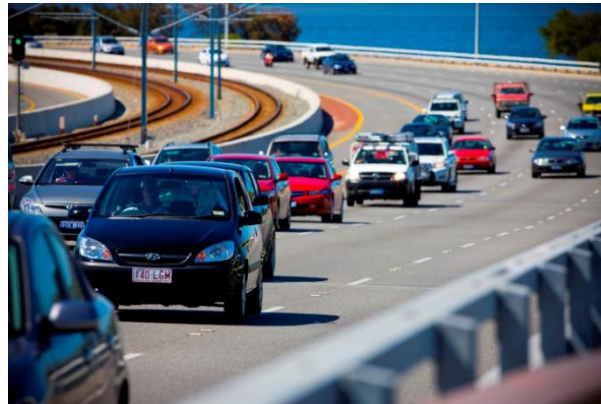


Near miss – the lead indicator

Jim Appleby, General Manager – NSW



Lag indicators



We are an industry with a historical focus on lag indicators:

- LTIFR – Loss time injury frequency rate
- MTIFR – Medical treatment injury frequency rate
- TRIFR – Total recordable injury frequency rate

How we learn

We learn from failure

Usually from incidents:

- Accident investigation
- Root cause analysis
- Lessons learned

However, we have the opportunity to learn before incidents happen


Zero Harm Alert

ZHA12-45
Date: 19/06/2012

LACERATION TO LEG FROM ANGLE GRINDER




What happened?

On the 19th June 2012, a DAW employee (Labour Hire) was de-burring a "rhino horn" on a rotating coupling in an effort to free it up prior to removal. Whilst utilising an angle grinder, the 1mm cutting disc grabbed and was drawn into the narrow groove being dressed. This then caused the 125mm diameter grinder to kick out of the IP's hands making contact with the inside of his right leg above the knee. The resulting laceration required 7 sutures.

Why did it happen?

- > Potentially grinding in an upwards motion and not downwards;
- > Lack of risk assessment prior to the commencement of the task;
- > Incorrect tool selection for the task being performed.

Action required:
Remember: STOP – THINK – ACT – REVIEW

Zero Harm Alert developed and distributed, and investigation in progress.

Review all tasks in which angle grinders are being utilised, and assess safe use practices. Any tasks that require an angle grinder to be used for cutting, needs to have a full risk assessment carried out, and if possible, a safer tooling alternative used.

For further information contact:	Manager ZH – Shayne Hamilton	Phone: 0407 332 472
Authorised by:	General Manager ZH – Matt Hunter	Phone: 0419 097 050

Discuss at next available pre-start meeting/post on notice boards – (valid for 3 months)

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Warning: Printed documents are UNCONTROLLED

Near miss



A near miss incident is where no personal injury was sustained and no property was damaged but where, given a slight shift in time or position, damage and/or injury easily could have occurred.

Report Near Misses

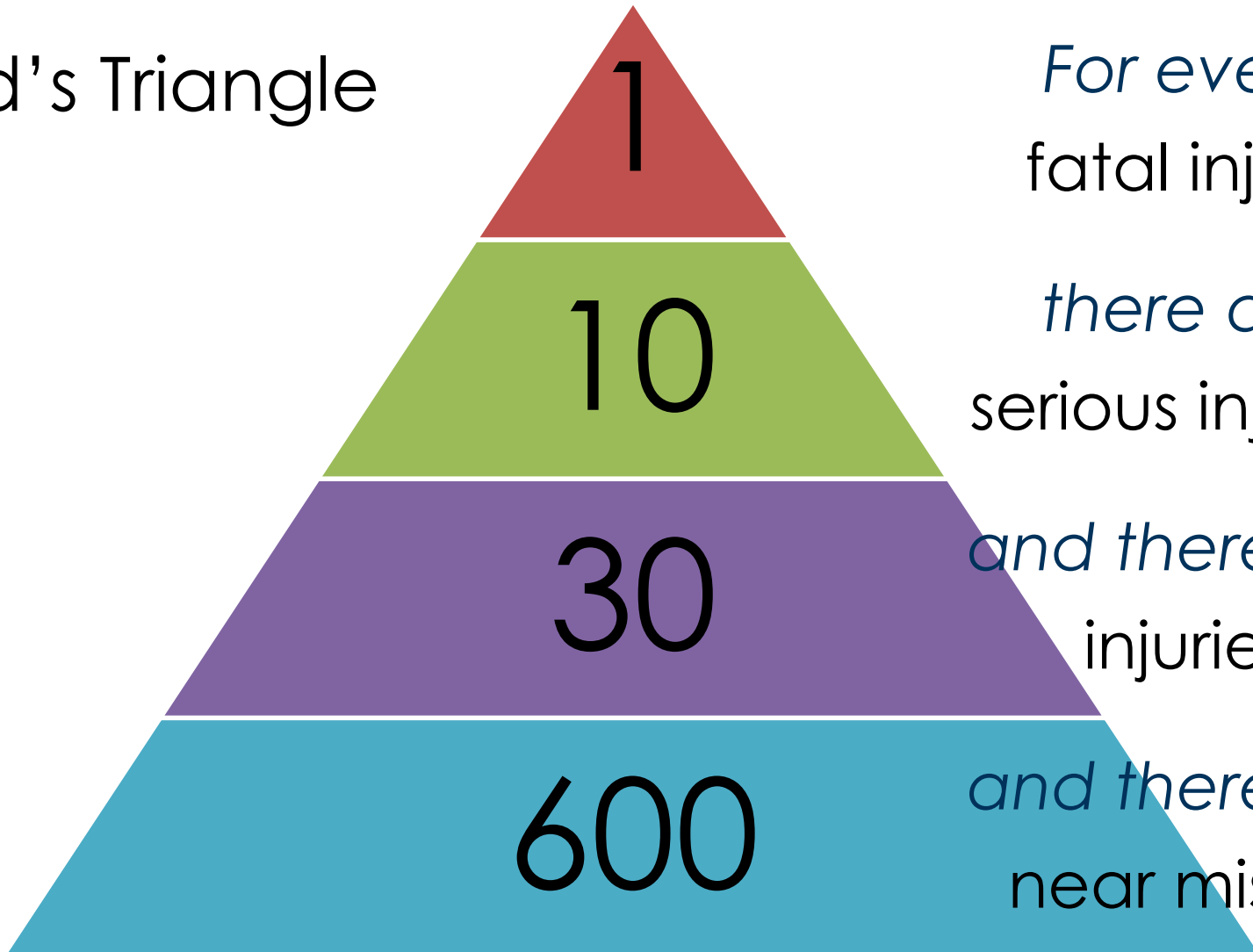


**Checking a near thing can
prevent the real thing!**

Near miss, the theory



Bird's Triangle



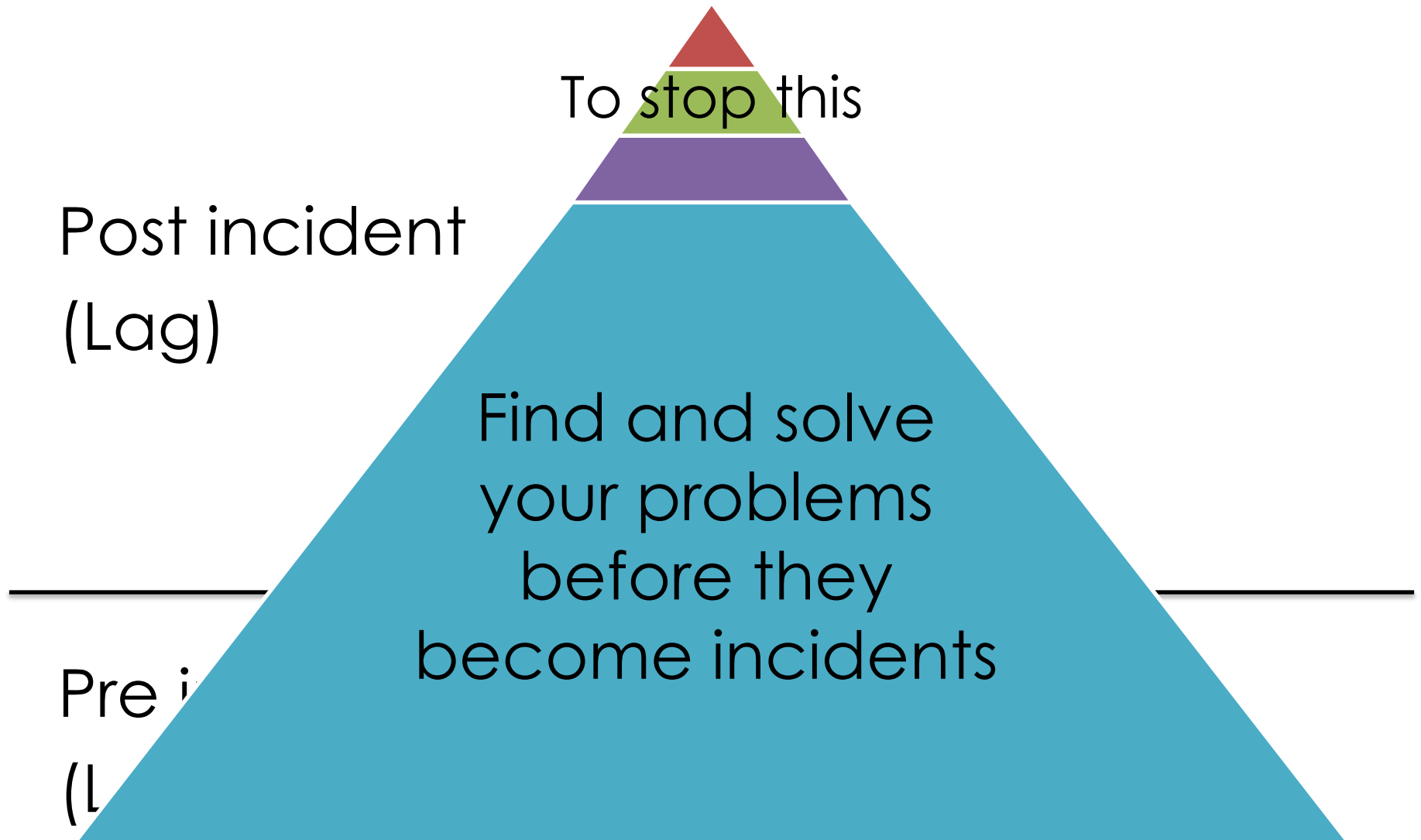
For every
fatal injury

there are
serious injuries

and there are
injuries

and there are
near misses

Think differently



Downer near miss approach



“Mate that was bloody close”

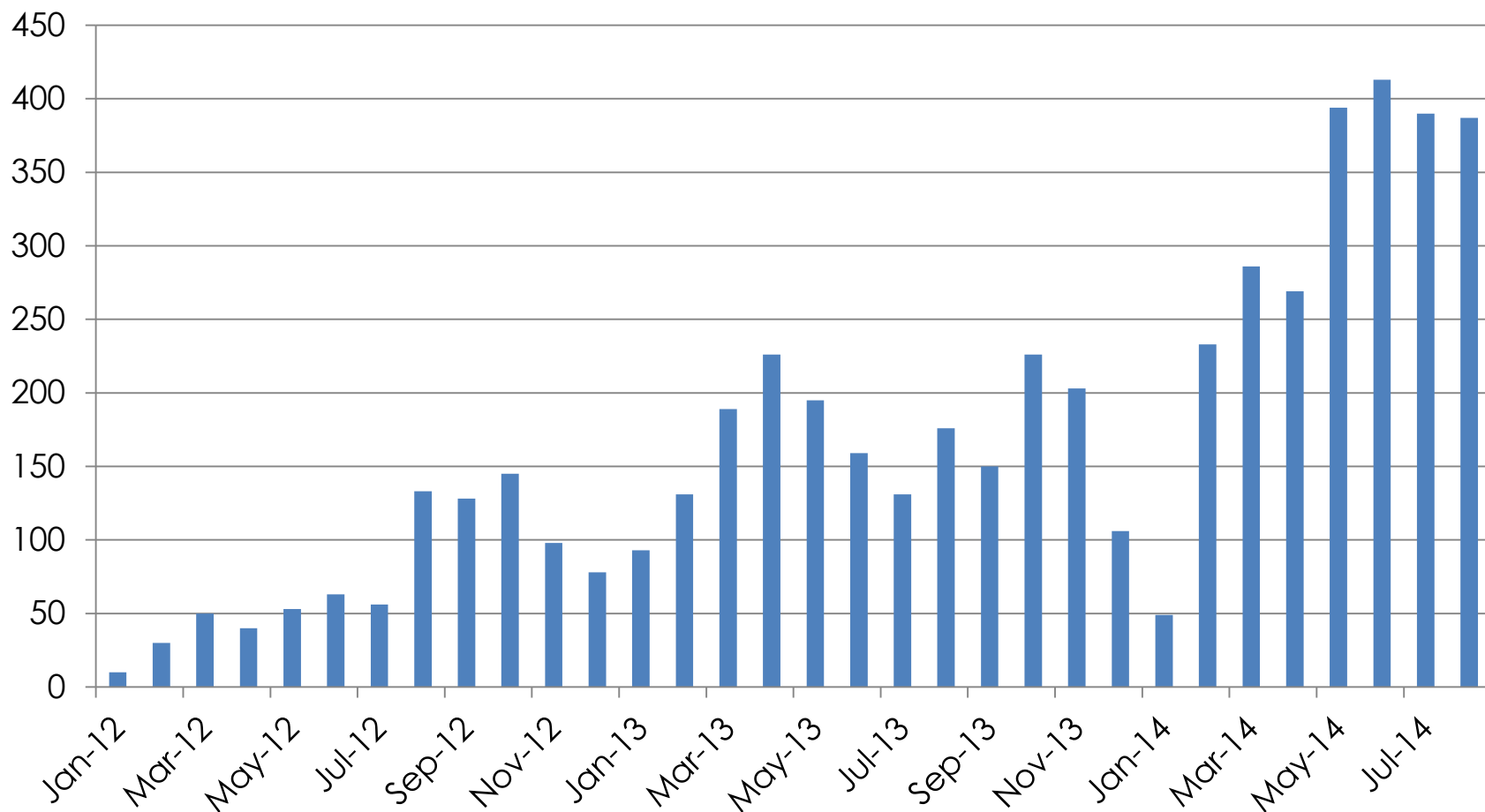
- Builds on the Australian value of mateship
- Easy to understand
- Commenced early 2012



Near misses since the start of 2012



We have had over 5,000 reports in 28 months



Key thrust of near miss program

- Ensure anonymity is possible where desired
- No disciplinary action to be taken on reports
- We commit to contacting every person who logs a near miss to:
 - Ensure we understand the issue and give recognition
 - Demonstrate that reports are making a difference

How the program works

- Hotline number is available for convenience and other approaches can be used
- The reports are logged and distributed, then entered on a spreadsheet
- The spreadsheet is saved on our server and made accessible to all employees
- The spreadsheet is designed to operate as our near miss database, allowing for filtering to enable trend analysis, by:
 - Cause or agency level 1, i.e. traffic control
 - Cause or agency level 2, i.e. a party
 - Cause or agency level 3, i.e. speeding

Zero Harm Coordinator to populate							
Ref. Numb	Company	Location	State (auto fill)	Details	Business Unit	Cause or Agency	Open/Closed
4240	Downer	Robinson Road	QLD	Kimberlin was using the motor broom for sweeping inside the gutter. The broom is too small and throws rocks out all the time. The crew has a cover be made up and fitted to the broom – it has not been done. I have been asking for a month now. While the broom is sweeping it showers the bobcat in stones and could have smashed a windscreen but didn't. We really need to get a screen made up and a maint of the broom. The roller was being moved. The roller tower was up against the roller. The roller driver started his roller up and went to back away from the lighting tower and move the roller all together. The lighting tower wasn't (inaudible). As the roller driver drove away the lighting tower, being on an incline it could have ran away. We stopped immediately & (inaudible) it up and moved the roller away quickly.	Strathpine	Equipment	Closed
4241	Downer	Lugan City Council	QLD		Strathpine	Equipment	Closed
4242	Downer	Great Western Highway	NSW	I was getting calls from last night. TC started taper letter truck and of the job site and was on way and wasn't concentrating. A car & truck came through the job site. I went to talk to him about it and he didn't know what happened	Sasani	Traffic Control - General	Open
4243	Downer	Anzac Ave, Redcliffe	QLD	Evolution 10 ute pulled out to the road lane nearly collecting the work ute. No warning. I spoke to the TC team leader & driver for positive communication.	Bli Bli	Traffic Control - General	Closed
4244	Downer	Penrith City Council	NSW	Still a lot of cars speeding through the site & plus they've got another Downer job running at Penrith. We've got a lot of trucks from that site coming to our site. They could speed through the site & speed the speed limit cause there's a lot of traffic coming through going faster than what they should be. So being a repo of downer they should set a better example.	Sydney Surfacing	Traffic Control - General	Closed
4245	Downer	N.S. Creek Rd, Gilgobee	NSW	Reporting a truck failure. The truck pulling out & the tapping machine. The shuttle buggy push on his rig gate and break it.	Sydney Surfacing	Equipment	Closed
4246	Downer	Cairns	QLD	We had a set of ramps yesterday for loading the small excavator on to the back of the truck. One of them had split down through one of the slits in the alloy steel. It was sent to the workshop & repaired to make it back in to a safe condition.	North QLD	Traffic Control - General	Closed
4247	Downer	Anzac Ave, Redcliffe	QLD	Speeding through job zone registration for the night: 374 LEV was reported to the police. 437 SPC + CPE 25% + 810 KVH + 508 SMV	Bli Bli	Traffic Control - General	Closed
4248	Downer	Terribles Road	Queensland	Just standing in a line with two trucks under a bridge. Mall truck to the foreman to make sure the guys look up all vehicles overnight.	Terribles	Other	Open
4249	Downer	Greenhill St, Croydon	NSW	At 8.30am the VMP & docket state to turn into Croydon Street from the Hume Hwy/Liverpool Rd & there is no right turn before 10am. Once again the VMP & docket is wrong. You can't enter that way you have to go around the block.	Sydney Surfacing	Communication	Open
4250	Jodar	Job# 216 Downer Yard	NSW	Truck being parked on the walkway	Sydney Surfacing	Traffic Control - General	Closed
4251	Downer	Hurstville	NSW	Truck #2 5: I was cleaning up and the clean up sign that was told to move	Sydney Surfacing	Other	Open

This provides



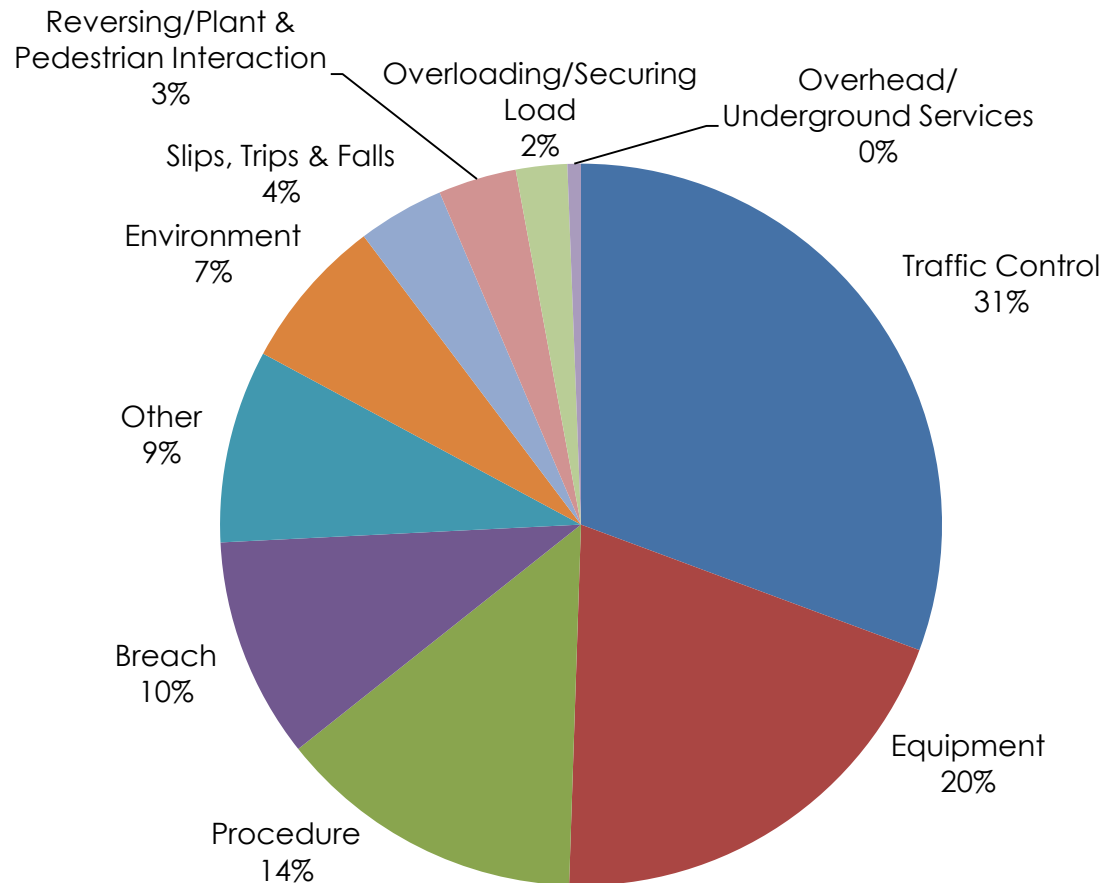
- Data collection
- Trend analysis by:
 - Location / site
 - State
 - Business unit
 - Date
 - Person
- Importantly by cause or agency at 3 levels



Our near miss reports by level 1



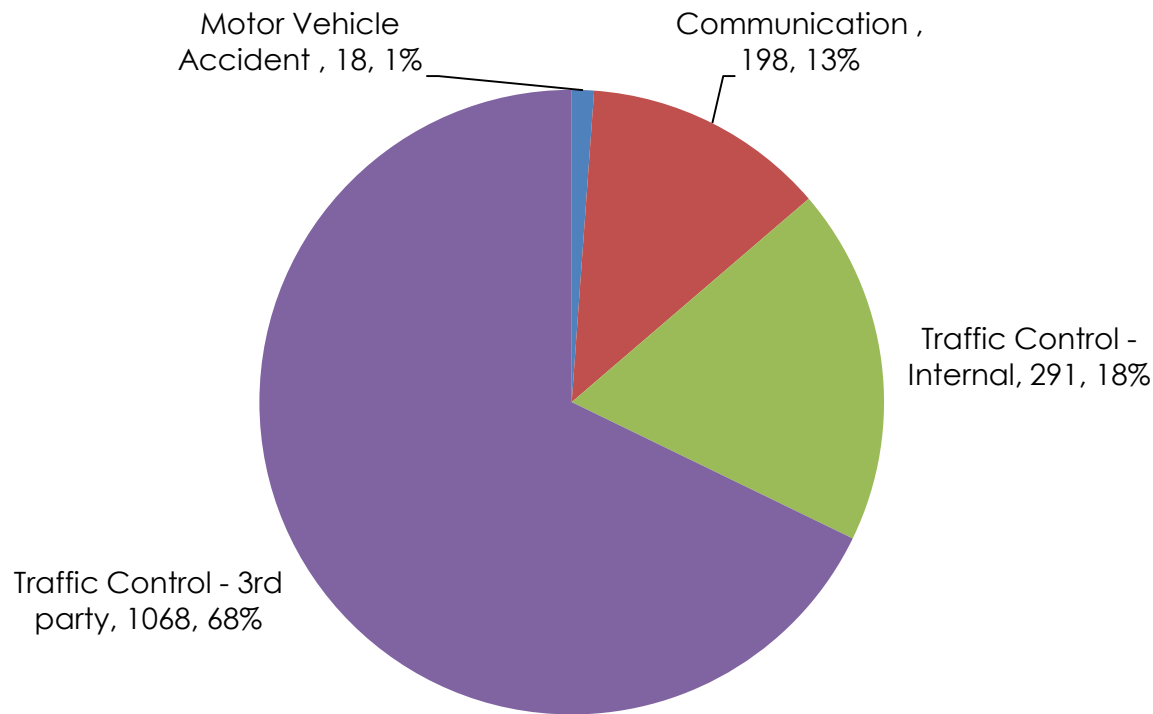
Approximately 1,575 of our near misses since 2012 are related to traffic control



Our near miss reports by level 2

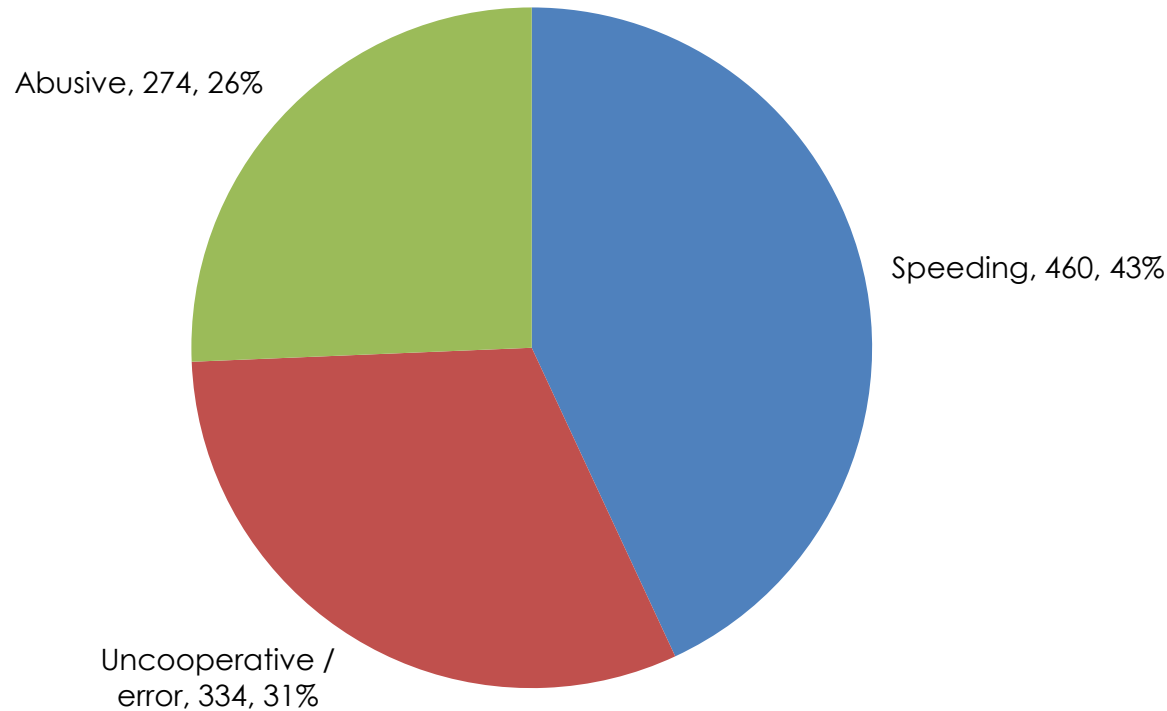


1,575 of the near misses are directly or indirectly related to driver behaviour and/or interface with the public



3rd party motorists are a significant factor. Of the 1,575 near misses, 1,068 are directly or indirectly related to 3rd party motorists

Our near miss reports by level 3



We have recorded 460 near misses for speeding motorists, 334 for uncooperative motorists and 274 for abusive motorists since we started to analyse the issue

Behinds the numbers



It is important to remember that behind all the statistics is a phone call from a colleague that have been in danger of not coming home at the end of the day

Phone Call From Mick P,
Logged 0:30 - 20/02/2013:

Public tried to run over person with stop/slow bat. Whether it was a joke or not, situation needs to be discussed...

Phone Call From Craig,
Logged 0:29 - 01/10/2013:

Same as always - trucks flying past the job doing well in excess of 40kms. We're paving in the middle lane so only have the 1.2m clearance.

Phone Call From Andrew,
Logged 19:39 - 24/09/2013:

A black Mercedes ignored the road closure signs and bollards and continued through the site, employees in the vicinity were made aware, she turned off quickly.

Phone Call From Colin,
Logged 13:13 - 29/09/2013:

A grey Navara refused to stop and came through the jobsite at a speed excessive to the signs. He came dangerously close to workers.

Phone Call From Monica,
Logged 8:29 - 29/05/2012:

Workers occupying a few lanes. They were working on the middle lane when a car came from the other side of the road speeding excessively and crashed into the shop front on the opposite side of the road. No one was hurt.

An effective near miss system needs



- Leadership to drive it
- Clear communication
- You have to be transparent
- You have to action reports and feed back



Benefits



- Hazard and risk identification becomes part of the DNA of our people
- Trend analysis allows opportunity to focus on emerging trends
- Behavioural improvement
- Your lag indicators will improve
- You make better returns



Let's address the issue, road worker safety



- 460 speeding motorists
- 334 uncooperative motorists
- 274 abusive motorists
- Equals 1068 near misses from 3rd party interface
- Traffic control is most reported near miss we have
- It is the most difficult for us to control, yet all the data supports the need for change in this area
- We need industry action to prevent someone in the room “picking up the pieces”
- Remember Bird's Triangle



“Over 5,000 near misses...

...you must be really unsafe”



Aug-14

LTIFR = 0

MTIFR = 1.57

TRIFR = 1.57

Next time you think...



Mate that was bloody close

**If you see a near miss
Report it**

1800 336 766