

Contractors at wrong location

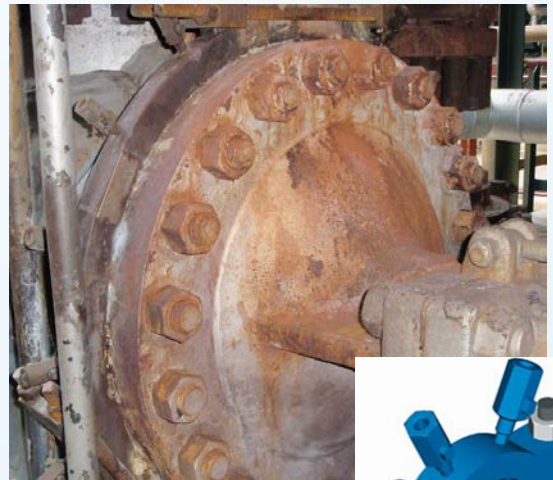
EPSC Learning Sheet May 2023



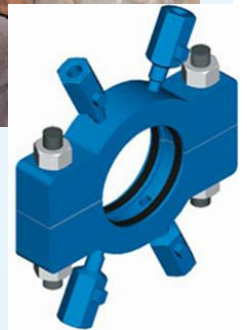
What Happened:

Two contractors re-injected the wrong clamp. The flange bolts failed, and the two contractors involved in the work, died in the steam released.

The judge in the legal case, focused on the possibility for human error. The company should have anticipated on the possibility of this human error and concluded that the site did not sufficiently protect the workers from that.



Leaking Flange



Clamp

Aspects:

- Works at a large high-risk site requires complex and cumbersome procedures. Workers must go through a significant number of administrative controls (work preparation, work permit, etc.) before they can finally start to intervene on an installation.
- These administrative controls are deemed necessary but have as drawback that the workers can be overwhelmed which leads to confusion.
- Simple questions such as “Do you know where to go?” lack precision and give rise to interpretation error from both the questioner and the person answering.
- For hazardous operations executed by contractors, it is recommended that the company anticipates on human error and assure that an operator is present at location together with the contractor, before starting the work.
- A toolbox talk and a Last-Minute Risk Assessment (LMRA) are good practices to involve a discussion in the field between the operator and the contractor to ensure that all aspects of the work is well understood.

Humans do make errors
Anticipate for Human Error