

The Human Side of Safety



Our mission is to improve the safety and success of people the places where they work.

Safety as a Core Value

When safety is a core value, you believe all injuries are preventable. Safety becomes a precondition for work. This means that the company strives for safety perfection and manages its business operations accordingly.

Embracing safety as a company's core value is distinctly different from setting safety as a top priority.

Priorities can shift with production demands, market trends, and resource allocations. Core values are immutable and guide every management decision.

How do you know when a company has adopted safety as a core value? Some industries provide excellent examples.

Running commercial aviation and nuclear power plant operations requires employees to cope with high-volume and high-risk demands every day. Businesses in these sectors have managed to operate while rarely experiencing a safety catastrophe. They are *reliably safe*. That's why they are high reliability organizations, or HROs.

HROs take specific actions that make striving for zero injuries a meaningful goal for employees. Here's what their leaders do:

- ❖ Role model professional and safe behavior
- ❖ Use a three-step process to set clear safety expectations, educate employees about the expectations and build accountability around them.
- ❖ Analyze serious safety events and common errors to find and fix their root causes.
- ❖ Share lessons learned from serious safety events and recurring errors with employees throughout the organization.
- ❖ Ensure fair and just responses to human error, recognizing that it often represents breakdowns in the system rather than "bad apples" in the environment.
- ❖ Remove intimidating behavior that may undermine safe behavior.

Safe companies recognize that leadership, cost and safety go hand-in-hand.

Safety is not costly compared to the costs of safety mishaps.