

## IMPORTANCE OF REPORTING INCIDENTS

Incidents are often clouded by shame, guilt and loss of reputation for those involved. There is also often a legal aspect where those involved may be held liable to varying degrees.

What is often missed though, is the incredibly valuable learning opportunities that incidents and near misses present. When incidents can be studied purely from a learning experience approach, everybody wins. Transparently sharing incident information (without divulging sensitive information regarding the company or personal details of those involved) from this perspective will result in a continuous learning process where shared past experiences can lead to better risk controls to prevent future incidents of a similar nature.

### A RECENT EXAMPLE

Earlier this year in Cape Town, South Africa, a climber had a close encounter when he stepped onto a loose member of the tower.

Some of the lessons learned from this incident, were that the current controls in place such as having the correct training and work-at-height equipment, resulted in the worker not losing his life.

When working on structures, the structures are usually certified as safe to climb. However, guarantees that the structure is sound and secure are limited and climbers must have a very good spatial awareness when climbing. Should any tower members be loose, or the integrity of the structure is compromised due to elements such as rust, it must be reported to the tower owner to prevent any other climber from injury.

### WHAT CAN YOU DO TO HELP MAKE A DIFFERENCE?

Be an active participant and share incidents openly with as much detail as possible about the incident itself (without divulging specific company or personal details). Be honest and know that your openness will help others to be more open. Evaluate what lead up to the incident and communicate what you could have done better to prevent any future incidents from happening. Make sure that the information that you share cannot be used to incriminate or put anyone in disrepute. Be clear on what you learned and what you will do differently in the future



*“A continuous learning process with shared past experiences can lead to better risk controls to prevent future incidents of a similar nature.”*

