COMBATING WORKPLACE COMPLACENCY
WEBSTER’S DEFINITION – Self satisfaction accompanied by unawareness of actual dangers or deficiencies.

- Complacency is the bane of physical security and personal safety.
- No matter how vigilant we are, as time goes by with no problems occurring, we become complacent and let our guard down.
What Is Complacency?

- Complacency is a natural function of the brain.
- The brain is designed to automate repetitive behavior.
- Complacency is not the result of apathy, carelessness, or a flaw in your personality; it is the way the brain functions.
- Most of our day-to-day behavior is automated; it happens without conscious or deliberate thought.
Have you ever been driving and thinking about the solution to a problem and suddenly find yourself at your destination with no recollection of how you got there?
Contributing Factors to Safety Complacency

- Inadequate Planning
- No Real Safety and Health Goals
- Management Change
- The Lone Ranger
  - Over Dependence on Single Individual
- Expedience vs. Reasoned Decision Making
- Resistance to Change
  - Sticking to the Same Game Plan Too Long
- Management Ignoring Employees
- Giving Up
IDEAS TO COMBAT COMPLACENCY

• SHOW YOUR FACE….TAKE TIME TO WALK AROUND AND TALK TO EMPLOYEES.

• PUT ACTIONS BEHIND WORDS….FOLLOW COMPANY SAFETY RULES AND ATTEND SOME SAFETY MEETINGS OR TRAINING.

• PERSONALLY GET INVOLVED IN REVIEWING ACCIDENT AND INJURY REPORTS OR NEAR MISSES.

• INTEGRATE SAFETY INTO DAILY MEETINGS, TOWN HALLS….MAKE IT THE FIRST POINT OF DISCUSSION

• ENABLE EMPLOYEES TO GET INVOLVED IN THE SAFETY PROCESS. ALLOW OT FOR MEETINGS, TRAINING AND OTHER ACTIVITIES.

• SHOW EMPLOYEES THE RELEVANCE OF WORKING SAFE TO THEIR JOBS, PAYCHECKS, AND MOST IMPORTANTLY FAMILY.
PRACTICES THAT CAN HELP COMBAT COMPLACENCY

- AAA FOR SAFETY (Assess, Analyze, Act)
- MAKE A DAILY CONTACT
- START UP SAFETY TEAMS/COMMITTEES (i.e. education and recognition, committees)
- EDUCATE EMPLOYEES ON WHAT IT COST THE COMPANY, EMPLOYEE AND FAMILY FOR A WORK-RELATED INJURY
- INSTITUTE CROSS AUDITS AMONG SAFETY COMMITTEES
- DEVELOP A MONTHLY SAFETY NEWSLETTER AND SAFETY CONTEST TO KEEP THE INTEREST ALIVE
Safety Improvement Plan: 10 Steps to Combating Complacency

1. Create a Compelling Vision
2. Believe and Commit to Your Vision
3. Define Shared Values
4. Build and Promote Facility Wide Synergy
5. Improve Communication (2-Way Interaction)
6. Focus on People Power
7. Create Leaders
8. Reinvent Your Safety Program
9. Create a Culture for Innovation
10. Have Extreme Fun