



# Safety Culture Workshop



# Today's Webinar

- What is “Safety Culture”
- Why do we want to have a positive safety culture?
- What can we do to enhance safety culture?

**Purpose: support you in developing a Strategy or Action Plan to achieve safety culture improvement in your organisation**

***We encourage you to participate and share your ideas***



# What is “Safety Culture”?

*“The safety culture of an organisation is the product of individual and group values, attitudes, perceptions, competencies, and patterns of behaviour that determine the commitment to, and the style and proficiency of, an organisation’s safety management”*

**Cox and Flin (1998)**

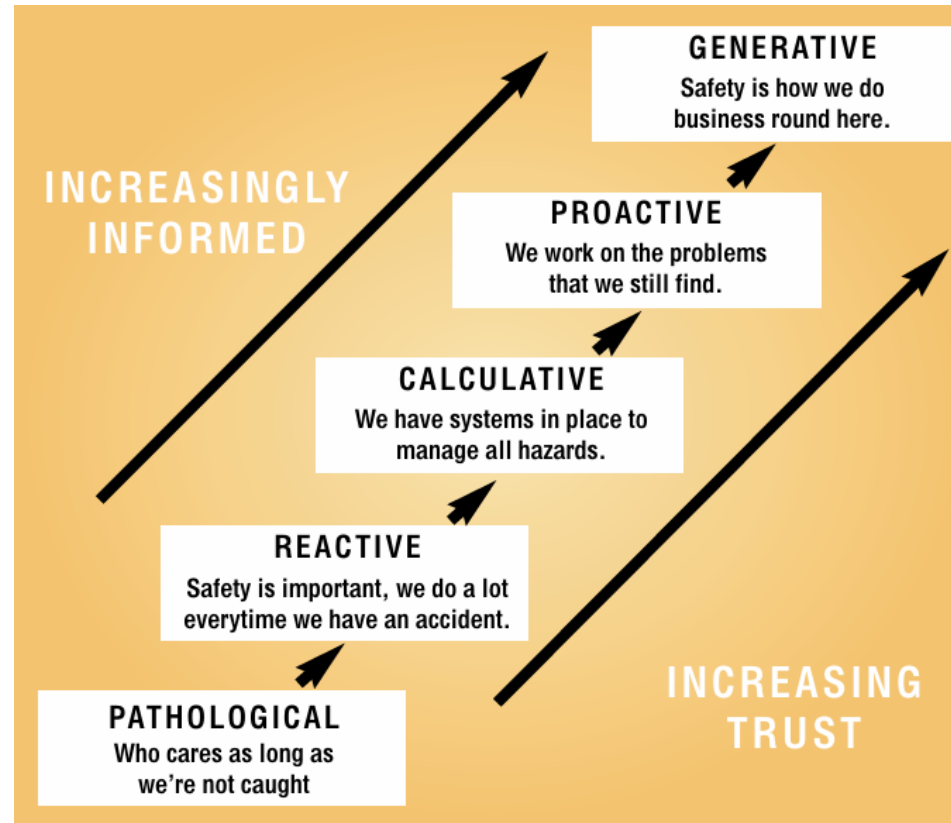
Safety Culture is the way safety is perceived, valued and prioritised in an organisation. It reflects the real commitment to safety at all levels in the organisation. It has also been described as *“how an organisation behaves when no one is watching”*.

*Safety Culture is not something you get or buy; it is something an organisation acquires as a product of the combined effects of Organisational Culture, Professional Culture and, often, National Culture. Safety Culture can therefore be positive, negative or neutral. Its essence is in what people believe about the importance of safety, including what they think that their peers, superiors and leaders really believe about safety as a priority.*

**ICAO** <https://skybrary.aero/articles/safety-culture>

## 1. How does your organisation want to define culture?

# Evolution of Safety Culture



<https://skybrary.aero/sites/default/files/bookshelf/1091.pdf>

# Why do we want to have a positive safety culture?

Hazard  
Awareness

Risk Visibility

Continuous  
Improvement

Employee  
Engagement

Wellbeing

What else?

# Enhancing safety culture

2. What does your organisation want safety culture to be?

3. What are the values, attitudes, perceptions, competencies, and patterns of behaviour your organisation want to see/hear/feel?

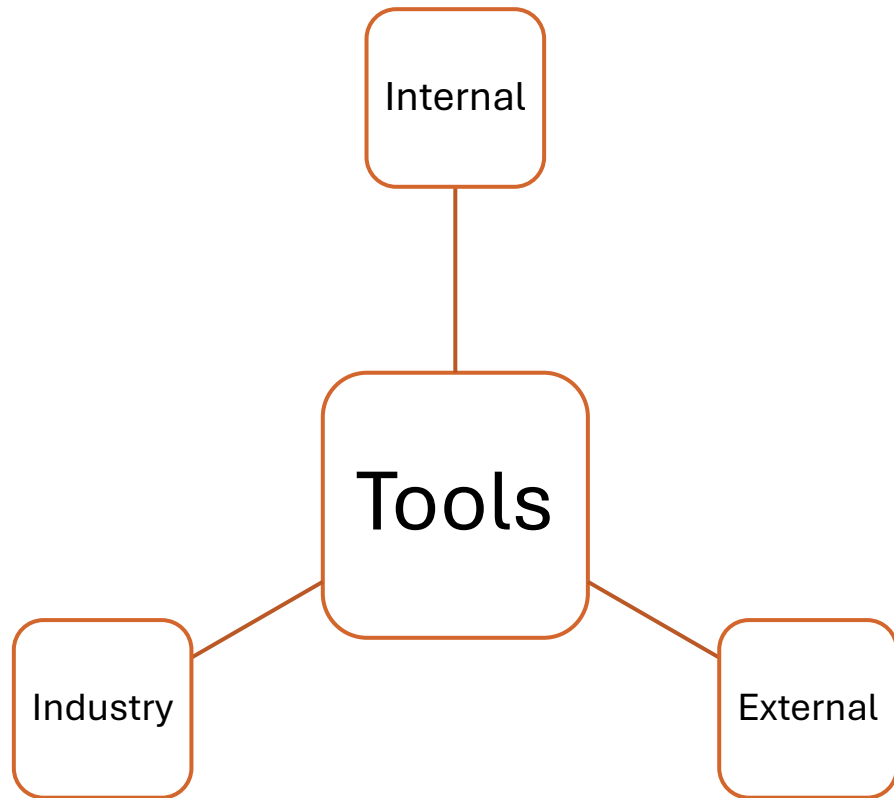
## Examples:

Element of safety culture	values	attitudes	perceptions	competencies	behaviour
Employees feel empowered to report hazards without fear of punishment.	Feedback and ideas	Trust employees	Our employees know what should be reported	Employees know 'how' to report.	Pattern of reporting each month.
Employees are competent in carrying out their tasks					
Senior leaders are committed to safety improvement					
Human factors are positively addressed					

**Action:** Consider holding a strategy meeting or workshop to answer these questions. Include the CEO and senior leaders. You could use the table above to generate ideas from the group and start defining your organisation's culture.

# Enhancing safety culture

## 4. How would your organisation like to measure safety culture?



### **Action:** Determine –

- What resources are available? Time, people, tools, budget?
- Do you have the competence in-house to deliver this project? Do you need external support?
- What priority does the project have and what is the scale of the project?
- Do you have critical risks that hinge on the improvement of your safety culture?
- What measuring tools will you use? Surveys, Focus Groups, Interviews, Observations (e.g.:LOSA), Safety Data Trends, Audit, Leadership engagements,

# Enhancing safety culture

Conduct the measuring activities.

*As a group let's think of some questions, observations, discussions your organisation might ask/investigate...*

**Action:** Decide when you want to measure, how long the activity will extend, what opportunities for feedback will be provided, and how results will be communicated.

# Enhancing safety culture

5. What issues have you identified?

6. How will you prioritise them?



**Action:** Set aside time to analyse your results, be objective. Consider the results against your organisational objectives to rate their priority and consider ways in which culture can be improved to achieve the organisational goals.

# Enhancing safety culture

Let's discuss activities and actions that might be relevant in the following safety culture areas:

## 7. What ideas do you have to improve safety culture?

**Action:** Consider:

- Integrating positive safety culture in everyday work
- Consider Integrating new systems, processes and practices
- Build safety culture considerations into better design and improved understanding of HF.



# Enhancing safety culture

## 8. What forums are available to monitor, review and report on your progress?

**Action:**

Set Targets

Monitor progress

Review

Practice effective change management

# Enhancing safety culture

## 9. Re-measure.

**Action:**

Decide on a frequency to re-measure and review.

Safety Culture is an iterative process that will take years to build.

# Questions

# Thank you