

## WCFSA Feb 2020 Meeting

Luke Vaughn opened the meeting with a welcome & list of upcoming events that are interest to the group.

### Investigations

Luke: A good investigation supports your risk mitigation efforts. Persons who actually perform investigations should be trained to do so before beginning to ensure you get complete findings and sufficient information to permit corrective actions.

Nalicia Stephenson Addo:

By way of introduction, Ms. Addo advised she began her career as a chemical engineer in the pharmaceutical industry where comprehensive training and strict process controls were necessary.

She transitioned to the food industry and experienced a culture shock. In the pharmaceutical field, all persons were trained to compliance levels; in the food industry, not so much. They were not used to high level of compliance responsibility.

Content today will be to define an incident – see why we investigate – outline the parameters of that investigation – detail investigation procedures – and review real life examples.

Investigations should be focused on preventing recurrence. That may take the form of instituting controls to reduce the impact to productivity, to maintain employee morale by demonstrating care for your workforce, to ensure compliance, and to reduce insurance costs.

In the information gathering stage, use the 5W 1H method to help you to not overlook any aspect of causes. This format will reveal causes to be further evaluated.

For your internal procedures, set some standards to help those investigating gather details that can reveal usable data.

When you do identify the root cause, it is time to establish counter measures. Don't default to the simple behavior/PPE solution; look deeper for true recurrence prevention methods. Replicate the solution across the enterprise where similar conditions exist.

One of your best sources for input is to engage your workforce doing the job or working alongside the task. They do and see every day the hazards associated with work.

Luke: These employees frequently see system failures and are afraid to speak up. They may see the investigator as way to get information out there without having to do so alone.

Nalicia:

Ask the question: "Was it an unsafe act or unsafe condition?" to begin conversation. This directs focus towards a thing and not a person.

Ex: You have a new employee from a different country who just doesn't seem to get LOTO procedures. Operations may be ready to terminate. Point out the employee needs to be oriented to US practices.

Luke: Don't be afraid to kick back incomplete investigations.

Nalicia: Real life examples for discussion were PIT, LOTO, and Temporary Employees.  
The meeting was adjourned.