

## 2017-2018 BEHAVIOUR BASED SAFETY AND HUMAN FACTORS, DEVELOPING A TOTAL SAFETY CULTURE

This master class teaches the participants how to prevent, manage and control Health, Safety, Environment and Corporate Social Responsibility risks. It is based on scientific research on Systems Theory and it finds that HSE goals cannot be achieved by rules or regulations alone. HSE and Behaviour are inseparable and interdependent.

**The program is designed to stimulate one's self reflection.**

Do we need more rules, regulations? This class shows how a combination of HSE and Integrity saves money and enhances risk control. Empirical research has given us risk quantification standards or human reliability test methods. ISO certification, HAZOP, compliance or corporate governance programs which do not prevent HSE risks. People do!

**80% of all accidents or incidents are caused by Human Error.**

This BBS workshop is designed to teach and create confidence by practical learning. It focuses on managing oneself and to accept personal accountability, rather than compliance to ever more rules.

***Results from feedback on this course show improved personal commitment and motivation to do the right thing, enhancing safer operational performance.***

The sessions will be interactive; dilemmas will be discussed and analysed by the group.

At the end of the course, recommendations and guidelines (a mission statement) to control and manage risks for shareholders and stakeholders will be written by the delegates under supervision of the trainer.



ACT's dedicated personal OWN additional policy towards safety  
Cooperatively made after a successful HSE safety training in August 2015



## SAFETY RULES ARE YOUR BEST TOOLS

**WORK WISELY**, Safety first, **TEAMWORK**, Take care, Loyalty, **Share Knowledge**, Awareness, Kindness, **No fear**. Behavior, **Think before work**, Follow rules, **Conscience**, **Responsibility**, Take action, **Wellbeing in my duty**, Commitment, Confidence, Honesty, Right Thing, *Access*, **Vigilance**, relation, **inspiration to others**, Motivation, **Leader**, **Happy**, *Ability to change*, **Respect**, *Enjoyment*, Proactive, Openminded, **Sharing**, **Policy and Behavior**, *Morality before legality*, Golden rules, Positive site towards environment, Proper PPE's, Atmosphere, Be transparent, **Planet citizens**, **Do good things**, For the good of ALL, Right things at all times, **Follow internal advisor**, *Not to be greedy towards your colleagues*, **Respect for human beings & environment**, *Follow rules & regulations*, **Respect others**, Systematic approach, *Is it good or is it bad*, Inform myself, **Ask questions**, No fear, Increase confidence, **Trust**, **Communicate**, **Attitude**, *Love you job & yourself*, Care, Job responsibility, **Integrity**, **Courage**, Friendliness, **Polite**, *Fairness* **Follow heart**, *No comfort zone*, Karma, **Optimism**, **Work wisely**, *Patience*, *Motivated courage*, **Kindness**, **Loyal...**



Tank Terminal Training

The above are the employees' suggestions to work safer, better and happier.  
The idea is to create such personalized Bill Boards and posters for your company and place them at the entrance or in other locations.

## Why You Should Attend

This 2-day highly interactive and practical course will help and teach businesses and individual staff to develop a sense of vulnerability and its consequential responsibility to one self and to others, the environment and society as a whole. It teaches that everyone possesses a free will and has the ability to choose what is best.

## Learning Objectives

Master operational best practices in value awareness. Prevent health and safety risks and protect the environment. Become aware of social responsibility and sustainability of the organization, one's business or one's personal career. Develop a Total Safety Culture.

## Who Should Attend?

- Everyone who is interested in improving HSE standards
- Terminal operators and management
- Terminal Contractors
- Share and Stake Holders
- HSE supervisors
- Port authorities
- Environmental Protection Agencies (Government and NGO)

Our Behaviour Based Safety and Human Factors Program focuses on the following:

1. Safer work environment
2. Frequency and severity of injuries decreases
3. Safe behaviours increase
4. At Risk behaviours decrease
5. Staff participation in Total Safety Culture increases
6. Reporting of near misses increases
7. Acceptance of responsibility and accountability for safety increases

## Program Day 1

### Module 1

Human Behaviour: 5 types of risk behaviour – Why do we behave in a certain way?

- a. Conscious behaviour (on purpose)
- b. Habitual behaviour (we've always done it like that)
- c. Unintentional behaviour (unawareness or lack of knowledge or skill)
- d. Character Traits
- e. Behavior under authority
- f. Understanding Human Factors: cognition, psychology, physiology, social environment, authority, leadership, genetics, heritability, stress, fear, anxiety, social culture, etc.
- g. Domino effect by William Heinrich

### Module 2

How to develop a Total Safety Culture?

- a. Exploring the BBS process and understanding pro's and con's
- b. Physical capability, experience & training, competence
- c. Work environment; engineering controls, equipment, job tasks, work culture, weather conditions, work climate, etc.

## **Program Day 2**

### Work Shop : BBS Tool Kit Implementation

Step 1 : Forming a design Team

Step 2 : Identify Critical Behaviour

Step 3 : Develop an observation checklist

Step 4 : Training the Observer / Coach

Step 5 : Identify and set improvement goals

Step 6 : Learning on behaviour based safety – using feedback loops

Step 7 : Measuring Success of Safety Culture

Writing a Mission Statement

Awarding attendance certificates

End of Training



**Course Instructor: Arend van Campen, Tank Terminal Training**

Arend van Campen is a committee member of the Dutch Branch of the Energy Institute. Arend has worked for over 35 years as a CEO, Terminal Manager, Marine Cargo Expediter and Loss Prevention Advisor around the globe including Amsterdam, Rotterdam and Antwerp for a number of clients such as Shell, BP, Exxon, Pertamina, Q8 Petroleum, Gulf Nederland, Vopak, Cargill, Amfert, Mobil and Petroplus. TTT has been officially recognized by the Energy Institute as an approved learning provider. Arend holds a Master's degree in Business Ethics & Social Responsibility and teaches that a safe, sustainable and profitable business can thrive only when people choose and act ethically. He set up 'CREAZENE', an institute researching sustainable methods to ensure human well-being and the preservation of the environment.