

Getting the SHE message across

Visual work instructions in pharmaceutical industry

Ronald Frencken

Occupational hygienist / safety expert

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**arbo
unie** aan de slag

Contents

➔ Language

➔ Use of images

➔ Pitfalls, tips and tricks

Language in pharma

- Lengthy written procedures and instructions
- Driven by Quality-perspective
- Often in English in international companies

Language in the Netherlands

- Functionally illiterate people (difficulties read&write)
- 1.3 million people aged 16-65 (total pop. NL = 17 million)
- more than half of them are in the workforce

3 reasons to try SHE instructions differently

Model

SHE-WIK-221 **Subject**

All texts in Dutch

Illustrations

Pictures, pictograms

Hazard:

Simple text

Illustrations

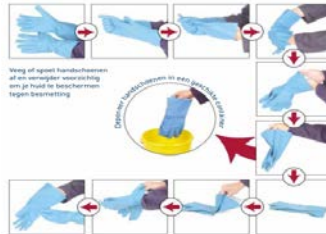
Instruction:

Simple text



Hazard:

- De-fattening and dehydration by IPA, ethanol
- (Allergical) Eczema by glues
- Chemical burns by disinfection agents
- Absorption of chemicals through the skin



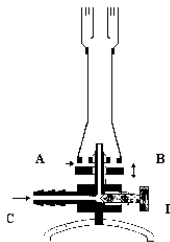
Instruction:

- Use the right glove (see register)
- Prevent contamination when taking off gloves
- Wash your hands
- Use a soft cream for fattening the skin



Hazard:

- Fire through ignition of materials, solvent vapours or clothing
- Explosion by leaking natural gas



Instruction:

- Check gas tubing
- Close air control B completely
- Lighter on
- Open gas valve D
- Ignite the flame from the side
- Wait position: yellow
- Use position: blue
- Close gas valve D after use



Hazard:

Storage of large amount of flammable liquids:

- Risk of Fire
- Non-compliance with Environment Act PGS 15

Model was very well received

Has been used later for other companies



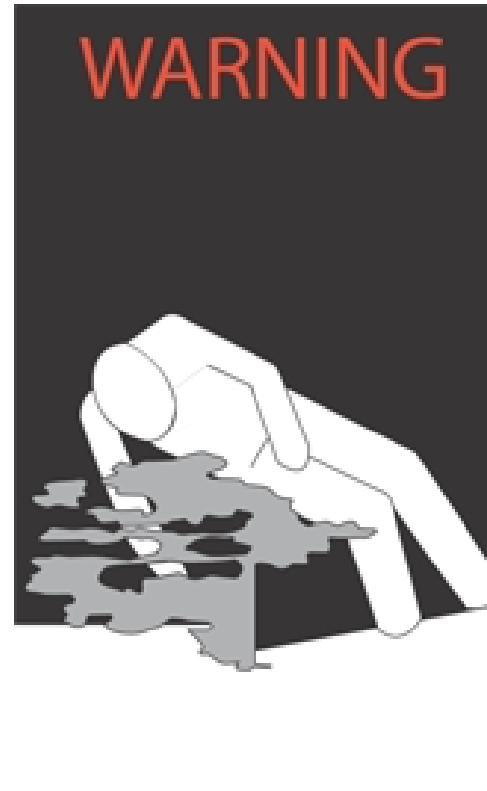
Instructie:

- ! Max 1 bottle per room in use
- +
- ! 6 reserve bottles in the cleanroom (no more storage !!).
- ! Other storage in safety cupboard

Pitfalls, tips and tricks

Images are not always clear as well

This is the formal symbol for the presence of dry ice in a vehicle.....



Pitfalls, tips and tricks

Do not exaggerate



Pitfalls, tips and tricks

Use a mix of simple text and images

Make the instructions available and visible at the workplace

Standardize the format

Check and **test** if the SHE message is understood !

Pitfalls, tips and tricks

Warning: don't use© images with copyright !!



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When ever possible: use pictures of the real workplace
They will be recognized

Thank you for your attention

Any questions now ?

or later: Ronald.frencken@arbounie.nl

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