Trailer Securement Violation Results in Fall

Incident Description: On 1/16/2020 a Saddle Creek Associate fell out of a dock door, to the pavement below, as a third-party driver pulled a trailer away from the door.

Events Leading up to Incident: The forklift operator attempted to secure the trailer, using the dock lock system, by pushing the "Hitch" button. When the button was pushed the dock lock panel began flashing red and green, indicating a device malfunction. Instead of notifying facility leadership and securing the trailer via a glad hand lock (as required by company policy), the operator began to load the trailer. After the forklift operator finished loading the trailer, the lead entered the trailer to get an outbound pallet count. Prior to entering the trailer, the lead failed to verify a green checklist was present or investigate the red/green flashing lights. When he finished his count, the lead stepped back out of the trailer and onto the dock plate. The trailer was pulled away from the dock door by a third-party carrier. This action caused the dock plate to drop and the lead to tumble backwards out of the door and onto the pavement.

Root Cause: Forklift operator failed to properly secure the trailer. The Trailer Securement Policy requires that when a dock panel flashes red and green, the operator must notify facility leadership of the failure and secure the trailer via glad hand lock.

Secondary Cause: Lead failed to verify the trailer was properly secured before entering the trailer.

Lesson to be Learned:
- Pay attention to the dock panel when securing or entering a trailer. If a red and green flashing light illuminates, take the following actions:
    - Notify facility leadership of the malfunction
    - Apply a glad hand lock to the trailer, prior to opening the dock door
- Prior to entering a trailer, ALWAYS verify either a **green light** or **green checklist** is posted at the door

PLEASE POST FOR 30 DAYS