INCIDENT #1:
A forklift driver backed into a storage rack, pushing the rack into the aisle on the other side. This close call went unreported. Then a material handler who was Tom Riggs works in the receiving area, where employees open packages and put the contents onto pallets. Workers in this area use knives to assist in opening new knife or change blades as required, Tom continued to use the dull blade so he could keep up with the flow of boxes. One day he was trying to stay caught up with the employees unloading a truck when he noticed that his knife was getting dull. Rather than get a

RESULTS OF THE INVESTIGATION
The near miss investigation revealed several contributing factors:

- Backing without checking behind the forklift contributed to the first forklift hitting the rack.
- Exceeding safe operating speed contributed to the second forklift swerving around the rack and into the fluid.
- Traveling with an obstructed view contributed to the collision between the pallet jack and the storage rack.
- Not paying attention and being in a hurry contributed a near slip and fall.
- Not reporting any of the three smaller incidents contributed to an escalation of hazards that resulted in the final incident.
- Had all of these incidents been reported, the problems could have been corrected before they could contribute to other incidents.

SAFETY LESSONS TO BE LEARNED
- When operating moving equipment such as forklifts, pallet jacks and other similar items, make sure your vision is not blocked by the load.
- Always operate any moving equipment at safe speeds so you can avoid sudden turns or quick stops.
- When walking about the facility, always look before entering aisle ways and watch where you are going.
- Be aware of dangerous areas by obeying caution signs, checking mirrors and watching for slipping or tripping hazards.
- Take your time when traveling through the facility to be sure you arrive safely at your destination. Never run while at work.
- When safety hazards or unsafe conditions are discovered, correct or report them immediately. Don’t put others at risk by assuming someone else will do it.
- Report close call or near miss incidents you may encounter.

INCIDENT #2
Tom Riggs works in the receiving area, where employees open packages and put the contents onto pallets. Workers in this area use knives to assist in opening the packages. One day he was trying to stay caught up with the employees unloading a truck when he noticed that his knife was getting dull. Rather than get a new knife or change blades as required, Tom continued to use the dull blade so he could keep up with the flow of boxes.

Tom was having a hard time with one of the boxes, so he decided to pull the knife towards his body to apply more force. The knife slipped out of the box, grazing his arm and cutting his jacket.

This video stresses to employees the importance of reporting all close calls and near miss incidents so that proper action can be taken to improve work conditions and prevent injuries. Topics include employee complacency, escalation of unreported incidents, correcting hazards and unsafe conditions, control of emotions and recognizing and avoiding unsafe acts.

PROGRAM SYNOPSIS:
When an on-the-job injury occurs, we know that a proper investigation can reveal the root cause of that injury. Then ways to prevent similar incidents can be devised and implemented to improve the overall safety of our workplace. Other sources we can study that provide critical information for improving safety programs are close calls and near misses. Reporting these incidents can lead to the correction of unsafe conditions or actions before an injury occurs.

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PROGRAM OBJECTIVES: After watching the program, the participant will be able to explain the following:

- Why it is important to report all close calls and near miss incidents;
- How emotions and poor attitudes can lead to unsafe acts;
- How unreported incidents can escalate into more serious situations;
- What actions can be taken by companies in response to the investigation of a close call.

INSTRUCTIONAL CONTENT:
BACKGROUND
- In order to learn from close calls, the incidents must be reported and investigated.
- Employees need to understand that the purpose of studying near misses is not to punish employees or assign blame; it is to improve workplace safety and reduce injuries.
- Reporting close calls leads to improvements in work areas and job procedures while allowing the correction of unsafe conditions before an injury occurs.
- Failing to report even a small incident allows hazards to escalate into more serious situations.

BACKGROUND:
- A variety of industrial environments: manufacturing, warehousing, assembly, chemical processing facility

LENGTH: 7 MINUTES PRODUCTION YEAR: 2000
**Results Of The Investigation**
The near miss investigation revealed several contributing factors:

- Tom was having trouble keeping up with the boxes because he had to both open and unpack each box. Falling behind made him feel rushed.
- Feeling rushed, combined with the distant location of the tool room, contributed to Tom’s poor decision not to change blades.
- The difficulty of cutting with a dull blade contributed to Tom using an unsafe cutting technique.
- As a result of the investigation, the company started storing frequently used tools and supplies closer to work areas so they could be accessed easier when needed.
- Also, two employees are now used to open and unpack boxes. One employee cuts open the box and the other employee unloads it.

**Safety Lessons To Be Learned**

- When working with any type of cutting tool, the blade must be kept sharp and in good working condition. Using knives, saws or any other tool in poor condition can lead to injury.
- No matter what job we do, safety procedures must be followed. Disregarding safe work practices for any reason puts you at risk.
- When cutting, always cut away from your body. This protects you in the event the blade slips or breaks.
- Don’t allow a poor attitude or being in a hurry override your commitment to personal safety.

**INCIDENT #3**
Rhonda Adams works on an assembly line where job assignments change several times each day to reduce fatigue and strain. To keep from having to walk all the way around the conveyors to get to a workstation just on the other side of the line, employees would climb over a conveyor rather than walking to the nearest approved crossover. This had become routine for employees. Also, the shift supervisor had never warned them not to do it even though he had seen it done.

One day Rhonda attempted to cross the line by standing on the side rails and step over, but she lost her balance, stepped onto the conveyor and fell hard on the rollers. Fortunately, an alert co-worker hit the emergency stop button, shutting down the conveyor. Rhonda was helped off of the line with no serious injury.

**Results Of The Investigation**
The near miss investigation revealed several contributing factors:

- Failing to enforce the company’s rules against crossing the conveyor, the shift supervisor contributed to the employees’ unsafe behavior.
- Repeating the unsafe act without incident contributed to employee complacency about the danger of the moving conveyor.
- The failure of both supervisors and employees to recognize the shortcut as being unsafe contributed to it becoming a standard part of the work routine.
- As a result of the investigation, the company is adding conveyor crossings at locations more convenient to employee workstations.

**Safety Lessons To Be Learned**

- Supervisors must enforce the company’s safety policies. Safety rules that aren’t enforced don’t help anyone and lead to an escalation of unsafe acts.
- Employees must recognize and avoid unsafe acts. If you think what you are doing may be unsafe, check with your supervisor or safety manager for the proper way to perform the task.
- Don’t take chances with your safety. When in doubt, find out.