



LESSONS LEARNED



Communication Issues

Issue# 1 • November 2015

COMMUNICATION ISSUES HAZARDS AND LESSONS LEARNED

Communication errors can lead to serious problems; without proper communication employees may not be aware of the necessary procedures or tasks they are to complete. This document lists issues pertaining to communication and lessons learned.

Near Misses and Lessons Learned

Cause	Amount	Lessons Learned	Injury Severity
Equipment Malfunction	3	Equipment should be tested to verify it is in working order	Lost Time Accident to Fatality
Complacency	3	Situational Awareness must be employed at all times	First Aid to Lost Time Accident
Improper Procedure	37	Employees must follow the necessary procedures for each task	First Aid to Fatality
		New employees should be monitored until they are fluent in all procedures	
Language Issue	1	Signs and Important procedure must be provided in a language understood by employees	Lost Time Accident

Injuries and Lessons Learned

Cause	Amount	Lessons Learned
Change in Operation Needed	3	Procedures may need to be reviewed periodically
Complacency	21	Situational Awareness must be employed at all times
Equipment Malfunction	15	Equipment should be tested to verify it is in working order
Environmental Conditions	9	Take noise levels in certain areas of the ship into consideration when planning jobs
		Weather Conditions may affect working conditions
Missing Equipment	4	Before starting a task employee should verify they have the necessary equipment
Language Issue	6	Signs and Important procedure must be provided in a language understood by employees
Maintenance Issue	61	Maintenance task should be reviewed periodically and done on schedule
New Equipment Needed	13	Equipment should be tested to determine if it works in the area it will be used

The material in this document is provided for informational purposes only and not as a comprehensive or exhaustive resource on this topic. This material has been compiled from a multitude of sources believed to be accurate. In no event does the content of this document supersede any applicable local, state or federal statutes or regulations.