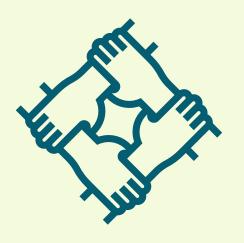# BUILDING A BETTER SAFETY CULTURE

A safety climate is vital to a company. Changing the culture comes down to enhancing communication between leaders and their employees. There are six key factors that leaders should focus on if they want to make positive changes to their safety culture.

LEAD BY EXAMPLE
Be ready to participate in safety systems and procedures fully and be accountable to the workplace standards. Significant benefits can occur when supervisors understand human and organizational factors and how to help them. A workplace's safety climate can be changed one conversation at a time.

SHOW A PERSONAL COMMITMENT TO SAFETY
Safety leaders must walk the walk and actually do what they promise. Plan formal and informal opportunities for "safety talks" and "safety walks," using open-ended questions to drive the conversation. And, be sure to celebrate employee successes.

ENGAGE WORKERS IN OPEN COMMUNICATION
Go beyond having a dialogue with employees and try to understand how much employees enjoy their work, believe in it, and feel valued for doing it. Be mindful of factors that can inhibit good communication, avoid only talking about safety when there are incidents, and ask for employee input. Look for workers who are following proper safety procedures and give them positive reinforcement.

COMMUNICATE POSITIVELY & AVOID BLAME
Encourage communication and talk to employees when things go right and when things go wrong. Instead of blaming the individual when incidents happen, practice being less reactive by taking a deep breath and considering what to say. Seek problem-solving solutions and give positive feedback to employees, increasing employee engagement and reassuring them.

IDENTIFY HAZARDS & EVALUATE RISKS
Reassess how often leaders go out and look for hazards, unsafe behaviors, and the internal factors that may be affecting their workers. Observe tasks, empathize with workers, and try to understand the situation to determine the best way to help them. Incorporate the hierarchy of controls when observing and evaluating employee tasks and processes.

LEVERAGE SYSTEMS, DATA, & REPORTING
Consider how effective the existing reporting systems arc at improving safety and performance conditions, what the near-miss reporting structure looks like, and if any systems encourage and record worker input. Openly seek more reports, follow up and act on issues, thank the employees for making the reports, do not assign blame, and remove any barriers to reporting.

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