

SAFETY IS A TOUGH BUSINESS

Go from
REACTIVE
"FIREFIGHTER"

to
INDUSTRY
LEADER



 **SAFESTART[®]**

Our clients tell us safety is a tough business...

Do any of these sound like you?

1. "We've had the same types of injuries affecting us year over year (slips, trips, falls/ sprains & strains) – ***How do I solve the actual problem and achieve the results we're after?***"
2. "Our employees aren't engaged in safety - ***How can I get our people to take personal accountability for their own safety?***"
3. "Our recordable rate is stalled/ not going in the right direction (in spite of everything we are doing) – ***Am I focused on the right solutions?***"
4. "Our Safety Culture isn't where we need it to be – ***Where's the playbook that tells me how I can influence this critical area to help our business?***"
5. "Our employees continually take risks, choose shortcuts and ignore rules & regulations – ***How can I get them to understand the potential impact of these critical decisions?***"
6. "I'm tired of constantly justifying my spending and being faced with competing organizational priorities – ***How can I prove the value of Safety to get the leadership support we need and/or get business and safety on the same page?***"

Challenge - same “common” injuries year over year

- **FACT:** Acute injuries are not typically coming from the most dangerous things that we do
- **FACT:** Injuries happen when we no longer perceive something to be hazardous and it is usually familiar to us
- How much time, effort and money is/ has been misdirected trying to solve the wrong problem?



RUSHING



FRUSTRATION



FATIGUE



COMPLACENCY

What causes most accidents?



***Something
Unexpected***



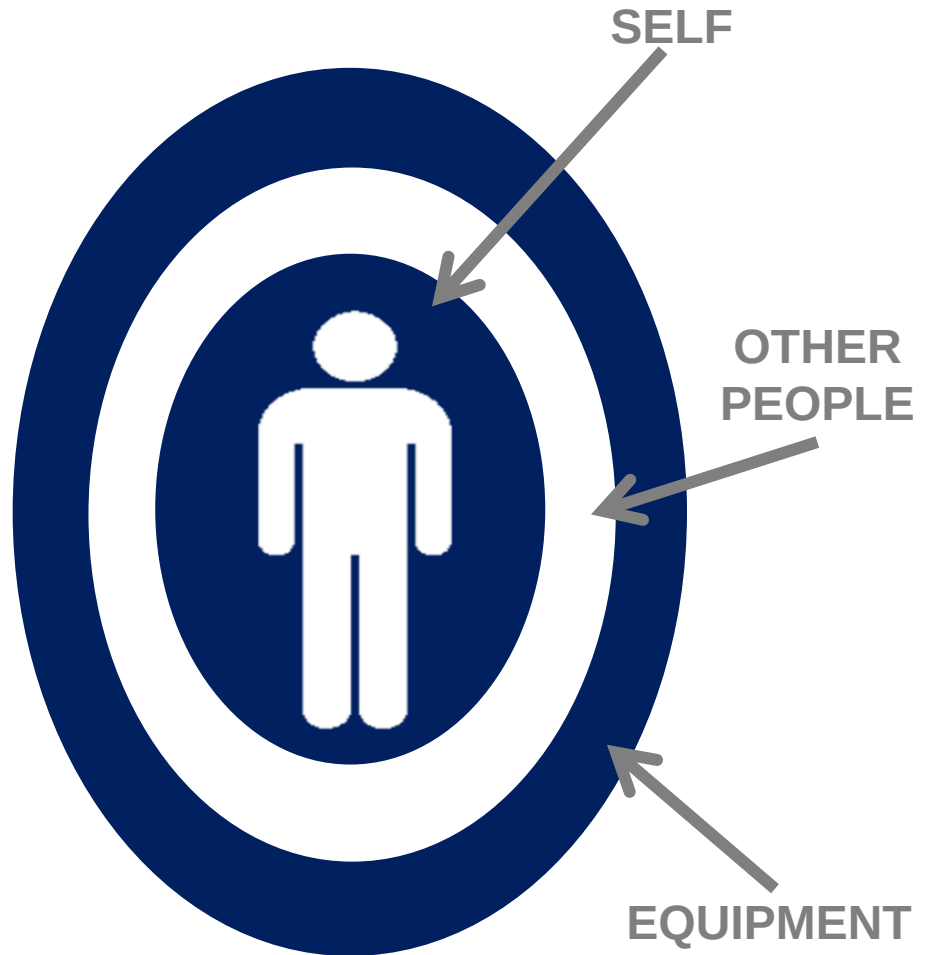
***A Person or
Persons***



***Hazardous
Energy***

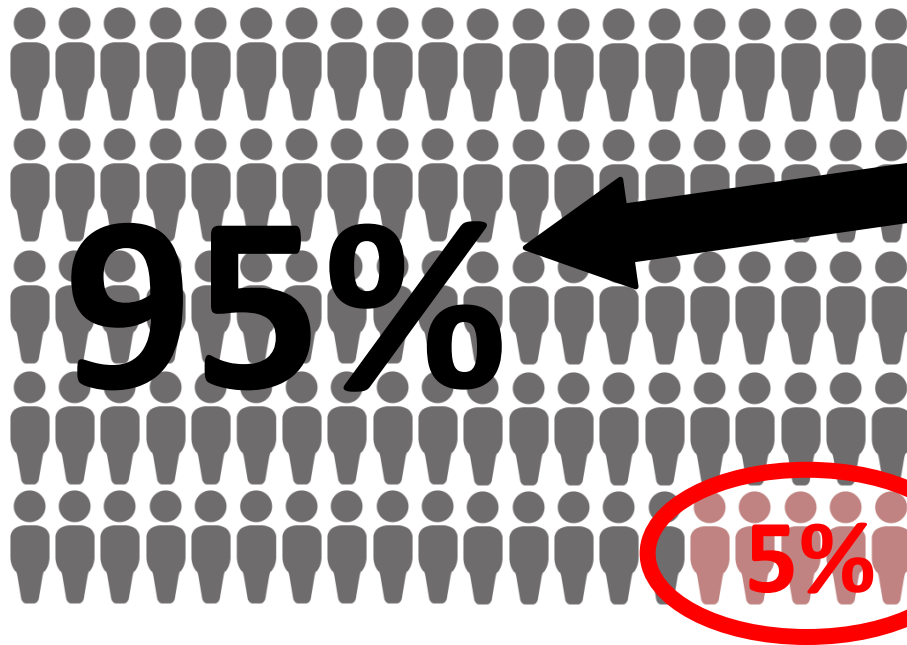
3 Sources of Unexpected

1. You do something unexpectedly that gets you hurt
2. Someone else does something unexpectedly that gets you hurt
3. The equipment, tools or machinery you're working with does something unexpectedly that gets you hurt



Address the actual problem

100 injuries



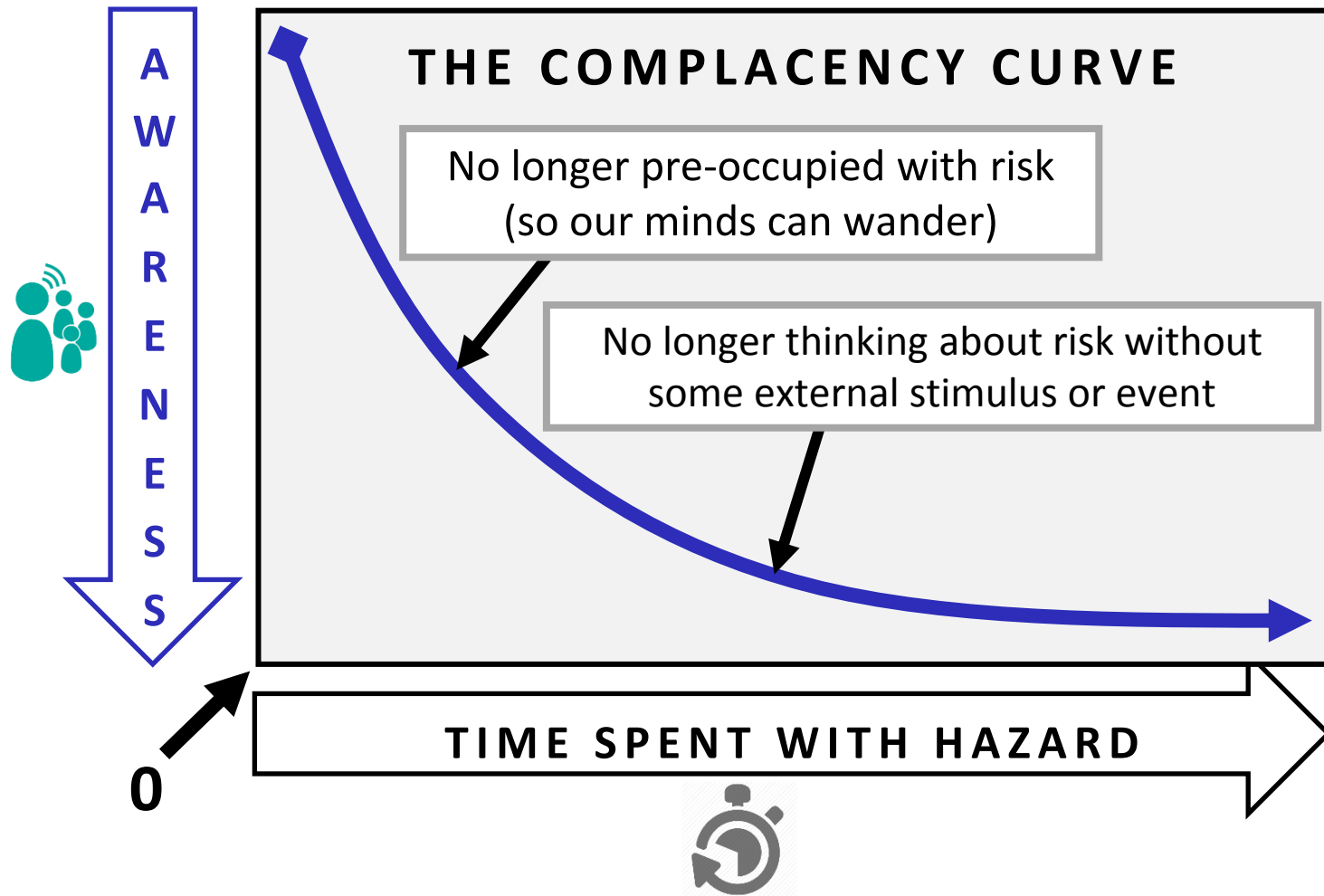
**Where Companies
Should Focus**

Self + Other (Human
error)

**Where Companies
Focus**

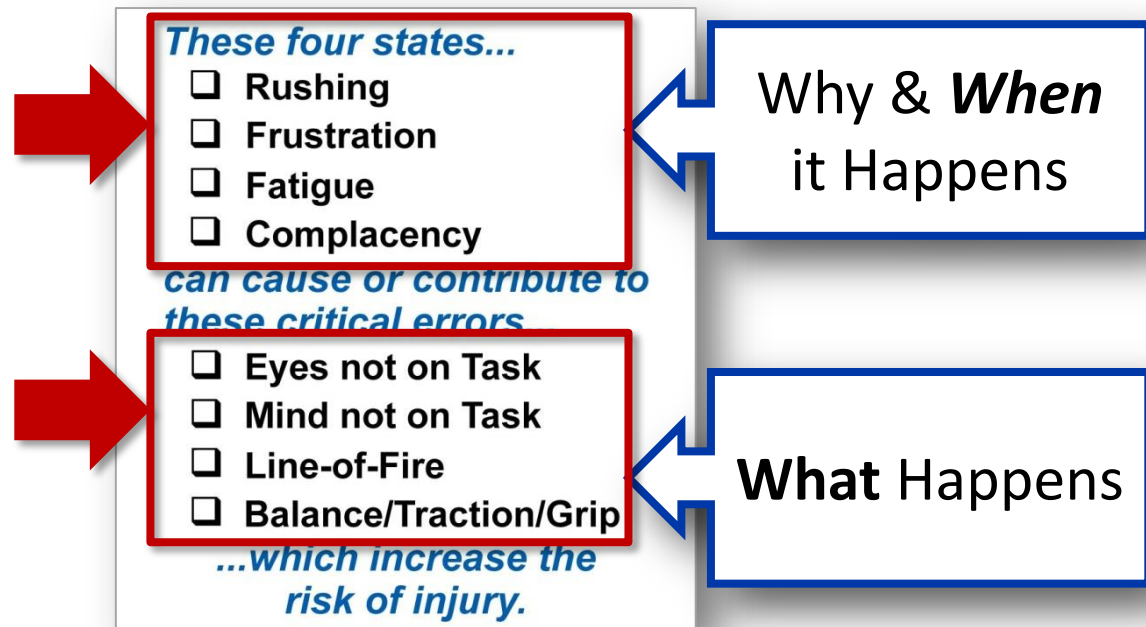
Equipment, engineering,
controls, policies

The Complacency Curve



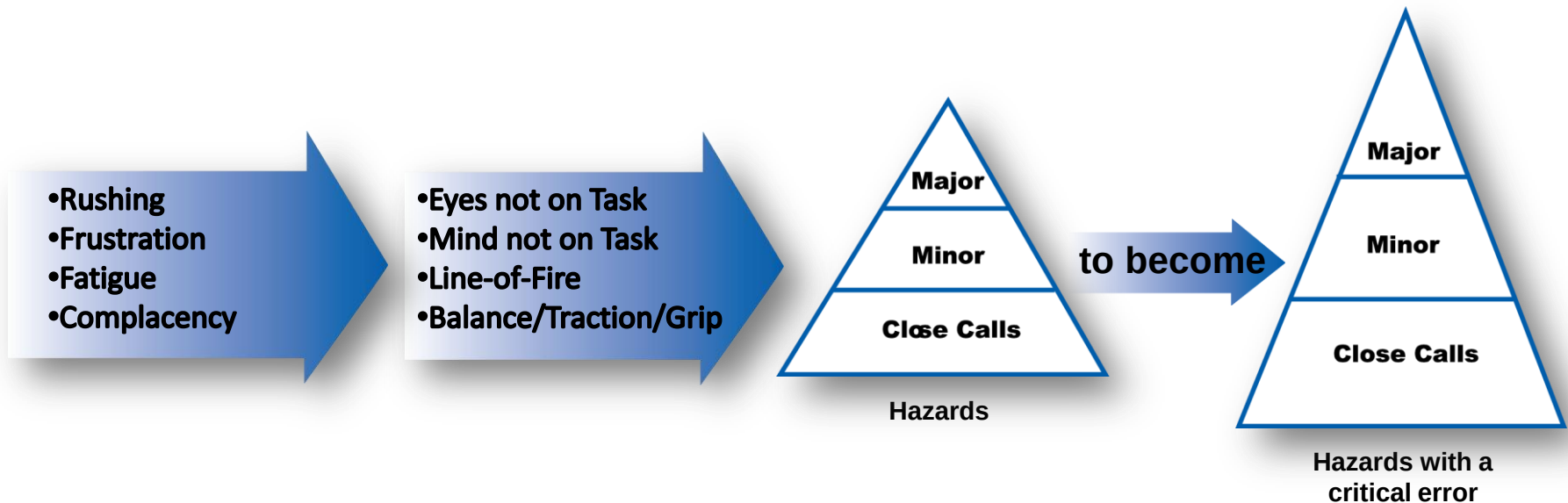
Why do people get hurt?

- State-to-Error pattern
- Why do people make these unintentional errors?



State to error risk pattern

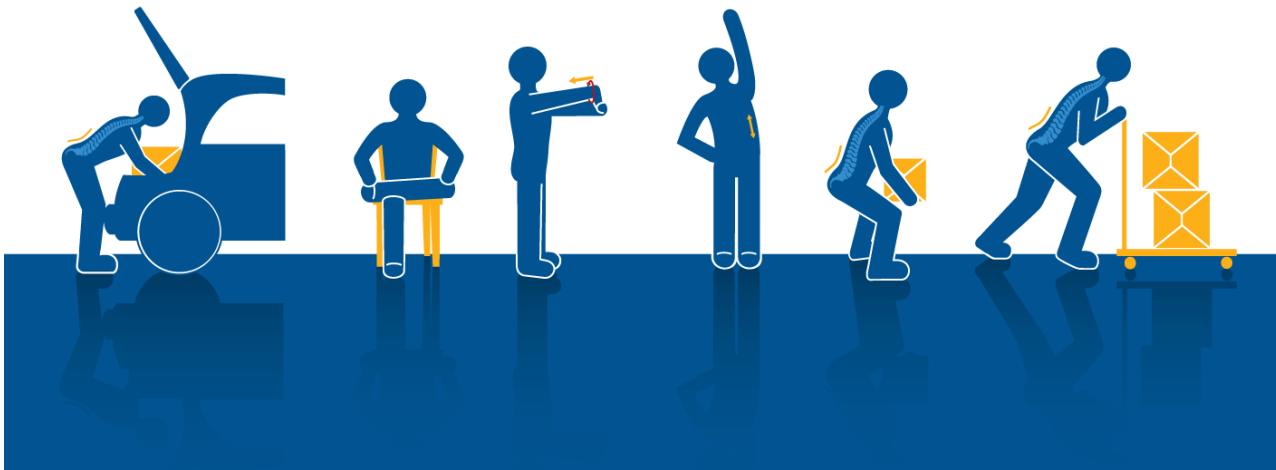
States (cause) **Errors** (which cause) **Less Risk** (to become) **More Risk**



This state to error risk pattern is involved in over 95% of all (accidental) acute injuries.

The State to DECISION pattern works in the same manner...

What's new with SafeStart



What's new with SafeStart

What do
traditional
ergonomic
programs
focus on?

- ✓ Risk identification and reduction
- ✓ Re-engineering (workstations)
- ✓ Workplace conditions
- ✓ New administrative controls
- ✓ Pre-work stretching techniques
- ✓ Job rotation and training

If traditional programs have all
the solutions, why do ergonomic
injuries persist?



What's new with SafeStart

What do
traditional
ergonomic
programs
focus on?



Risk identification and reduction

Re-engineering (workstations)

Workplace conditions

New administrative controls

Pre-work stretching techniques

Job rotation and training

**Human factors have not been
addressed!**



What's new with SafeStart

How can we
complement
and enhance
traditional
ergonomic
training
programs?



Develop skills to use 24/7



Relevant tools for employees and their families



Include physical and mental (human) factors



Improve ergo risk awareness on and off the job



Incorporate SafeStart CERTs and common language



Develop ergonomic habit strength

What's new with SafeStart

The personal ergonomics course helps employees understand:

1

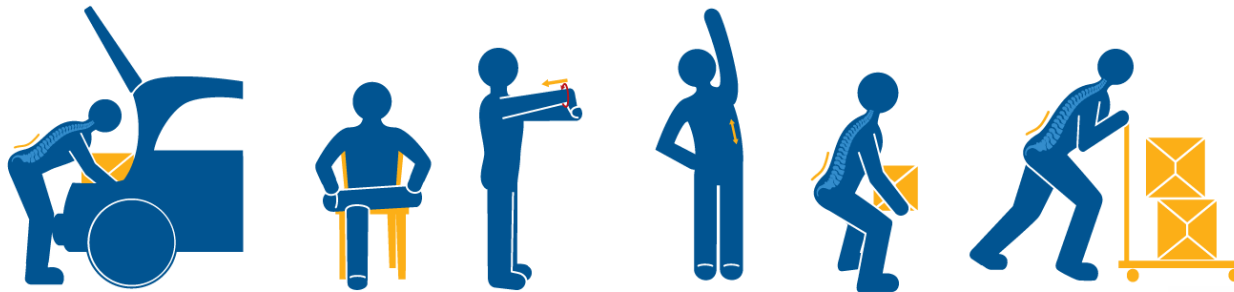
How states cause critical errors which cause repetitive stress injuries (RSI)

2

Impact of states on force and position

3

Prevention using the critical error reduction techniques to address human factors in ergonomics



What's new with SafeStart

The course will also introduce effective ergonomic related habits and best practices.
For example:



1

Change your work position regularly

2

Use the right or better tool for the task

3

Take regular stretch breaks to reduce stress

4

Test the weight before you lift it

5

Ask for help if the load is too heavy or awkward

6

Perform warm-up exercises before starting an activity

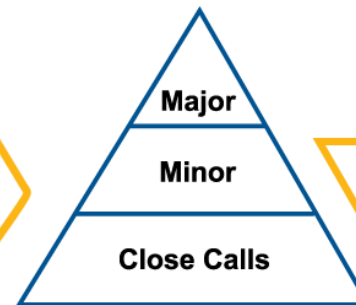
What's new with SafeStart

States (cause)

- Rushing
- Frustration
- Fatigue
- Complacency

Ergo Errors (which cause) Low Risk (to become)

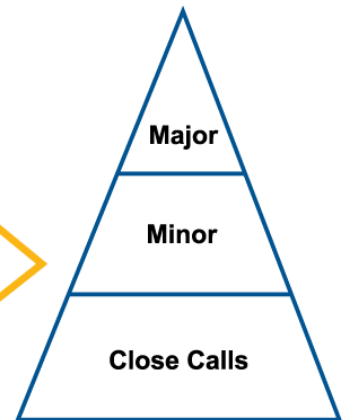
- Inappropriate force
- Too many repetitions
- Same position too long
- Awkward position
- Inadequate recovery time
- Wrong tool or use



Hazards

to become

High Risk



Hazards with a critical error

...which increase the risk of injury

What's new with SafeStart

By the end of the course, participants will be able to:



- Identify best postures and positions for lifting, reaching, pushing, pulling and sitting
- Understand why repetitive injury occurs and why repetition equals increased risk
- Identify stretches and exercises to minimize or prevent injuries
- Create habits to prevent long-term injury from repetitive stress
- Identify which CERT or combination of CERTs to reduce human factor impact on personal ergonomics
- Understand how to assist recovery and prevent reoccurrence

What's new with SafeStart

Organizations cannot engineer out all human factors if people are interacting with systems

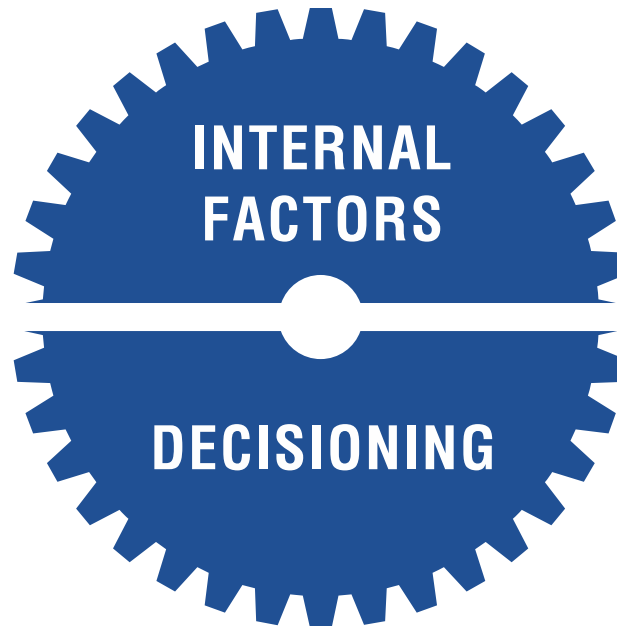
There is often a gap between how things should be done and how things are being done

Human factors impact the way individuals interact with existing systems as a result of physical and mental factors

Human factors combined with hazardous situations amplify the potential for incidents

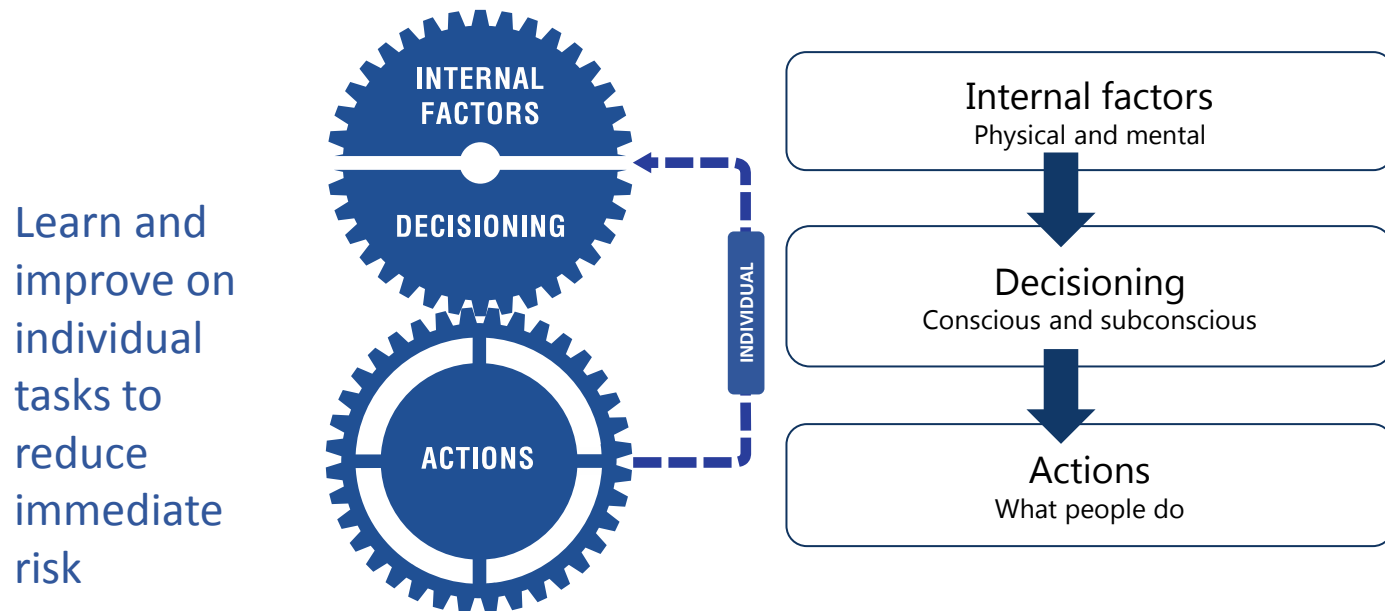
Outcome reliability is often focused on production and quality; not safety

What's new with SafeStart



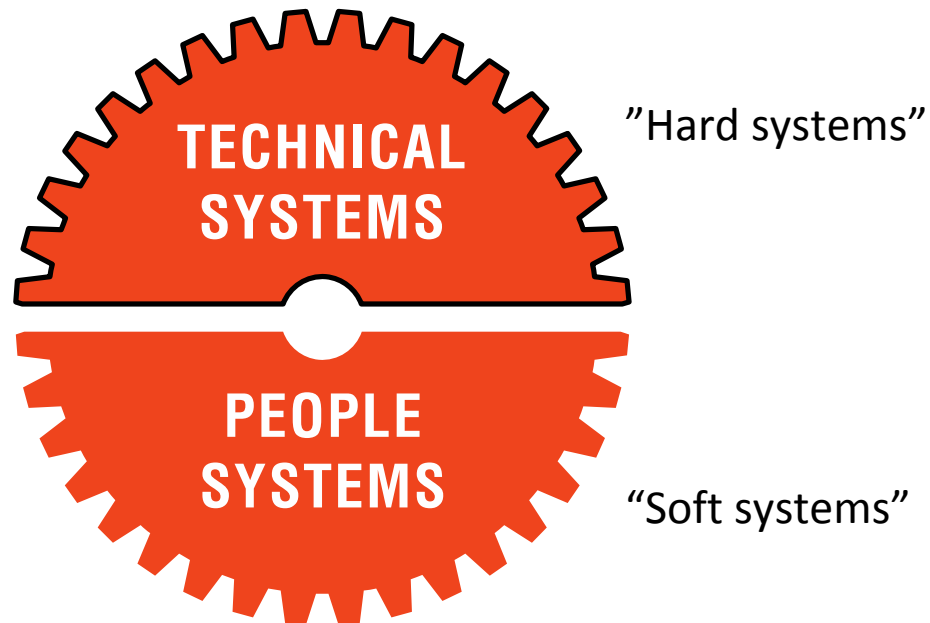
Individual factors: "how individuals feel and think"

What's new with SafeStart



How individuals feel and think affects how they act
Self and team corrective actions on tasks help prevent risk in near term

What's new with SafeStart

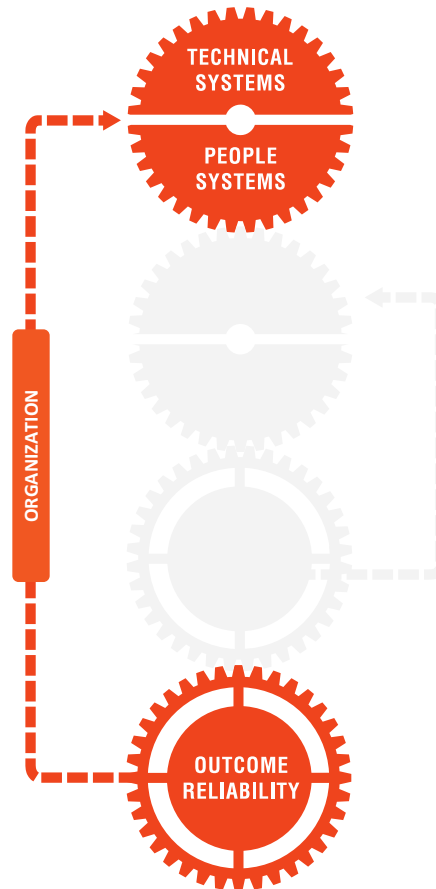


Systems: "how things are done in this organization."

Technical Systems

Engineering, processes, equipment

- Human Factors (HF) in the Safety Management System
- Human Factors leading indicators
- HF in the design of safety processes
- Shiftwork/fatigue
- Addressing Serious Injuries and Fatalities (SIF) potential



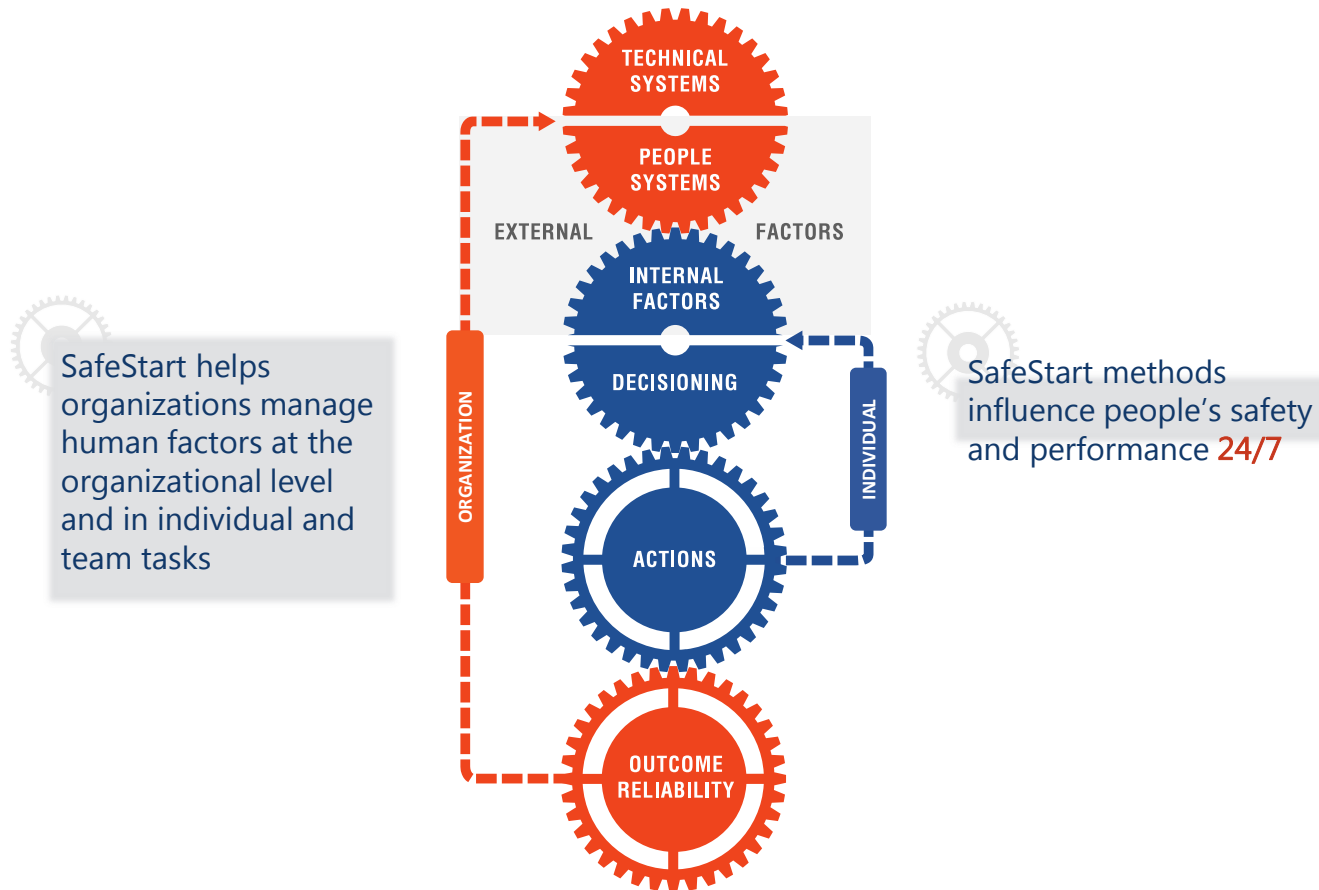
People Systems

Person/group, supervision, climate/culture

- Organizational culture
- Team effectiveness
- Employee engagement in safety
- Safety climate
- Communication
- Supervisory skills
- Change management

Outcomes: Reliability
in Safety, Quality, Performance

What's new with SafeStart



What's new with SafeStart



What's new with SafeStart

What Do We Need From Our People Managers?



- Identify the function that Human Factors play in safety and performance and how they affect the individual and systems
- Recognize the impact of Human Factors and build a climate of open communication and non-blame
- Assess the potential level of risk and prioritize action items
- Build a climate of trust and engagement with management, peers and their respective teams
- Feed the organizational learning loop with valuable leading indicator data to enable system improvement

What's new with SafeStart

Supervisor Challenges Summed Up

“Our Frontline Leadership skills aren’t where they need to be...

From Communication, Hazard Recognition, to overall Employee Engagement, how do we teach them the skills to positively impact the culture of our organization?”



What's new with SafeStart

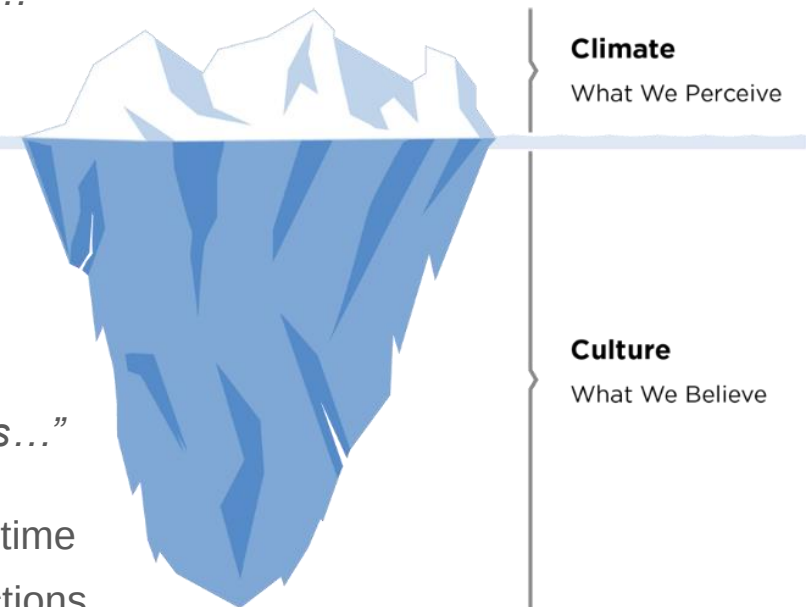
Climate vs Culture

CULTURE: *"The way things are done around here..."*
(The overall picture)

- The value placed on safety and how much employees take personal accountability safety
- The safety "personality" of an organization (often unspoken)
- What people believe and value

CLIMATE: *"How things feel around here these days..."*
(Narrower focus)

- The perceived value placed on safety at a given time
- Can be influenced (+/-) by opinions, attitudes, actions, etc., of other people and can change based on circumstances or timing



What's new with SafeStart

From Climate To Culture

Fact: You can't fix your culture over night

Fact: Positive safety climate improves production, reduces compensation/insurance costs, reduces injuries & incidents and more...

Fact: Your biggest lever to influence the day to day climate are your supervisors/people managers



What's new with SafeStart

1) Human Factors Framework

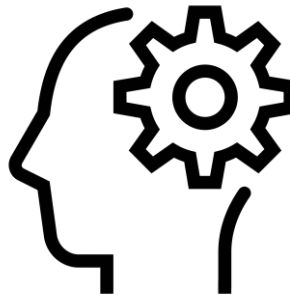
- Understanding the relationship between the organization and the individuals working within
- Targeting the right improvement areas to strengthen this relationship at the Supervisory level
- Proper understanding how human factors may multiply the risks posed by hazards for all individuals
- Enables identification of the source of safety and performance issues and provides insights for developing solutions
- Human Factors approach to leadership and communication
- Tools for improving safety and performance outcomes



What's new with SafeStart

2) Leadership and Supervisor Impact on Safety Climate

- Understanding the relationship between safety and all KPI's of the business
- Provide skills in using safety climate success factors to increase employee engagement and improve safety climate
- Tools for increasing employee engagement and improving safety climate
- Practical application of new skills to positively impact overall organizational culture



What's new with SafeStart

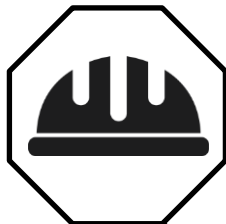
3) Unique Delivery Methodology

- Personalized time with a Consultant enabling in-depth discussion of each participants development opportunities – True “coaching”
- Practice activities out on the floor to help form new habits and receive feedback in real time
- Limited disruption to organization production and performance
- Personalized action plans to help address individual development opportunities



What's new with SafeStart

Safety Climate Success Factors



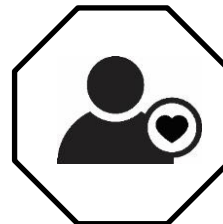
**NO-BLAME
MINDSET**
Pause. Think. Respond.



FRESH EYES
Spot hazards and
assess the risk.



SYSTEMS AND DATA
Learn from reporting,
team input and
analysis.



**PERSONAL
COMMITMENT**
Demonstrate that you care
about keeping people safe.



**TRUST AND
ENGAGEMENT**
Engage co-workers
with open
communication.



ACTIVE LEADERSHIP
Inspire action through
what you do and say.

What's new with SafeStart

Outcomes for your Frontline Managers & Supervisors

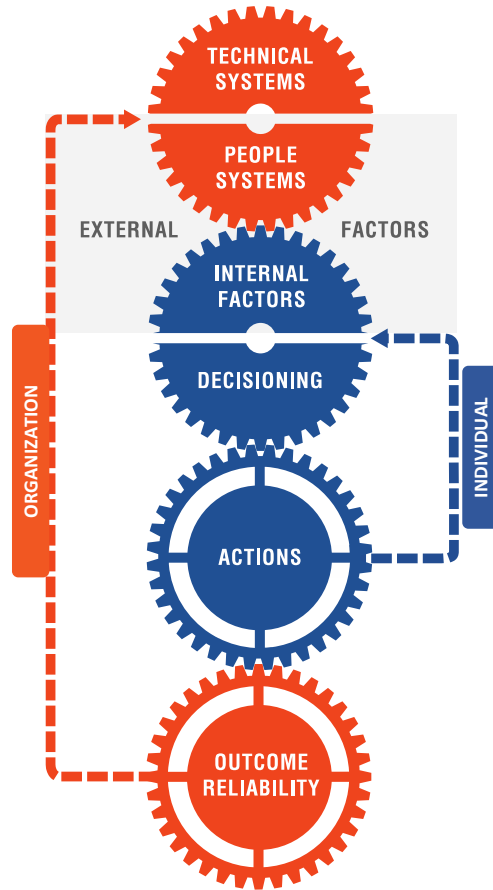
Skills in using the **SafeStart Human Factors Framework to improve performance in critical safety activities** (e.g. hazard and risk analysis, reporting, incident investigation)

Skills in using the Safety Climate Success Factors |in order to **increase employee engagement and improve safety climate**

Human Factors leadership and communication skills to improve safety and performance outcomes



What's new with SafeStart



Thank you!