



# FACILITIES SAFETY MEETING

## Recognizing Ourselves in Case Studies

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We're all human. We make mistakes and forget things. Our attention span is limited. We overlook crucial evidence when making decisions. We believe we're cleverer, stronger, and faster than we actually are.

Case studies are an opportunity for you to recognize how human factors impact your work. It gives you a chance to use your expertise in what you do and to prevent human factor incidents from happening.

### **Assumptions Aren't Always Right**

A work team using a high pressure water jet was asked to cut steel and pipe

- The work was added to the scope after the team arrived at the work platform
- The work packet only made a general reference to removing equipment
- Toolbox talk instructed the team to cut all material in the area
- Some pieces of the steel and pipe were marked with red and white tape



As the team began cutting the steel and pipe they found they had cut through a live drain line

- In the absence of any other indication the team assumed the red and white tape marked the pipe lines and steel which needed to be cut
- The red and white tape actually marked trip hazards on the work site

### **What Human Factors Were Involved?**

- The team were asked to do work which was not in the original scope. There was no management of change
- Supervision did not communicate the scope and hazards properly
- The operations team assumed people would understand that red and white tape marked trip hazards
- The team thought the red and white tape marked the items to be cut

### **What Can We Learn from this Incident?**

- When we make decisions we interpret the information available to us
- A clear work packet is a good start and an effective tool-box talk helps to get everybody clear on what needs to be done
- Talk about the job at the work site-walk, point, and mark the area to be worked on
- Late changes and additions often lead to incidents