
	STANDARD OPERATING PROCEDURE	Document ID	TNCL-OHS-SOP-0026
		Document Owner	OHS Manager
	PLANNED TASK OBSERVATION PROCEDURE	Revision	00
		Approval Date	21 st October 2023





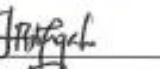
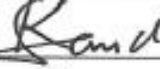



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Human Resources Manager	PETER SHEMAKA		30/10/2023
Engineering Manager	JRM		30/10/23
General Manager	Dr. Ueda Said		04/11/23



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1. INTRODUCTION

1.1 Scope

Planned task observations are to be conducted daily by management, supervision, advisors/consultants and safety personnel on the employees and equipment under their direct control as both a legal and company requirement.

1.2 Purpose

Planned task observation is a tool used to monitor and review the conformance and performance of standards, procedures and controls identified in the risk assessment process. Deficiencies identified by the planned task observation will be addressed during the risk assessment review process.


2. ABBREVIATION

Table 1: Abbreviation

ABBREVIATION	MEANING
TNCL	Tembo Nickel Cooperation Ltd
OHS	Occupational, Health and Safety
HOD	Head of Department
HIRA	Hazard Identification Risk Assessment
IBRA	Issue-Based Risk Assessment
RA	Risk Assessment
PTO	Planned Task Observation
SOP	Standard Operating Procedure
PPE	Personal Protective Equipment

3. RESPONSIBILITIES

All HODs / Contract Owners must ensure that all employees, including contractors, comply with this procedure.

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4. PROCEDURE

A risk assessment team is to draft a planned task observation plan and schedule utilizing the scope of work and critical tasks identified on the baseline risk assessment. The schedule must be populated with the names and designations of all project employees.

The planned task observation plan and schedule are to be reviewed when there is a change in the scope of work.

The PTO matrix shall be updated for each department and progress shall be given to the General Manager weekly.

Whilst conducting a planned task observation, standards of measurement are to be referred to. These standards may be found in safe work procedures, standard safety procedures, method statements and risk assessments.

Both informed and uninformed planned task observations may be conducted on employees. Informed planned task observations monitor the employee's knowledge while uninformed planned task observations monitor the employee's behaviour.

Management is to sign an acknowledgement of review on the planned document to confirm they have reviewed the findings of the planned task observation.

The information recorded on the planned task observations must be utilized as a leading indicator to identify, record and address trends to pre-empt the occurrence of a SHE incident.

Results from plan task observations and trend analysis must be communicated to project employees and action plans implemented to address undesirable trends.


5. RESPONSIBILITIES & IMPLEMENTATION

The following people will have the responsibility for implementing this procedure:

- a) HOD's
- b) Contract Owners
- c) Functional Lead's
- d) Training Specialist / Safety Officer
- e) Site Managers / Supervisors (Contractors)

5.1 HOD Responsibility

- a) The responsible HOD must ensure that a system for planned tasks/observations in his area of responsibility exists and is adhered to. The record must be kept of all observations

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done. A copy of this record should be sent to the safety officer for record-keeping and analysis. The safety officer will present the analysis to the responsible HOD monthly for discussion. After this discussion, he will send the analysis with findings to the training department should there be any shortcomings in the individual training requirements they shall be addressed by the training centre.


- b) The training specialist shall provide feedback through leading and lagging indicators that will be highlighted by the PTOs on a weekly basis in the safety meeting with Site managers / Supervisors & safety representatives.

5.2 Responsible HOD/ Contract owner

- a) The training Lead / Specialist shall draft a PTO's matrix through the leading and lagging indicators or critical tasks.
- b) The responsible HOD/Contract Owner must cover all tasks in his area of responsibility as per the PTO matrix. That will ensure a comprehensive schedule has been set out.
- c) A record must be kept of all observations and any deviations must be rectified immediately.
- d) Should any change to standards, procedures and training material be required due to shortcomings or better and safer methods identified during the conducting of observations, the HOD must be notified to discuss this at the standards committee meetings.
- e) The training department to scrutinize feedback of planned task observations and plan appropriate action for revision of training, competency assessments and or any re-training required.
- f) On completion of the planned task observation the Supervisors and the person being observed will sign the planned task observation.
- g) All PTOs will be drawn up by the safety officers & be presented to the standards committee to ensure alignment with the procedures.

5.3 Reason for Planned Task Observations

- a) These observations are a management tool used to ensure that tasks are performed safely, efficiently and in accordance with the correct procedure and standard, standard, and training.
- b) These observations are used to formulate action plans to control the risk.
- c) These observations are a means of measuring performance, evaluating the task, and formulating corrective action if required.
- d) Performance deviations, whether sub-standard or superior can for example identify the following:
- I. Training needs

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- II. Poor procedures
- III. Potential improvements
- IV. Problems with materials
- V. Problems with maintenance
- VI. Defective equipment

5.4 Types of methods of observations

- a) Planned task observations can either be done formally or informally, can be a partial or complete observation and with or without knowledge of the person being observed.
- b) Formal observations are planned and communicated to the person going to be observed. The task is observed step by step against the procedure.
- c) Informal observations are not communicated to the person being observed.
- d) Partial observations are done by observing only a portion of the task performed.
- e) Complete observations are done by observing the entire task performed.

5.5 Frequencies of Inspections

- a) Planned task observations shall be conducted at frequencies as indicated in the procedure and as scheduled by the responsible HOD.
- b) The following factors can be considered when determining the frequency of observations:
 - I. Major tasks performed.
 - II. Areas where problems are identified.
 - III. Where the procedure is questioned.
 - IV. Newly appointed personnel to ensure compliance.
 - V. Where training is questioned.
 - VI. Poor performers.

5.6 Minimum planned task observation submission periods

- a) The table below indicates the minimum PTO required.
- b) Contractor Owner / Supervisor must conduct planned task observation on his/her subordinate.
- c) All completed planned task observations must be submitted to the OHS department for capturing.


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Table 2: PTOs to be conducted & submitted

PTO's to be conducted & submitted as stipulated below				
HOD / Contract Owner	Supervisor / Foreman / Artisan	Safety Lead / Training Lead / Training Specialist	Safety Officer's	General Manager
2 Per Month	2 Per week	2 Per Month	2 Per week	2 Per month

6. SYSTEM EVALUATION

This procedure shall be reviewed at least after two years by members of the OHS Department and presented to the Standard Committee for approval, or when organizational changes take place or are required as part of internal and external audits. The TNCL Document Controller will monitor compliance with the document control system on an ongoing basis.

7. DISTRIBUTION

List physical locations which require a controlled copy of this document.

Table 3: Distribution


Copy	Controlled Document Folder Location
Master	Controlled Documents Central Filing System

8. CONTRAVENTION

Any breach of this procedure shall be regarded as refusal/failure to carry out a lawful instruction and will be dealt with as per the disciplinary procedure.

9. DOCUMENT CHANGE PROCESS

The process of document change starts when the document custodian identifies there is a need to make changes within the document. The document custodian/ owner shall complete the document change request form, sign it off and submit it to the Document Controller.

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The Document controller shall issue the controlled word copy of the document to the respective document custodian/owner so that changes may be made. The document custodian/owner shall resubmit the updated document to the document controller so that the document can be controlled and updated within the Filing system ready for use by the end users.

9.1 Reason for Change

Table 4: Reason for Change

A	As a result of incidents	F	Change in training requirements
B	As a result of the audit findings	G	Results of risk assessments
C	New / changes in governance documents	H	Change due to spelling or grammatical error
D	Changes in legislation	I	New document format
E	Changes in technology	J	To integrate special instruction into the document control system

9.2 History of Change


Table 5: History of Change

Date of Change	Revision No	Revised Item (paragraph Number reference if required)	Reason Code	Name of Reviewer

10. RECORD CONTROL

Table 6: Record Control

Document Title:	Document ID:	Responsible for Maintenance:	Responsible for Filing:	Location of Storage:	Retention Period:	Method of Disposal:
Planned Task Observation Procedure	TNCL-OHS-SOP-0026	Document Controller	Document Controller	OHS Department	Hard Copy two Years	Hard copy shared file electronic

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11. DECLARATION

I hereby declare that I have taken part in the discussion of this procedure, and I understand its contents and do commit that I shall ensure compliance hereto:

	Name and Surname	Company Number	Designation / Role	Signature	Date Signed
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