

SMAT (Offsite Delivery) (Behavioural Coaching)

(Appendix 2)

Safety Management Audit Training is about **observing behaviours and providing feedback through conversations**. It is a vital part of improving our safety culture. The purpose is to promote safe behaviours through the positive reinforcement of safe acts and to help identify and remove occurrences of unsafe acts. Additional guidance is on the SHE intranet pages.

Date	Start Time	Length of SMAT (minutes)	Coach

Safe Act Coaching Conversations

What safe behaviour did you talk about – who and where?	Potential injury type that has been avoided by this behaviour

Unsafe Act Coaching Conversations

What unsafe behaviour did you talk about – who and where?	Potential injury type that could result from this behaviour	Action Required	Complete?

You must ensure that any actions identified during your SMAT are provided to the action owner(s) and tracked to completion. This form should be locally stored securely in line with business policy. The SMAT must also be entered online.

Extra Notes Section:

Offsite Delivery

Safe Act Conversation	Number	Unsafe Act Conversation	Number
Attention - focussed on task/route ahead		Attention - not focussed on task/route ahead	
Clothing - appropriate for weather conditions		Clothing - not appropriate for weather conditions	
Delivery method - correct method		Delivery method - incorrect method	
Dog - 'd' on envelope applied		Dog - 'd' on envelope not applied	
Dog- kept safe distance or avoided loose dog		Dog- not keeping safe distance or proceeding when loose	
Doorstep-looking down before stepping down		Doorstep-not looking down before stepping down	
Doorstep-turning away from dp and paying attention		Doorstep-turning away from dp and not looking	
Dynamic RA- good assessment of hazards/safe decisions		Dynamic RA- inadequate assessment of hazards/unsafe decision	
Equipment - defective equipment tagged and removed to prevent use		Equipment - defective equipment in use/available for use	
Equipment/personal safety – mail secured in line with security procedures		Equipment/personal safety – mail not secured in line with security procedures	
Footwear - compliant/suitable/sufficient		Footwear - not compliant/suitable/sufficient	
Hazard reporting - reporting hazards in a timely manner		Hazard reporting - not reporting hazards	
Manual handling - good technique		Manual handling - poor technique	
Posting peg - has it with them and ready to use		Posting peg - not in use or fingers through letterbox	
PPE Hi viz - compliant		PPE Hi viz - not compliant/not used	
Not rushing and taking breaks		Rushing or shortcut including not taking breaks	
Steps/stairs-using handrail		Steps/stairs-not using handrail	
Vehicle - driver paying attention		Vehicle - driver not paying attention	
Vehicle - safe distance from vehicle in front		Vehicle - driving too close to vehicle in front (incl tailgating)	
Vehicle - no in cab distractions or mail on front seat/good visibility		Vehicle - in cab distractions/mail on seat/windscreen obstructions	
Vehicle checks fully and effectively completed		Vehicle checks - not fully or effectively completed	
Vehicle handbrake applied/in gear/wheels turned		Vehicle handbrake not applied/not in gear/wheels not turned	
Vehicle reversing - Get Out and Looked (GOAL) used		Vehicle reversing - Get Out and Look (GOAL) not used	

Vehicle seatbelts - wearing it		Vehicle seatbelts - not wearing it/belt pre-engaged	
Vehicle speed - appropriate for road/conditions/yard		Vehicle speed - too fast for the conditions/road or yard	
Vehicle -safely and securely parked/positioned		Vehicle-not safely or securely parked/positioned	
COVID-19 hygiene measures complied with		COVID-19 hygiene measures not complied with	
COVID-19 social distancing adhered to		COVID-19 social distancing not adhered to	
Trimble - high safety score		Trimble - poor safety score	
Trimble - low harsh braking events		Trimble - high harsh braking events	
Trimble - low idling events		Trimble - high idling events	
Trimble - no speeding events		Trimble - speeding events	