

## TOOLBOX TALK #21

### CREATE A NEAR-MISS REPORTING CULTURE

What's a near-miss?

OSHA defines it as a potential hazard or incident in which no property was damaged and no personal injury was sustained, but were, given a slight shift in time or position, damage or injury easily could have occurred.

It's important to report near-misses because they can bring safety issues to light. Once informed, employers should address and correct the hazard to prevent a future incident.



Here are 5 steps employers can take to encourage effective near-miss reporting:

1. **Promote reporting of near-misses.** Employees need to know that they won't be retaliated against for reporting a near-miss. Establish clear guidelines on how to report incidents, including who the employee should tell
2. **Take all reports seriously.** Conduct a full investigation of the incident to gain an understanding of the root causes. Look for underlying issues that may be contributing
3. **Track all reported near-miss incidents.** Look for patterns or trends. These can indicate a larger problem. Use the analysis to identify areas for improvement
4. **Fix it.** Address the problems, fix them and, if necessary, train workers on the problems. Other considerations: update safety procedures and/or make equipment changes
5. **Make it a learning opportunity.** Share near-miss reports and findings with employees, as well as what corrective actions were taken. Lead a discussion on the causes and how employees can avoid similar incidents