the approved program;

- Maintaining and controlling applicable SWI program content, information and documentation required by teams to apply the program;

- Providing stewardship around communication and training across the organisation on the SWI program to ensure all key stakeholders and workers are informed and can access the program;

- Reviewing collected SWI data for analysis and in collaboration with business unit Safety teams identify actions required and opportunities for continuous improvement; and,

- Develop and maintain a suitable assurance program to enable performance monitoring and outcomes of the SWI program to be available to Group Executives.

3.3 All Safe Work Interaction Facilitators:

- Complying with the requirements of the ARTC SWI Program;

- Facilitating the conducting of SWIs;

- Participating in SWI process training;

- Acknowledging and escalating exceptional (positive) and reckless (negative) behaviours as defined within the Just and Fair Framework;

- Facilitating suggestions for safety improvements; and,

- Sharing feedback from Monthly Trend Reports with teams.

4 Safe Work Interaction Process

4.1 Safe Work Interactions (SWIs)

The purpose of the safe work interaction program is to;

- Enable everyone in ARTC to engage in two-way conversations about safety, risk and their work;

- Create opportunities to explore and understand through safety focussed conversations; our awareness of key hazards and risks; our behaviours within this work environment; and, what really works and what does not work regarding safety and so that the workplace is safer for everyone;

- Shift from identifying what is going wrong to focusing on what is going right and the positive safety behaviours and areas for improvement that will promote doing it right; and,

- Brings together a tool for leaders to understand how other safety programs affect work in practice.

4.2 The Safe Work Interaction Process is based on the pneumonic TRACKS
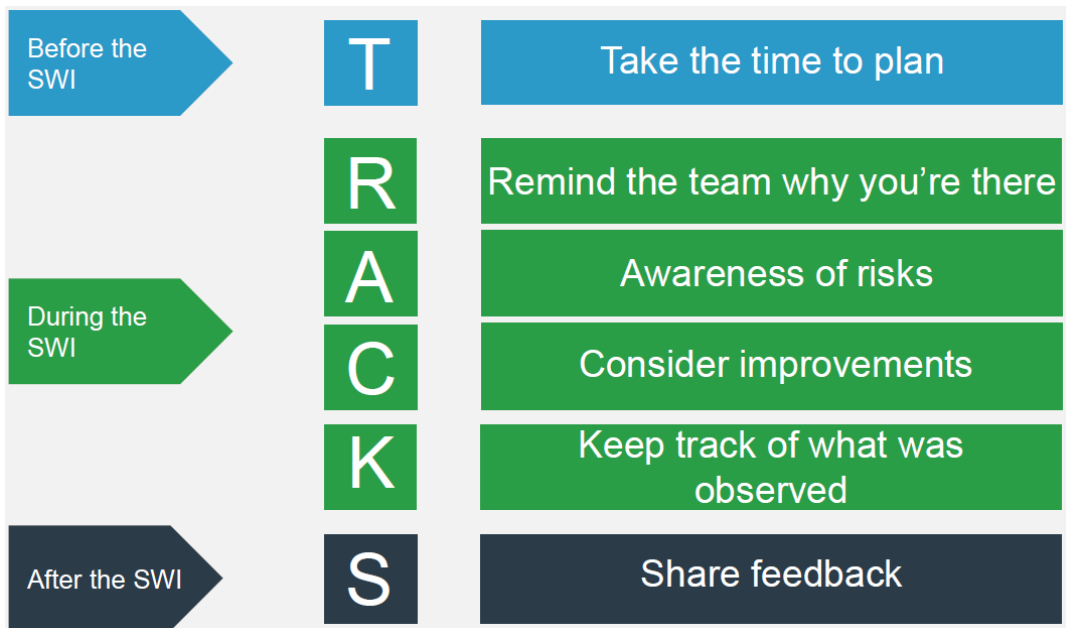
4.2.1

T - TAKE THE TIME TO PLAN

STOP and THINK, by considering:

1. Planning the necessary logistics

      i.   What is the work being undertaken?

      ii. What are the requirements?

      iii. What work are you likely to see?

      iv. Have you checked what's in the work method statement?

2. Conducting a **self-check**:

      v.   What assumptions might you hold?

      vi. What biases might affect you?

      vii. What body language are you presenting?

      viii.What mood are you in?

R– REMIND THE TEAM WHY YOU'RE THERE

1. Introduce yourself

2. Remind your team of the purpose

A–AWARENESS OF RISKS

Raising awareness of risks by:

1. Building a mentality of curiosity and enquiry.

2. Applying a Just and Fair Framework to the Safe Work Interaction process.

- Recognising 'Exceptional' and 'Expected Behaviours':

- Discuss simple errors and opportunities for improvement

- Explore 'At Risk behaviours' and gain commitment for a behavioural change

- STOP Reckless Behaviour and report immediately to the workers manager.

Just & Fair Culture	Exceptional Behaviour	Expected Behaviour	Simple Error	At Risk Behaviour	Reckless Behaviour
Action	Reward	Recognise & Reinforce	Explore Reasons	Explore Reasons	Stop SWI

C- CONSIDER IMPROVEMENTS

1. Getting Improvement Suggestions:

    • Is there anything you may change about this process to improve safety/manage hazards?

    • Have you seen a better process, technique or equipment used elsewhere?

2. Communicate and get commitment:

    • Reinforce positive behaviours

    • Recap any agreed actions or commitments

    • Share what happens next with the individual/team

    • Acknowledge and thank

K- KEEP TRACK OF WHAT WAS OBSERVED

The SWI is recorded in Horizon360.

S- SHARING THE FEEDBACK

    • Look at monthly reports and trends from Safety team:

    • Discuss common and emerging worksite risks

    • Reinforce positive behaviours and discuss suggestions for improvement

5 Training Requirements

All personnel who will be facilitating a Safe Work Interaction must be trained in:

    • The current Safe Work Interaction process;

    • Conversation techniques including recognising and rewarding positive behaviours;

    • Generating solutions and suggestions for safety improvements; and,

    • SWI recording techniques.

6 Appendices

6.1 Safe Work Interaction Prompt Card

6.2 Horizon360 - Safe Work Interaction