Avoiding Danger at the Buying Point

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What Are We Going To Talk About?

- What is an Accident
  - Definition
  - How accidents occur in the workplace
  - The wild card!
  - Changing Condition
  - Changing Behavior
- Situational Awareness
  - Definition
  - Can we change
  - Improvements
- Data from Buying Points
What is an Accident?
How would you define it?

- I’ll know it when I see it!!!

- Accident:
  - Unplanned Event
  - Planned Events, aka Fraud
  - Resulting in
    - Bodily Injury
      - Fall, Laceration, Lifting...
    - Property Damage
      - Building, Car, Equipment...
  - Whoops...
Unsafe Acts (80%)
+/- Unsafe Conditions (20%)
Producing Predictable Outcomes
They Happen Every Day
THE WILD CARD!!!
You Can’t Fix Stupid!!!
How Do Accidents Occur?

Accident: Unplanned Event Resulting in Bodily Injury and/or Property Damage

Normal Production

Unsafe Act(s)

Unsafe Condition(s)

Near Miss

Minor Injury

Major Injury

Fatality

80%

20%

Accidents NEVER Just Happen

LUCK
Understanding this Concept is the Foundation of Accident Prevention

- Accident Never Just Happen
- Unsafe Conditions (20%) +/- Unsafe Acts (80%)
- Near Miss – Minor Injury – Major Injury – Fatality
- Luck – Stupidity

So how do we change Unsafe Conditions?
- How do we alter employee Unsafe Activity?
- How do Eliminate or Reduce the Roll of Luck?
- Are we just stuck with Stupid?
Changing Conditions on the Ground

- How will they hear unless someone speaks... Romans 10:15
- How will we see Unsafe Conditions UNLESS we look?
  - YES the Green Sign Reads: Fire Exit
- Regular Safety Audits
  - Who
  - When
  - Us and Them
We Can’t Look From the Comfort of Our Office

- Changing the Conditions on the Ground Requires Changing the Position of your Derriere
- Static vs. Dynamic Workplace
- Maximum Involvement in the Process
- Identification of Acceptable Performance
- Accountability
- Documented
That was the Easy One
How do Modify Behavior?

- Multi-Million Dollar Industry
  - BBS – Behavior Based Safety
    - …application of science of behavior change to real world problems…
    - Really

- What is Acceptable Behavior?
  - How do you mount/dismount a vehicle?
  - How do you climb a ladder?
  - When do you use PPE?
Everybody knows how to… Really, then why Accidents???

- Everybody DOESN’T Know HOW TO…
  - But it’s Intuitive
  - Not Everybody has the same level of Intuition
  - Assuming Everybody Knows…

- Training HAS to be an Integral Part of any Task
  - You Cannot, You Must Not Assume Everybody, Every Department, Knows How to Preform Specific Task
Modifying Employee Behavior
Hardest Part of the JOB

- Define Expectations
- Monitor Performance vs Defined Expectations
- When/If the Performance ≠ Expectations Take ACTION
- Reward/Recognize Appropriate Behavior
- Correct/Admonish Undesirable Behavior
- Consistency is KEY
What About the Stupid Factor?

- There ARE Stupid People out There
- They are Hired Everyday
- You Don’t Have to Hire Them
- Employee Selection
  - Full Complete Application
  - Full Complete Interview
Situational Awareness
Federal Government at it Finest

- Remember This
- The Homeland Security Advisory System
  - “The Threat Level Today has moved from Elevated (Yellow) to High (Orange)”
  - OK – What Exactly am I Supposed to do Different
- Situational Awareness STARTS with Knowing the Threat Level but That’s ONLY the Starting Point
Situational Awareness

Situational Awareness is the ability to identify, process and comprehend the critical elements of information about what is happening to the team with regards to the mission. More simply, it’s knowing what is going on around you.

US Coast Guard
Situational Awareness Training
Situational Awareness in Action

- **Identify**
  - You are Working 25 Stories up Without a Net
- **Process**
  - Gravity Sucks and It ALWAYS Works
- **Comprehend**
  - This Job SUCKS
- **Action**
  - Resume Update Time?
Identify – Process – Comprehend AND...

- Identify – Process – Comprehend – Action
- Happening to your Team
  - What Team?
- Regarding your Mission
  - Buying Point
  - Transportation
  - Office
  - Getting Everybody Home Safely???
Can Situational Awareness be Learned and/or Expanded?

- Abe Lemons
  - “Track is the easiest sport to coach, just tell them to stay to the left and hurry back.”

- Can you Improve your Situational Awareness?

- Sure – Why NOT
  - We still can’t fix stupid but we can educate ignorance
Situational Awareness Improvement

- Identify Elements Around You
  - Know What’s on Your 6
- Continual Assessment
  - Static vs. Dynamic
  - The Workplace is Ever Changing
- Avoid Fatigue
  - Take a Minute
Situational Awareness Improvement

- Plan an Escape Route
  - Emergency Exit
  - Defensive Driving 101

- Anticipate the Situation
  - Expect the Unexpected
    - Patrick Swayze – Roadhouse 1989

- Practice
  - “We talking about Practice”
Situational Awareness Improvement

- Monitor the Performance of Others
  - KNOW what your **Teammates** are doing
- Learn from History
  - Accident Type vs. Operations
    - MVA & Falls – Trucking
    - STF & Lacerations – Restaurant
    - CIB & MMH - Manufacturing
  - Loss Leaders
    - Frequency/Severity
  - Day of the Week
  - Time of Day
  - Specific Task/Shift
Injury by Cause 1/1/14 – 8/2/19
57 total accidents
Body Parts Affected

- Muti Body Parts
- Foot
- Fingers
- Upper Extremities
- Shoulders
- Eyes
- Hand
- Chest

Occurances, Total Cost, Average Cost
Accidents per Day of the Week

- Medical
- Loss Time
Tying this ALL Together

- Unsafe Acts(s)
  +/- Unsafe Conditions
  - Near Miss
  - Minor Injury
  - Major Injury
  - Fatality
  - Luck
  - Stupidity

Normal Production

Unsafe Act
Unsafe Condition

Near Miss
Minor Injury
Major Injury
Fatality

LUCK
Situational Awareness Can Make ALL the Difference

- Knowing What is Going on Around You
  - What Happens at 11:00 O’clock?
  - What’s Happening in your Blind Spot?

- Identify – Process – Comprehend – Act

- Keeping the Team in Mind

- Keeping the Mission in Mind
  - Getting Everybody home Safely

- Situational Awareness can be Coached & Learned
  - It’s NOT Height
  - Practice – Practice - Practice
You Can’t Fix Stupid!!!

Questions?