THE RESULT

"All mills trained, 96%"? 81.5% are confirmed current, 585 have no record yet, and the injured technician's refresher had lapsed.

A Global Head of Learning at a 22,000-person steelmaker answers the CEO's two questions after a lockout incident, with any AI chat her company allows.

THE RESULT What Priya sends the CEO on Wednesday evening. Fictional company.

KESSROW STEEL · LEARNING

Lockout training: status after Granite Falls

For: Alan Mercer, CEO
From: Priya Natarajan · Wednesday, December 2

YOUR TWO QUESTIONS

Was everyone on the crew trained?
Not everyone was current. Of the four on shift, records show one current refresher (the shift lead). The injured technician completed lockout training on September 9, 2025; his annual refresher lapsed on September 9, 2026. The two contractors' training is unknown until their employer sends records. · Inputs 2, 3

Are all our mills current?
No. 3,098 of 3,800 employees in scope (81.5%) are confirmed current. 117 have expired at 10 mills; 585 at two mills have no record yet. Contractors aren't counted. · Input 4

WHERE THE GAPS ARE

Expired	No record yet	No reply	Contractors
117 people	**585 people**	**3 mills**	**Not counted**
Most at Ashford (29), Ironwood (23)	Port Alder, Riverside: history not loaded	Ashford, Lakeview, Northvale	No training records held

WHAT THIS PAGE DOESN'T SAY

SAFETY — **The cause. EHS's investigation is open**
Interviews run December 2 and 3. Nothing here says training caused the incident. The EHS lead has reviewed this page. · Input 2

CHASE — **Ironwood: records show 23 expired, the mill says 5**
18 to explain, name by name, by Thursday. · Inputs 4, 5

CAUGHT ON REVIEW

1. Line 2 "all trained": **the injured technician's refresher had lapsed**, and the contractors have no records
2. "96%" **leaves out 585 people at two mills** and every contractor; 81.5% are confirmed current
3. "Appears to be a training gap": **EHS hasn't found a cause**

UC-001 · SC-17 · REV A	
FOR **Global Head of Learning**	SECTOR **Steel**
COMPANY **22,000 people · 12 mills · US, Canada**	TASK **Answer the CEO within 48 hours of a safety incident**
WRITTEN FOR **ChatGPT · Claude · Gemini · Copilot**	
AI TEST **Claude, Nov 13, 2026 · 7 of 7 found**	

STEP 0 · THE MESS

What landed on Priya's desk

A two-line email from the CEO, the safety team's first summary, two pulls from the learning system, rushed replies from the mills and a draft her coordinator wrote overnight. The draft reads well. It isn't true.

EMAIL · CEO [1]

Granite Falls

"Was everyone on that crew trained on lockout, and are all our mills current? One page."

1 **Two questions.**

EHS SUMMARY [2]

Incident

The line had not been locked out … Root cause not yet determined.

2 **No cause yet.**

LMS · CREW LOOKUP [3]

Line 2

Technician: last completed September 9, 2025. Contractors: not in LMS.

3 **Check the date.**

LMS · ALL MILLS [4]

Snapshot

Port Alder 310 in scope, 0 current … history not loaded yet.

4 **Zero isn't zero.**

REPLIES · 9 OF 12 [5]

From the mills

"Everyone on line 2 is trained." … "All current except 5 people on leave."

5 **Who didn't reply?**

DRAFT · COORDINATOR [6]

Summary

"Company-wide completion is 96% … appears to be a training gap."

6 **Reads well.**

YOU'RE NOT ALONE

#3

Lockout/tagout is the third most cited OSHA standard so far in fiscal 2026.

OSHA, Top 10 Most Frequently Cited Standards, preliminary FY2026 (October 2025 to August 2026). Source

STEPS 1–3 · HOW IT WORKS

Three steps, one chat

Here the AI checks rushed replies against records, under time pressure. The prompt tells it which to trust.

1 Open a new chat

Use the AI tool your company approves: ChatGPT, Claude, Gemini or Copilot.

2 Paste the prompt and the inputs

Copy the prompt and the six fictional inputs from the appendix into one message.

3 Check one date and one total yourself

Check when the technician's refresher lapsed, and add up who is in scope at all 12 mills. Then decide what the CEO can say.

THE PROMPT, PART BY PART

COPY-READY VERSION IN THE APPENDIX

I'm Global Head of Learning at a steel company with 12 mills. After a lockout incident at one of our mills on Monday night, our CEO wants a one-page answer by Wednesday evening, before he briefs the board chair. Today is Tuesday, December 1. Below are his email, the safety team's incident summary, our learning system records, the mills' replies and a draft from my coordinator.

1 Who you are, who asked, the deadline, and today's date. The date tells it which refreshers have lapsed.

Please give me a one-page status board:

1. **The CEO's two answers**, each in one or two sentences.
2. **A board by mill**: current, expired, no record, and whether the mill replied.
3. **What we don't know yet**, and who will find out.
4. **The next 48 hours**: actions, with owners.

2 The CEO's two answers first, then the board by mill, the unknowns and the next 48 hours.

Trust records over replies: if a reply says "trained" and the records don't show it, say so. Count who is missing from every number. Don't state a cause for the incident that the inputs don't give. Don't add facts that aren't in the inputs; if you assume something, say so.

3 The heavy lifting: trust records over replies, count who is missing from every number, and state no cause. It found all seven problems.

WHERE TO PASTE

Every tool has one message box. Paste the prompt, add a blank line, paste the inputs, send. Exports can be attached as files if your tool allows it.

SAFE TO TRY

Practise with the fictional inputs first. Real incident details and training records are confidential: use only your company's approved tool, and leave out names.

THE AI'S FIRST ANSWER

What Claude actually wrote

Exactly as it came back, not edited. Read it the way Priya did: check each point against the source it cites.

UNEDITED Claude · fresh session, no other context · Nov 13, 2026 · one run

Lockout training status board: Granite Falls incident and all 12 mills Prepared Tuesday, December 1, for Alan Mercer's board-chair briefing on Thursday at 8:00. Sources: [1] to [6]. Where the learning records and a mill's reply disagree, I went with the records.

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1. The CEO's two answers

Was everyone on the crew trained on lockout? No, going by our records. Only 1 of the 4 people on shift has a current refresher (the shift lead). The injured technician's annual refresher has expired: he last completed it on September 9, 2025 [3]. The 2 contractors aren't in our learning system, which holds only Kessrow employees [3][4], so their training is unknown until the contractor provides proof. Granite Falls told us "everyone on line 2 is trained" [5]. The records don't support that. `A: trained, but lapsed`

Are all our mills current? No. Of 3,800 employees in scope, 3,098 (81.5%) are current in the records. Another 117 have expired, spread across 10 mills. The remaining 585, all at Port Alder and Riverside, have no record in the system because their history hasn't been loaded since they moved over on October 19 [4]. Contractors aren't counted in any of these numbers.

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2. Board by mill (learning system snapshot for December 1 [4], replies by Tuesday noon [5]) `C: three numbers for the CEO`

Mill	In scope	Current	Expired	No record	Replied?	Reply vs. record
Granite Falls	410	389	21	0	Yes	**Conflicts.** "Line 2 all trained", but the injured tech is expired and 2 contractors have no record. The 21 expired across the mill aren't mentioned. `found`
Brantford	380	372	8	0	Yes	Matches (8). Booked for Dec 8 to 10.
Cedar Point	295	290	5	0	Yes	Matches (5). "Booked", no date given.
Ironwood	520	497	23	0	Yes	**Conflicts.** Reply says 5 are not current (on leave); records show 23 expired. 18 unexplained. `found`
Lakeview	240	231	9	0	**No**	
Port Alder	310	0	0	310	Yes	**Unverified.** "All trained", on paper records only. Not in the system. `found`
Riverside	275	0	0	275	Not yet	"Checking, will confirm."
Stony Creek	360	352	8	0	Yes	Matches (8). "Scheduled", no date given.
Millbrook	190	188	2	0	Yes	Matches (2). Both on nights, booked.
Ashford	330	301	29	0	**No**	Most expired of any mill, and no reply. `found`
Kingsgate	265	259	6	0	Yes	Matches (6). Booked next week.
Northvale	225	219	6	0	**No**	
Total	**3,800**	**3,098**	**117**	**585**	9 replied (1 of them "checking"); 3 silent	

Check: 3,098 + 117 + 585 = 3,800.

Do not send the coordinator's draft [6] as written:

- "All 12 mills report" is wrong. Only 9 replied, and one of those (Riverside) only said it is checking.
- "96%" is 3,098 out of 3,215. That leaves out Port Alder and Riverside (585 people) and all contractors. Against the full 3,800, the rate is 81.5%. `found`
- "Appears to be a training gap" states a cause. EHS says the root cause is not yet determined [2]. A line 2 refresher can go ahead as a records fix, but it shouldn't be described as the answer to the incident. `found`

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3. What we don't know yet, and who will find out

Unknown	Who finds out (assumed owner, please confirm)
Root cause of the incident. Interviews are on Dec 2 and 3, so the Dec 3 results won't be in by Wednesday night.	EHS investigation lead
Lockout training for the 2 Granite Falls contractors	Granite Falls site management, getting proof from the contractor `found`
Contractor lockout training at the other 11 mills. Neither the number of contractors nor their status is known.	Each mill manager, with procurement or contractor management
Port Alder's 310 people: whether the paper records exist and are current	Port Alder training office, with the learning system team to load the history
Riverside's 275 people: no records and no confirmed reply	Riverside training lead
Ironwood's 18-person gap (23 expired vs. 5 on leave)	Ironwood training lead
Lakeview, Ashford and Northvale: no reply	Priya, chasing each mill's lead
Whether "booked" or "scheduled" dates are real. Only Brantford gave dates.	Each mill, sending session dates

4. Next 48 hours

When	Action	Owner (assumed where not stated in the inputs)
Tue, today	Replace the coordinator's draft. Nothing goes to the CEO with "96%", "all 12" or a cause in it.	Priya
Tue, today	Escalate to Lakeview, Ashford and Northvale, with a reply deadline of Wednesday noon	Priya
Tue, today	Ask the contractor, through Granite Falls, for both workers' lockout training records	Granite Falls site manager
Tue/Wed	Ask the injured technician's manager whether he is cleared to do lockout work before his refresher. Hold any line 2 refresher until EHS agrees it won't interfere with the interviews.	Granite Falls site manager, with EHS
Wed a.m.	Port Alder to send scanned paper records. Riverside to send its status. Start loading their history.	Port Alder and Riverside training leads, learning system admin
Wed a.m.	Ironwood to reconcile 23 vs. 5, name by name	Ironwood training lead
Wed a.m.	Each mill to report its contractor headcount on site, with lockout proof	Mill managers
Wed p.m.	Get an EHS status update after the Dec 2 interviews (facts only, no cause)	EHS lead
Wed evening	Send the one-page answer to Alan, with the two answers above and all unknowns clearly labelled	Priya `B: EHS sees it first`

Assumptions: The owners above are roles I suggested; the inputs only name Alan and Priya. I assumed the two Granite Falls line 2 employees are counted in that mill's 410. I also assumed "expired" in the learning system means past the annual refresher date. The inputs don't say whether Ironwood's on-leave staff are counted as expired.

`found` caught a planted problem `A–C` Priya changes it; see the next section

THE HUMAN PART

What Priya changed, and why

Claude found every planted problem and refused to state a cause. Priya's edits are about one word the board chair will repeat, who checks the page, and how much the CEO needs.

WHAT CLAUDE FOUND: 7 OF 7 PLANTED PROBLEMS

One run

- ✓ “Line 2 all trained” isn't in the records
- ✓ Contractors have no records
- ✓ Three mills didn't reply
- ✓ Two mills' zeros are missing history
- ✓ “96%” leaves out 585 people
- ✓ No cause without EHS
- ✓ Ironwood: 5 on leave vs 23 expired

THREE EDITS, ONE CATCH AND TWO JUDGMENT CALLS

	CLAUDE WROTE	PRIYA'S VERSION	WHY · ACCURACY
A	“Was everyone on the crew trained on lockout? No, going by our records.”	**Not everyone was current. The technician completed lockout training on September 9, 2025; his annual refresher lapsed on September 9, 2026.**	Priya checked the date. He was trained, and his refresher lapsed 12 weeks before the incident. "Not trained" and "refresher lapsed" are different statements, and the board chair will repeat whichever one the CEO uses.

	CLAUDE WROTE	PRIYA'S VERSION	WHY · SAFETY
B	“Wed evening: Send the one-page answer to Alan … all unknowns clearly labelled.”	**The EHS lead reviews the page before it goes to Alan. It says nothing about the cause.**	The investigation is open and interviews are still running. Anything about the incident that reaches the board should be checked by the person leading it.

	CLAUDE WROTE	PRIYA'S VERSION	WHY · LENGTH
C	A 13-row board by mill, with every reply compared to the records.	**The CEO gets the two answers and four numbers: expired, no record, no reply, contractors. The full board goes to the mill managers.**	The CEO is briefing a board chair in a few minutes. The mill managers are the ones who have to fix their rows.

What only you can do Choose the exact words the board will hear, get the safety lead's eyes on anything about the incident, and decide what the CEO needs at 8 a.m. The AI checked the records. You stand behind the page.

YOUR TURN

Make it yours

Use it whenever something has gone wrong and a leader asks "was everyone trained?": an incident, an audit finding, a customer complaint, a regulator's question.

YOUR PROMPT: FILL IN THE BRACKETS

I'm the **[your role]** at a **[industry]** company with **[sites]**. After **[what happened]**, **[who]** wants **[the questions]** by **[deadline]**. Today is **[date]**. Below are **[the request, the incident summary, training records, site replies and any draft]**.

Please give me a one-page status: **1. The answers** to **[their questions]**, each in one or two sentences. **2. A board by site**: current, expired, no record, and whether the site replied. **3. What we don't know yet**, and who will find out. **4. The next [48 hours]**: actions, with owners.

Trust records over replies: if a reply says "trained" and the records don't show it, say so. Count who is missing from every number. Don't state a cause that the inputs don't give. Don't add facts that aren't in the inputs; if you assume something, say so.

FIVE CHECKS BEFORE YOU SEND

1. Every "trained" is backed by a record, not a reply.
2. Every percentage says who it leaves out (sites, contractors, missing history).
3. Sites that didn't reply are listed, not left out.
4. Nothing on the page states a cause the investigation hasn't found.
5. The safety lead has reviewed anything about the incident.

MAKE IT REPEATABLE (OPTIONAL)

Save the prompt once and reuse it after any incident or audit: a custom GPT in ChatGPT, a project in Claude, a Gem in Gemini, or an agent in Copilot. Some companies switch these off; copy and paste always works.

WITH REAL DATA

Incident details and training records are confidential and may be legally sensitive. Use only the AI tool your company approves, leave out names, and follow your company's rules for open investigations.

WHAT THIS EXAMPLE SHOWS

One run of this prompt in Claude found all seven problems planted in fictional inputs and kept the cause out of its answer.

WHAT IT DOESN'T SHOW

That every tool, setting or run will do the same, how much time it saves you, or anything about what causes real incidents. Kessrow Steel and its people are fictional.

APPENDIX

Copy-ready: the prompt and the six inputs

Copy the prompt, then all six inputs, into one message in a new chat. Everything here is fictional and safe to paste.

THE PROMPT

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Please give me a one-page status board:

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[1] EMAIL FROM ALAN MERCER, CEO (TUESDAY, 7:10)

Subject: Granite Falls

Priya, I'm briefing the board chair Thursday at 8. I need two answers by Wednesday night: was everyone on that crew trained on lockout, and are all our mills current? One page.

[2] EHS INCIDENT SUMMARY

Granite Falls, cold mill line 2, Monday November 30, 23:40. A maintenance technician cut his hand clearing a strip jam. The line had not been locked out. Treated at hospital and released; recordable injury. Crew on shift: 2 Kessrow employees, 2 workers from an outside maintenance contractor. Investigation opened; root cause not yet determined. Interviews December 2 and 3.

[3] LMS LOOKUP: GRANITE FALLS LINE 2 CREW, LOCKOUT REFRESHER (ANNUAL)

Person	Last completed	Status
Employee, maintenance technician (injured)	September 9, 2025	Expired
Employee, shift lead	May 14, 2026	Current
Contractor 1		Not in LMS
Contractor 2		Not in LMS

[4] LMS SNAPSHOT, LOCKOUT REFRESHER, EMPLOYEES IN SCOPE, DECEMBER 1

Mill	In scope	Current	Expired
Granite Falls	410	389	21
Brantford	380	372	8
Cedar Point	295	290	5
Ironwood	520	497	23
Lakeview	240	231	9
Port Alder	310	0	0
Riverside	275	0	0
Stony Creek	360	352	8
Millbrook	190	188	2
Ashford	330	301	29
Kingsgate	265	259	6
Northvale	225	219	6

Note: Port Alder and Riverside moved to this LMS on October 19; their training history has not been loaded yet. The LMS holds Kessrow employees only.

[5] REPLIES FROM THE MILLS BY TUESDAY NOON (9 OF 12)

- Granite Falls: Everyone on line 2 is trained.
- Brantford: 8 refreshers overdue, booked for December 8 to 10.
- Cedar Point: 5 expired, booked.
- Ironwood: All current except 5 people on leave.
- Port Alder: All trained. Paper records in the training office.
- Riverside: Checking, will confirm.
- Stony Creek: 8 overdue, scheduled.
- Millbrook: 2 overdue, both on nights, booked.
- Kingsgate: 6 overdue, booked next week.

[6] DRAFT FROM THE LEARNING COORDINATOR

All 12 mills report lockout training complete or close to it. Company-wide completion is 96%. The Granite Falls incident appears to be a training gap; we'll run a refresher for line 2 this week.