

## Close-call (*Hiyari-hatto*) Incidents Experienced during Daily Work

### ○ Views of Employees Collected Through Questionnaire

The following are typical examples of close-call (*hiyari-hatto*) incidents and improvement action plans made by employees, which were reported at four plants of Shin-Etsu Chemical by means of a questionnaire

\* Depending on the nature of the incidents, we will determine what further actions are necessary to assure essential safety

Factors Leading to a Close-call	Reported Close-call Incidents	Improvement Action Plans*
Human Factor	When walking to the shipping gate and passing by a truck scale, I saw some people walking just in front of the scale while a truck was being weighed. I think this is dangerous, especially when a tanker truck is being weighed.	We will analyze the situation to determine why people were walking in front of the truck and whether they need to pass in front of it. In addition, we will implement a hazard prediction activity (HPA or kiken yochi) around a tanker truck, and if necessary, improve the facilities to prevent human-behavior-induced accidents. Moreover, we will conduct a training program to inform everyone in the plant why the existing rules are in place and to clarify what latent hazards arise if the rules are not followed.
	There is a risk that operators may lose their grip or footing when climbing up and down the ladder of a tanker or container, causing them to slip and fall.	We will encourage operators to implement a hazard prediction activity (HPA) before a day's work begins so as to ensure that operators can safely climb up and down the ladder.
	Some people wearing lab robes turn up their sleeves, especially in summer. There is a risk that they may get chemical agents on their arms or that their arms may come into contact with the dryer when handling items inside it.	We will provide special training so that operators will recognize the fact again that they work in a chemical plant where there is a risk of thermal and/or chemical burns and to ensure that they properly wear working uniforms according to the safety rules.
	I mistook the "reverse" switch of the cart for the "forward" one and was nearly hit by a cart.	We will encourage operators to carry out "physical pointing and calling out" to prevent a recurrence of such a mistake.
	Some people park their cars near the dining hall or lavatory, leaving their car with the engine running. This could be dangerous, as cases have been reported of such actions having caused a fire at other companies.	We will ensure that all employees and external contractors turn off the engine when their vehicle is parked on the premises.
	We sometimes, but not always, use a cutter knife. I do not think this will cause a major accident, but I sometimes feel there is a danger of injury. Therefore, I will wear Kevlar gloves, just in case.	We will ensure that operators properly wear protective equipment through a hazard prediction activity (HPA) with work instructions.

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Human Factor	It is difficult to wear safety glasses on ordinary glasses at the same time. Therefore, I often forget to wear safety glasses.	We will provide protective goggles to operators who wear ordinary glasses.
	When carrying materials, I piled up and carried an excessive number of boxes to finish the work quickly. I nearly dropped the boxes and tripped over my own feet.	We will instruct operators not to rush in order to finish work quickly at a workplace safety meeting.
	When transferring products from storage to a pallet, I sometimes find an empty box at the bottom of the pile. I lose my balance and nearly fall down as a certain amount of force is applied in lifting heavy products.	To avoid operators having to guess whether a box is empty or not, empty and full boxes will be sorted and clearly marked so that they will not be mixed.
	I sometimes feel we should wear a safety belt when working at a height.	Work performed at a height is regulated by law. We will provide training for operators to ensure that they properly use safety equipment
Human Action	When cleaning one of the two waste-water pumps, another pump started to operate and waste-water spilled out. (I had switched to manual operation only for the pump I was to clean.)	We will carry out a hazard prediction activity (HPA) to ensure the proper switchover. Especially in non-routine work, we will thoroughly implement a hazard prediction activity (HPA) with work instructions to ensure safety
	When moving a container using a forklift, I nearly dropped the container because the forks had not been thoroughly inserted	We will operate a forklift checking the position of the forks. We will ensure that the basic procedures are carried out before operation of a forklift truck.
	When transporting process cake (in-process powdered material), the wind blew the powder up into the air and it nearly entered my eye.	We will ensure that operators always wear safety glasses.
	When moving a container using a small forklift, I was nearly caught between the forklift and a cart left in the passageway.	We will ensure that carts are placed only in designated areas. We will instruct operators not to place unnecessary items in passageways.
	When I was working at a height using a working vehicle, another operator below me tried to move it by using the lower control box.	As a temporary measure, we will put a sign indicating that the vehicle must not be operated using the control box. As a permanent measure, we will install an interlocking system so that the working vehicle cannot be operated from two locations at the same time.
Equipment	There is a risk of an explosion when powder materials are put into a large amount of solvent through a manhole. Is it possible to convert the tank into a sealed tank?	We will re-confirm information regarding the risks of substances used in the plant and consider converting the tank into a sealed one to eliminate the risk of explosion and fire.

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Equipment	There is a risk of electrostatic ignition when a product storage tank is cleaned using solvent, even though nitrogen gas is injected inside the vessel to inhibit combustion. I suggest that the tank be sealed when it is cleaned	We will seal the tank as suggested to enhance the safety of the cleaning process.
	When preparing raw materials, I sometimes stumble because of uneven state of the floor.	We will check the floor of the workplace and remedy the unevenness of the floor to enhance safety.
	In my workplace, many forklifts are used to handle heavy objects. There is a risk that operators may collide with forklifts. I do not think it is possible not to use forklifts, but I believe automation may reduce such risks.	We will review the routes that forklifts travel and operators walk. We will look into automating conveyance work.
	Though their basic operation method is almost the same, the models or positions of valves differ from one piece of equipment to the next. The positions of the buttons and indicator lamps on control panels also differ from one piece of equipment to the next. This may cause improper operation of equipment. Is it possible to standardize them?	We will re-check the valves, buttons, and lamps pointed out and review the indicators to prevent mistakes.
	When organic solvent was put into a bucket for filter cleaning, the solvent nearly splashed on me.	There is a rule that states operators must wear safety goggles and protective gloves when organic solvent is being used. Furthermore, the use of a bucket for taking out organic solvents will be prohibited.
	A gutter cover fell when a cart passed over it. There is a risk of a cart toppling over.	A stopper has been welded to the back of the cover.
	When wheeling a cart around while carrying ingots (cylindrical poles), I nearly caught my hand between the ingot and the handle of the cart.	The length of a cart has been adjusted so as to eliminate the risk that operators catch their hands.
	When a grating cover (gutter cover) was replaced, the spare parts did not fit, as the size was slightly different from an original one. It may fall.	We will install a safety fence to prevent the grating cover from falling. The size of the grating fence was adjusted to fit.
	A gutter cover was deformed. I nearly stumbled over it.	We will immediately replace the iron gutter cover.

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Method	When cleaning equipment with solvent and operating filtration in the same room at the same time, I feel there is a risk of ignition and explosion. The ventilation of the room needs to be improved	We will re-evaluate the safety of the processes to identify potential risks. In addition, dangerous processes will be classified. Upon measurement, we will consider improving ventilation.
	Processing objects are becoming heavier than before. I nearly dropped one.	The operating procedures for handling heavy objects will be reviewed. In addition, we will consider installing labor-saving equipment.
	I am concerned that operators may be injured due to the improper installation of a heavy metal mold.	The procedures for carrying heavy metal molds and installation equipments will be reviewed to eliminate such a risk.
	Sometimes, I nearly forget to release pressure when removing a pressurized vessel. => I suggest that a pressure meter be installed so that the inside pressure can be checked.	The operating procedures are set forth in the written operating instructions and standards. We will examine if there is any problem with them and provide operators with training on them.
	When removing the filler cap for oil replenishment to the vacuum pump, I was nearly burned by spilled hot oil.	The operating procedures for oil replacement or replenishment are set forth in the written operating instructions and standards. We will examine if there is any problem with them and provide operators with training on them.
	There is a risk of a chemical burn when a vessel is directly put into a cleaning tank for acid-cleaning. (It must be made mandatory to wear an apron in addition to designated safety glasses and gloves.)	The procedures for acid-cleaning of containers will be reviewed to determine if there is any problem with it and to thoroughly familiarize operators with it.
	Chemicals splashed into my eye. => I did not wear safety glasses because I thought it was OK to wear only ordinary glasses. I learned that it is necessary to wear safety glasses even if wearing ordinary glasses. There are safety glasses designed for those who wear ordinary glasses.	We will instruct operators wearing ordinary glasses to wear special safety glasses or goggles, as we have already pointed out.
	Plastic boxes are piled too high on a cart. As a result, the pile collapses due to uneven floor surfaces or wind. There is a risk of such boxes hitting other operators.	We will rearrange the storage area and secure the routes for carts.
	I feel it is dangerous to improperly pile plastic cases or to push a cart with products protruding from the box.	The procedures for piling cases will be standardized and rules for moving products safely will be made.
	I nearly cut my finger when pushing hard pieces of quartz glass into a waste box.	We will standardize operating instructions, such as by explicitly starting to use anti-cut gloves, and give operators training about them.

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Method	Boiled water splashed on me when a steam trap (condensed steam collector) was being replaced. It was dangerous.	The procedures for removing pipes will be clearly documented. In addition, we will ensure that we implement a hazard prediction activity (HPA).
Management	I nearly fell over an object placed on the floor.	Designated areas will be clearly indicated. In addition, the managing method will be reviewed so that items are not placed anywhere other than in designated areas.
	A floor sheet had peeled away. I almost fell down when I carried rods to be processed.	We will take necessary actions immediately. When finding any hazards, please report it to your supervisor at the daily meeting. We will immediately carry out safety measures against the reported hazards
	There is a risk that when walking down the steps of furnaces, an operator may catch his or her hand between the rail and the wall, and topple over, resulting in injury, as the gap is small.	We will check whether there are any hazards in buildings, walls, passageways, etc. and review management methods to ensure a safe work environment.
	Many external contractors visit the plant and many cars go back and forth on the premises. Traffic should be limited or banned for a certain period of time, such as lunch time.	The entry of vehicles is restricted according to the traffic rules in each plant. We will review whether any areas or times are hazardous.
	During night patrol, I feel the weighing place is dark. Outdoor lights are needed.	Though the luminosity is checked through work environment assessment we will check it again around the area that was pointed out
	The women's working uniform for the summer season is loose, especially around the waist. It is dangerous that the loose clothing could easily get caught. Clothes that properly fit bodies might be better.	In addition to the problem pointed out, we will review all of the working uniforms from the safety aspect.
	In the passageway where steel plates were laid, a cart got stuck and nearly toppled over because there were gaps between the steel plates.	We will take necessary actions immediately. When finding any hazards, please report it to your supervisor at the daily meeting. We will immediately carry out safety measures to counteract the reported hazards
	There are a lot of hazardous raw materials. I think that we need to prepare a list of hazardous materials to re-evaluate the danger levels of the materials.	In accordance with our management standards, hazardous materials are stored and the quantity of hazardous materials is controlled. We will check the status of hazardous materials daily and review the manner of conducting safety training, such as the frequency of the training.

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Management	There are some places where rain water leaks through. I am concerned that such rain water may enter the control panels of machines, causing trouble such as a short-circuit.	The problem area pointed out will be located and repaired immediately.
	The cover of a trench was taken off and I nearly fell into the trench	We will ensure that we take appropriate measures to prevent someone from tripping or falling in when a cover has been removed and to ensure that the cover is replaced when the work is completed.
	When I was about to weigh a container containing oil, some oil was spilling over. The container slipped from my hands and almost hit a pipe.	We will carry out 4S activities -- <i>Seiri</i> (Sorting), <i>Seiton</i> (Straightening up), <i>Seisou</i> (Cleaning up) and <i>Seiketsu</i> (Practice cleanliness) at the particular workplace, on the equipment and at the entire facility. We will ensure that the spilled oil is wiped up immediately.
Others	I am sometimes concerned that problems are not detected quickly enough because there is not a sufficient number of operators and each operator has too many tasks, causing operators to become careless. Measures need to be taken based on a new way of thinking, both in terms of equipment and management.	We will promote the automation and installation of labor-saving equipment to reduce the burden on operators.
	At automatic doors or gates, the other side can not be seen through. I nearly collided with other operators even when taking care to avoid such an accident.	To avoid operators having to take action by guesswork, we will provide training for operators to be sure to be especially aware of assuring the safety of those around them before starting work. For some areas, sensors and flashing lights will be used to ensure safety.