

# Lessons Learned



**Date:** 1-12-23

**Region:** Coastal

**Project:** Benson HS

**Incident Title:** Stop work non-compliance by supervision

## Summary

While investigating the Fall Hazard incident at Benson HS, it came to light that there were other much more serious conditions on the crew.

Supervision willfully disregarded concerns by members of the crew about fall hazard mitigation and others exposed to hazardous conditions.

These "STOP WORK" concerns were not taken seriously by supervision and were not elevated to others by the affected crew to other levels of management after they were ignored.



## What Went Right?

- Crew members brought concerns to supervision about unsafe conditions.
- No one was seriously injured.
- Awareness of failure of our system will provide feedback to help us find the breakdown in the program.

## What Went Wrong?

- Concerns were not elevated to anyone other than direct supervision.
- Numerous other avenues of communicating these concerns are available.
- Workers were left with fear, uncertainty, and lack of faith in our program for their safety.

## Lessons Learned

- Our Stop work program is only as good as the faith people have in its effectiveness. Supervisors that willingly disregard this program only lessen the effectiveness of the basic value we hold dear.
- Reinforcement of the VALUE of this program is of upmost importance.
- Constant evaluation of the effectiveness of our care, and genuine regard for others must happen.
- "Information given", does not necessarily mean "message delivered".