

Accident Investigation Training



What We'll Cover

- The importance of proper investigation
- The role of the supervisor
- Securing an accident scene
- Tips for collecting information
- How to determine the root cause of an accident
- Reporting recommendations

Why Investigate ?

- Uncovers the underlying cause
- Raises safety awareness
- Identifies and corrects unsafe acts or procedures
- Meets legal requirements

The Hidden Cost of Accidents

- Decreased productivity and efficiency
- Increased workload on supervisor and co-workers
- Increased administrative time
- Costs for replacement workers
- Cost for training new employee
- Costs to repair/replace damaged equipment



Why Supervisors?

A Supervisor is in best position to investigate because they know the details regarding:

- The Employee
- The Process
- The Work Practices
- The PPE (personal protection equipment)
- Typical Workplace Conditions

Accident Investigation

Step 1: Secure the Accident Scene

- Provide first aid/medical care
- Take control
- Secure the area



Accident Investigation

Step 2: Collect The Facts

- Preserve and collect evidence
- Take photographs
- Identify witnesses
- Begin the interview process



Step 2: Collect The Facts

Witness Interviewing Tips

DO

- Put them at ease
- Share
- Listen
- Confirm
- Make notes
- Close on a positive note

DON'T

- Intimidate
- Interrupt
- Prompt
- Ask leading questions
- Jump to conclusions
- Show emotions

Step 2: Collect The Facts

Witness Interview Questions

- Describe what happened....tell me more
- Can you show me what you saw? Heard?
- Has anything changed in the procedure/process?
- How long has it been this way?
- What did you notice first?
- Were there any other witnesses?

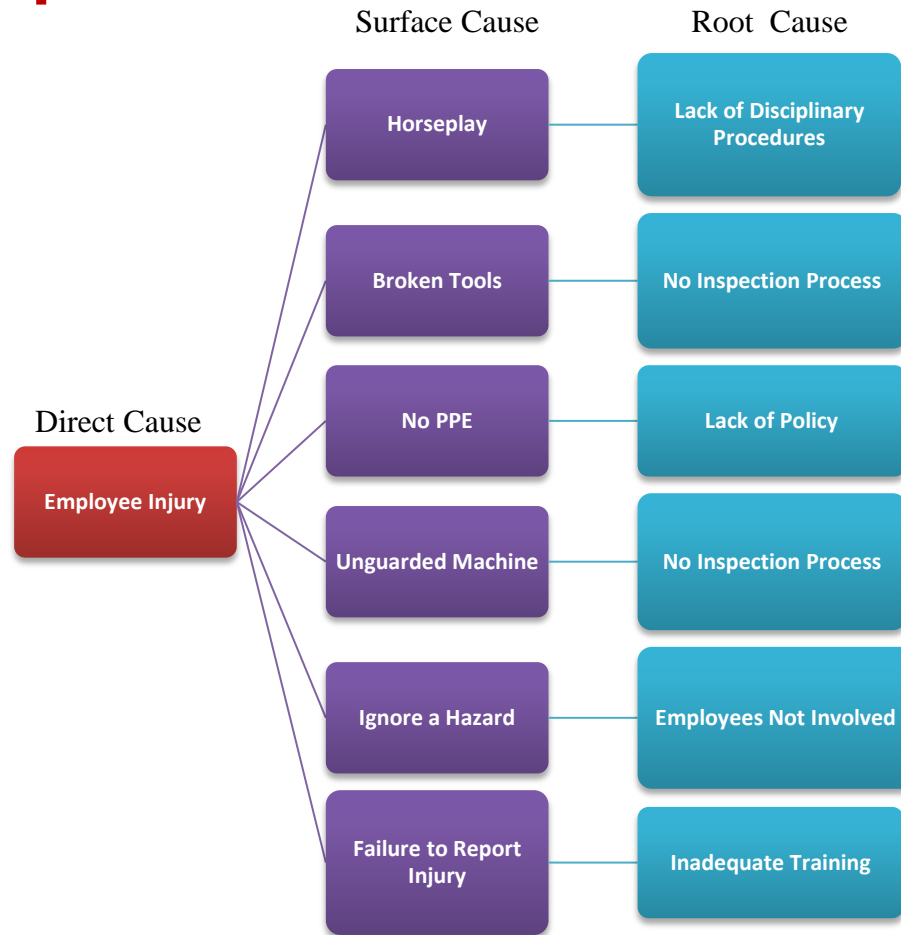
Accident Investigation

Step 3: Create a Timeline



Accident Investigation

Step 4: Determine the Causes



Root Cause Example

An employee slips and falls on a tile floor that is wet.

- **Immediate Cause**: Employee slips in water puddle.
- **Contributing Cause**: Floor was slippery, puddle not cleaned up.
- **Root Cause**: Person, place or thing that created the water

Seek the event that, when eliminated, will eliminate the injury

Types of Hazards

PHYSICAL

- Easy to identify/fix
 - *Electrical*
 - *Unguarded Machines*
 - *Noise*
 - *Heat/Cold*
 - *Housekeeping*

BEHAVIORAL

- Clarify work practices
- Reinforce positive behavior
- Enforce consequences for infractions
 - *Employee attitude*
 - *Corporate culture*
 - *Workplace behaviors*

ERGONOMIC

- Hardest to spot
 - *Poor posture*
 - *Repetitive motion*
 - *Workstation Set Up*
 - *Forceful Motion*
 - *Poor lighting*

Accident Investigation

Step 5: Write the Report



- Timely and complete
- Summarize Incident
- Identify injury/damage, names, dates and times
- Identify the surface and root causes
- Identify and correct hazards
- Recommend specific corrective actions
- Identify responsibility for correction
- Follow up to ensure execution

Final Thoughts

- Make accidents a big deal
- Do a thorough investigation.
- Use logic and available evidence. Listen carefully.
- Avoid leading questions.
- Accident investigations prevent future injuries. Develop and implement some measure of risk reduction.
- Encourage reporting of “near-misses” for an even greater prevention opportunity.
- Keep employees informed and involved in prevention.
- Enforce disciplinary policy consistently.