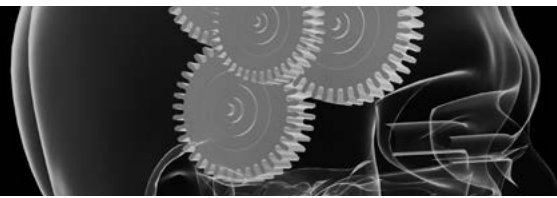


# HUMAN FACTORS

## How to take the next steps



### CASE STUDY 12 - Helpful guys get hurt...




#### What happened?

The hand of a member of the catering crew was badly damaged when it became trapped beneath a heavy steel plate.

An engineering contractor work party was working on fitting a new bed plate for an industrial spin drier in an installation's laundry. The team were lifting the heavy bed plate (weighing around 200kg) onto the six raised securing points. The work had been going on for two days, under a Work Permit. The catering crew were aware of the nature of the work and the need to take care in the vicinity.

One half of the plate was supported on stacked planks. The other half was being lowered onto the securing points by three of the work-party. The laundryman rushed forward to assist just as the plate was being lowered. His hand became trapped between the plate and the raised securing points. The crush amputated the laundryman's middle finger.



What human factors were involved?	Barriers
<p><b>What did people do intentionally?</b></p> <p><b>The laundryman rushed in to help</b> Although he wasn't part of the job and hadn't been involved in the risk assessment and preparation for the job, he rushed in to help without thought.</p>	<div style="text-align: center;">  </div> <hr/> <div style="text-align: center;">  <ul style="list-style-type: none"> <li>• Risk Assessment</li> </ul> </div> <hr/> <div style="text-align: center;">  <ul style="list-style-type: none"> <li>• Behavioural Safety</li> <li>• Supervision</li> </ul> </div>
<p><b>What did people do without meaning to?</b></p> <p><b>The laundryman placed his hand in a trap point</b> He was unaware that there were raised supports against which his hand would be trapped.</p>	

#### What can we learn from this incident?

- We employ many good, enthusiastic and well-meaning people in our workplaces. People will rush in to help without a second thought. Lifting operations are particularly prone to this: something goes wrong, everyone takes a step back, but the novice steps forward.
- "Recognition-based problem solving" is a feature of human beings. We recognise something we think we can fix or help with and we go straight into action without any thought.
- Don't jump in to help and don't allow people to jump in and help. In this case a tape barrier may have been enough to stop the laundryman from getting involved.