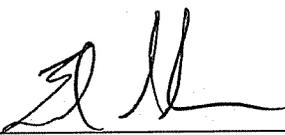


CITY OF SHOW LOW

Near Miss Policy

CITY OF SHOW LOW

Near Miss Policy

Approved by 
Ed Muder, City Manager

Date: 6/29/15

Approved by 
Stephanie McQuillan, HR Manager

Date: 6/26/15

Last review and revision: June 2015.
This document replaces previous versions.

City of Show Low
180 N 9th Street, Show Low, AZ 85901
Phone 928.532.4000 • Fax 928.532.4009

Table of Contents

POLICY GOAL	1
DEFINITION	1
REPORTING	1
<i>Why to report</i>	1
<i>Who is supposed to report</i>	1
<i>What to report</i>	1
<i>When to report</i>	1
<i>Where to get Near Miss forms</i>	2
<i>How to report</i>	2
<i>Near Miss reporting checklist</i>	2
INVESTIGATION BEST PRACTICES	2
<i>When to investigate</i>	2
<i>The Accident Review Board (ARB)</i>	2
<i>Safety/Loss Coordinator (SLC) and ARB roles</i>	3
<i>Near Miss investigation/analysis steps</i>	3-4
NEAR MISS REPORTING FORM	5
CONCLUSION	6

Near Miss Policy

Policy Goal

The goal of the Near Miss Policy is that all City of Show Low employees will communicate and report all Near Miss safety events. The Near Miss form is the primary way to report these events. Employees are not required to use their names on the form but are encouraged to provide sufficient information so an investigation can be immediately and aggressively conducted. The purpose of the Near Miss reporting and investigation process is to identify, correct and prevent future injuries or property damage from occurring.

Definition

A Near Miss is a safety event, injury, unsafe condition or property damage that almost happened or could happen.

Reporting

Why to Report Near Miss Incidents

Near Misses are reported so that we can collectively share our experiences and take preventive measures before someone gets hurt, or property or equipment is damaged. When a Near Miss is reported, the situation is investigated and action is taken to ensure that the event will not happen again. We use engineering, management controls and PPE (Personal Protective Equipment) to remove, alter or abate unsafe conditions before they result in disasters. The best way to avoid unsafe events is to address them before they happen.

Who Is Supposed To Report?

You are supposed to report Near Miss events. Your job, position or title does not matter. If you are on duty and performing your job function and have a Near Miss, or observe a Near Miss, please report it!

What to Report?

It is the intent that all Near Misses are reported. An employee should use his/her own judgment when reporting an event to determine whether the event could possibly have resulted in an injury event or property damage, If in doubt, the best solution is to report it.

When to Report?

The best time to report a Near Miss event is as quickly as possible after the event or observation. The Near Miss form has been designed to take only a few minutes to complete. Fill it out while the details are still fresh in your mind!

Where to get Near Miss forms?

Near Miss forms are available on the City of Show Low "T" Drive in the "Safety" folder. Once in the "Safety" folder they will be found in the "Near Miss Policy" folder. The forms are also available on the City web page under Human Resources/Safety and your supervisor.

How to Report:

When using the Near Miss form, fill out all spaces on the form so that the event can be properly investigated. You do not have to use your name on the form. If you choose to include your name, the investigation will be easier to conduct. The completed form is then routed to your Supervisor, a Safety Committee Member or the Safety/Loss Coordinator.

Near Miss Reporting Checklist:

- Secure the Area
- Take immediate action to ensure the hazard is eliminated or neutralized.
- Fill out the Near Miss form. Be sure to include as much detail as possible so that a thorough investigation can be conducted.
- Turn in the Near Miss Form.
- The form is routed to your direct Supervisor, a Safety Committee Member or the Safety/Loss Coordinator.

Investigation Best Practices

When to Investigate:

The best investigation is conducted as soon as possible after the event/observation occurs, it is crucial that facts are gathered when the trail is still "hot." Analysis and cause determination will be conducted by the Safety/Loss Coordinator and the department representative in a timely manner.

The Accident Review Board (ARB):

The involved employee(s) are an important source of information in the investigation. There is no requirement for the involved employee(s) to participate in the analysis or to include their name(s) on the report, but it is highly recommended. Their participation is preferred but an investigation may be conducted without the involved employee(s), if necessary.

Safety/Loss Coordinator and ARB Member's Roles:

Involved employee(s) provide a clear description of the event and accurate description of work processes. The employee(s) also participate in problem solving and resolution.

The Safety/Loss Coordinator (SLC) and the Accident Review Board (ARB) facilitates root cause analysis. These parties assist in the identification of contributing causes and in obtaining outside resources for extra information. These parties ensure that governmental requirements are communicated and the organization maintains compliance. The SLC and ARB also plan and coordinate related records, meetings, and verification of actions and track related data. The SLC and the ARB facilitate communication of the results to other employees so that they can learn from the experience. These parties also collaborate in problem solving and resolution when appropriate.

Near Miss Investigation/Analysis Steps

The first and last step of every safety event is communication; the SLC is responsible for communicating Near Miss events to ARB members. The SLC facilitates communication of events to other City of Show Low employees as well.

1. Facts Obtained: The SLC, area supervisor, or his/her delegate, and ARB members, when able, are responsible for interviewing employees involved or affected by the Near Miss. They do not try to solve the problem at this point. Questions are open and non-demanding. They compile the results of the interviews and present information to the analysis team.

2. Scene Visited: The SLC, supervisor and ARB members, when they are able, will visit scene of Near Miss. A reenactment of the events and any related procedures may be completed. Notes on any changes that need to be addressed in procedures will be made. Training records may be checked to determine whether or not involved employees have received proper job/equipment/process training.

3. Cause Analysis: The SLC, supervisor and ARB members have the responsibility for facilitating cause analysis. Information gathered is presented to ARB members and subject experts to determine contributing causes. These causes may be related to behavior, machinery or systems. The root cause is then determined. The determination of the root cause is facilitated by asking the question "why" until sufficient answers have been discovered.

Example:

Why was the employee's finger cut?

Answer: No gloves

Why was he not wearing gloves?

Answer: Gloves were not available in the work area.

Why were gloves not available in the work area?

Root Cause: The tool room is closed on "C" shift.

4. Action Plan Development: This process is facilitated by the SLC. The SLC will obtain input from the supervisor, subject experts and the ARB members as needed. The SLC and ARB will determine the steps required for the resolution of the problem. Solutions should focus on systematic changes that can be realistically implemented.

5. Assignments: The following assignments and due dates are assigned through team consensus:

- Person responsible for the overall plan/due date.
- Team members and action items to be completed/due date.
- Persons external to the team (and required for success) are briefed and assigned action items that require their involvement/due date.

6. Implementation: The action plan is implemented. This point is reached when all required action items such as training, procedural changes or engineering improvements have been completed. The analysis team is responsible for monitoring progress during the implementation period.

7. Verification: The investigation analysis team is responsible for determining the appropriate time frame for verification. When this time period has elapsed, the analysis team revisits the area and confirms that the action plan was effective in resolving the problem. If the action plan was not effective, the analysis team gathers the facts and repeats the process until satisfactory results are obtained.

8. Approval: The analysis team is required to ask employees involved in the Near Miss situation if they have noticed an improvement as a result of the analysis team's efforts, If the answer is no, further actions by the analysis team may be required.

9. Communication: Let employees within the City of Show Low know that we have eliminated a potential injury or damage to property!

Conclusion

The adoption of the Near Miss Policy is beneficial for the City because it affords employees the opportunity to find out where our risks are before an accident or injury happens. Since we believe that "Anything Predictable is Preventable", this policy complements the City's commitment to provide the safest workplace possible for our employees. By following the Near Miss Policy procedures employees will learn how to prevent future incidents, injuries and accidents.