What is a Safety Culture?

- Definitions *"How things are done round here"*.
- *When management is not around*
- Perceptions
  - Group norms
  - Assumptions
  - Beliefs
- Synergy

Starting Point

- Management commitment and employee involvement
- Hazard assessment
- Methods of mitigation
- Education

Performance drivers

- Achieving goals objectives strategies and tactics
- Must be known by all
- Identifying your customer

Management Commitment

- Model leadership
- Care about what people do
- Participate in what people do
- Analyze why
- Apply leadership to interventions

Herb Keller

- http://bostonherald.com/news_opinion/local_coverage/2014/08/rejoicing_customers_workers_flood_market_basket_stores

Employee Involvement

- Who is Your Customer
- My case
- Your case
  - Buyer or seller
  - The hook

Accident Costs and Impact on Sales

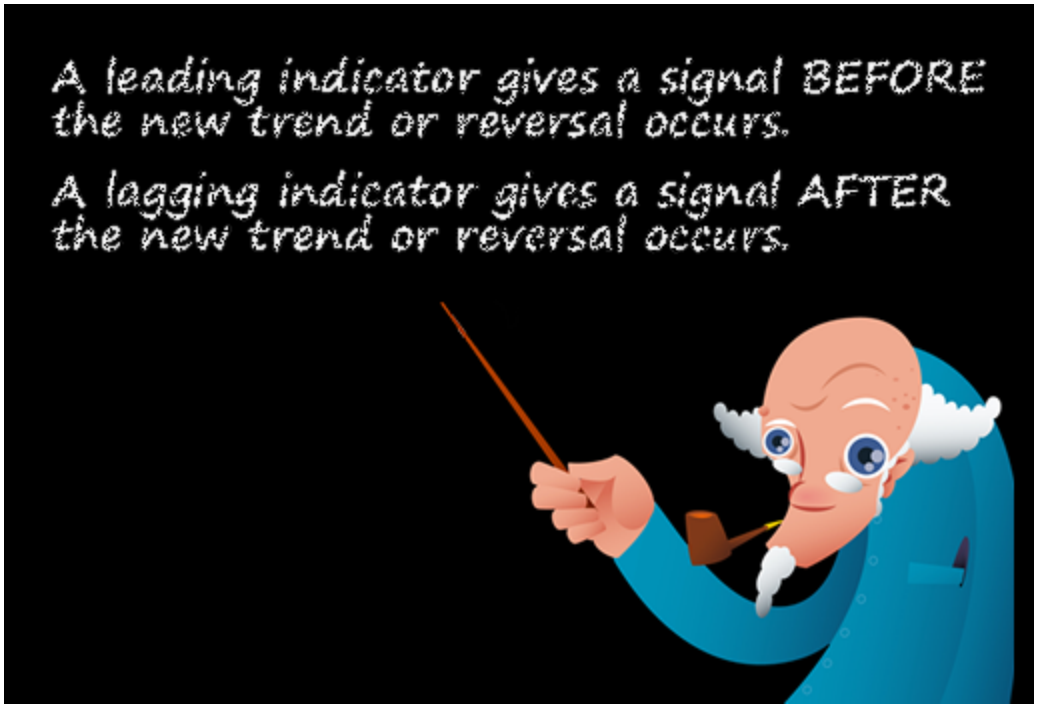
Type Injury	Avg. Direct$	Avg. Indirect$	Total$	Sales Needed 3%	5%
Amputation	$21,718	$23,890	$45,600	$1,520,260	$912,156
Burn	$ 3,846	$ 6,154	$10,000	$ 333,320	$199,992
Carpal T.	$ 8,305	$ 9,966	$18,271	$ 609,033	$365,420
Foreign Body	$ 317	$ 1,427	$ 1,744	$ 58,177	$ 34,870
Laceration	$ 1,101	$ 4,955	$ 6,056	$ 201,850	$121,110

Lead vs Lag Indicators

- Hazard assessment will reveal the need for both
- Performance indicators
- Learning indicators
- Lag indicators
  - DART
  - EMR
  - TRIR

Typical Leading Indicators

- Customer satisfaction
- Evaluate lag indicators
- Audits
- Accident investigation



Standards of Performance

- We can train personnel to perform safely once we understand why they engage in unsafe acts.
- Performance is a function of its' consequences.
- People do what they do because of:
  - What happens to them.
  - What does not happen to them.
  - http://bostonherald.com/news_opinion/local_coverage/2014/08/rejoicing_customers_workers_flood_market_basket_stores

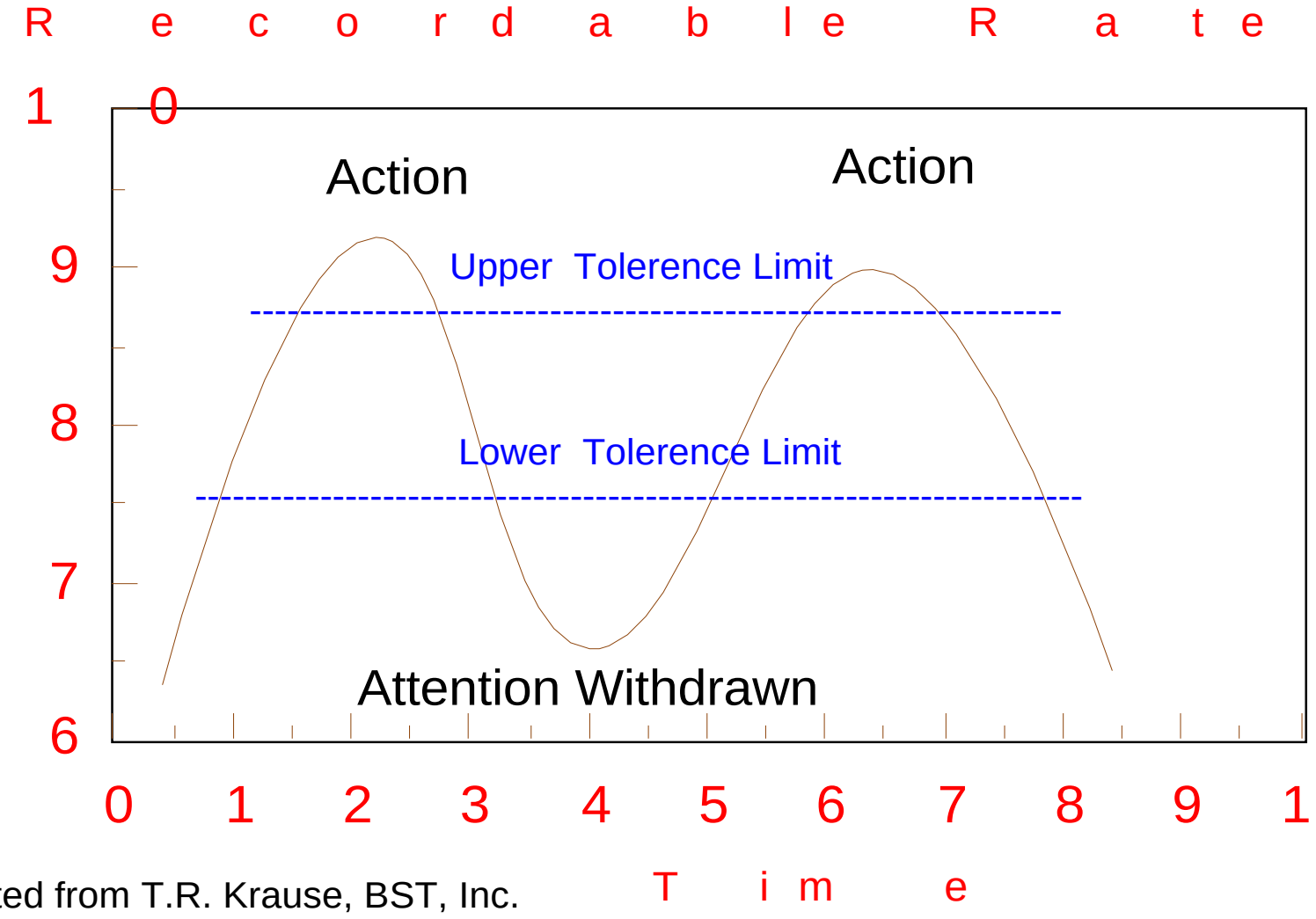
Leading Indicators

- Near misses
- Accident investigation
- Zero tolerance to drugs and alcohol
- Common sense
- Expectations

Goals of a Safety Program

- The primary goal
  - People don’t get hurt
  - People Understand
- Leadership is the engine
  - Safer personnel are more profitable
  - Education is the key to the engine
    - Unconscious competence with a conscious awareness

Accident



Adopted from T.R. Krause, BST, Inc.

Principles of ZERO DEFECTS

Quality is Conformance to Requirements

Defect prevention is preferable

Standard of Quality is always be Zero Defects

Quality is measure on the basis of Price

www.shakehandwithlife.blogspot.com

Communication

- Communication
- Understanding
- Taking at compared to talking to

- Sender-receiver-understanding

Four levels of Knowledge

- Unconsciousness incompetence
- Conscious incompetence
- Conscious competence
- Unconscious competence
- http://www.youtube.com/watch?
  AyH-I

Ignorance by permission

Characteristics of a Strong Safety Culture

Everyone Feels Responsible & Pursues Safety on a Continual Basis

Employees go Beyond the Call of Duty in Identifying Hazards and Feel Comfortable Reporting Them

Non-Reporting. All Levels of the Organization are Held Accountable

Employees Intervene/Coach One Another

Bottom Line

- **You** define your safety culture.
- Each **individual** is responsible for their own safety but their action or inaction can impact the safety of others.
- To achieve a total positive safety culture **all** personnel must hold safety as a value.
- Each **person** must feel responsible for their own and co-workers' safety.
- **All workers** use and follow safe work practices for the benefit of others.
- Go home "**whole**" at the end of your work shift or day.

Development

- **You** define your safety culture.
- I**ndividual** responsiblity
- Safety as a value.
- Caring attitude
- **Consistency**
- Go home “**whole**”