



OVERALL EVENT PROGRESS

30.0 %

## DANGER! COMPLACENCY

### Why is it so Hard to Change Our Behavior?

Complacency is perhaps one of the biggest problems we face in completing our day-to-day tasks. We are so accustomed to things being a certain way that many times the obvious becomes obscured. Unless it jumps right out and hits us . . . we can be oblivious to it all. This state of mind can affect many things including your safety and the safety of others.

Here is an example: *Aoccdrnig to a rscheearch at Cmabrigde Uinervtisy, it deosn't mtttaer in waht oredr the ltteers in a wrod are, the only iprmoetnt tihng is taht the frist and lsat ltteer be at the rghit pclae. The rset can be a toatl mses and you can sitll raed it wouthit porbelm. Tihs is bcuseae the huamn mnid deos not raed ervey lteter by istlef, but the wrod as a wlohe.*

You probably didn't have much trouble reading that paragraph. It probably took you back at first, but then you were able to zip right through the text and understand the content. This is an example of how complacency works with our mind. We get used to words starting with certain letters and being a certain length and we skip right over it "thinking" we know what the word is.

In reading paragraphs it's not a big deal, however when it comes to safety, complacency can be a literal "killer" on the job. Each moment we are working, whether it be in a confined space, forklift, in a vehicle, welding, using tools, or even walking, we must keep focused on the task at hand.

There is much danger in going into "autopilot" when working on the job. All too often we don't realize how complacent we are until we have a near miss or even an incident. Those events tend to jump start our hearts and focus our attention . . . at least for a little while. The same goes for when we're off the job. How many times have you had a "near miss" situation while driving on a familiar stretch of highway and allowing your mind to wander? How many close calls will you need to ensure you won't do it again?

One technique found to be effective in battling complacency is to watch the actions of others while they work. This has a two-fold effect in that it raises your awareness as you examine the actions of a coworker as they are working, and it may raise your coworker's awareness if you share with them some of the observations you made that would allow them to do their job in a safer manner. It can be a win-win and is right thing to do.

**What tips can you share with your team as to how you battle complacency?**

### SCOTFORD WEATHER

<p>Wed APR 26 DAY</p> <p> 12°</p> <p>Feels like 11 Mainly sunny</p> <p> 20%</p> <p> 19km/h W</p> <p> 30km/h</p> <p> 8hr of sun</p>	<p>NIGHT</p> <p> 3°</p> <p>Feels like -3 Light rain</p> <p> 90%  ~5mm</p> <p> 32km/h NW</p> <p> 48km/h</p>
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TURNAROUND STATS	LAST 24 HRS	OVER-ALL
No Treatment Case	3	6
Occupational Illness	0	1
First Aid	0	2
Medical Aid	0	0
Recordable	0	0
Life-Saving Rule Violation	1	4
Near Miss	0	1
Motor Vehicle Incident	0	3
Dropped Object	0	0
Hi Potential Incident	0	0
SIF	0	0
Env (Other/Spill)	0	3
LOPC (<100kg)	0	0
LOPC (>100kg)	0	0
Environmental Non-Comp.	0	0



## STEP

### Why Do We Do the Things We Do?

**Experience** - "I've done it this way before and it worked."

- The old way may not be the best way. Talk to your team to find the safest way.

**Direction** - "My boss/foreman/leader said to do it this way."

- Definitely listen to your leader but be willing to speak up if you have a safety concern.

**Lack of Knowledge** - "I didn't know how to do it, so I tried this. Made sense to me."

- No one wants to look foolish. Don't let pride stand in the way of asking for help or direction.

**Lack of Understanding** - "I thought that's what I was supposed to do."

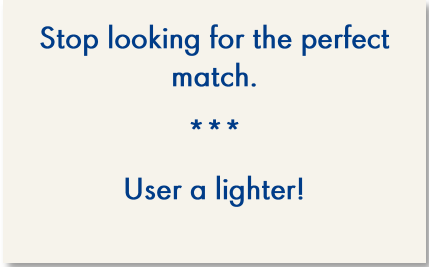
- Be sure to repeat the task and/or steps so both you and your lead know you understand.

**Pressure to Get It Done** - "This is critical path and needs to happen right way."

- No schedule is more important than your safety, your crew's safety, the safety of the folks around you. An incident will slow things down a lot more than taking the time to stay safe!



## SECURITY AWARENESS



## GOAL ZERO CUP



"I would like to Nominate Brand Scaffold worker, Mr. Rob Smith, for his proactive mind set on regards to safety engagement. Rob noticed a drain plug resting in a cable tray located outside of a structural toe board. The location was on the fin fans 60' above the ground. He placed the drain plug to a safe location and report supervision." **Thanks for doing the right thing at the right time! #StopTheDrop**

Thank you to Tyson and his Clean Harbor's group for their strong start at the beginning of shift. Tyson is the site supervisor on nights and he hosts the tool box at start of nightshift. Everything that is brought up in the Start of Shift TA 6:30pm meetings is clearly communicated to his team. Tyson explains the importance of all the steps required for a safe start to the day and the requirements to maintain and stay focused for a safe shift.

**Definitely showing the Goal Zero cup mentality!!**

