Safety
Perception is Reality

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George Zanni
Madico, Inc.
gzanni@madico.com

Mike McCarroll, CSP
Prosafe Solutions, Inc
mike@prosafesolutions.com
Perception it’s all in how you look at it
How do you know you’re doing good?

- Number of injuries
- Lost work days
- Number of days without an injury
- Perhaps you measure workers comp $ 
- Cost of insurance premiums
- Dollars paid out per injury
“Do you feel lucky punk, Well do ya?”

“Measuring the effectiveness of safety programs usually becomes an assessment of accident statistics.

This is basically an exercise in measuring luck.”

Dan Petersen - 1996.
So what is this perception thing

- My bosses perception of how well I do my job = the amount of my next pay raise.
- Is his perception reality?
- It is to me!

“Perceptions are reality.”
“Perceptions are reality.”

Regardless of management’s intent regarding safety ~ reality is what employees perceive about safety.
Soooo – what am I getting at?

- A different approach to measuring how well your safety program is doing.
- A quantifiable way to show management what the real safety culture in the company is.
- An opportunity to get better.
- And prove it.
Safety Opinion Survey

- Survey measures the drivers of a safety culture against a potential perfect score of 100%.
- The gap (how far from 100%) in each driver will help focus safety efforts on lower scoring drivers.

The biggest bang for the buck.
Safety Opinion Survey

- Survey also measures the difference in what employees and management perceive about the safety culture.
- Usually management perceives things more positive than the people on the floor.

The bigger the gap
The bigger the problem
PROSAFE Survey

- Twenty questions.
- Likert scale of 1-5 negative to positive.
- Weighted average, or mean value.
- Standard deviation.
S.O.S.
Safety Opinion Survey®
PROSAFE Solutions

Notice to Participants: This is a confidential survey. Please do not put your name on the form.

- XYZ Company, Inc.
- Check here if you are a supervisor: ☐

Please answer each question by circling the most accurate answer using a scale of 1 to 5.

<table>
<thead>
<tr>
<th></th>
<th>Never or Rarely</th>
<th>Seldom</th>
<th>Sometimes</th>
<th>Often</th>
<th>Always or Almost Always</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Unsafe conditions are corrected immediately</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>2</td>
<td>When I see a hazard I correct it or report it to a supervisor</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>3</td>
<td>Supervisors actively look for safety hazards</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>4</td>
<td>Management measures the safety efforts of supervisors</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>5</td>
<td>Supervisors face consequences for poor safety performance</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>6</td>
<td>Management recognizes and rewards good safety efforts</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>7</td>
<td>My supervisor lets me know if I am working safely</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>8</td>
<td>Supervisors regularly observe employees to make sure they are working safely</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>9</td>
<td>I receive positive feedback from my supervisor for working safely</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>10</td>
<td>I receive adequate training about how to do my job safely</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>11</td>
<td>Employees are free to bring up safety concerns without worry for their job</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>12</td>
<td>I regularly hear about the importance of safety from managers</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>
Key Drivers

- Hazard correction
- Safety communications
- Behavioral reinforcement
- Safety Values
- Management Credibility
- Accountability
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Key Safety Category Results

- Hazard Correction: 69%
- Accountability: 53%
- Safety Communications: 65%
- Behavior Reinforcement: 53%
- Safety Values: 71%
- Management Credibility: 65%
Hazard Correction

- Measures the importance a company places on identifying and correcting hazards.

- Are appropriate resources expended to eliminate hazards?
Safety Communications

- Do employees feel safety is adequately communicated?

- Is there freedom to discuss safety issues?

- Do employees fear that communicating negative safety perceptions might lead to reprimands or terminations?
Behavior Reinforcement

- Is behavior observed and appropriate feedback provided?
- Are positive acts rewarded?
- Are negative acts reprimanded?
Management Credibility

- Does the audio match the video?

- Leaders must “walk the talk” of a safety culture to have credibility.
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Management Credibility by Department

- Union Employees
- Non-Union Employees
- Supervisors

Madico

Percentage:
- 70%
- 68%
- 61%
Safety Values

- Do employees perceive safety is a true value in the organization or an espoused value?

- Are production messages overwhelming safety value messages and degrading management’s intent?
Accountability

- Are managers/supervisors truly accountable for safety performance?

- When someone is held accountable for safety are they measured against established goals and there are consequences for failure to achieve those goals?
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Overall Score by Question

<table>
<thead>
<tr>
<th>Question</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Unsafe conditions are corrected immediately</td>
<td>70</td>
</tr>
<tr>
<td>2) When I see a hazard I correct it or report it to a supervisor</td>
<td>82</td>
</tr>
<tr>
<td>3) Supervisors actively look for safety hazards</td>
<td>66</td>
</tr>
<tr>
<td>4) Management measures the safety efforts of supervisors</td>
<td>66</td>
</tr>
<tr>
<td>5) Supervisors face consequences for poor safety performance</td>
<td>53</td>
</tr>
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<td>6) Management recognizes and rewards good safety efforts</td>
<td>57</td>
</tr>
<tr>
<td>7) My supervisor lets me know if I am working safely</td>
<td>48</td>
</tr>
<tr>
<td>8) Supervisors regularly observe employees to make sure they are working safely</td>
<td>43</td>
</tr>
<tr>
<td>9) I receive positive feedback from my supervisor for working safely</td>
<td>63</td>
</tr>
<tr>
<td>10) I receive adequate training about how to do my job safely</td>
<td>60</td>
</tr>
<tr>
<td>11) Employees are free to bring up safety concerns without worry for their job</td>
<td>62</td>
</tr>
<tr>
<td>12) I regularly hear about the importance of safety from managers</td>
<td>85</td>
</tr>
<tr>
<td>13) This company believes safety is as important as production</td>
<td>66</td>
</tr>
<tr>
<td>14) Supervisors would stop work before exposing employees to unsafe situations</td>
<td>62</td>
</tr>
<tr>
<td>15) This company provides employees with the supplies and equipment needed to work safely</td>
<td>66</td>
</tr>
<tr>
<td>16) When discipline is used for safety violations it is done fairly and consistently</td>
<td>83</td>
</tr>
<tr>
<td>17) Supervisors at this company follow the safety rules</td>
<td>83</td>
</tr>
<tr>
<td>18) Managers and supervisors practice what they preach about safety</td>
<td>67</td>
</tr>
<tr>
<td>19) New employees receive adequate safety training before they start work</td>
<td>67</td>
</tr>
<tr>
<td>20) Employees observed working in an unsafe manner are corrected immediately</td>
<td>72</td>
</tr>
<tr>
<td></td>
<td>63</td>
</tr>
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</table>