

## IT'S NOT AN "ACCIDENT" ... AND IT'S NOT "MINOR"

**If both of these incidents happened at your company, would you treat them differently?**



**CONSIDER THIS SCENARIO:** A team member operating construction equipment backs into a small pole. The equipment is only dented and no one is injured. The tendency may be to dismiss this incident as "minor". However, what if the operator backed up into a person? Had the operator hit someone, instead of something, the result could be vastly different.

To ensure you are promoting a culture where incidents, no matter how "minor", are never overlooked, consider these leadership strategies:

- **Zero is the only goal.** Help your employees adopt the mindset that when it comes to safety, one preventable failure is one too many. If you and your team accept one safety failure, it may lead to preventable incidents in the future. Do not disregard an incident by thinking "accidents happen." All team members should understand that safety is an internal commitment carried by every individual and the organization, at all times.
- **Promote an understanding that there is no such thing as a "minor" safety failure.** Shrugging off even one incident because it didn't have catastrophic results may sabotage your culture of incident prevention.
- **Treat each safety incident with equal attention.** Let your team see you invest time into conducting a root cause analysis (RCA) to look for individual and systematic causes of safety incidents. This does not need to be a complex process. Performing an RCA can help you determine the cause before another incident occurs, and demonstrate a commitment to continuous improvement. Remember, all incidents should be worthy of investigation. Find out how to perform an RCA on page two.
- **Use safety failures as teaching moments.** Regardless of the severity of an incident, communicate what occurred with your team. Allow them to provide feedback and examine the "why" behind the safety failure. Show them the importance of getting to the root cause and place equal value on each incident so that minor outcomes are not dismissed. To help accomplish this, allow your team to feel comfortable discussing and reviewing incidents with you. When an honest mistake is made, try to avoid punishment and retribution, when possible. Instead, try to focus on training and continuous improvement.

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**For more information, please contact your Acrisure representative or email [riskresources@acrisure.com](mailto:riskresources@acrisure.com).**

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