Learning from incidents

- Learning to stop it happening again

- Everyone is involved

- Findings are shared

- Also notice and share what went right

Tailgate meeting talking topics: Setting up for a good day.
June 2018.

Learning from incidents

When something unexpected happens, we all need to report it. That's so we can investigate what happened to learn from it and stop it happening again.

Before the investigation starts: What went wrong?

- Incident investigations are about learning from something that happened.
- Incidents are usually about system failures rather than individual people doing the wrong thing. Think about how the system can be improved to prevent injuries.
  - » For example, people will always crash cars, but using seatbelts prevents some injuries. What could be the 'seatbelt' in this incident?

During the investigation: What can we improve?

- It's about asking everyone involved what they saw and heard – without pointing fingers.
- Be open and honest – no-one benefits if we hold back information that could stop someone from being injured or killed in the future.
- Important controls are agreed and put in place.

After the investigation: How can we help others?

- All findings and recommendations are then shared with the crew, and with the wider industry (via Safetree).

Noticing and sharing what went right is also important

- When something goes well, ask why did it go so well? What should we keep doing to stay successful?
- Notice how you normally work. Things will always change, so how do you adapt to meet those changes?
- If you notice anything going well that you think would be good to share, let your foreman know.