

Safety Culture Roadmap

STEP 1

Prepare Your Organization for Safety Culture Assessment

- Establish a formal written safety policy, including statements about learning and just culture
- Demonstrate strong management commitment to safety
- Continually promote safety throughout your organization

STEP 2

Assess Safety Culture in Your Organization

- Review and tailor survey content to ensure that the results will accurately reflect your operational needs and environment
- Conduct a beta-test with a subset (10%) of the total number of respondents
- Define the logistics of survey administration
- Promote survey via communications
- Conduct company-wide data collection with a representative sample of respondents

Score, Interpret, and Share the Results

- Use data analytic templates to summarize results
 - o Protect anonymity of responses
 - Determine if sub-group analysis is needed (e.g., comparison of management and AMTs)
 - o Note: To protect anonymity, sub-group analyses should not be conducted for groups of fewer than 8
 - Supplement survey results with other data sources (e.g., voluntary reports, audits, observations)
 - o The survey is a great first step, but it cannot measure everything
 - Share the results with all stakeholders
 - o Celebrate positive results; identify areas of improvement
 - o Remember, no organization has a flawless safety culture
- WARNING about Interpreting Results**
- Beware of extreme/outlier responses as they may be insincere
 - o Self-reported perceptions may not be entirely honest if employees fear being blamed

STEP 3

Improve Your Organization's Safety Culture

- Convene a working group with representatives across all stakeholder groups to develop safety culture action plan
- Workforce participation is crucial for accurate Safety Culture assessment
 - o Remember, front-line employees are closest to safety risks in the work environment
 - o Managers and administrative personnel tend to have higher perceptions of Safety Culture than the workforce
- Develop improvement action plan
- Tailor the improvement efforts to your organization's specific challenges
 - o There is no one-size-fits-all approach
 - o Efforts do not need to be expensive or time-consuming, but DO need to be consistent and ongoing
- Successful action plans are: evidence-based, appropriately scoped, measurable, and well-communicated
- Ensure that leadership understands their role in implementing and following the plan

Reassess Safety Culture

- Conduct periodic reviews of the status of improvement efforts; adjust strategies when needed
- Track your progress by conducting follow-on safety culture assessments (every 1-2 years)
- No matter how positive your safety culture is, it is extremely important to continue with reassessment and improvement efforts
 - o If improvement efforts are not maintained long-term, it can cause employee backlash and culture regression over time
- Remember, culture change typically arises from small steps and continued effort
- Even small improvements should be celebrated!

STEP 4

STEP 5