

# Behavior-Based Safety Program and Training Services



# Behavior-Based Safety

Behavior-based safety is a key component of lean process improvement that creates a safety partnership between the organization and its employees that focuses on attitudes to instill a personal ownership and accountability toward safety. It supplements all aspects of our safety culture and fortifies the effectiveness of safety initiatives.

Values, Knowledge,  
Skills, Abilities,  
Perception, Context  
Motivation, Attitudes



Policies, Procedures, Engagement,  
Participation, Leadership Commitment,  
Demonstrated Commitment to Safety

## BEHAVIOR

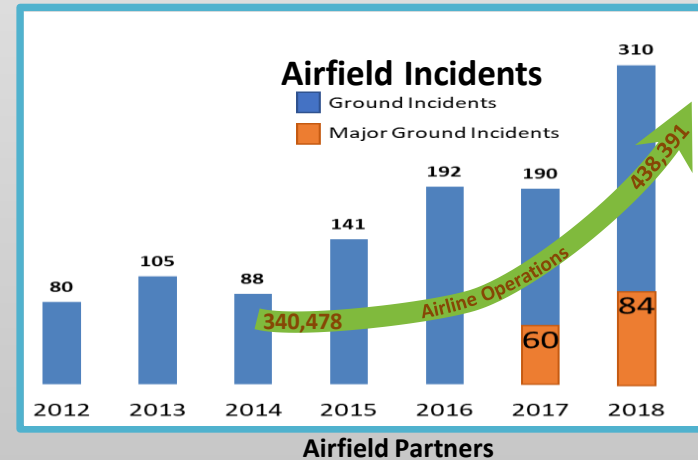
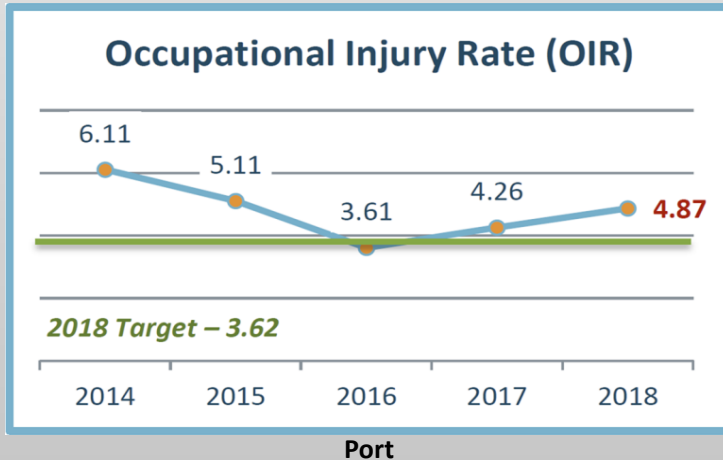
Compliant, Interruption of Unsafe Behavior  
Ownership of Safety, Concern for Self and Others

Instills a Personal Commitment to Safety

# Background

The Port's responsibility to ensure a safe operating environment and promote a safe work culture is our foremost duty.

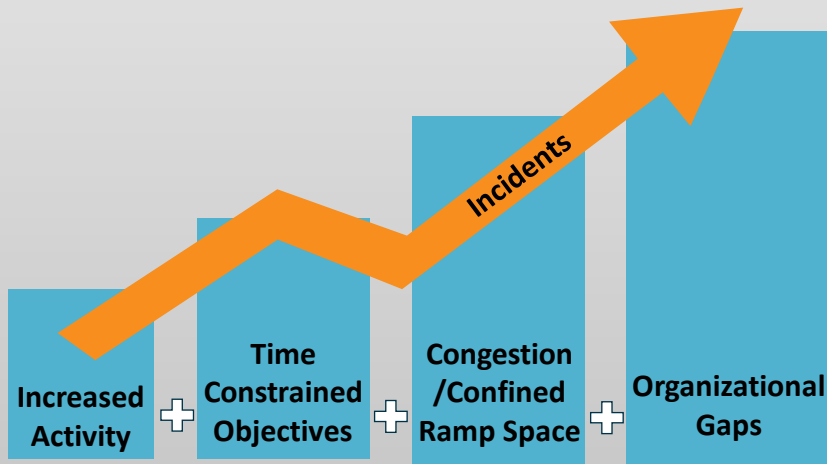
- Safety First
- “One Port” Joint Solution
- Multi-year Approach for Sustainability



The Irony of Success

# Factors Leading to Incidents

## Systemic Issues



## Behavior-Based Risks

- Rushing
- Lack of Proficiency
- Complacency
- Noncompliance/Not Following Instructions

Airport Activity Growth = Increased Risks

# Countermeasures

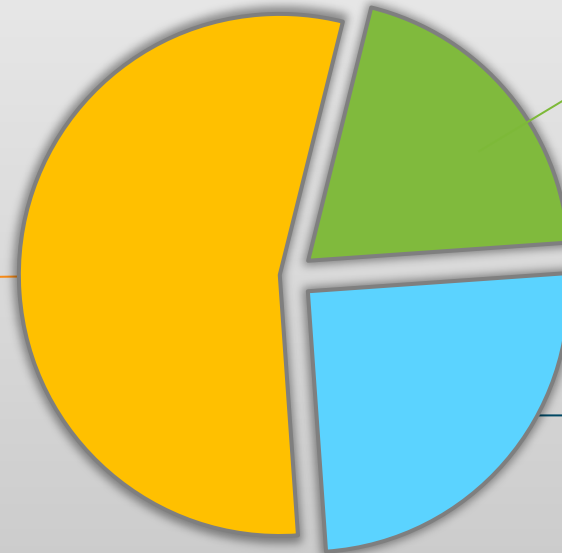
## INCIDENT ROOT CAUSES

### Cultural Factors



#### Systemic Issues

- Behavior-Based Coaching
- Compliance Assurance
- Engagement and Oversight
- Improve Competency
- Focus on Leading Indicators



Breakdown of incident Root Causes:

● 55% Cultural Gaps ● 25% Human Error ● 20% Equipment Failure

### Equipment



#### GSE Management/Inspections

- Equipment Readiness
- Functional Safety Equipment
- Pre-use Inspections
- Immediate Awareness and Repair
- Equipment Use Training

### Human Factors



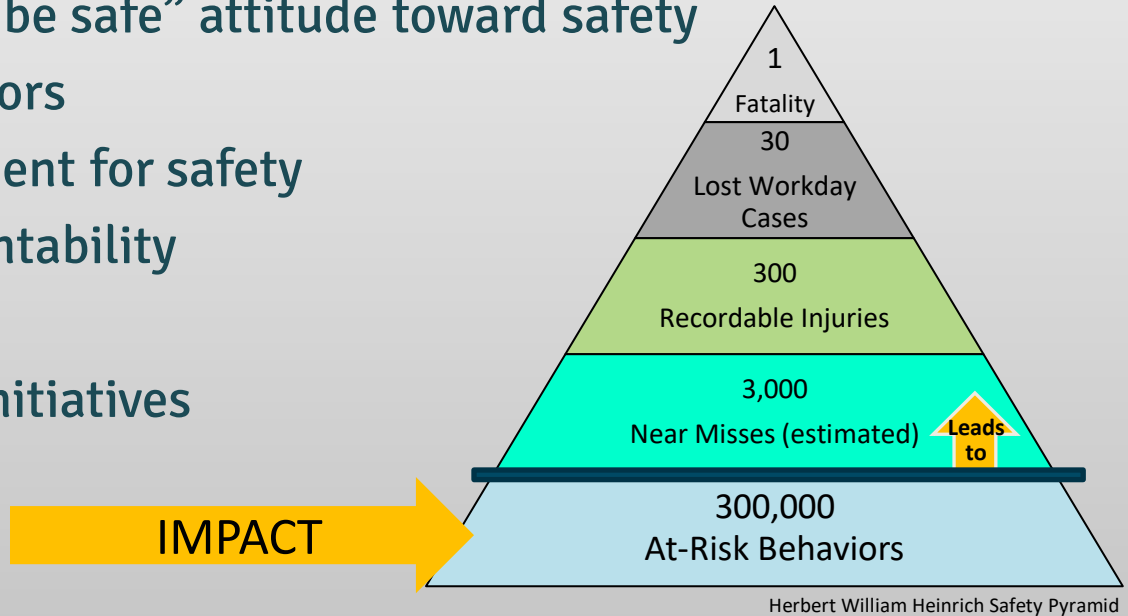
#### Strengthen Compliance

- Adjust Infractions to Apply Greater Effect on Safety Related Issues
- Standardize Training and Proficiency
- Behavior-Based Safety Program

3-Pronged Approach to Mitigate Risk and Improve Safety Performance

# Culture Change

- Standardized safety culture across the Port and our stakeholders
- Instills a positive, “want to be safe” attitude toward safety
- Reduction in at-risk behaviors
- Elicits a personal commitment for safety
- Stimulates personal accountability
- Addresses root causes
- Leverages existing safety initiatives



Behavior-Based Approach Mitigates At-Risk Behaviors

# Every Employee, Customer and Tenant Goes Home Safely

Authorization to procure services and execute a five-year term contract for the evaluation, development, and delivery of Behavior-Based Safety Coaching Program

Term: 5 Years  
Cost: \$2.35 Million  
Cost Recovered: \$2.35 Million

Action Requested