

Close Calls

According to statistics, about 3 billion “close calls” or “near misses” occur annually in United States workplaces. Statistics also show that for every 300 near misses, 29 minor injuries occur, along with one injury serious enough to keep the injured person out of work.

Reducing the number of close calls *automatically* lowers the odds of having minor injuries (frequency) or a major injury (severity). Near misses that go uncorrected will inevitably become accidents.

To reduce the number of close calls in the workplace workers must:

- Stay alert!
- Be informed!
- Report close calls to your supervisor!
- Discuss preventive measures!
- Communicate with other employees!

“Close calls” should be recorded and investigated. This will help to prevent it from happening again. In addition, “close calls” should be discussed and reviewed during the company’s next “toolbox” safety meeting.

Questions that should be asked when investigating a “close call” are:

- What happened?
- How did it happen?
- Why did it happen?
- What can be done to prevent it from happening in the future?

Always remember that when performing an incident investigation, whether an accident occurred or it was just a close call, the point of the investigation is not to determine *fault*, simply to retrieve information so that it doesn’t happen again.

For more information, contact your local Hartford agent or your Hartford Loss Control Consultant. Visit The Hartford’s Loss Control web site at <http://www.thehartford.com/corporate/losscontrol/>

The information provided in these materials is intended to be general and advisory in nature. It shall not be considered legal advice. The Hartford does not warrant that the implementation of any view or recommendation contained herein will: (i) result in the elimination of any unsafe conditions at your business locations or with respect to your business operations; or (ii) will be an appropriate legal or business practice. The Hartford assumes no responsibility for the control or correction of hazards or legal compliance with respect to your business practices, and the views and recommendations contained herein shall not constitute our undertaking, on your behalf or for the benefit of others, to determine or warrant that your business premises, locations or operations are safe or healthful, or are in compliance with any law, rule or regulation. Readers seeking to resolve specific safety, legal or business issues or concerns related to the information provided in these materials should consult their safety consultant, attorney or business advisors. All information and representations herein are as of March 2009.

Loss Control CFLC