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Hello RETRO Members

Do you ever feel like throwing in the towel when it comes to safety compliance?

Even when management offers the best safety training and procures the best personal protective equipment (PPE), it seems there are always a few employees who won't follow safety protocols. It can be frustrating.

Knowledge alone has little correlation to actual compliance or follow-through. That is why every workplace needs to build a strong safety culture, which takes time and *intentionality*.



Safety culture is a three-dimensional framework that applies to all organizations. It involves **motivation**, **actions**, and **knowledge**. These three dimensions work together like a set of cogwheels—each one affecting the other two.

The trouble is that most organizations tend to focus on **knowledge** by offering safety training, providing personal protection equipment, and nothing more.

Your company likely provides proper safety training and PPEs, the *knowledge* dimension in the safety culture framework. What's missing are the other two: **motivation** and **action**.

Motivation refers to management's commitment to safety. That commitment is the engine that propels safety compliance so that the whole organization is motivated to use PPEs and follow safety practices—especially frontline employees.

Action refers to safety practices starting with management and on to every employee—*regardless of their job function*.

Think of these three dimensions as you provide safety training to deepen your safety culture. More tools to help you with your safety framework can be found [here](#).

De-escalation Techniques. As summer temperatures rise in the summer heat, tempers often do as well. Difficult customers can become belligerent or even hostile. The skills to de-escalate angry or intoxicated individuals are crucial to keeping public-facing workers and customers safe. Using role-playing exercises in safety trainings to address different scenarios is a practical way to acclimate employees on how to de-escalate these types of events.



For more tips on how to deal with potential violence, visit our Violence page in the [RS Safety Library](#).

Ladder Use – Falling from ladders is one of the most common causes of fall-related fatalities, according to the National Safety Council’s statistics. In any given year, approximately 65,000 individuals receive emergency room treatment due to ladder accidents. Most ladder-related incidents happen *ten feet or less from the ground*. Remember, always choose the most appropriate ladder for the project.



More information is available on [RS SafetyTV](#) or the [RS Safety Library](#). The [SAFEME](#) app has a module on Ladders and is a great refresher course!

Think safe. Act safe. Be safe.

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