



2010
Symposium on Safety

The Emperor Has No Hard Hat
Achieving REAL Workplace Safety Results

Alan D. Quilley CRSP



Annually over 320,000 Canadian workers are injured or become ill seriously enough to miss time away from work.

**That means over 877 will be injured TODAY.
37 will be injured during this presentation.**

The Canadian economy suffers a staggering burden of over 14,000,000 lost days every year.

That's equal to a workforce of over 63,000 men and women...

**Over 980 Canadian workers die each
year from injuries or diseases
caused by their jobs.**

**That means 82 will die this MONTH.
At That Rate, at least...**

2

will die TODAY!

Everyone of those workers who were injured or died was not any different than you and me

They all had Mothers, Fathers, Sisters Brothers, Sons, Daughters, Cousins and/or Friends...who were impacted by their misfortune

***Don't You Think It's Time
We Did Something
Different?***

THE EMPEROR HAS NO HARD HAT

Achieving
REAL
Workplace
Safety Results

ISBN 0-9737485-0-8

Alan D. Quilley, CRSP

*"Everything in
health & safety
is connected!"*



Let's Ask and Answer Two Important Questions...

1. What is Safety Excellence?
2. How Do We Get There?

Excellence

Zero

Safe

**Leading
Lagging**

Perfect

Goals

Safety Excellence



“ALL OF THEM!”



What Is Safety Excellence?

Just As Importantly...

What it ISN'T!

Safety Excellence is

NOT

avoiding

injuries and illness

Safety is...

*Performance of work
or play without
taking*

unnecessary risks

What Really Works?



The Evidence Is Overwhelming!

**What Works Is
Simply...**

***WHAT
WORKS!***

Excellence

*The quality of excelling;
possessing good
qualities in high
degree*

Challenge To Create ***Safety Excellence***

Stop

Start

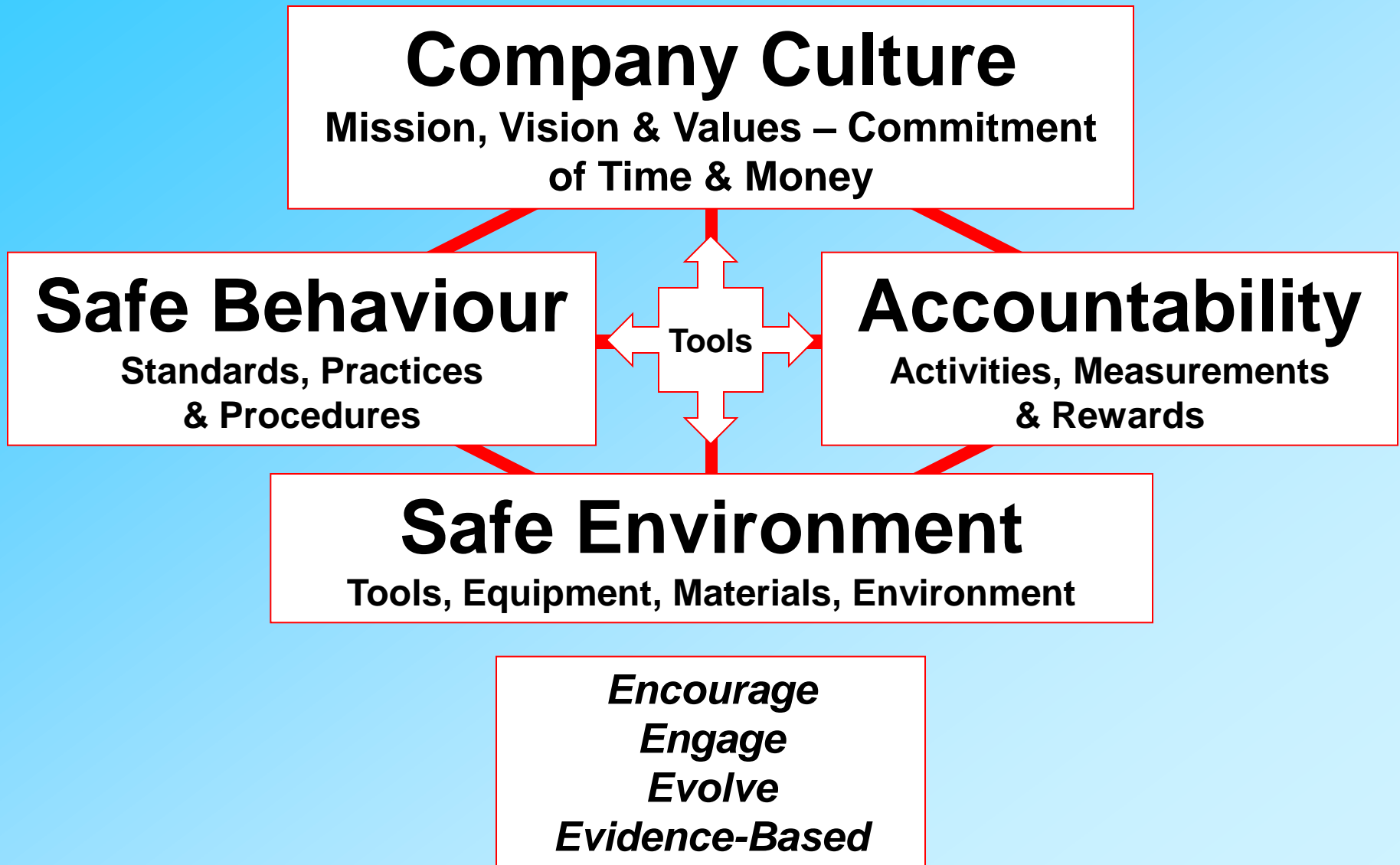
Continue

Let's Go SEE

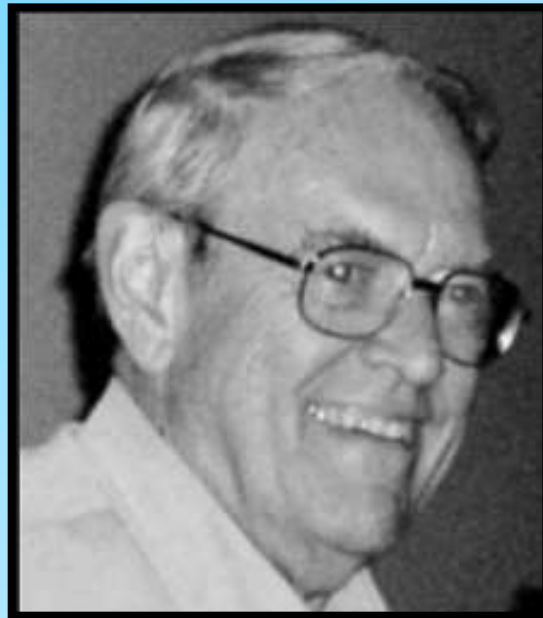
Safety



Integrated Safety Management System



“The single greatest safety system failure...is the lack of accountability”



Dr. Dan Petersen
1931-2007

Accountability

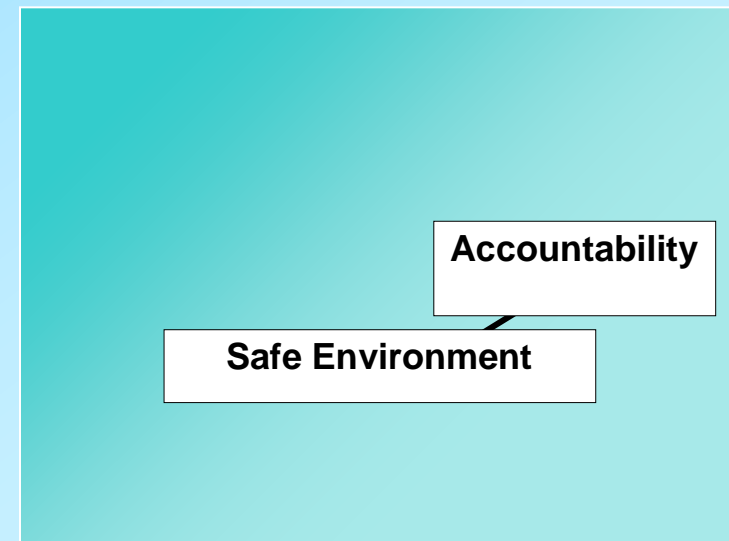


SAFELY



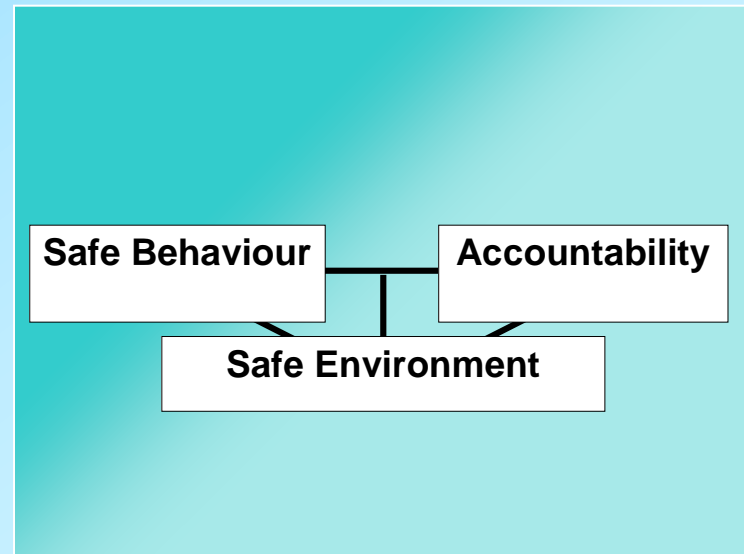
Assign Safety!

1. Ask for it
2. Measure that it's done
3. Celebrate when it'd done



Safe Behaviour...

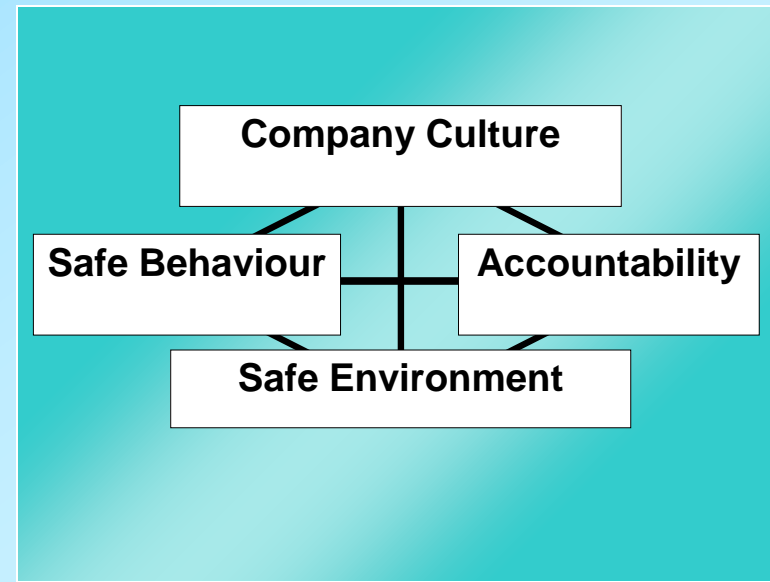
Is Managed By Providing
Activators &
Consequences



Culture

**“How a group of people
behave habitually”**

More simply put, it's just...



The Way It Is Around Here!



What gets measured...gets done

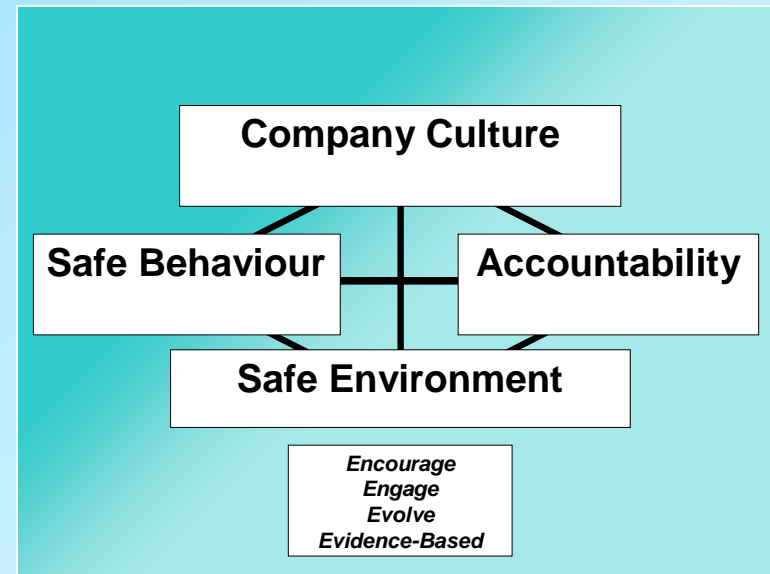
What gets rewarded...gets results

Company Culture

- **What You Say**
 - **Intention**
- **What You Do**
 - **Execution**

ISMS – The “Hows”

***Encourage
Engage
Evolve
Evidence-Based***



Safety Culture Continuum

Integrated Safety Management System
Culture, Behaviour, Environment, Accountability



Engineering/Procedural
The 3 "E's, Audits, Procedures, Physical Plant



Traditional Elements
Awareness, Posters, Awards
"Be Careful"



Leading Indicators To Success

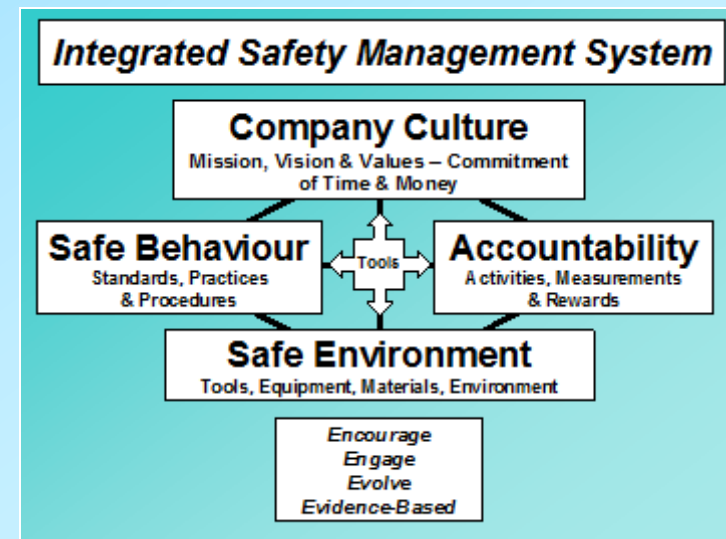


Leading Indicators Of Safety

- Safe Behaviours Observed
- Time To Resolve Safety Issues
- Processes Reviewed
- Management Of Change Completed
- Safety Meetings & Discussions
- Recommendations Implemented
- Workplace Observations Completed
- Cultural Analysis
- Employee Perception

Tools

- A Future State Vision
- A Plan To Get There
- Field Level Hazard Assessments
- Work Procedures
- Critical Behaviours
- Measurements
- Consequences
- Safety Discussions
- Active Caring



Practical Next Steps

- **Make It PERSONAL!**
 - **Stop/Start/Continue**
- **Commit To:**
 - **Managing the 4 Whats**
 - **Managing The 4 Hows**
 - **Enhancing the Tools**

Practical Next Steps

- **Most Importantly HAVE FUN!**
- **Vision a MUCH Safer Future**
- **Measure Leading Indicators**
 - **Culture, Accountability,
Behaviour & Environment**
- **Celebrate Success – A LOT!**

Creating & Maintaining a

Practical Based Safety Culture

Alan D. Quilley

Available
www.safetyresults.ca



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Honourable Mention
Globe & Mail's
Best Business Books of 2006

**Thank You For Your Dedication
In Helping Make Workplaces
Healthy & Safe**

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