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Here is the footage from
“Site Safety Seminar for Capital Works New Works Contracts” organised by the Hong Kong Housing Authority on 28 October 2015.
The speaker is Mr Ray Tsui,
Senior Consultant of the Occupational Safety & Health Council (OSHC),
His presentation topic is “Issuing of Posters of Applying Pointing and Calling to Reduce Human Errors for High Risk Activities”.

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Hello.
I’m deeply honoured to have the opportunity to share with you information on human errors and the “Pointing and Calling” interface.
Since we are running out of time, I will be quick.
Talking about human error, I read this story on the newspaper.
Do you think this is a human error?
A trader pressed the wrong button
and gave a few billion dollars away.
That wasn’t because he didn’t know what “Net Value” or “Total Amount” were.
It was because he forgot to check and confirm the deal.
He handles a lot of deals every day,
and he pressed the wrong button.
As far as safety is concerned,
there can be serious consequences
if the checks are not performed properly.
Before we make any decisions,
or perform safety checks,
is there a quick way to make sure that we don’t miss anything?
In terms of safety, situations like this are quite common.
Take this case as an example.
During a lifting operation, a signaller
failed to check if there were other workers
along the route of lifting,
and gave a wrong signal.
When the operator moved the machine, a worker was hit.
The accident took a worker’s life.
You can see from the picture that rigging has not been done properly.

Investigation by the Labour Department determined the major cause of the accident was that
this kind of mechanical hook that needs to be secured manually was used.
The worker was well aware of this, but he forgot to check if the hooks were secure after he finished the rigging procedure.
So when the load was in mid air, the hook came off,
and a piece of plank fell,
killing a worker.
From the case I just mentioned,
you can see that we spent a lot of effort on site,
in training workers
checking and maintaining the mechanical equipment as well as assessing the risks.
We have taken many safety measures.
How did the accidents happen in the end and how do we deal with them?
Some of the accidents are the results of human errors.
I'll now talk about "Pointing and Calling".
This does not take care of all human errors.
Before an operation, checks have not been
done thoroughly,
and this lead to accidents.
In some cases, human errors are intentional violation of the regulations.
We know it is not right,
but since the project schedule is tight,
we do a few things on purpose.
"Pointing and Calling" can't take care of these problems.
We need other ways.
If it concerns safety behaviour,
we can observe
if there is any dangerous behaviour on the works site.
What leads to the behaviour, and if anything can be done to improve the situation.
"Pointing and Calling" won't solve all matters.
For instance, some errors are madedue to
if the worker doesn't know right from wrong in terms of knowledgeinsufficient knowledge.
He The worker thinks he has done right.
"Pointing and Calling" can't take care of this.
The worker may need re-training.
"Pointing and Calling" helps raising workers' awareness

that they should perform all necessary checks before an operation.
It helps improving the accuracy of safe behaviours.
I believe many of you are familiar with “Pointing and Calling”.
It was introduced from Japan
to confirm the safety condition.
“Pointing” means using the finger to acknowledge an object.
“Calling” is the most important part,
saying out loud the safety condition we need to confirm.
This is to ensure that safety has been acknowledged before an operation begins.
In Japan, you will see that this is implemented very well in the JR system.
In Hong Kong, MTR has also adopted the practice.
We visited MTR previously.
They told us “Pointing and Calling” was performed
before instructions were issued from the control centre.
The confirmation is not only made by frontline staff.
For some important instructions,
the supervisor must also make a confirmation before the operation begins.
In the middle photo, the switches on the track
are sometimes controlled manually.
When the direction is confirmed,
“Pointing and Calling” is performed
before a train is allowed to pass.
This is what happens with the trains.
They have also shared their insights on successfully implementing “Pointing and Calling”,
and provided us with some reference materials.
Firstly, there is no need to point at everything.
Pick out crucial and important procedures that must be checked
to perform “Pointing and Calling” on.
If you point at everything,
you end up pointing at nothing
and forgetting what you need to point at.
MTR only confirms what are important.
For example, if something is not confirmed, trains may crash, or there may be a commotion,
then “Pointing and Calling” must be performed.
We need to tell workers what they need to check.,
What what method and slogan to be used.?

We can engage the workers more and ask for their opinions.
For example, for high risk lifting operations on sites,
there must be ways to implement this.
We suggest you to refer to You may refer to
the posters that we designed.
We have incorporated suggestions from the industry.
Initially the slogans were longer.
We later trimmed them down.
Most of the slogans are only four words long now,
and we use industry jargons as much as we can.
For example, “Plant’s stable”?
“Route’s clear! ” OK!
“Rigging’s correct!”
In addition to the condition,
for example, in rigging operations, we don’t only check if rigging is OK,
but we also need to check.
if Is the plant is stable?.
We need to check the outrigger and the working radius.
And then we need to check if the barriers are OK.
Finally we begin the lifting operation.
After the operation, we need to check if the load is stable.
As you know, many serious accidents happened because
the lock was unfastened before the load was stable,
and the load fell down.
We hope workers can confirm these safety conditions.
Lock unfastened! OK!
The cable can be removed.
Route’s clear! OK!
You may ask
“dDoes pointing and calling like you just said really work?”
A lot of research has been performed in Japan.
How effective is it?
Certainly, the rate of error was higher when
“Pointing and Calling” was not performed.
In terms of percentage,
the rate fell dropped from more than 80% to 16%
when “Pointing and Calling” has been implemented.
Let me show you something more interesting.

What happens if you don’t do both pointing and calling?
If you only say, for example, “Barrier finished! OK!”
and “Plant’s stable! OK!,”
or if you don’t say the slogan and just point with your finger.,
Which which one is better?
According to the research in Japan,
pointing is more effective than just saying the slogan.
You can take this as a reference.
In addition, the OSHC provides a lot of relevant information.
There is a DVD that shows how the system can be implemented,
and provides detailed guidelines.
There are also related training courses.
We have a half-day “Pointing and Calling” training workshop
and a two-day human error management course.
You are welcome to enrol in these courses.
Thank you.