
CASE STUDY – PEDESTRIAN

Keywords: Line of Sight, Visibility, Forklift, Pedestrian, Traffic

1. Background

A company has heard rumours that a number of people have had close calls with forklifts. Most of these rumours have centered on workers who are coming and going from the breakroom and washroom facilities.

2. Assessment

The company took a number of steps to determine if the rumors were true:

- Underwent a document review of their relevant policy and procedures.
- Reviewed inspection records and incident reports.
- Reviewed training records.
- Observed employee behaviour, both forklift operators and workers.
- Interviewed forklift operators and workers to understand their job tasks.
- Spoke with various workers regarding any close calls not reported.
- Completed a risk assessment.
- Spoke to the JHSC and several employees about the rumoured incidences.

CASE STUDY – PEDESTRIAN

3. Conclusion

As a result of the findings, the company came to a number of conclusions:

- They did not have a formal Traffic (Pedestrian) Management Program.
- Break times often occurred during busy times for forklift drivers increasing exposure to pedestrians.
- Busy times often lead to forklift driving at high speeds.
- Inspection records failed to identify low lighting levels and materials blocking the forklift driver's line of sight which could lead to higher risk of pedestrian contact.
- Pedestrian walkways are not identified.
- There is a lack of formal training on forklift and pedestrian hazards .
- Employees were seen on their smartphones walking in the warehouse.
- Employees look out for each other but there lacks the proper mechanism to report near misses and hazards.
- Lack of supervision in the area due to workload.
- Pedestrians lack proper PPE such as high visibility vests.

4. Recommendations

As a result of the findings, the company:

- Developed and implemented a Traffic (Pedestrian) Management Program and roles and responsibilities were communicated to all employees.
- Altered the break times to coincide with less busy times in the area.
- Installed safety barriers to separate pedestrians from the forklift traffic.
- Painted a dedicated pedestrian walkway.
- Reorganized the area to prevent fork truck traffic from coming close to the break room and washroom doors.
- Implemented a policy on forklift speed and educated supervisors to enforce the speed limit.
- Ensure all trucks are governed by the lift truck company.

CASE STUDY – PEDESTRIAN

- Instituted a no smartphone policy in the warehouse.
- Set up a secure charging station and private areas in the breakroom for smartphone use.
- Implemented and trained all employees on a near miss reporting process.
- Increased lighting levels according to ANSI/IESNA RP-7-17 recommendations.
- Reorganized materials to reduce glare, shadows and dark areas to increase visibility.
- Re-trained JHSC members to incorporate line of sight, lighting and pedestrian safety in monthly inspections.
- Reduced the height of loads to ensure forklift drivers could see where they were going.
- Added convex mirrors at intersections and at pedestrian entrances to increase visibility.
- Implemented a policy that all employees entering in the warehouse must wear high visibility vests and the policy enforced.

5. Success Factors and Challenges

In the short term the company experienced the following successes:

- Reporting of near misses when they occurred was reinforced and worker interviews during inspections indicated near misses decreased in frequency.
- With changes to the environment, forklift drivers visibility increased.
- JHSC inspections were more thorough and identified other areas of potential concern.

In the long term the company expects:

- 100% conformance
- All near misses will be reported and will be observed to further decrease in frequency.
- Adoption of policy and procedures to all areas of the warehouse.
- Strategic planning of all new buildings and retrofits.
- Positive hazard identification and risk assessment reports.

CASE STUDY – PEDESTRIAN

The company experienced the following challenges;

- Initial buy-in from all parties.
- In hindsight, the company learned that employee consultation and having a planned roll-out of solutions would have led to faster uptake of new policies and procedures.
- Lack of budget to implement physical changes such as barriers.
- Change in work processes such as altered break times, traffic flow, and reorganization of area was disruptive and led to an initial decrease in productivity.

6. Transferability

The company has decided this process is applicable to all areas of the warehouse. They plan on extending the program and process to the loading docks and areas surrounding the building.

7. Further information

<https://www.wsps.ca/Search?searchtext=warehouse&searchmode=anyword>

<https://www.ontario.ca/page/ergonomics-workplace#section-2>

<https://webstore.ansi.org/standards/iesna/ansiiesnarp01>

CASE STUDY – PEDESTRIAN

For additional information, ask to speak to your local Ergonomist.

Workplace Safety & Prevention Services

wsp.ca/ergonomics 1 877 494 WSPS (9777)

CONNECT
WITH US



© Workplace Safety & Prevention Services 2020. Workplace Safety & Prevention Services (WSPS) grants permission to approved end users to reproduce this document in whole or in part, provided its intended use is for non-commercial, educational purposes and that full acknowledgement is given to the WSPS. Approved end users are firms registered with the Workplace Safety and Insurance Board. WSPS reserves the right to extend this permission to other stakeholders and interested parties by express written permission upon application. WSPS extends no warranty to materials amended or altered by the end user. Under no circumstances is this document, or any portion thereof, to be duplicated for purposes of sale or for external reproduction or distribution.

(Sample WSPS acknowledgement, "Reproduced or adapted from name of solution with permission of Workplace Safety & Prevention Services, Mississauga, Ontario.")

The information contained in this reference material is distributed as a guide only. It is generally current to the best of our knowledge as at the revision date, having been compiled from sources believed to be reliable and to represent the best current opinion on the subject. No warranty, guarantee, or representation is made by WSPS as to the absolute correctness or sufficiency of any representation contained in this reference material. WSPS assumes no responsibility in connection therewith; nor can it be assumed that all acceptable safety measures are contained in this reference material, or that other or additional measures may not be required in particular or exceptional conditions or circumstances.

Revised: May 2020