

SAFETY TALK

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WHAT IS COMPLACENCY?

Complacency is a state or mindset of being content with the current situation, coupled with a false sense of safety, which can lead to failing to observe any existing or potential hazards.

What causes complacency?

There usually isn't one specific cause leading to workplace safety complacency, instead, complacency is a combination of many factors, including the use of shortcuts, bypassing safety protocols, a lack of consequences or follow-up on unsafe conditions, and being set in a routine.

Complacency can occur at both the individual level and the organizational level.



Individually, complacency can come from:

- Completing repetitive tasks without using problem-solving skills
- Feeling comfortable in a familiar routine
- Operating on autopilot, where we are physically present but the mind has wandered or there is a lack of focus
- Going long periods without incidents or near-misses

Organizationally, complacency can come from:

- Inaccurate belief that safety is a one-time effort
- Priority is placed on productivity and cost reduction instead of safety and following protocol

How to Prevent Complacency from Taking Hold of Your Workplace

- Mix it up!
 - **Example:** Consider having Worker members of your committee take turns completing monthly workplace inspections or asking other employees to tag along and help out. New eyes, new perspective!
- Bring safety back to the forefront.
 - **Example:** Revisit previous training (if needed) and add to it. What might be missing? Ask others what they would like to see added.
- Actively participate in the Internal Responsibility System (IRS). We all contribute to the health and safety of our workplaces.
 - **Example:** If you are aware of a hazardous condition, report it. If you have an idea of a safer way to complete a task, bring it forward!

ALWAYS REMEMBER, SAFETY FIRST