

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

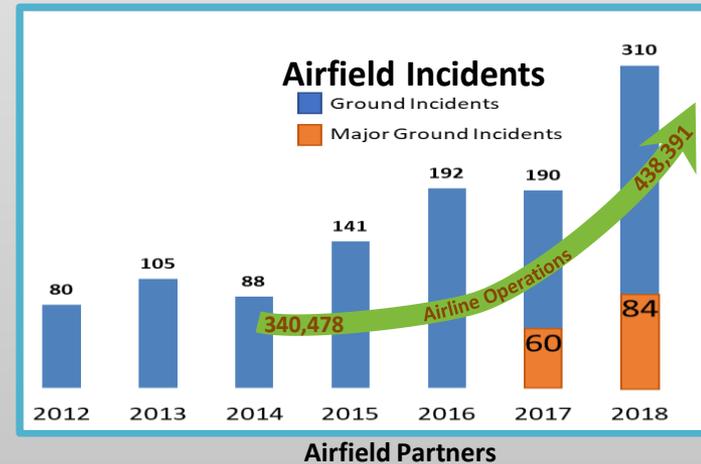
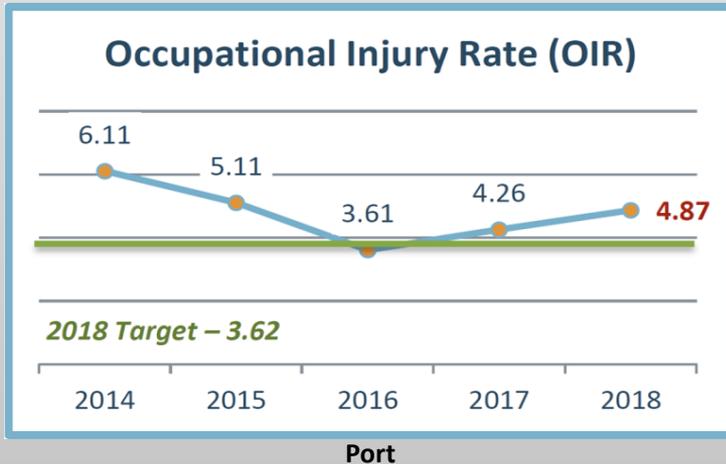
Compliant, Interruption of Unsafe Behavior
Ownership of Safety, Concern for Self and Others

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.

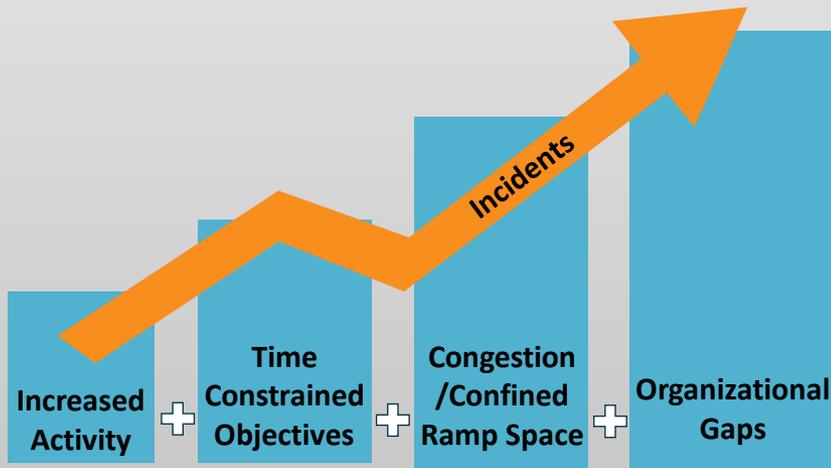
- Safety First
- “One Port” Joint Solution
- Multi-year Approach for Sustainability



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

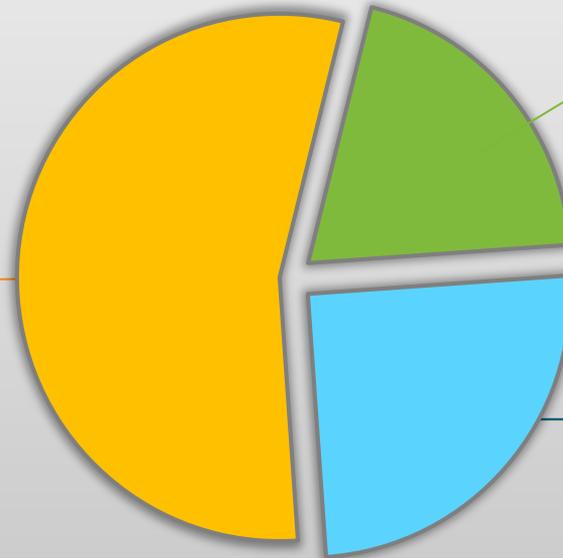
INCIDENT ROOT CAUSES

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



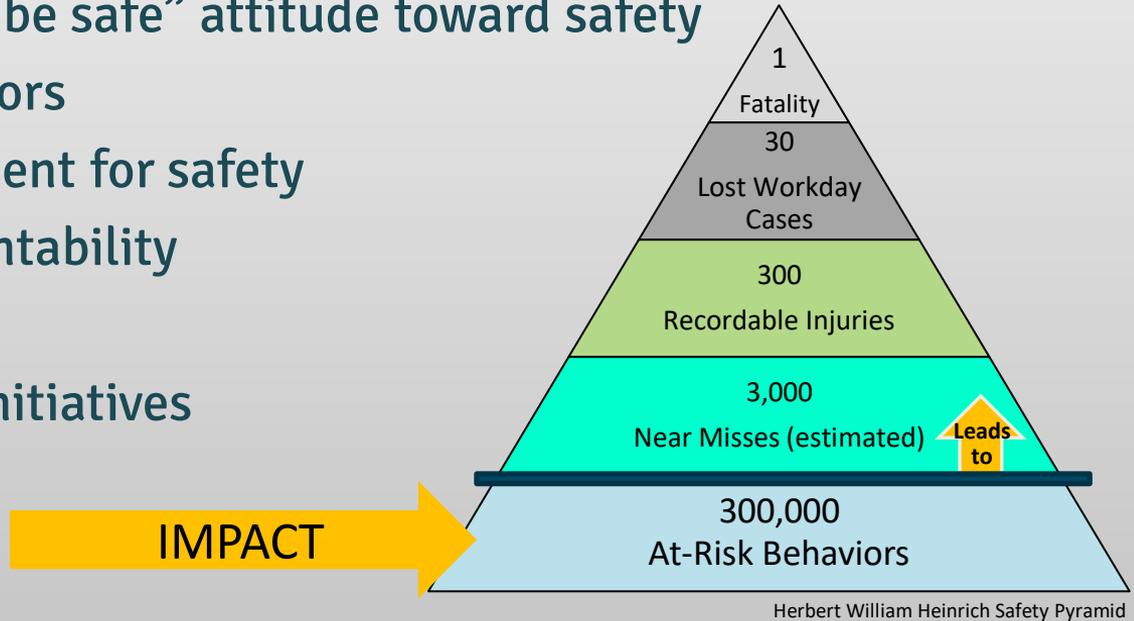
Strengthen Compliance

- 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