

Incident Investigation

Dear NETS Members,

July 17,, 2010

Veelorna Valaydon-Massé of PMI sent a question concerning incident investigations. Please see her full question, below.

Responses follow Veelorna's question.

Page | 1

Thank you to those of you who responded to the question.

Please contact me if you have any questions or suggestions.

Jack Hanley
NETS
Executive Director
jhanley@trafficsafety.org

Question

1. At what stage do you carry out an investigation for your fleet accidents?
2. Do you have any tools whether electronic system or paper format to conduct a root cause analysis for the fleet accidents?

Veelorna Valaydon-Massé
Engineer Market Safety PMI
Philip Morris International
Email: Veelorna.Valaydon-Masse@pmintl.com
Tel(Office): +41 582 426 016
Tel(Mobile): +41 792 012 042

Incident Investigation

Responses

		At what stage do you carry out an investigation for your fleet accidents?	Do you have any tools whether electronic system or paper format to conduct a root cause analysis for the fleet accidents?
1	Frito-Lay <i>Bill Simkins</i> <i>bill.simkins@pepsico.com</i>	Immediately (as soon as practical) all initial facts are identified, scene is preserved, pictures, video, etc, Comprehensive data analysis/follow-up within 24 hours of event. Investigations that do not occur within 48 hours are subject to severe scrutiny and consequence for managers.	We utilize checklists so as not to oversight, and we also enter findings into e/files as well
2	Sunoco <i>Bill Sanicky</i> <i>WMSANICKY@sunoco.com</i>	See accompanying " Incident Investigation Procedure"	See accompanying "Incident Investigation Procedure"
3	G E Healthcare <i>Jeri Hall</i> <i>jeri.Hall@med.ge.com</i>	Employees are required to report all events/incidents/accidents within 24 hrs and we (EHS) are required to begin investigation within that 24 hour period. The investigation can go beyond the 24 hr period, but it must begin within that timeframe. If corrective actions are required, we document that in the investigation and follow thru to completion	GE Healthcare uses the Gensuite program to document accident information. As part of the investigation, we are required to perform the RCA using the 5 Y system to determine that cause. We are not allowed to use "human error" without detailed investigation and must get approval from General Manager to use; Corporate believes human error is too generic and we need to do more thorough investigations to get to underlying cause.

Incident Investigation

Responses

Page | 3

		At what stage do you carry out an investigation for your fleet accidents?	Do you have any tools whether electronic system or paper format to conduct a root cause analysis for the fleet accidents?
4	AstraZeneca <i>Mary Rose</i> <i>mary.rose@astrazeneca.com</i>	At this point, while every collision incident is investigated from the standpoint of classifying it as preventable or non-preventable, a thorough analysis of a collision event is only undertaken when there is a fatality or serious injury (defined as injuries requiring hospitalization of more than 24 hours). And, since we have drivers located all across the US, we deploy a private investigator who is local to the area where a collision occurred to assist in gathering information about the collision scene, the vehicle and any information that might be gleaned from police officials.	The data that are collected (e.g. driver information, vehicle information, scene description, etc.) are captured in a WORD document and shared electronically with SH&E professionals and as well as the appropriate global management teams.
5	Shell <i>Mike Watson</i> <i>Mike.Watson@shell.com</i>	We carry out an initial investigation on all incidents immediately after they happen and then a more detailed investigation in the coming days. We have a requirement that all incidents are investigated.	We use an automated tool to investigate fatal, major (LTI or rollover) and serious (TRC or OSHA recordable) and a lesser scale tool to investigate minor (no injury) type incidents. Both are automated and involve a series of conditional questions. Also, these tools are supplemented by detail investigations that are conducted which include visits to site, etc.

Incident Investigation

Responses

		At what stage do you carry out an investigation for your fleet accidents?	Do you have any tools whether electronic system or paper format to conduct a root cause analysis for the fleet accidents?
6	Verizon <i>Gary Schongar</i> gary.j.schongar@verizon.com	<p>We have a manager "self service" incident reporting system for on-line reporting of motor vehicle incidents (as well as injury/illness and pandemic incident reporting). When the initial incident report is submitted, the system sends the information to our TPA for claims processing, metric classification and initiates an in-house incident investigation process. Supervisors have a set period of time to input investigation data. All MV (and injury/illness) investigations are required to be investigated.</p>	<p>The process described above is automated. Each incident has three days to input and submit the investigation for approval. The system allows for uploading pictures, documents and other file types. There is a critical task and root cause analysis decision tree built into the investigation software. Upon submission, the investigation must be approved by the next level of supervision and is channeled to the respective safety organization for review and oversight.</p> <p>The application was built in house on a PeopleSoft/Oracle platform tied to our Enterprise Safety System. I can provide additional information if interested.</p>
7	Amgen Scott Thompson sothomps@amgen.com	<p>We investigate work-related injuries that are Recordable (i.e., OSHA Recordable, where they receive medical treatment).</p>	<p>Internal Electronic system used to document incident facts, details, etc. The investigation results and any subsequent corrective/preventive actions are also documented in the system if any. We have an investigation worksheet/aid to assist management with collecting the information when it's needed.</p>

Incident Investigation

theresa.l.snow@pfizer.com

Page | 5

		At what stage do you carry out an investigation for your fleet accidents?	Do you have any tools whether electronic system or paper format to conduct a root cause analysis for the fleet accidents?
8	Merck <i>Bob Holman</i> <i>robert_holman@merck.com</i>	Actual field investigations are rare and usually only for very serious injury collisions. If the collision results in a work related employee injury, the manager does complete an injury investigation to meet company and OSHA requirements.	We use a basic investigation technique for injury illness investigations. Collision data and causes are captured by our collision management vendor and placed in a secure database.
9	Coke Enterprises <i>Amy Lokken</i> <i>alokken@cokecce.com</i>	We complete an investigation on all incidents - this includes "mystery damage" incidents that occur to the fleet. Our fleet team will not do any vehicle repair unless there is a claim in the system, which then generates an investigation by the supervisor.	We use a pretty basic system - but it is all completed on line. We recently changed the tool we were using so hope to be able to do much more detailed analysis around what the investigations are telling us as we begin to get more reports out of this new system.
10	Pfizer <i>Teri Snow</i> <i>theresa.l.snow@pfizer.com</i>	Fatalities and serious injury accidents including pedestrian and cyclists are involved.	We don't we rely on third party resources for the investigations.