

SAFESTART HUMAN FACTORS



CONFERENCE

2022

Orlando, FL

November 8 & 9

BAKING SAFESTART INTO THE CULTURE OF YOUR BUSINESS' SAFETY PIE

Rob McManis

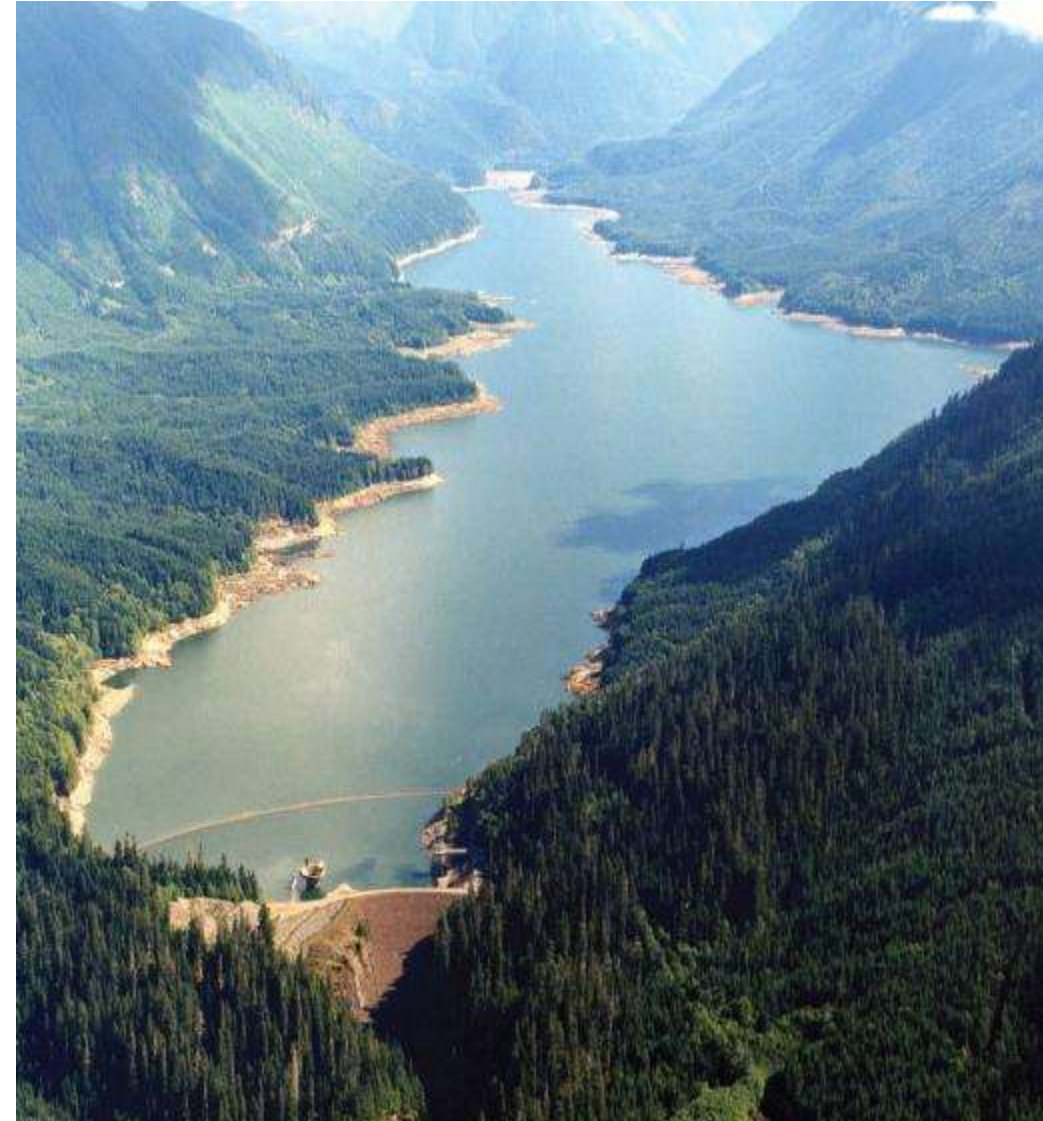
BIO HIGHLIGHTS

- Married to Ann for 35 years
- 1 son Jack working in SF
- Naval officer after college
- Variety of frontline and leadership positions in electric utilities
- Latecomer to safety
- SafeStart principles work for me



ABOUT SNOHOMISH PUD

- Second largest public utility in the Northwest, 12th largest in the US
- 2,200 square mile service area
- 360,000 customers, 90%+ residential
- Largest customers: Boeing and US Navy
- Generate about 10% power needs, purchasing 75% from Bonneville Power Admin
- Approximately 1100 employees



TODAY'S DISCUSSION ITEMS

- Three keys to ensuring sustainability of SafeStart
- Incorporating SafeStart into existing safety programs
- Using SafeStart in accident investigations



3 KEYS TO ENSURING SUSTAINABILITY

#1 Senior Leadership Fully Engaged

- Fully fund the initiative
- Be a visible example by attending training
- Set expectations of leadership
- Tell their own SafeStart stories



3 KEYS TO ENSURING SUSTAINABILITY

#2 Engaged and Empowered Steering Team

- Decision making authority
- Given a budget or member of team has spending authority
- Drive training and marketing program
- Regularly add or refresh members



3 KEYS TO ENSURING SUSTAINABILITY

#3 Make SafeStart Part of Day-to-Day

- Morning briefings and tailboards
- Front line supervisors play a key role
- Positive reinforcement
- Rewards for participation



INCORPORATING SAFESTART INTO EXISTING PROGRAMS

- Close call or near miss reporting
- Safety meeting format
- Driving programs
- New Employee Orientation
- Safety Days or Safety Standdowns
- Reward programs

- Accident investigations



CLOSE CALL / NEAR MISS



Safety Learning Opportunity

Incident Date: 11/19/19

Incident Location: Lake Goodwin area

Summary:

An employee driving a bucket truck pulled onto the side of a road. A second employee got out to spot them due to limited space on the side of the busy road. After getting the vehicle safely off the road, the spotter came around the front of the truck to get into the passenger seat. They saw the driver move the transmission lever to PARK while looking at their laptop at the same time. As the spotter was opening the passenger door to get in, the truck started rolling back. After traveling several feet backwards, the driver realized they had put the truck REVERSE not PARK. They immediately stepped on the brake and put the truck in PARK.

CLOSE CALL / NEAR MISS

Preventative Actions and Recommendations:

Multi-tasking is a form of rushing. Make sure the vehicle is stopped and in PARK before starting other tasks.

SAFE START States and Errors:

Rushing and complacency

Eyes and mind not on task.

SAFETY RELATED HABITS:

Move eyes first before you move your hands, body, feet or car.

SAFETY MEETING FORMAT

Snohomish County PUD No. 1
Energy Control Center
Meeting Agenda
March 8, 2021
4-5 pm

1. Call to Order
2. **Kickoff – SafeStart Stories**
3. Review and Approve Minutes
 - a. Updates to Old Business
 - b. New Business
4. Safety Report
5. Closing
 - a. Next Meeting Date/time
 - b. Last call: SafeStart Stories**
 - c. Leadership Message
6. Adjourn

INCORPORATING SAFESTART INTO EXISTING PROGRAMS

- In-house Defensive Driving Program
 - Incorporated SafeStart States and Errors
 - Emphasis:
 - Not rushing (speeding or multi-tasking)
 - Creating good habits to fight complacency



NEW EMPLOYEE ORIENTATION



SAFESTART[®]

These four states...

- Rushing
- Frustration
- Fatigue
- Complacency

can cause or contribute to these critical errors...

- Eyes not on Task
- Mind not on Task
- Line-of-Fire
- Balance/Traction/Grip

...which increase the risk of injury.

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- There are four common critical **errors** associated with unintentional at-risk behavior.
- When we make one or more of these errors unintentionally, we are also in one or more of four common **states**.



ANNUAL SAFETY DAYS OR SAFETY STANDDOWNS



INCORPORATING SAFESTART INTO EXISTING PROGRAMS

- Reward program for participation
 - Company culture specific
 - In the moment for best impact
 - \$5 coffee card, company store credit
 - Handwritten thank you note



INCORPORATING SAFESTART INTO EXISTING PROGRAMS

- Accident investigation and reporting
 - Initial accident reported immediately via email
 - Accident report due in 5 days
 - Template and drop downs for reporting



SAFESTART AND ACCIDENT INVESTIGATIONS

McManis, Robert B (21-1433)

[Submit Incident](#) or [Logout](#)

After interviewing employee(s) and fact finding, add additional information needed to clearly describe what occurred. Include SafeStart States with corresponding Errors that may have contributed to the incident.

Fact Finding
Information

Employee was walking into work after being in the field and they were looking at their phone and didn't see the curb. They were looking at an important email from the boss.

Cause Analysis

Please discuss and review what contributed to the incident. In addition to obvious causes, discuss States and Errors that contributed (See SAFESTART Principles).

Step 1: Select the States (may select more than one):

States

- State: Rushing
- State: Frustration
- State: Fatigue
- State: Complacency

SAFESTART AND ACCIDENT INVESTIGATIONS

Step 2: The States above can cause or contribute to these critical Errors which increase risk of injury:

Errors

- Cause or Contributing Critical Error: Eyes not on Task
- Cause or Contributing Critical Error: Mind not on Task
- Cause or Contributing Critical Error: Balance/Traction/Grip
- Cause or Contributing Critical Error: Line-of-Fire

Cause Analysis
Description

Employee was complacent. They were working on an important task and expecting an email from their boss causing them to be distracted.

Supervisor/Employee Recommendation(s)

Discuss what steps will be taken to reduce risk of injury in the future with employee and describe them here (see SafeStart CERT: Critical Error Reduction Techniques):

Supervisor/Employee
Recommendation(s)

Work on habits. Avoid looking at your phone while walking. Stop what you are doing if you need to check your phone.

ACCIDENT INVESTIGATION STORY

- You can't make this stuff up
- A true story of a recent accident
- SafeTalk with SafeStart – The Rest of the Story



SUCCESS IN NUMBERS AT THE PUD

- Recordable Injury Rate
 - 2018 – 6.1 (SafeStart pilot late 2018)
 - 2019 – 5.89
 - 2020 – 4.51
 - 2021 – 4.24
 - 2022 – 4.01 (Oct 2022)



SUCCESS IN NUMBERS AT THE PUD

- Severity
 - 2018 – 1941 lost or restricted days
 - 2021 – only 368 lost or restricted days!
- Preventable Vehicle accidents
 - 2018 – 24 with 3.33 million miles driven
 - 2021 – 14 with 3.38 million miles driven



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THANK YOU FOR ATTENDING!