

	Quality Electric Inc. Safety Management System		Doc No:	GOODCATCH
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WORK IMPROVEMENT / GOOD CATCH PROGRAM			Revision No.	1
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Good Catch

A good catch is an action-oriented program that implies somebody did something positive to prevent something bad from happening. It goes something like this: “I recognized an unsafe condition, action, defect or flawed piece of equipment and I acted to prevent an event from occurring. I caught it early and prevented something unfortunate from happening.”

It can be as simple as one employee notifying a supervisor that there’s an unsafe condition present or, even better, saying there’s an unsafe condition and “this is what I just did about it.” When a company’s safety culture includes encouragement and recognition for employees **who see something, say something, and do something to prevent events from occurring**, the company has implemented a good catch program.

Good-catch programs are well-suited for cultures trying to initiate or reinvigorate a positive reporting experience. Employees can feel very good about taking some measure of action to potentially prevent a bad thing from happening. It’s an opportunity for employees to see the potential for an injury before one happens and do something to address it. There is usually no stigma attached to this program since it isn’t blame-based. There’s no blame to administer if nothing has happened yet.

Three Characteristics: A Common Thread

First, each program must be easy to use and uncomplicated, so employees will be more inclined to make a report. In your organization, do your employees have to complete exhaustive paperwork or file a formal report to notify the supervisor of a conditional, procedural or behavioral opportunity in the workplace? If so, consider simplifying the process, even to the point where it is informal.

Next, the programs need to be well-communicated, so employees have absolute certainty the information collected will never result in reprimand—to anyone. Who controls this message in your company? Are employees telling tall tales of fellow workers being reprimanded or fired for reporting? Is there merit to that storyline? Or is the plant leadership reinforcing a more compelling truth that nobody is punished for making a report?

Finally, it’s important to do something with the information collected so employees don’t believe their report will go into a black hole, to never again see the light of day. Employees are motivated by visible progress toward a goal, so it only makes sense to take deliberate action on reported items and communicate those actions to the workforce. Do the safety stakeholders in your company act on near misses and communicate those actions to employees?