



Behavioural Safety Policy

Purpose of this policy

Moreton & Partners has health and safety policies and guidelines in place to ensure the safety of wellbeing of our employees as far as it is reasonably practicable. To achieve this, the company identifies workplace hazards and implements appropriate measures to eliminate or control risks to employees and to reach our health and safety objectives. To ensure our health and safety measures are as robust as possible, the company promotes safe behaviour in the workplace as a key element in safety management alongside our goal to build and maintain a positive safety culture within the Practice.

What does behavioural safety focus on?

- At-risk behaviours that could lead to an injury.
- Safe behaviours that could contribute to injury prevention.
- Influencing a culture change through attitudes and perceptions
- Driving leading indicators (preventative) rather than lagging indicators (reactive)

Why is behavioural safety important?

It's reported that up to 90% of workplace accidents/incidents are down to unsafe behaviours, or human error. Safe behaviour is regarded as a critical work-related skill so unsafe behaviours can act as an early warning system for accidents and incidents therefore we can drive change if we focus our attention on the unsafe acts. By understanding the what and why, we can address the unsafe acts, monitor them, and take appropriate action where needed.

Collective Safety

Communication is key to ensuring collective safety. M&P believe that behaviour-based safety can only be realised and reinforced by proactive employer and employee involvement. Observation, listening, understanding and tolerance are the right methods to focus on for personal safety as well as the safety of team members.

Categories of unsafe behaviour

Unintentional Errors

We all make unintentional errors from time to time, and it is important to understand why these occur so that we can avoid making such mistakes in the future. Similarly, other people's unintentional errors must be pointed out without delay to prevent reoccurrence.

Habitual Errors

Habitual errors are simply something that becomes a habit because you have always done it that way. To change behaviour, you need to understand the importance of doing it correctly and have the appropriate training and skills in place.

Conscious Behaviour: Violations to behavioural safety

Violations are conscious incorrect decisions made by individuals - whether this is down to taking the easy route, carelessness, or lack of consequences.

Human error is unavoidable, but by taking some simple precautions, you can help reduce the chances of it causing an accident.

How to avoid unintentional errors

Stay aware of your surroundings and be mindful of potential hazards.
Pay attention to your footing and be sure to wear proper footwear.
Use caution when walking on wet or icy surfaces.
Be extra careful when carrying objects or activities requiring balance or coordination.
Take your time and avoid rushing.
If you feel tired or fatigued, take a break, talk to your manager.

Habitual Errors

Make sure that you understand all the safety procedures and protocols associated with whatever task you're performing. If you don't understand something, ask questions until you do. Take your time and don't rush, rushing increases the chances of making a mistake.
Pay attention to what you're doing, it's easy to get distracted when you're performing a repetitive task. If you stay focused, you're less likely to make a mistake.

Conscious Behaviour: Violations to behavioural safety

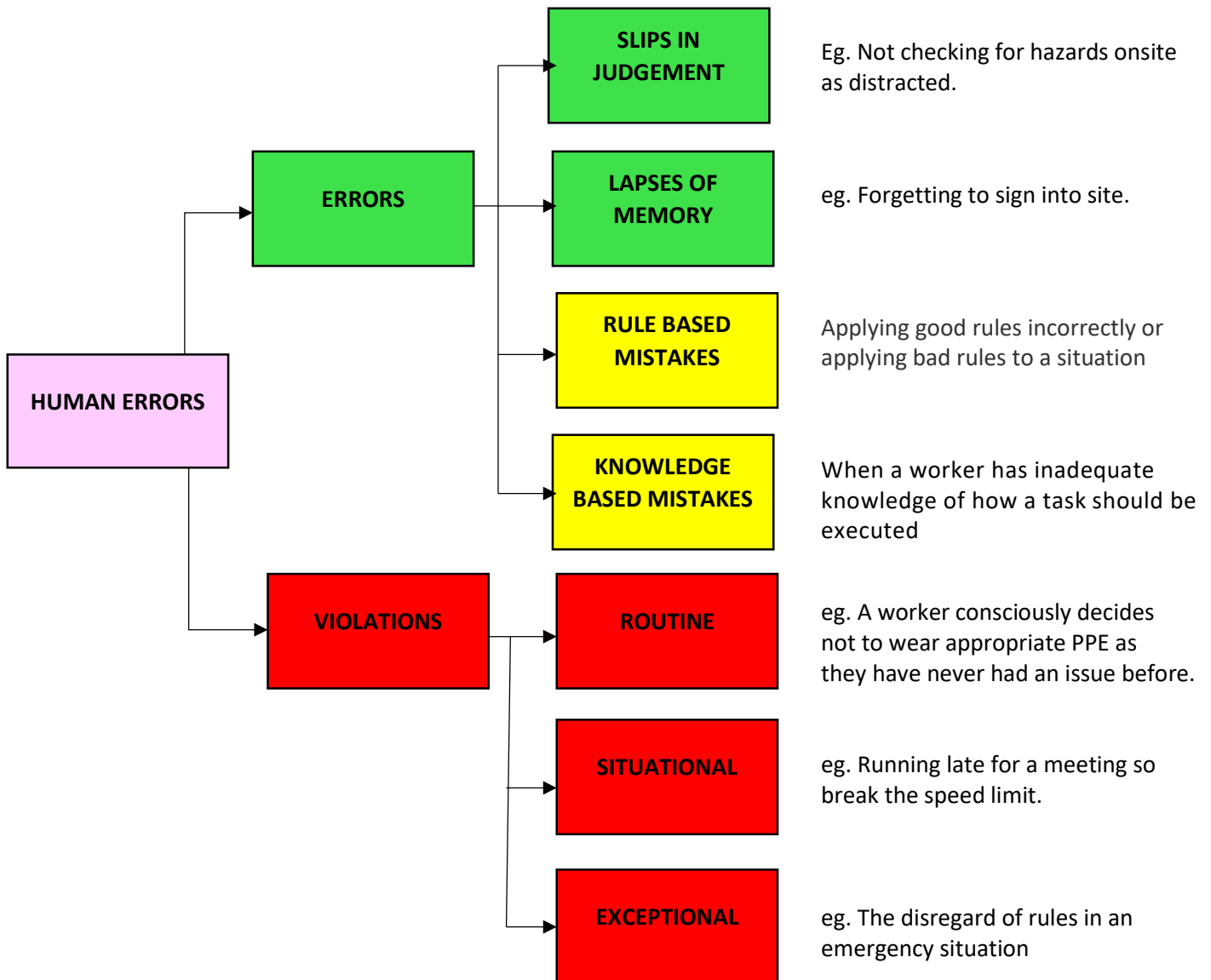
Base your behaviour on what you know are the rules and regulations, do not take short cuts, do not dismiss the rules for your own opinions on how things should be done.
Do not take risks with your safety and the safety of others by assuming that 'it'll fine' even when are aware that it's not the right thing to do.
Conscious behaviour in others: Do not walk past, do not ignore, involve others within the organisation. All third-party violations must be reported to your manager without delay who will cascade to the appropriate H&S personnel.

CATEGORIES OF UNSAFE BEHAVIOUR

UNITENTIONAL
BEHAVIOUR

HABITUAL BEHAVIOUR

CONSCIOUS BEHAVIOUR



Human Error - The Key Behavioural Elements

Understanding why we behave in an unsafe way can help change attitudes and eliminate the risks. Awareness, pressure, fear, concentration, and diminishing the risk, these five behavioural elements are the root cause of accidents attributable to human error.

Awareness

Awareness is more than just being generally aware of your surroundings; it is understanding what is taking place around you and being fully aware of the risks that present themselves to you.

Pressure

We are under pressure in some way the majority of the time. However, unreasonable pressure can make us rush and do things we should not do.

Fear

Fear can be positive and negative. Positive fear such as being aware of hazards around us helps us to stay safe. Negative fears such as being afraid or unsure about speaking out is bad for safety. If a situation is clearly not safe, fear must be overcome to stop the activity and insist on the safe way.

Concentration

Loss of concentration can happen for a variety of reasons such as pressure, personal worries, being distracted at that time and fatigue.

Diminishing the risk

Often individuals diminish the risk to make something work or to get something done, they try to justify going ahead with an activity when they really know they should not. This wrongly diminishing the risk can often lead to accidents. We should assess each situation and not assume that 'It will be fine'.

To overcome the behavioural factors and to support a self-sustaining culture of safety, the Practice will engage with the team and encourage commitment to the key areas below:

Company Culture

Maintaining a culture within M&P where people feel comfortable to speak openly about mistakes and near-misses is important without the individual feeling as if they will be seen in a negative light. Our objective is for M&P to have an organisational environment where behavioural safety, employee wellbeing and open dialogue is embedded within the overall company culture.

Communication

Keeping lines of communication open. To help combat the effect of pressure, fear, and lack of communication, it is important that all staff are aware of the support available to them. Managers must relay the 'open door policy' and encourage dialogue with employees so that they feel comfortable and confident sharing issues or concerns.

Training

Health and Safety training is vital to ensure the safety of all. M&P will therefore make sure that employees are equipped with the appropriate training and awareness to enable them to safely and confidently undertake the tasks required of them and to be aware of the risks. Any employee that is not confident in the tasks they undertake or environments which they work, or visit, must bring it to the attention of their manager to enable further training and support to be arranged.

Regarding home working, employees should conduct regular inspections of their working environment to check for any potential dangers that can pose an injury risk.

Wellbeing

The health and wellbeing of our team members is paramount. M&P will ensure that all staff are made aware of our policies, guidance documents and details of the company approved external assistance that is available to them. Employees also have a responsibility to take reasonable care of their mental health and wellbeing and take due attention that their actions do not affect the health and safety of themselves and other people in the workplace.

We will monitor the effectiveness and review the implementation of this policy and data regularly, considering its suitability, adequacy and effectiveness. Any improvements identified will be made as soon as possible.

If you have any queries relating to this policy, or feel you could contribute to its effectiveness, please feel free to discuss with Marie Moreton or your direct manager.

Director in ChargeMatthew Moreton

Practice ManagerMarie Moreton

Date: 28th April 2025