



HEROES Program

June 21, 2018



Health, Safety and Environmental

Presented By: Brad Young

H.E.R.O.E.S.



Helping

Everyone

Reach

Operational

Efficiency

Safely

Total Safety's H.E.R.O.E.S. card program is one of the many Best Practices recognized during our recent Safety Excellence Awards Process.

This program encompasses several employee reporting options which can all be documented on one card.

Purpose



This program is an employee hazard awareness and communication process that focuses on:

- Reporting hazards (or unsafe conditions)
- Reporting near misses
- Implementing stop work authority
- Conducting employee behavior observations

The centerpiece of the program is the HEROES Card

A form titled "HEROES CARD" with a header featuring the TOTAL SAFETY logo. The form contains several fields for personal and job information, a checkbox for anonymity, and a section for selecting the type of event observed.

HEROES CARD

Print Name: _____

Job Title: _____

Date: _____

Time: _____ A.M./P.M.

Job Location: _____

Job Task: _____

Check box if you want to remain anonymous (*do not print your name*)

SELECT ONE

Employee Behavior Observed
page 2-3

Near Miss
page 4

Safety Hazard (Unsafe Condition)
page 4

Stop Work Event
page 4

HEROES Card Overview



Write a good description so the issue can be properly addressed

Perform corrective action if authorized and feasible

Don't forget to notify your supervisor (and client, if required). Note: You supervisor can notify the client

**NEAR MISS, SAFETY HAZARD
& STOP WORK EVENT**

Description:


Corrective Action Taken:

Client notified? *(check box if yes)*

TS Supervision notified? *(check box if yes)*

Supervisor name:

*To ensure the safe Wellbeing of
Workers Worldwide (W)SM*

 **TOTAL SAFETY[®]**

HEROES CARD

Print Name: _____

Job Title: _____

Date: _____

Time: _____ A.M./P.M.

Job Location _____

Job Task: _____

Check box if you want to remain anonymous *(do not print your name)*

SELECT ONE

Employee Behavior Observed
page 2-3

Near Miss
page 4

Safety Hazard (Unsafe Condition)
page 4

Stop Work Event
page 4

Employee and other information

Check box if you want to remain anonymous. No need to print name

Check box on report type

Card Back/Front

HEROES Card Overview



Interior panels cover behavior observations

Write a good description of the observation

Document any "at risk" behavior observed

A detailed view of the interior panels of the HEROES Card. The form is titled "EMPLOYEE BEHAVIOR OBSERVATION" and is enclosed in a black border. It contains several sections: a header section with the title circled in red; a text box explaining the observation program; a section for "Description of work being observed:" with five horizontal lines; a section for "Did you observe any 'at risk' or unsafe acts being performed? If yes please describe." with five horizontal lines; a section for "Did you implement your SWA?" with two checkboxes for "Yes" and "No", where the "Yes" checkbox is highlighted with a red arrow; a section for "Positive behavior observed:" with five horizontal lines; and a section for "Additional Comments:" with five horizontal lines. Red arrows point from external text blocks to these specific sections.

Check "Yes" or "No" if you had to implement your stop work authority. If "Yes", also check the box on the front of the card

Identify positive behavior observed

Additional comments

Interior panels

Employee Behavior Observations



The HEROES program is a tool designed to:

- Raise safety awareness in a non-threatening way
- Allow for directed/guided observation of job tasks
- Build employee to employee trust
- Create and develop a job task feedback loop
- Identify unsafe acts and behaviors for correction

Employee Behavior Observations



Five steps when performing a safety observation

- **Announce** – Let the person you intend to observe know that you are present.
- **Watch** – Observe the task being performed looking for safe and unsafe behaviors.
- **Ask** – Ask the observed employee questions on why they are performing tasks or taking/not taking the appropriate precautions. Compare answers with standard practices found in work instructions, safety procedures, etc.
- **Reinforce** – Observations are an opportunity to point out positive things an employee is doing.
- **Express Concern** – When identifying risk or unsafe acts/behavior express concern for the employee's safety while providing feedback.

Employee Responsibilities



- Carry a HEROES card with you at all times
- Notify management immediately of near misses, safety hazards and stop work authority implementations
 - Complete the card as soon as possible and turn in to management
- Secure near miss “scenes” if safe to do so
- Eliminate or mitigate safety hazards on the spot if feasible
- Complete observations in accordance with local site goals/expectations
 - Turn in completed cards to local management in accordance with local protocols

Management Responsibilities



- Report near misses, safety hazards and stop work events to your Area HSE manager as soon as possible and to customer representatives (if on a client site and in accordance with client expectations/requirements)
- Place identified safety hazards on the local hazard tracking log. Follow progress of corrective action(s) until completion.
- Cards that involve a near miss or stop work event will be scanned and sent via e-mail to the area HSE manager within 24 hours of the event occurring.

Thank You



Thank you to the Houston Business Roundtable for the opportunity to present one of our many best practices and for the chance to learn from other outstanding organizations in our industry.

Congratulations to all of the other Best in Category Safety Excellence Award Winners!

