

A PRACTICAL MASTERCLASS

ACCIDENT MANAGEMENT & INVESTIGATIONS

UNDERSTANDING THE VARIOUS TECHNIQUES THAT CAN BE USED TO DETERMINE CAUSATION, PREVENT RECURRENCE & BE EQUIPPED WITH SKILLS TO UNDERTAKE INVESTIGATIONS

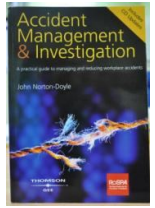
13th (Tue) & 14th (Wed) March 2012 – Royal Plaza on Scotts Hotel, Singapore

This 2 day workshop will assist delegates to appreciate the nature of accidents, to understand the need to separate events and outcomes, appreciate the wider strategic effects on corporate governance, understand the differing needs of regulators and insurers. Develop a knowledge of principal causes, be aware of the Cultural, Individual, Human, Ergonomic, Psychological, societal and organisational factors which influence investigation.

Appreciate that an effective approach to involving the workforce and their representatives in accident investigation will give commitment to examining underlying systems failures and deficiencies, rather than just superficial reasons or apportioning blame to the individual or individuals involved. Understand the need for a policy for accident management and investigation [even if it is not a legal requirement for the majority of organisations] as being very useful in any systematic approach to safety management by providing support and direction to an accident investigation. Introduce, by means of case studies and examples, some powerful analytical techniques to identify root causes.



**FIRST 5 PARTICIPANTS
WILL RECEIVE A
COMPLIMENTARY
BOOK: ACCIDENT
MANAGEMENT
& INVESTIGATION
WORTH SG\$120!**



By John Norton-Doyle

Presented by:

Mr. John ND

**BSc MSc DEH FRSH FCIEH CFIOSH
Past Vice President of IOSH**



Other Available Masterclass:

Business Continuity Management

Establishing plans to meet Business Process Requirements in a Safe & Sound Manner

**15th (Thur) & 16th (Fri) March 2012
Royal Plaza on Scotts Hotel**

Organised by:



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Dear Delegates,

The prevention of “accidents” is the prime purpose in any health and safety management system or approach. It is surprising therefore that relatively little attention is ever given by organisations and – in some cases- safety practitioners - to the importance of accident investigation methodologies

Clearly there is a close link between accident investigation and risk assessment. When an event occurs, that may be described as “accidental”, then we have a real opportunity to examine and determine the actual risk. Much risk assessment is done on the basis of assumptions and conjecture, notwithstanding that good engineering practice and relevant standards may have been applied. So when something goes wrong – i.e does not happen in the way the risk assessment and applied control measures says it should have done, - there is an opportunity [possibly the only opportunity] to examine the risk in greater detail in order to fully understand what the *real* risk is- rather than the conjectured risk. There is an often mistaken believe that risk assessment only requires looking at the hazards and then applying control measures. However many “accidents” occur because the applied control measures have inherent risk within them. Again, these are often associated with human factors.

If we are to use accident investigation as a means of analysing risk then we need tools which help us understand risk and how the risk came about. Modern arguments tend to focus on systems: In this environment Accident investigation then becomes a means of examining system failures and the inherent risks within these systems. This means we have to discard linear models or notions of accident causation –often wheeled out but having little utility and adopt approaches advocated by systems analysts and delve into a more complex world. But how do we do that? An accident investigation should be initiated as soon as possible after the accident has occurred. The extent and type of investigation to be undertaken will depend on a number of factors, all of which need to be considered together to form a judgement on whether any particular event should be investigated.

One of the big problems in making this judgement relates to proportionality. You do not want to spend a lot of time, effort and sophisticated techniques on investigating events from which you are going to learn very little or which ultimately you can do nothing about. On the other hand you do not want to miss anything of importance. Having made this decision we then need to apply some simple techniques to ensure we capture relevant information and analyse it constructively. There are two prime principles to be adopted. The first is finding out what happened. For this you need to collect information, sift it and put it into chronological order.

The second is the use of some method to obtain and analyse evidence – By building up a comprehensive analysis accident investigators should be able to probe the evidence and also the possible cause of the events being investigated. It is essential that the basic principles of the chosen method are followed and for anything but the simplest of accidents most people will require some specific training in the methodology to make full use of the approach.

The advantage of having a systems approach is that you can move away from the blame culture whereby the investigation seeks to pin the blame on some person or persons. You cannot get away from this completely. Where injury or damage has resulted the inevitability of the law will come into play and blame will be apportioned, but in terms of applying lessons learnt the assignment of blame is less than useful. Too many organisations fail to apply the results of their own investigation simply because they have not appreciated the full benefits of organisational learning. Unless you are an organisation that can learn there is little point in spending any time on accident investigation, leave it all to the insurers and cross your fingers that the next time it happens you will not end up in court – or go out of business.

To investigate accidents in a meaningful way you not only need to be trained but you also need the culture, administration and systems in place to enable you to do it fully and effectively.

Who Should Attend?

This workshop is designed for all Safety, Health & Environment Personnel, Operations Managers, Line Managers, Human Resources, Legal representatives, Union Personnel, Regulators & Inspectors & all those involved in the Cost & Accountability personnel, including Financial & Insurance Personnel.



Day 1:

- **What is an accident**

Course will examine the meaning of “accident” and why it is necessary to separate events from outcomes.

- **The context in which accidents take place**

Does it matter where an accident takes place whether it is on the road, at home or at work- what is the implication of this for workplace investigations.

- **Models of accident causation**

Understanding how accidents are caused and some of the theories of causation can assist in giving shape to an investigation.

- **Drivers and stakeholders for investigation**

There is a range of stakeholders to be considered when investigating including insurers, enforcement authorities, colleagues and managers.

- **Management requirements –support, administration and processes**

Investigation cannot happen in a vacuum. The organisation needs to provide support to the investigators, what support is required?

- **Managing expectations**

Each of the stakeholders has a different view of the accident and may have differing uses for the report, how should these expectations be managed.

- **Conflicts of interest**

A number of conflicts of interest can arise during an investigation- the nature and importance of these will be examined as well as possible solutions.

- **Underlying causation and root cause analysis**

What does “root” cause really mean and how do you know when you have found it?

- **Principles of accident investigation**

On day 1 we will examine the general principles of investigation and look at some of the barriers and problem areas, including moral hazard.

- **Human Factors**

Their importance in accidents and accident investigation. Work places and activities continue to be designed as if people were infallible, when in fact they are not.

- **Methodologies**

Day 2:

- **Basic investigation techniques**

Whatever the nature of the accident/incident there are some basic actions and processes that need to be followed.

- **The Basic toolkit**

This will examine some of the basics methods that need to be understood to enable an investigation to take place.

- **Collecting evidence**

What is evidence, where can it be found , how is it validated and what are the pitfalls and cautionary approaches that need to be followed

- **Dealing with witnesses**

Who and what are witnesses, how should they be dealt with and how do you determine fact from fiction.

- **Developing the sequence of events**

If you do not know what has happened you cannot determine what caused it. Developing the sequence of events is an essential for any investigation.

- **Advanced techniques- analysing the evidence:**

A number of more advanced techniques may be introduced

- **Use of Fault and Event Trees**

Fault trees and event trees can be useful tools in investigation. Practical examples will be developed and practised.

- **Proprietary methods**

Techniques that have been advocated and used in major organisations.

- **Writing a report:**

When the evidence has been collected and analysed it has to be presented to stakeholders- how can this best be achieved.

- **Styles**

Different situations may require different styles of reports, these will be examined

- **Practical Investigation Case Study**

The course includes an intensive practical case study to practise the ideas and techniques introduced during the previous day to allow participants to develop confidence in a friendly environment.

REGISTRATION CONTRACT

REGISTER NOW!

2-Day Course Fees:

- SG\$1,890** per delegate (Priority Booking before 10 Feb '12)
- SG\$1,990** per delegate (Standard Rate after 10 Feb '12)
- 10% Discount** for group registration of 3 delegates or more
- SG\$ 120 per book – Accident Management & Investigations**

(Priority Booking till 10 Feb 2011)

Fee includes documentation, refreshment & Lunch but
EXCLUDES Accommodation & Bank Charges

MODE OF PAYMENT :

Payment is required within **5 working days** from the invoice date.

SGD Bank Draft or Cheque Made payable to:

KEN Knowledge International Pte Ltd

Or Telegraphic Transfer to Bank:

United Overseas Bank Limited

Clementi Branch

Account Number: 130-314-691-7

SGD Corporate Current Account

Swift Code: UOVBSGSG

(Quoting your Company Name and Inv No. As Reference)

CANCELLATIONS & SUBSTITUTIONS :

All bookings carry a 50% liability immediately after a fully completed Registration contract has been received by Ken Knowledge International. All cancellations of registration must be made in writing. Regrettably, no refund will be made for cancellation after 15th Feb 2012. However, a complete set of documentation will be sent to you. Substitutions are welcomed at anytime.

NOTE:

Due to unforeseen circumstances, we may change the content and timing of the event, speaker(s) or venue. Every effort will be made to inform the participants of the change. KEN Knowledge International should not be held liable for any costs arising from this change.

HOTEL ACCOMODATION:

Accommodation is not included in the workshop fees. To reserve accommodation at the workshop venue, please contact **Royal Plaza on Scotts Hotel, Singapore at +(65) 6737 7966**

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