

SAFETY ALERT
Italy Contractor Restricted Work Incident
June 2011

WHAT HAPPENED

Contractor's first crew arrived on site and barricaded the work area for the replacement of fuel pumps. Although reviewed upfront during the intake discussion, the dealer was initially unhappy with the size of the barricaded area (fig 1). The technician advised him, a second crew would soon arrive with a crane, requiring the space, and the dealer appeared happy with the explanation.

After a while the dealer crossed the work area without proper PPE to go to the carwash. When the same technician asked him to leave the work area, a new discussion took place. When the dealer came back from the Carwash he again entered the work area and when passing by the technician he pushed him sideways. The technician fell down and over a step (Fig2) and sustained bruises at his knee and shoulder and a neck injury resulting in a Restricted Work Incident (RWI).

Fig 1: diagram of the work area

Site and barrier layout

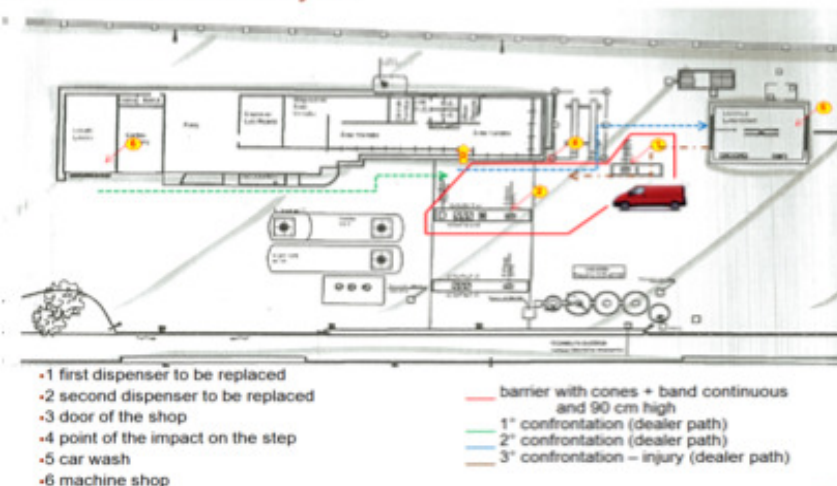


fig 2: Step



WHY DID IT HAPPEN

Consecutive discussions brought the Dealer to a point he became aggressive towards the technician. There was a failure to resolve the conflicting views in a satisfactory way.

WHAT COULD HAVE PREVENTED THE INCIDENT / LESSONS LEARNED:

For various reasons (personal, professional, stress, frustration, etc.) people can sometimes get irritated. These "moods" lower the rational defense and increase the risk for people to engage in activities they are not trained for, to take or to force others to take shortcuts, or to simply ignore the rules.

Recognizing these moods, first with yourself, but also with others, allows you to anticipate this increased risk. In this case the increased agitation of the dealer should have been a warning to avoid further provocation or escalation and to apply every trick in the diplomacy book you can think of. Reading ones "Mood" should become part of your LMRA process. More to come on this.

In the meantime please find some pointers on avoiding conflict situations on the next page.



Avoiding conflicts

Ensure you or your company advises the site manager of the planned work and your expected arrival. Win Win:

- Any conflicts with operations or other interventions can be discussed upfront
- One hour difference to let the customer rush hour go by can make a big difference in efficiency

Do not start work before completing Job Clearance Certificate. Win Win:

- Stick to the agreed process everyone is familiar with
- Opportunity to think as a “Team” to come up with the “best” solution

Avoid conflict with site staff, other contractors, delivery people or customers and stay courteous at all times. Win Win:

- As such you position yourself above the one that is shouting and cursing and is demonstrating “primitive” behavior
- You build goodwill which might become handy at a next occasion

But always If you feel threatened, just walk away, and immediately contact your office or ABB to advise of any major conflict issues. Lose-Lose:

- Everybody wants to do their job
- Work needs to be planned in again
- Site is operating with equipment that needs intervention or is partially out of order

In short.... be the Diplomat, because “Diplomacy, is the art of letting someone have your way“

REMEMBER

The Last Minute Risk Assessment is a continuous process because

the Next minute can be your last one...

Date 14/7/2011

