

SAFETY REVIEW – APRIL 2016

EMPLOYEE INJURIES

4-5-16 BREWER STORE – Employee reports pain in both wrists and forearms after performing duties in Fabric Department. Sent to our provider, determined to be work related; referred to PT and placed on **RESTRICTED DUTY 25 + DAYS, OSHA RECORDABLE.** ****7-12-09****

G

4-8-16 BIDDEDORD STORE – Employee reports pain in back after performing duties in Furniture/Flooring Department (closing department and moving product). Sent to our provider, determined to be work related; referred to PT and taken out of work for **(LOST TIME) 2 DAYS**; then placed on **RESTRICTED DUTY 15 DAYS, OSHA RECORDABLE.** ******

4-8-16 RUMFORD STORE – Employee reports back pain after lifting boxes of flooring product. Sent to our provider, determined to be work related; referred to PT and placed on **RESTRICTED DUTY 26 DAYS, OSHA RECORDABLE.** ****2-12-16**.**

4-15-16 SCARBOROUGH STORE – Employee reports pain and feeling a snap in bicep when lifting a 25 pound of gloves. Sent to our provider, determined to be work related; referred to PT and placed on **RESTRICTED DUTY 19 DAYS, OSHA RECORDABLE.** ****5-23-07****

4-21-16 BIDDEFORD STORE – Employee reports pain in left toes after rolling a U-Boat over her left foot. Sent to our provider, determined to be work related; referred to PT and placed on **RESTRICTED DUTY 9+ DAYS, OSHA RECORDABLE.** ****11-30-09****

4-20-15 ELLSWORTH STORE – Employees reports cutting right hand on broken bowls in Gaylord during unpacking. Sent to our provider, determined to be work related, first aid performed, returned to Full Duty. **** 5-13-15****

EMPLOYTEES ON RESTRICTED DUTY:

Gray Store (elbow pain) 1/7/16

Houlton (right shoulder) 2/25/15 (rotator cuff surgery scheduled June)

Brewer Store (wrist/forearm pain) 4/5/16

Biddeford Store (toe contusion) 4-21-16

LOCATION BREWER

Marden's Inc.
Accident Investigation – Root Cause Analysis & Action Plan

Event: Date 04/05/16 Time 13100 AM (PM)

Weekday: _____

Location of Accident: FABRIC DEPT.

Details of how the event occurred: REPETITIVE MOTIONS (HANDLING FABRIC, CUTTING FABRIC, PRICING) OVER A PERIOD OF 7 YEARS CAUSED INJURIES TO BOTH FOREARMS / WRISTS

Contributing Factors	YES NO		If YES, what contributed to this factor being an issue?	Is this a root cause of the event?		If YES, is an action plan indicated?	
	YES	NO		YES	NO	YES	NO
Issues related to staff training or staff competency?		X	EMPLOYEE IS WELL TRAINED ON SAFE WORK PRACTICES AND REGULARLY COMPLETES MICRO-STRETCHES				
Equipment/device?	X		REPETITIVE USE OF MANUAL SCISSORS CAN CAUSE STRESS TO MUSCLES AND TENDONS IN WRIST, HAND, AND FOREARM.	X		X	
Work environment?		X					
Lack of or misinterpretation of information?		X					
Communication?	X		NEED TO STRESS THE IMPORTANCE OF NOT OVEREXERTING BODY		X	X	
Appropriate rules/policies/procedures or lack thereof?		X					
Failure of a protective barrier?		X					
Personnel or personal issues?		X					
Supervisory issues?		X					
Other issues?							

Root Cause Analysis Action Plan

Risk Reduction Strategies	Measure(s) of Effectiveness	Responsible Person/Completion Date
Action item #1	RESEARCH DIFFERENT METHODS OF CUTTING BULK AMOUNTS OF FABRIC OR SPECIALIZED SCISSORS FOR THIS TASK.	BA, CARLA
Action item #2	STRESS THE IMPORTANCE OF MICRO-STRETCHING, ROTATING TASKS, AND ROTATING HANDS WHEN WORKING	BA, GARY SAFETY MEETINGS
Action item #3		
Action item #4		
Action item #5		

Marden's Inc.
Accident Investigation – Root Cause Analysis & Action Plan

Event: Date 04/08/2016 Time n/a AM PM

Weekday: Friday

Location of Accident: Furniture and Flooring store

Details of how the event occurred: During a store closing and after moving furniture and flooring around all day and for numerous days in a row employee started having back pain in the morning. Employee reported to Manager at 4:45 in the afternoon when the pain was unbearable.

Contributing Factors	YES NO		If YES - what contributed to this factor being an issue?	Is this a root cause of the event?		If YES, is an action plan indicated?	
	YES	NO		YES	NO	YES	NO
Issues related to staff training or staff competency?	✓		Proper training on utilizing equipment	✓		✓	
Equipment/device?	✓		Not using proper equipment for the job	✓		✓	
Work environment?		✓					
Lack of or misinterpretation of information?		✓					
Communication?	✓		Lack of communicating the need for help / and injury	✓		✓	
Appropriate rules/policies/procedures or lack thereof?		✓					
Failure of a protective barrier?		✓					
Personnel or personal issues?		✓					
Supervisory Issues?	✓		Lack of Supervision for task.	✓		✓	
Other issues?	✓		Repetative heavy lifting	✓		✓	

Biddford

Root Cause Analysis Action Plan

Risk Reduction Strategies	Measure(s) of Effectiveness	Responsible Person/Completion Date
Action item #1	Retrain employee on reporting injuries	Carie Bridges 4-12-16
Action item #2	Store wide retrain on equipment uses / purposes. Ex. Lift table, dollies, etc.	Carie Bridges TBD
Action item #3	Store wide re-train Back Safety - Proper lifting.	Carie Bridges TBD
Action item #4		
Action item #5		

Marden's – 5 Whys – Root Cause Analysis

15

10-

5 Whys Worksheet

Rumford 4 -8 -16

Define the Injury: Employee reports back strain after loading boxed of flooring (pulling boxes free).

Why did it happen?

1. Employee was pulling on boxes of flooring to get them "free" (sticking together on plastic wrap).

Why is that?

2. Flooring boxes were sticking on plastic wrap because the plastic wrap was not cut off first.

Why is that?

3. The plastic was not cut off because the wrapping weaves through the boxes/layers of flooring.

Why is that?

4. Employee was not trained to cut the plastic wrap and remove as much as possible to make it easier to pull.

Why is that?

5. Supervisor did not train employee thoroughly or monitor his work.

You don't want to list 5 different reasons; you want to go deep on 1 reason.

Caution:

- If your last answer is something you can't control, go back up to the previous answer on 1 reason
- Cannot because of a person

Action: Supervisor will train employee in all safe practices; including preparing flooring boxes for loading/unloading to include cutting and removing as much of the plastic wrap as possible.

Location: Scarborough

Root Cause Analysis of Employee Injury or Near-Miss Event

Description of Event Under Investigation

Event: Date 4/15/16 Time 10:30 (AM) PM

Weekday: Friday

Location: Hardware Department

Details of how the event occurred: Employee lifted a box of gloves (25#) and felt a "Snap" in her right upper Arm.

Contributing Factors			If YES, what contributed to this factor being an issue?	Is this a root cause of the event?		If YES, is an action plan indicated?	
	YES	NO		YES	NO	YES	NO
Issues related to staff training or staff competency?	✓		Did employee lift properly? performing micro-stretches	✓		✓	
Equipment/device?	✓		Box was bulky? Heavy?	✓		✓	
Work environment?		✓					
Lack of or misinterpretation of information?		✓					
Communication?	✓		Employee did not ask for assistance.	✓		✓	
Appropriate rules/policies/procedures or lack thereof?		✓					
Failure of a protective barrier?		✓					
Personnel or personal issues?		✓					
Supervisory issues?		✓					
Other issues?		✓					

Root Cause Analysis Action Plan

Risk Reduction Strategies	Measure(s) of Effectiveness	Responsible Person(s)
Action item #1	Reinforce safe lifting practices - perform microstretching through out the day	Supervisor
Action item #2	Reinforce communication - ask for help with Bulky or heavy Boxes.	Supervisor
Action item #3		
Action item #4		
Action item #5		

LOCATION Biddford

**Marden's Inc.
Accident Investigation – Root Cause Analysis & Action Plan**

Event: Date 4/21/16 Time 10:45 AM PM

Weekday: Thursday

Location of Accident: warehouse doors

Details of how the event occurred: Coming out of receiving area pushing a cart and pulling a U-boat at same time. Came through the doors started to turn both cart and U-boat at same time and in doing so U-boat hit the cart and they fell.

Contributing Factors			If YES - what contributed to this factor being an issue?	Is this a root cause of the event?		If YES, is an action plan indicated?	
	YES	NO		YES	NO	YES	NO
Issues related to staff training or staff competency?		✓					
Equipment/device?		✓					
Work environment?		✓					
Lack of or misinterpretation of information?		✓					
Communication?		✓					
Appropriate rules/policies/procedures or lack thereof?	✓		was in a rush to perform task and would rather save time than do task safely.	✓		✓	
Failure of a protective barrier?		✓					
Personnel or personal issues?	✓		In a rush to perform task	✓		✓	
Supervisory issues?		✓					
Other issues?		✓					

Root Cause Analysis Action Plan

Risk Reduction Strategies	Measure(s) of Effectiveness	Responsible Person/Completion Date
Action item #1	have a verbal discussion about slowing down and sometimes quick isn't always safe.	Supervisor / Store Manager
Action item #2	Retrain on Project setup	Supervisor / Store Manager
Action item #3		
Action item #4		
Action item #5		

Marden's – 5 Whys – Root Cause Analysis

15

10-

5 Whys Worksheet

Ellsworth 4-20-16

Define the Injury: Employee reports receiving a deep cut on her right palm while unpacking dishes from a Gaylord.

Why did it happen?

1. Employee cut hand on a broken bowl while unpacking a Gaylord of dishes.

Why is that?

2. She was not wearing PPE (gloves) and working with broken dishes in the Gaylord.

Why is that?

3. She did wear gloves at first but took them off after she thought she had removed all of the broken pieces

Why is that?

4. She took them off because she was in a hurry to finish unpacking and help with the major store reset project.

Why is that?

5. Employee did not pay enough attention to safety training/wearing PPE during rush of the reset.

You don't want to list 5 different reasons; you want to go deep on 1 reason.

Caution:

- If your last answer is something you can't control, go back up to the previous answer on 1 reason
- Cannot because of a person

Action: Management and Employees must remember Safety First, even during the pressure of a large reset project. Will re-inforce this at next location safety meeting.

2015 – 2016

Injury Comparison through December

- 2015 11 Injuries **No Lost Time** 8 OSHA Recordable
Restricted Time (118 days)
No Lost Time
- 2016 14 Injuries **Lost Time** 11 OSHA Recordable
Restricted Time (278 days)
1 Lost Time (2 days)
- Safety Goals 2015 **Actual YTD**
- **Zero (0) Lost Time Injuries** **Goal Not Met**
- Reduce OSHA Recordable Injuries by 15% 8 vs. 11 **Goal Not Met**
Goal 2015 – 32 Goal 2016 – 29 Now at 11
- Reduce Pull/Strain/Repetitive Injuries by 15% 6 vs. 8 **Goal Not Met**
Goal 2015 – 21 Goal 2016 - 18 Now at 8

Workers Comp. Costs

<u>Policy Year</u>	<u>Injuries</u>	<u>Costs</u>
8/11 - 8/12	52	\$ 366,048
8/12 - 8/13	44	\$ 78,389
8/13 – 8/14	44	\$ 39,784
8/14 – 8/15	57	\$ 129,224
<i>This policy year (so far):</i>		
8/15 – 8/16	36	\$ 50,973
<i>Last year</i>	41	\$ 122,812