Complacency: The Silent Killer

“Proven Methods to Fight Complacency & Other Deadly States with Advanced Safety Awareness”

Presentation by Don Wilson


For a Schedule of Our Upcoming Safety Events
www.safestart-safetrack.com/GENERAL/Events/Events.htm

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Most Company Safety Training
Why are We Complacent About Our Workplace Safety?

- Statistically the workplace is the “Safest Place in our Lives” - much safer than where we live, spend our leisure time, or drive.
Number of Deaths Every Hour
Why are We Complacent About Our Workplace Safety?

- Statistically the workplace is the “Safest Place in our Lives” - much safer than where we live spend our leisure time, or drive
- As adults our injury frequency has dropped dramatically from our childhood so it is natural for us to feel that we are “Safe Enough”
Company’s Agenda VS Individual Employee’s Agenda
Why are We Complacent About Our Workplace Safety?

- Statistically the workplace is the “Safest Place in our Lives” - much safer than where we live spend our leisure time, or drive
- As adults our injury frequency has dropped dramatically from our childhood so it is natural for us to feel that we are “Safe Enough”
- Since we all feel we are safe enough everywhere, we are likely to feel “Complacent” about the risks in the workplace
# The Weight of Consequences

<table>
<thead>
<tr>
<th>Strongest</th>
<th>soon</th>
<th>certain</th>
<th>positive</th>
</tr>
</thead>
<tbody>
<tr>
<td>strongest</td>
<td>later</td>
<td>certain</td>
<td>positive</td>
</tr>
<tr>
<td>weaker</td>
<td>later</td>
<td>uncertain</td>
<td>positive</td>
</tr>
<tr>
<td>weakest</td>
<td>later</td>
<td>uncertain</td>
<td>negative</td>
</tr>
</tbody>
</table>
How Can We Reduce this Natural Complacency about Workplace Safety?
Personal Safety 24/7 should be the Goal

What Influences Your Personal Safety 24/7?
The Focus Areas of Traditional Safety Management

- Physical Environment
- Personal Safety
- Knowledge of Hazards & Procedures
Off vs On-the-Job Injuries – 3:1

Source: Injury Facts, 2009 Ed.
Off vs On-the-Job Deaths - 11:1

Source: Injury Facts, 2009 Ed.
The Focus Areas of Traditional Safety Management

- Physical Environment
- Personal Safety
- Knowledge of Hazards & Procedures
What *Else* Influences Your Personal Safety?
5,500 Workplace Fatalities

- 50% Driving Company Vehicles
- 25% Forklifts, Tow Motors, Etc.
- 25% All Others

* Data for USA & Canada
Negative Safety Messages
Three Types of At-Risk Behavior

- Deliberate At-Risk Behavior

- Unintentional At-Risk Behavior

For Most of Our Injuries

- Habitual At-Risk Behavior
How About Teaching People Advanced Safety Awareness & Skills That Will Really Help Them to Avoid Unintentional Errors At Home, At Work, and On the Highway?
ASA&S Basic Principles

- Hazards vary by job and workplace and from work to the road and home but:
  - Basic injury patterns remain constant
  - Lack of knowledge about hazards or procedures is rarely a factor
These four states...
- Rushing
- Frustration
- Fatigue
- Complacency

can cause or contribute to these critical errors...
- Eyes not on Task
- Mind not on Task
- Line-of-Fire
- Balance/Traction/Grip

...which increase the risk of injury.

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These four states...
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*can cause or contribute to these critical errors* ...

- **Eyes not on Task**
- Mind not on Task
- Line-of-Fire
- Balance/Traction/Grip

...which increase the risk of injury.
Mind not on Task

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Moving into the Line of Fire

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...which increase the risk of injury.
✓ Loss of Balance, Traction, or Grip

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...which increase the risk of injury.
That’s Life !!!
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...which increase the risk of injury.
The Universal State to Error Pattern

States → Cause, Contribute or Lead To: Errors

ALL Kinds of Errors in ALL Aspects of Our Everyday Life
SAFESTART™ Taking SAFESTART Home SAFETRACK™ “Safety in the Real World”
Why do “Trick Plays” Work?
The Universal Injury Risk Pattern

States (Cause)  Errors (Which cause)  Less risk (To become)  More risk

- Rushing
- Frustration
- Fatigue
- Complacency

- Eyes Not on Task
- Mind not on task
- Line of fire
- Balance, Traction, Grip

Hazards with a critical error
ASA&S Basic Principles

✔ People can dramatically improve their Natural Safety Awareness & Skills; **Motivate them to work on improving them and then provide Coaching & Training**
There are Three Kinds of Men:

- Ones that learn by reading
- A few who learn by observation
- The rest of them have to pee on the electric fence and find out for themselves
Natural Increase in Safety Skills

I’m Safe Enough

I’m Not Safe Enough

Age in Years

Safety Skills
How Do You Improve a Skill?
Help People See the Patterns

States (Cause)
- Rushing
- Frustration
- Fatigue
- Complacency

Errors (Which cause)
- Eyes Not on Task
- Mind not on task
- Line of fire
- Balance, Traction, Grip

Less risk (To become)
- Major
- Minor
- Close Calls

More risk
- Major
- Minor
- Close Calls

Hazards

Hazards with a critical error

Taking SAFESTART Home
Safety in the Real World
Talking on a cell phone while driving is as dangerous as **driving drunk**.

– University of Utah study
What Have You Done to Fight Fatigue While Driving?
Critical Error Reduction Techniques (CERT)

1. Self-trigger on the state (or amount of hazardous energy) so you don’t make a critical error

2. Analyze close calls and small errors (to prevent agonizing over big ones)

3. Look at others for the patterns that increase the risk of injury

4. Work on habits

(24/7 Safety Skills & Safety Awareness)

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1-800-267-7482  www.electrolab.ca
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The Universal Injury Risk Pattern

States (Cause)  Errors (Which cause)  Less risk (To become)  More risk

- Rushing
- Frustration
- Fatigue
- Complacency
- Eyes Not on Task
- Mind not on task
- Line of fire
- Balance, Traction, Grip
- Line of fire
- Fatigue
- Complacency
- Close Calls
- Major
- Minor
- Major
- Minor
- Close Calls
- Hazards
- Hazards with a critical error
3. Look at others for the patterns that increase the risk of injury

Critical Error Reduction Techniques (CERT)

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### Observation Card

<table>
<thead>
<tr>
<th>Initial Actions</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes on Task</td>
<td></td>
</tr>
<tr>
<td>Not Rushing</td>
<td></td>
</tr>
<tr>
<td>Balance, Traction, Grip</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Line-of-Fire</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Body Position</td>
<td></td>
</tr>
<tr>
<td>P.E.</td>
<td></td>
</tr>
<tr>
<td>Screens, Guards, Rails</td>
<td></td>
</tr>
<tr>
<td>Isolation (lockout)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Body Mechanics (Ergonomics)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Lifting, Bending, Twisting</td>
<td></td>
</tr>
<tr>
<td>Repetitive Motions</td>
<td></td>
</tr>
<tr>
<td>Reaching, Pulling, Pushing</td>
<td></td>
</tr>
<tr>
<td>Standing, Sitting, Kneeling (long periods)</td>
<td></td>
</tr>
<tr>
<td>Comfortable (vs. awkward position)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Procedures &amp; Standards</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Up-to-date, Understood</td>
<td></td>
</tr>
<tr>
<td>Followed</td>
<td></td>
</tr>
<tr>
<td>Orderliness (housekeeping, storage, access)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tools &amp; Equipment</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Safe Condition (pre-use inspection)</td>
<td></td>
</tr>
<tr>
<td>Correct for Task</td>
<td></td>
</tr>
<tr>
<td>Safe Use</td>
<td></td>
</tr>
</tbody>
</table>
4. Start to work on your Safety Critical habits

Critical Error Reduction Techniques (CERT)

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4. Work on habits

States Errors Less Risk More Risk

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States ➔ Errors ➔ Less Risk ➔ More Risk

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Heinrich Injury Risk Pyramid - 1929
Typical Personal Injury Risk Pyramid

- **MAJOR INJURY**
  - 3 - 7

- **MINOR INJURIES**
  - 8 - 12

- **CUTS, BRUISES, SCRAPES**
  - 5,000 – 10,000

- **CLOSE CALLS AND NEAR MISSES**
  - 10,000 - 100,000
Analyzing Close Calls & Errors

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Motivation for Safety

Focus on a 24/7 Personal Safety Agenda
Safety - It’s Not Just At Work!

- ASA&S works...
  - On the job
  - Off the job
  - On the highway
How About Giving People the Tools to Help Improve Their Family’s Personal Safety 24/7
Off the Job V.S. On the Job Fatalities

• Every year in the United States and Canada over 35,000 people die in accidents at home. Compare that to less than 6,000 accidental fatalities in all of the workplaces, mines, factories and refineries put together.

• A huge percentage of those accidental fatalities at home will be children. Over 7,000 children last year alone.

• There are more potential years of life lost due to children dying accidentally than from heart disease, stroke, diabetes, AIDS/HIV and cancer put together
What is the single most important thing to YOU?
But As Their Skills Improve …

I’m Safe Enough

I’m Not Safe Enough

Age in Years

Safety Skills
Highway Safety Issues

Fatal Crashes per Million Vehicle-Miles

The #1 killer of teenagers doesn't have a trigger.

IT HAS A STEERING WHEEL.
Where Do They Learn These Bad Habits?
When People "Take Safety Home" Everyone Wins; the Employees, their Families, & the Employer!

The Learning Pyramid

Average retention of material presented in different ways

<table>
<thead>
<tr>
<th>Method</th>
<th>Retention</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lecture</td>
<td>5%</td>
</tr>
<tr>
<td>Reading text</td>
<td>10%</td>
</tr>
<tr>
<td>Audio-visual representation</td>
<td>20%</td>
</tr>
<tr>
<td>Demonstration</td>
<td>30%</td>
</tr>
<tr>
<td>Discussion group</td>
<td>50%</td>
</tr>
<tr>
<td>Learning by doing</td>
<td>75%</td>
</tr>
<tr>
<td>Teaching others</td>
<td>90%</td>
</tr>
</tbody>
</table>
24/7 Safety at Electrolab
Employer Costs per Employee

- Occupational injuries – $2,062
- Off-the-job injuries – $822
- Total on- and off-the-job – $2,884
- 29% is off-the-job costs
- What about their Dependents? Who Pays When They Get Hurt?

Adjusted to 2005 dollars.
How About Teaching People Skills That Will Also Save them Time and Money

At Home, At Work, and On the Highway?
“Safety in the Real World”
Start Watching for the “State to Error” Patterns

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Please Let Us Know What You’re Thinking!

To Book Don Wilson for a Future Speaking Event & Look at Feedback From Some of His Past Safety Conferences, Please Visit His Web Page at:
www.safestart-safetrack.com/CONSULTANT/DonWilson.htm

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