

Supervisor Safety Training

Module I

Accident Investigation Training Handbook



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4. Conduct inspection/safety talks
5. Correct unsafe actions/conditions
6. Control human error
 - Stop
 - Study
 - Instruct
 - Train
 - Discipline
7. Hazardous conditions
 - Remove
 - Guard
 - Warn
 - Recommend
 - Follow-up

Effective Interview Techniques

1. Interview separately.
2. Interview in an appropriate place.
3. Put the person at ease.
4. Get the individual's version.
5. Ask necessary questions at the right time.
6. Give the witness some feedback.
7. Record critical information quickly.
8. Use visual aids.
9. End on a positive note.
10. Keep the lines open.

Writing a Good Report

1. Identifying information
2. Evaluation
3. Description
4. Cause analysis
5. Action plan

11. Illumination
12. Personal attire

Job Factors

- Indoctrination
- Training
- Follow-up
- Safety rules
- Safety precautions
- Communication
- Supervision
- Material handling/equipment
- Inadequate program

Personal Factors

- Morale
- Fatigue
- Alcohol
- Drugs
- Stress

Step 6: Corrective Action

1. Physical change
2. Procedural change
3. Retrain injured employees and all others.

Step 7: Report to Management

- Standard forms
- Gather facts and determine cause
- Check for:
 1. Accuracy
 2. Completeness
 3. Clarity
- Submit report

Step 8: Follow-up = Prevention

1. All known causes
2. Ask for support
3. Review past reports

Presentation Outline

- I. Introduction
 - Definitions - accident, accident investigation, accident chain
 - Accident costs
 - Accident concepts - safety misbeliefs, carelessness, accident proneness
- II. Reporting an Accident
 - Reasons for failure to report an accident
 - How to encourage prompt reporting
- III. Effective Investigation Techniques
 - Benefits
 - Supervisor role and responsibility
 - Process of the investigation
- IV. Investigative Skills
 - Interviewing
 - Writing a good report
 - Tracking an accident

What is an Accident?

- Unplanned event
- Interrupts production or service
- Results in loss — injury, property or time

What is an Accident Investigation?

- Fact finding vs. fault finding
- Analysis/Evaluation
- Action Plan — prevent future reoccurrence

The Accident Chain Includes:

- Background
- Personal Defects
- Unsafe Acts/Conditions
- Accident
- Injury

When Should Accidents be Investigated:

1. Serious or disabling
2. Minor (first-aid) injuries
3. Property damage

4. "Near miss" incidents

Why Should Accidents be Investigated:

1. Pain and suffering
2. Time and money
3. Efficient management

How the Worker Pays

- Health may be permanently affected.
- Earnings may be reduced.
- Productive years may be reduced.
- Opportunities to go up the line are limited.
- Morale may be destroyed.
- Lowered earnings.
- Permanent total loss of sight or limb.

The Fellow Workers Pay Too

- Equipment is destroyed or damaged.
- Workers may be laid off.
- Fire or explosion can close down an entire plant.

The Hidden Costs of Accidents

Direct Costs vs. Indirect (hidden) Costs

Direct Costs:

- Physical damage
- Medical
- Compensation
- Bodily Injury
- Property damage

Indirect (hidden) Costs:

- Loss of customers
- Loss of sales
- Failure to keep appointments
- Loss of good will
- Wages paid to employees not involved in accidents
- Losses in employee effectiveness

Unsafe Acts

90% of all accidents:

- Violate procedures
- Deliberate acts
- Unknowing acts
- Uncontrollable act

Examples of Unsafe Acts

1. Unauthorized operation
2. Failure to secure
3. Working at unsafe speeds
4. Failure to warn
5. Removing safety devices
6. Using defective equipment
7. Using equipment unsafely
8. Unsafe position or posture
9. Servicing moving equipment
10. Riding equipment
11. Horseplay
12. Personal protective equipment

Unsafe Conditions *

- 10% of all accidents
- Hazardous arrangement
- Temporary or permanent
- Direct or indirect causes
 1. Unsafe acts
 2. Accidents
 3. Normal wear and tear
 4. Design
 5. By-products

* It usually requires an unsafe act to result in an unsafe condition.

Examples of Unsafe Conditions

1. Guards and safety devices
2. Warning systems
3. Fire hazards
4. Unexpected movement
5. Housekeeping
6. Protruding objects
7. Congestion
8. Atmospheric conditions
9. Hazardous conditions
10. Defective tools, equipment

Step 2: Go to the Scene Immediately

1. Attend injured
2. Discuss accident
3. Witness statements
4. Facts — not blame
5. Physical conditions
6. Photos
7. Gather facts
8. Hasty conclusions

Step 3: Interview Witnesses

1. Interview separately
2. Put at ease
3. On spot, in private
4. Ask questions
 - What was injured doing?
 - Unsafe conditions?
 - Unsafe act?
 - How prevented?
5. What happened?
6. Repeat story
7. End on a positive
8. Record information

Step 4: Review the Facts

Examine all elements

1. People
2. Tools and Equipment
3. Place
4. Job

Other sources

1. Memory
2. Inspection/Observation
3. People
4. Records

Step 5: Determine Accident Causes

Be thorough

System flaws

Identify — management and employee factors

1. Unsafe acts
2. Unsafe conditions
3. Job factors
4. Personal factors

- Hiring, training, etc., of new employees replacing seriously injured
- Supervisor's time
- Wage cost above workers' compensation payments
- General overhead expenses
- Personal property losses
- Cost of renting replacement vehicle
- Time while damaged equipment is out of service
- Excessive depreciation and obsolescence
- Lost time by employee at accident scene, investigation, etc.
- Accident reporting procedures
- Medical costs borne by company
- Sound and adequate accident prevention progress
- Poor public relations; adverse publicity
- Added cost of public relations
- Nullification in part of advertising, sales promotion efforts, etc.
- Cost of retraining accident repeaters
- Public wand commercial traffic enforcement costs
- Added costs to government agencies –increased taxes

Safety Misbeliefs

- The job is hazardous and accidents are going to happen.
- Safety is just a matter of luck.
- This person is just accident prone.
- It won't happen to me.
- We've always done it this way.
- It's not my equipment, so why should I care?
- We cannot maintain good housekeeping principles because we have no space or new equipment.
- They don't care about safety so why should I?
- I don't mind taking chances.
- The other guy will think I am a sissy if I always work safely.

Theory of Carelessness

1. Accidents have a specific cause.
2. A chain of events can be linked to the accident.
3. If carelessness is identified as a cause, there is misrepresentation of the true causes.

4. Resulting in, a lack of proper corrective measures and the possibility of another accident.
5. Lastly, implies that a safety program needs only to convince a person to “care.”

“Accident Prone”

- A misleading expression.
- Used to identify a worker who has had recurrent injuries.
- Misrepresentation of an accident cause.
- Instead, physical, mental or environmental conditions must be considered.
- A person may be an “injury repeater” which merely describes an individual’s injury record.
- This term must not be a blanket to the true cause of these accidents.

Other Factors to be Considered:

- Vision
- Reaction Time
- Intelligence
- Hearing
- Age
- Experience
- Emotional stability
- Marital status
- Fatigue
- Illumination
- Noise
- Atmosphere conditions
- Alcohol or drug abuse

Reasons for Failure to Report

1. Fear of discipline
2. Concern about the record
3. Concern about reputation
4. Fear of medical treatment
5. Dislike of medical personnel
6. Desire to avoid work interruption
7. Desire to keep personal record clear
8. Avoidance of “red tape”
9. Concern about the attitudes of others
10. Poor understanding of importance

How to Encourage Prompt Reporting

1. React in a positive manner.
2. Give more attention to loss control performance.
3. Recognize individual performance promptly.
4. Develop awareness and the value of incident information.
5. Show personal belief by action.
6. “Make mountains out of molehills!”

Benefits of Effective Investigation

1. Describe what happened.
2. Determine the real causes.
3. Decide the risk.
4. Develop controls.
5. Define trends.
6. Demonstrate concerns.

Who Investigates Accidents?

The Supervisor’s Role & Responsibility

1. Personal interest
2. Knowledge
3. Communication
4. Corrective action
5. Benefits them

The Process of the Investigation

1. Respond to the emergency promptly and positively — go to the scene!
2. Collect pertinent information about the incident — witness statements and physical data.
3. Analyze all significant causes — review facts and determine cause.
4. Develop and take corrective action.
5. Review findings and recommendations.
6. Submit report to management.
7. Follow through on the effectiveness of the actions.

Step 1: Notice of Event

How do you find out?

1. Injured person.
2. Fellow worker.

Reasons for not reporting

1. Fear
2. Record
3. “Red tape”
4. Poor understanding

When should you find out?

Immediately!