



## Washington Savannah River Company



## TROTS The Rest Of The Story A Behavior Incident Analysis

## TROTS Presenters

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## About SRS

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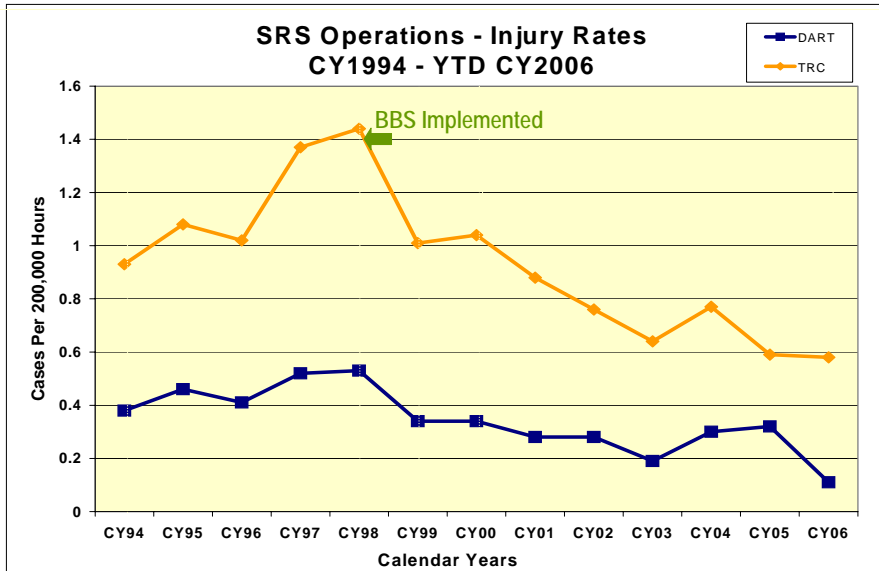
- Savannah River Site is a Department of Energy Site located in South Carolina
- Constructed in the early 1950's
- Approximately 310 square miles (198,344 acres across 3 counties)
- Multiple facilities on the site
- Approximately 8,500 associates / Diversified work force (union/non-union, mechanics, scientists, engineers, clerical, administrative, truck drivers, process operators, chemists, radiological controls)

## WSRC Achievements

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- 2006 Certificate of Safety Achievement Award
- U. S. Department of Energy VPP Legacy of Stars Award
  - 2002 thru 2006 DOE VPP Star of Excellence Award
  - 2006 DOE VPP Outreach Award
  - 2006 DOE VPP Champion's Award
- SRS Construction has worked 20.4 million hrs without a Lost Workday Case
- WSRC has been recognized for its safety record by the South Carolina Manufacturers Association Plant Safety.
- In 2005, Occupational Hazards Magazine named WSRC as one of the top twelve safest companies to work for in America

## BBS Implementation



## What Is A TROTS and How Was It Developed?

- TROTS is a BBS observation that is "staged" after an event has occurred
- TROTS was developed by a visionary LSIT called the Zero Accident Prevention Process Team

## Why Perform A TROTS?

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- Increase communications (knowledge and timeliness)
- Publicize / emphasize the safe behaviors performed
- Increase awareness of at-risk behaviors and barriers / obstacles
- Provide a "peer based" perspective
- Reduce the fear of historic incident investigation based on fault finding
- Support the learning process when injuries / incidents occur
- Capture data that can be entered into the observation database (supports future Action Planning)
- Reduce the amount of times associate(s) involved explain what occurred

## TROTS

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### Not Developed To:

- Replace Environmental, Safety, Health and Quality Awareness in departmental safety concerns
- Reduce / replace management responsibility
- Address or recommend any associate discipline issues

## When To Perform A TROTS

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- All Injuries including First Aid Cases, Medical Treatment Cases, and DART-R's (Days Away Restricted/Transferred)
- Near misses with significant potential
- All company/government vehicle incidents
- Upon management request

## TROTS Breakouts

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- Form subgroups with TROTS team members
- Review incidents among subgroups
- Refer to observation form
- Prepare TROTS behavior analysis for review

## How To Perform A TROTS

1. Line management notifies the TROTS “coordinator” as soon as possible. (Typically within the next working day.)
2. The coordinator issues a “News Flash” via e-mail to the entire department.

The screenshot shows the 'Behavior-Based Safety Newsflash' web application. At the top, there are navigation buttons: Tutorial, New Record, Print, Spell Check, Go To Control Panel, Go To Data Entry, Go To List, Find Record, and Photos. Below the navigation is a search bar with the text 'next choice be the safe choice?'. The main content area has a title field 'Description of Incident Event' and a table with columns: Organization, Event Month, Event Year, Activity Category, and Injury Category. The table contains the following data:

Organization	Event Month	Event Year	Activity Category	Injury Category
Your Organization / Work Group	09	2007	Type of Work	Classification of Injury

Below the table is an 'Overview' section with an 'Example:' text: 'Associate injured their foot while moving a piece of equipment. TROTS to follow.' At the bottom of the form, a bolded message states: 'The Rest of The Story will be published as soon as possible.'



## How To Perform A TROTS

3. The coordinator accepts the responsibility for the TROTS or assigns it to the LSIT representative where the injury or incident occurred.
4. The TROTS lead establishes a time, place, etc. when the event can be recreated (typically within the next two days, depending on shift schedules, associate availability, etc.).
5. When a TROTS is reenacted, the following should be in attendance:
  - the involved associate(s)
  - the TROTS lead
  - A second LSIT member not in the same workgroup (i.e. “green eyes” perspective).
  - Site Safety personnel, if applicable.
6. The involved associate(s) are instructed to don the safety equipment they were wearing when the event occurred, pick a point ~ five minutes prior to the event, and step through what happened.

## How To Perform A TROTS

7. The LSIT members, who are trained behavioral observers, observe and document the event on the standard departmental observation form (denoting safe and at-risk behaviors observed). The sheet should be filled out as if it was the actual day of the event.
8. Photos are taken during key points to assist in the communication of the TROTS (Note: A "stand-in" can be used depending on how the associate feels. Faces should never be obvious in these pictures. As focus is on behaviors, "who" it is does not matter.)
9. A discussion occurs between the observers and observee to:
  - reinforce the safe behaviors
  - identify at-risk behaviors
  - determine the obstacles (e.g. culture, training, facilities)
10. The lead prepares the information for the TROTS.

## What's Included in a TROTS Summary

	<b>Behavior-Based Safety</b> <small>Will your next choice be the safe choice?</small>	
<b>Title</b> <small>Use generic title to communicate event (e.g. Sprained Knee While Stepping, Debris In Eye)</small>		
<b>Organization</b> <small>Use pull-down menu to select your group.</small>	<b>Event Month</b> <small>Month</small>	<b>Event Year</b> <small>Year</small>
<b>Activity Category</b> <small>Use pull-down menu.</small>		<b>Injury Category</b> <small>Use pull-down menu.</small>
<b>Overview</b> <small>Briefly state what occurred. <b>Do not</b> include items such as names, specific dates, building location, etc. TROTS is intended to focus on behaviors, not individuals. However, clear communications is needed so others can understand and learn from events.</small>		
<b>Safe Behaviors (e.g. 1.4 Line of Fire)</b>		<b>At Risk Behaviors (e.g. 2.1 Head Protection)</b>
<small>Include the Safe Behavior numbers and the specific Safe Behaviors. These are the behaviors that were observed during the recreation of the event. It is very important to reinforce the safes. Even when events and injuries occur, typically there are many safe behaviors as well. During a TROTS, it is important to reinforce the positives.</small>		<small>Include the At-risk Behavior numbers and the specific At-risk Behaviors. These are the behaviors that were observed during the recreation of the event.</small>

## What's Included in a TROTS Summary

### Event Description

In the Event Description, go into greater detail of the specific nature of the activity, explaining the behaviors, environment, barriers, etc. that attributed to this event. This paragraph (**with the addition of photos**) will be critical for others to understand what occurred. It is important to remember that the readers only have the information you provide to them. Your goal is being specific enough to clearly communicate.

Again, stressing behaviors is the key. As an example, if "lifting" is the leading at-risk, it does not matter if the injury occurred to an operator, clerk or mechanic. The behavior of lifting is the issue, not that a pump motor was the concern. Everyone lifts, so the description should be written in a way everyone can understand, relate to, and learn from your description.

**Remember: Fill out an observation form and submit this information into your behavioral database.**



**Type "TROTS" in the beginning of the narrative to identify the behaviors where involved in an event.**



### Follow-up Recommendations

The specific team, LSIT, etc. should always be charged with some type of follow-up from a TROTS. Some follow-ups will only be "discussions", others will be a physical type follow-up (depending on the specific issue). This is where you make this recommendation.

### Lessons Learned

Again, remembering this is behaviorally focused, take the opportunity to remind your readers that most people (either at work or at home) likely perform this behavior. Attempt to influence the reader to personally consider the lessons learned and apply appropriately.

## How To Perform A TROTS

11. The DRAFT version of the TROTS is sent back to the associate(s) involved for approval.
12. TROTS is publicized. (Never publicize a TROTS until you have the approval of the associate(s) involved in the incident)
13. The datasheet information is input into the observation database so that the information is included in future ABC Analysis's (Note: These behaviors are "weighted" more heavily when choosing the behavior to analyze, as they were relevant to an injury or an incident.)
14. All the teams are expected to review the TROTS in the next team or safety meeting to look for the applicable behaviors that apply to them and follow-up where needed.

Will Your Next Choice Be A Safe Choice?

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**Thank You!!!**  
**Questions**