

# How to Keep Fresh!

Here are some suggestions for maintaining and enhancing SafeStart concepts, techniques and skills in your workplace:

1. Integrate SafeStart into your accident/incident investigation process (see Appendix A).
2. Discuss close calls and incidents that involved SafeStart concepts at safety meetings.
3. When assigning work, especially non-routine work, have supervisors or team leaders discuss the possibility of rushing, frustration, fatigue and complacency.
4. Similarly, if you have pre-shift or “tail-gate” type safety briefings at the beginning of each shift, discuss the potential for state to error patterns for the job ahead.
5. When developing JSA's (Job Safety Analyses) or SOP's (Standard Operating Procedures), use SafeStart concepts and techniques.
6. Revise JSA's to include the potential for rushing, frustration, fatigue and complacency and the critical error reduction techniques required to prevent the errors caused by those states.
7. Promotional items (playing cards, travel mugs, ball caps, post-it notes, key tags, etc.) and worksite signage all help people keep SafeStart in mind because they provide a visual reminder.
8. Contests and activities, especially those that involve employees' families, heighten awareness of off-the-job safety.
9. Commit to Taking SafeStart Home by encouraging select members of your workforce to fully participate in the Home activities and provide Peer Testimonials to the entire employee population in an effort to create excitement and solidify commitment to off-the-job safety.
10. Your Safety Committee can talk about SafeStart and share any statistical data they may have.
11. Include SafeStart concepts in annual refresher training and monthly safety meetings.
12. Use the CERT Practice Cards. One of these is “work on habits”. Pick a general habit we could all work on, such as “testing your footing when exiting a vehicle” and make this the “Habit of the Month”. (See appendix B)
13. Expand on the SafeStart training. For example, plan a training/discussion session on how SafeStart can reduce Repetitive Strain Injuries.
14. Establish a bulletin board or intranet chat room about the SafeStart program.

more...

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15. Ensure your organization follows through with support for the Extended Application Units and SafeStart Home.
16. Visit [www.safestart-safetrack.com/clientresources.htm](http://www.safestart-safetrack.com/clientresources.htm) for additional tips from SafeStart consultants and trainers.
17. Use the Improvement Tips from the workbooks to get employees committed to putting these into practice at future safety meetings or tailgate talks.

To improve Eyes on Task	Unit 2	Page 33
To improve Mind on Task	Unit 2	Page 47
To improve Line of Fire	Unit 3	Page 27
To improve Balance/Traction/Grip	Unit 3	Page 43
To improve Rushing	Unit 4	Page 15
To improve Frustration	Unit 4	Page 29
To improve Fatigue	Unit 4	Page 43
To improve Complacency	Unit 4	Page 57

18. Probably the best way to keep SafeStart concepts and techniques in mind is to implement an observation and feedback (or behaviour based safety) process. However, observation and feedback processes also require skill. It is not a good idea to try to implement one of these processes without proper training. But if you can get people out on the floor observing work and talking about SafeStart concepts as they relate to the work being done, it does a great job of keeping the concepts and techniques in mind. (See Appendix C for sample SafeTrack cards and percent safe graphs.)

# SafeStart Incident Analysis

RC \_\_\_\_\_  
Date \_\_\_\_\_

- Personal Injury  
 Vehicle Accident

Description of Incident:

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Which of the Four States were involved in this Incident?

- Rushing     Frustration     Fatigue     Complacency

Why

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Which Critical Error(s) increased the risk of this incident?

- Eyes not on Task     Mind not on Task  
 Line-of-Fire     Balance/Traction/Grip

Why?

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What Critical Error Reduction Technique (CERT) could have been used to prevent this incident?

- Self-trigger on the state (or amount of hazardous energy) so you don't make a critical error.  
 Analyze close calls and small errors (to prevent agonizing over big ones)  
 Look at others for the patterns that increase the risk of injury

What can you do to improve this technique(s)?

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# Appendix A

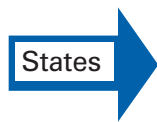
## SafeStart Incident Analysis

RC 506  
Date 10/07/99

Personal Injury  
 Vehicle Accident

### Description of Incident:

Clipped the left rear corner of the vehicle with tracks of Hyundai Excavator while operating hoe. I had operated a piece of equipment like this for long time and didn't pay attention to the fact that it was bigger, wider, and faster than what I had operated in the past.



Which of the Four States were involved in this Incident?

Rushing    Frustration    Fatigue    Complacency

### Why

I had operated equipment similar to this for a number of years (complacency). I was operating the equipment at a faster rate than my abilities could handle to get started on another task to get out of there (rushing)!



Which Critical Error(s) increased the risk of this incident?

Eyes not on Task    Mind not on Task  
 Line-of-Fire    Balance/Traction/Grip

### Why?

My mind was on what I had to get completed next day for next Monday's Safety meeting, and I was not looking at the task at hand. I did not look at the "big picture" and pay attention to the line of fire of the excavator!



What Critical Error Reduction Technique (CERT) could have been used to prevent this incident?

- Self-trigger on the state (or amount of hazardous energy) so you don't make a critical error.
- Analyze close calls and small errors (to prevent agonizing over big ones)
- Look at others for the patterns that increase the risk of injury

What can you do to improve this technique(s)?

1. Not let myself get overloaded to the point that I am thinking about what lays ahead, but concentrate on the task at hand. 2. Just because I have had lots of experience on a piece of equipment, I cannot let my guard down, in fact need to pay extra attention since it is bigger and faster.

# Appendix B



## Work on Habits

### Critical Error Reduction Technique

*What habit(s) have you improved to the point where you're doing it more than 75% of the time?*

- Test your footing when you get out of the car.
- Look before you rest your hand on something.
- Move your eyes before you move your body or your car.
- Get your eyes back on the road if you've been distracted.
- Look for line-of-fire potential before moving.
- Look for things that could cause you to lose your balance, traction or grip.

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U.S. Patent Pending #10/749,572.



### Working on Habits

- Glance up before standing up (to avoid banging your head).
- Keep your hands out of pinch points.
- Have three points of contact when climbing.
- Hold the handrail on stairways.
- Other:

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*Name*

*Dept.*

*Date*

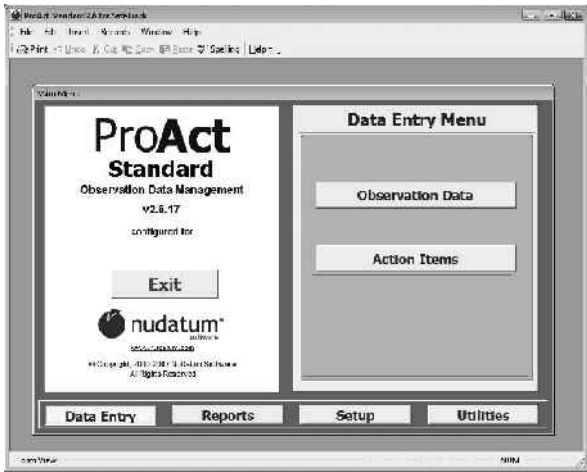
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U.S. Patent Pending #10/749,572.

SafeStart Work on Habits Cards are available for purchase through your SafeStart Account Manager. Send your request to [sales@safestart-safetrack.com](mailto:sales@safestart-safetrack.com).

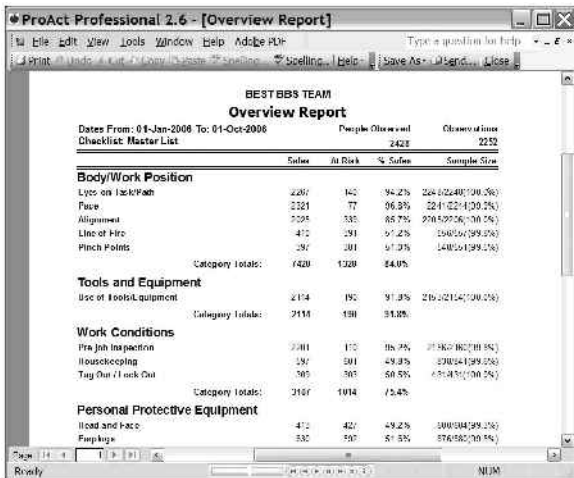


# Appendix C

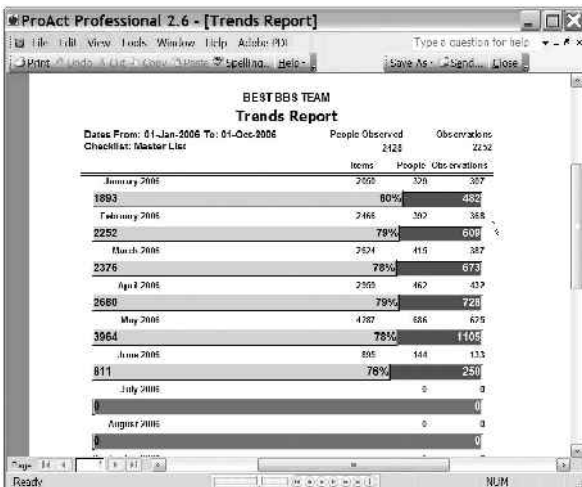


ProAct Observation Data Management software for SafeTrack is easy-to-use and flexible. The software can be used by a single user or shared over a company network. It is currently used in over 1,100 company locations, in 18 countries and 13 languages.

ProAct's reporting system contains 27 pre-formatted reports available in both tabular and graphical formats. Every report's data can be filtered by any value of any variable or combination of variables.

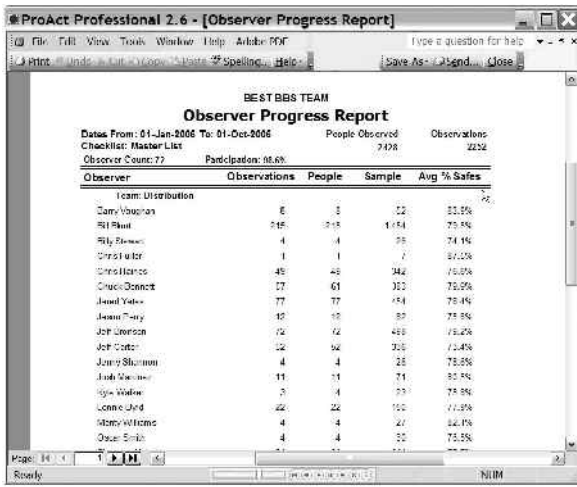


Overview Report—provides a summary of all data entered into the system for any given date range

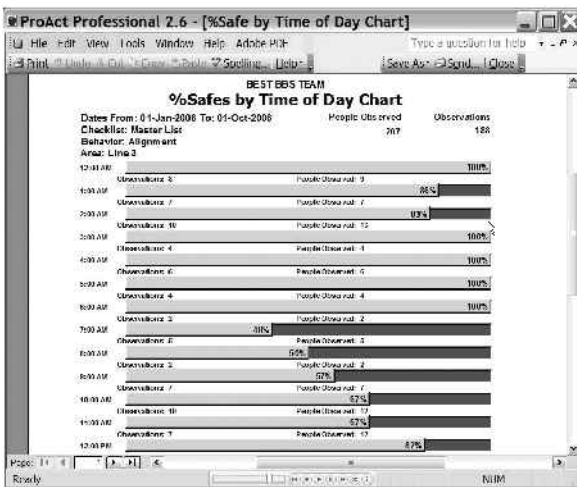


Trends Report—useful for long-term analysis

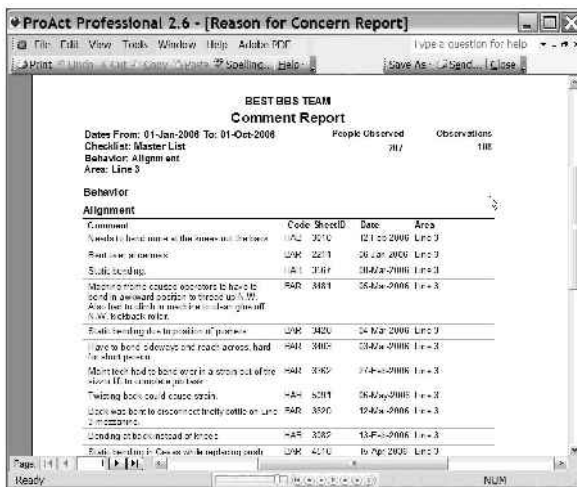
# Appendix C



Observer Progress Report—use to manage the quantity and quality of data being collected



Breakdown Reports—used to analyze the “what,” “where” and “when” risks are being taken



Comments Report—used to analyze the “why” risks are being taken