

## How do workers know how to work safely - Alistair Gibb Webinar Q&A - Questions not answered live

Question	Answer / Comments
<p>Does trickle down happen - no. SME's work "safely" by luck rather than judgement - many do not want to improve. Many do not know the rules to actually comply. I recently asked an SME how many H&amp;S regulations there were that could apply to them - there answer was 1! Surprisingly, you haven't mentioned the CDM Regulations so far and the influence of the client and the designers (Architects at SME level are also very poor at understanding about H&amp;S H&amp;S advice to SME's is also very poor - I'm constantly seeing H&amp;S Policies which are too big, too complex, contain only advice and not clear statements as how they are implementing and complying with H&amp;S - this policy had recently been "approved" by one of the SSIP suppliers as suitable! Sorry, not so much questions as observations - agree with most of what you say - The Construction Phase Plan is also important - on projects but is so often not actually relevant to the project or is in proportion to the project in size.</p>	<p>You make an interesting point - I would agree that 'trickle down' has been assumed and not really evaluated - interestingly, we are currently doing some IOSH-funded work which, in part, is looking at 'trickle across' between major projects, and a second project, funded by B&amp;CE which is looking in to how major projects can make a difference to SMEs &amp; micros. Our work would support your comment that many SME-micros don't know the rules, but I would disagree that they don't have any judgement - rather, I would suggest that they have judgement, but this is limited by a lack of relevant knowledge. The CDM roles for clients and designers are very important and we have done, and continue to do work on designer impact on construction safety... it is just that designer/client role wasn't specifically part of this project. I fully support your view that much OSH paperwork is over-long and over-complicated.</p>
<p>We've been on a journey - from myself and 2 on the shop floor of a fabrication shop - to 100 now in the UK and 35 in Dubai. Your journey graph is an excellent representation of the journey - with the added caveat that the unevenness of the journey is by way of a lag - usually as a result of pain. Not sure that humans will ever respond differently. Key that I've found is not to separate - it's simply integrated into doing things well. Please can you get this very sensible research in front of the HSE! Who remain as dinosaurs. Lose FFI and bring them back to the support fold - we now only view them as the enemy. Agree with your whole message - question is how to get it out there?? With SME owners and managers - seeing this - H &amp; S - as a positive, going home with 10 fingers is a good thing - not Elf n Safety gone mad. Would be very pleased to contribute to future research.</p>	<p>Some useful points - thank you We did think about representing the change of direction as a more 'lumpy' progression, but I like your description of the lag, caused by pain. I also agree with the strategy of not separating out OSH from the rest of how you do things - in fact, when we were speaking to micros we asked them first how they knew how to do their job before going on to talk more specifically about safety. if you get in touch with us we would be happy to involve you in some future work in some way - thanks for the offer</p>
<p>Actual practice rarely matches the espoused practice in the methods statement or manual. Hollnagel accounts for this in his Safety 2 model where people act as the lubricant between written practices and the requirement of the particular task. It seems to me that the seeds for incidents or accidents can be found in the practices that are uneventful. Did you investigate just safe working or sites where incidents occurred? And will you be comparing sites that differ in their safety performance?</p>	<p>Good points - thank you.... Both Holnagel and Dekker suggest learning about what doesn't work by understanding better how things DO work. We weren't directly investigating practice - i.e. our study didn't include observations and so we didn't specifically compare sites.</p>
<p>SME/Micros do move up the supply chain and work for some of the larger organisations how can anyone looking after the OSH of SME/Micros convince those larger organisations that the systems in place are appropriate even though they may not 'tick all the boxes' of those larger companies</p>	<p>Good points - thank you. I agree that larger organisations could (and should) do much more in helping SMEs. And, I consider that it is lazy, but not surprising that most big companies just look to tick sheets to try to force smaller organisations to fit in with their systems.</p>