

VOLTS Newsletter

VALUING OUR LIVES THROUGH SAFETY

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VOLTS Observation Cards

As we head into 2018 and start to gear up for the outage, it seems like a good time for a quick review on how to conduct quality observations. As with any tool, the most proficient use happens when the tool is used in accordance with its design and purpose. VOLTS observations can be a very effective tool when used efficiently and as designed. A few reminders on how to effectively utilize observations are as follows:

- ☞ Only mark behaviors—safe or at risk—that you actually see. For example, someone working at a computer in an office setting should not be noted as using proper PPE (hardhat, gloves, or working in a confined space, etc.). Each observation should include some safe behaviors along with any observed at-risk behaviors. Typically, 30-40 percent of the categories should be marked, depending on the task being performed.
- ☞ Always include a comment for each at-risk behavior noted. Make sure the comment

section is filled out completely and use good quality descriptions of the activity.

- ☞ Self-observations should be used sparingly and only if a specific exposure is noted and/or an observer has no other option.
- ☞ Carefully consider whether the solution to an at-risk behavior is easy, difficult, or not possible and circle the applicable answer. Those solutions marked as difficult or not possible will be given higher priority when considering if extra attention is needed in an area of concern.
- ☞ Be sure to mark whether an at-risk behavior may be classified as an SIF (serious injury or fatality potential) and circle yes or no on the data sheet. SIFs are given higher priority when considering potential hazards.
- ☞ Please make sure that all parts of the front of the observer card are complete. Date, time, observer number, etc., need to be filled out, circled, or checked. This is important in order to provide and record accurate data.

- ❖ Most importantly—give feedback and have a discussion about the observation. Share ideas and suggestions. Explain reasons for each item marked, whether safe or at risk. Feedback is the vehicle for positive change.

A visual example of a quality observation might be as shown:

IPSC VOLTS Data Sheet Valuing Our Lives Through Safety			
Date: <u>2-7-18</u>	Observer # <u>487</u>	Body Positioning	Safe At Risk
Coached?: <u>Y (N)</u>		1.1 Line of Fire	
Type: <u>Std.</u> Self/Working Condition: <u>(Normal) Outage</u>		1.2 Pinch Point	
Number Observed: <u>1</u>		1.3 Eyes on Path	<input checked="" type="checkbox"/>
Location:		1.4 Eyes and Hands on Task	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Baghouse/Scrubber	Time of Day:	1.5 Ascending/Descending	<input checked="" type="checkbox"/>
<input type="checkbox"/> Boilers	<input type="checkbox"/> 0000 - 0300	2.0 Body Ergonomics	
<input type="checkbox"/> Coal Yard	<input type="checkbox"/> 0300 - 0600	2.1 Lifting/Lowering	
<input type="checkbox"/> GSB Shop	<input type="checkbox"/> 0600 - 0900	2.2 Twisting	
<input type="checkbox"/> Intermountain Railcar	<input checked="" type="checkbox"/> 0900 - 1200	2.3 Pushing/Pulling	
<input type="checkbox"/> Office	<input type="checkbox"/> 1200 - 1500	2.4 Over-Extended/Cramped	
<input type="checkbox"/> Other _____	<input type="checkbox"/> 1500 - 1800	2.5 Ergonomics	
<input type="checkbox"/> Pulverizer/Bottom Ash	<input type="checkbox"/> 1800 - 2100	3.0 Tools/Vehicle	
<input type="checkbox"/> Sludge	<input type="checkbox"/> 2100 - 2400	3.1 Tool Selection/Condition	<input checked="" type="checkbox"/>
<input type="checkbox"/> Switchyard/Converter		3.2 Tool Use	
<input type="checkbox"/> Water Treat/Lime Prep.		3.3 Vehicle Select/Cond./Use	
<input type="checkbox"/> Warehouse		4.0 Procedures	
<input type="checkbox"/> USB Shop		4.1 Energy Source Isolated	
		4.2 Confined Space	
		4.3 Communication of Hazards	
		4.4 Pre-Job Inspection/Briefing	
		4.5 Hot Work	
If card is marked with all safes, please list task observed.			
Number: <u>1.5</u> Yes (<u> </u>)			
While: <u>While descending stairs in Scrubber building, employee was not using handrails.</u>			
Was at Risk for: <u>Was at risk for falling down stairs.</u>			
Because: <u>Was using both hands to carry tools.</u>			
Solution: <u>Employee agreed to make extra trips so hands would be free to use handrails.</u>			
Try: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO Aware: <input checked="" type="checkbox"/> Y <input type="checkbox"/> N Agree: <input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input checked="" type="checkbox"/> Easy <input type="checkbox"/> Difficult <input type="checkbox"/> Not Possible Solution from Observer: <input checked="" type="checkbox"/> Y <input type="checkbox"/> N Try: <input checked="" type="checkbox"/> Y <input type="checkbox"/> N			

In conformance with our DEKRA consultant's recommendation to refresh all employees' familiarity with the VOLTS definitions, we continue with the third category, Tools/Vehicles.

3.0	Tools/Vehicle	
3.1	Tool Selection/Condition	Does the person select the correct tool for the job? Is the tool or equipment clean and free from obvious defects and in good working order with no damage? Are tools and/or equipment in the original condition and/or free of non-approved modifications?
3.2	Tool Use	Is the person using the tool as it was designed to be used.
3.3	Vehicle Select/Cond./Use	Did the person select the right vehicle for the job? Is the vehicle in good operating condition? If not, is it corrected or replaced? Is the person using the vehicle for the designated task correctly?

A complete list of VOLTS definitions can be found in WORD under the **E** tab. Keep in mind that each of these definitions is a result of someone being injured in past incidents at IPSC. Being familiar with these definitions and using them as a guide for marking observation data sheets will result in better consistency and make VOLTS observations more relevant and valuable.

As part of IPSC's Performance Incentive for the 2017-2018 fiscal year, the VOLTS component of the Safety portion requires an average of 750 observations each month to meet the maximum points possible. For the first seven months (July 2017-January 2018), IPSC employees have conducted an average of 770 observations a month. Not only do these observations help us to achieve the incentive goal but also helps to raise our awareness of safety exposures and concerns.

Thanks for all you do!

