

Workplace Accident on a Night Shift

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Background about the Organization

The company I have researched is, a yoga-inspired company, is a global fashion brand that began in 1998 originally in Vancouver. It first opened as a yoga studio for Women. In November of 2000, the founder transitioned the company from a Women targeted yoga studio offering minimal apparel into an athletic apparel company for both Women and Men. The company then started to offer a variety of clothing styles and workout essentials geared towards individuals of interest. The company offers in-person shopping appointments and free mindfulness sessions where customers can educate themselves on healthy living to ensure they live life to their fullest with goal setting, personal responsibility skills, courage, honesty, integrity, entrepreneurship skills, and more. The company also offers virtual workout classes with the MIRROR worldwide, accessible 24/7. The company values itself as a brand that is inclusive of all, regardless of ethnic background, shape, and size. Products offered are primarily designed for active wear, such as cycling, running, personal training, and more.

With over 15,700 employees working for, the company is expanding its locations worldwide. The company has locations all over the world, some locations being Canada, the United States, Germany, China, South Korea, and France just to name a few. Within Canada, they first opened its doors in Toronto in 2002. With the brand being successful in Toronto, the company was able to expand into Mississauga, Milton, and other areas of the Greater Toronto Area.

Specifically speaking about the Milton Location, this location is new and opened its Distribution Centre in 2020, open 24 hours. As of 2020, this location has grown from 0 employees to 300+ employees, both working part-time and full-time positions. The Milton Distribution center is responsible for holding seasonal items, supplying retail locations across the GTA with new materials and merchandise, and completing customer returns and exchanges in a timely manner to ensure successful eCommerce within the company. The Milton Distribution Centre is also responsible for the inventory of the women's footwear, known as the Blissfeel that launched in Summer of 2022. Lastly, they also include Value Added Services out of the Milton Distribution center to guarantee items are accessible to read in all languages for inclusivity.

Although this company is a Retail Trade Sector, they also offer Internet Retail as well. Being said that they have grown into a massive global athletic apparel company that follows distinctive

core values and transformational experiences ensuring people live a healthy, happy, long life. With the company offering high-quality products and great customer service, they will continue to grow and succeed.

Description of the Incident

The Milton Distribution Centre is home to many Raymond class 1 power industrial vehicles, including the Raymond Reach, the Stand-up Dock Stocker, both single and double walkies, and the Raymond Order Picker. Within the facility, we have twenty employee's operating different PIT vehicles at the same time. In addition, we have general associates working with the PIT drivers to palletize skids, pick orders and process goods. This creates many different hazards to occur, especially when operating 24/7 with 300 workers. The most common shift for incidents to occur is on our overnight shift. Workers come in tired, and there is a lack of leadership present.

A loading dock incident occurred within the last few weeks that resulted in many takeaways. One of our associates drove the Order-Picker onto our loading docks, which is not the right tool for the job; Order-Pickers are supposed to be used within reserve racking aisles. As the associate picked up skids, he noticed that one was cracked and needed to be replaced with a new one. Instead of taking the correct safety precautions into his own hands, one of the workers called by the employee substituted a good skid underneath the broken skid, creating a pinch hazard underneath the forks of the machine. While this was happening, we had a Walkie driver that was tasked to unload pallets from a trailer on our loading dock. Once the Order-Picker began to move after the skids were changed, he lost the walkie in his blind spot and collided with the other driver. This collision resulted in the impact reading being 5 times the vehicle's weight. This was a concerning accident since a forklift weighs about 8000 pounds. As a result of this accident, no injuries occurred, and video footage enabled us to thoroughly examine the entire situation.

Having partnered with Management, Health & Safety, and Human Resources, we concluded that retraining the driver in theory and practical assessments would be beneficial, as well as suspending the driver from driving until a documented pass has been obtained from health and safety confirming they have completed the training successfully. In addition to coaching the driver directly, the situation that influenced this incident was also explained. The driver was reminded that collisions are the most common type of accident, and that they should

maintain a safe distance from other workers when operating vehicles and always check blind spots. As well, they learned about the dangers of operating vehicles and how resilient they are when struck, as they are made of steel and do not crumble like a car, and the force is transferred to the driver.

Discussion Questions

- 1. Why do you believe there are more accidents on night shifts? What can management and leadership do to reinforce safe driving habits on the night shift?**
- 2. Was the response to this incident the correct way of handling it? What were the negative aspects to attempting to rectify the issues in the incidents explained above?**
- 3. How would you implement your plan? What specific points did you use when deciding your strategies within your plan?**
- 4. Why does this problem have such a difficult solution? What are some difficulties not mentioned above that you can foresee? Will these issues arise with your solutions you have proposed in the prior questions?**
- 5. Lastly, what is a way that we can confirm the trainings we are having our drivers do are beneficial?**