



CANADIAN
MANUFACTURERS
& EXPORTERS

Sustaining a Culture of Safety

Christina Marshall CRSP

Made Safe NL

Safety Specialist, Program Manager



Agenda

Sustaining a Culture of Safety

What is safety culture?

Characteristics of a healthy safety culture

Safety culture challenges and opportunities during Covid-19 pandemic

Importance of transparent communications

Psychological health and safety

What is Safety Culture?

Safety culture is the beliefs, experiences, attitudes, perceptions and passions that an entire organization shares in relation to safety.

Culture is manifested in the daily habits, patterns of behavior, traditions and rituals that both reflect a common set of values and provide a means of passing those values down to the next generation.



A world-class safety culture in a work environment is a way of life, it defines who we are and how we work to ensure we send all employees safely back home every day.

Safety culture is a reflection of actions at all levels; it's demonstrated in the everyday behaviors of your employees and leadership.

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Characteristics of a Healthy Safety Culture

To create a culture that values safety and taking care of each other on the job, so everyone goes home safe, organizations need to ensure:

Safety is a clearly recognized value – The importance of safety is made clear by the decisions managers make, their actions and how they allocate resources.

Accountability for safety is clear – Accountability involves specifying clear lines of authority for safety and ensuring that everyone is aware of their specific tasks and responsibilities (they feel ownership for safety within their span of control).

A learning organization is built around safety – Organizations with a healthy safety culture seek to understand both failure and success in order to improve.

Safety is integrated into all activities in the organization – Organizations with a healthy safety culture view safety as the way they do things rather than something that they do.

A safety leadership process exists in the organization – Leaders across the organization are actively involved in safety and act as role models for others.

Safety Culture

Challenges and Opportunities during the Covid-19 Pandemic

Challenges

- This pandemic has been anything but 'business as usual'
- Established norms and behaviours may be problematic to sustain
- Distraction from daily habits

Opportunities

- Organizational 'reset'
- Innovation, ingenuity
- Build/enhance trust
- Challenging organizational 'norms' - can move away from 'we've always done it this way'
- Crisis as a common enemy – working together for greater good
- 'Can do' attitude – problem solving, empathy, support



Importance of Transparent Communications

Trust and loyalty - it feels safe to communicate any type of news in an upfront environment which leads to trust among teammates.

Information flow - open communication and knowledge sharing improves safety performance and workflow.

Employee engagement - communicating information and updates within your organization makes employees feel valued, competent and involved.

Solutions - transparent communication helps in solving problems quickly. When issues are transparently highlighted, ideas for a solution are openly shared.

Alignment - transparency ensures that everyone gets on the same page at the same time.

Strengthening relationships - employees are more apt to open up and trust if they feel the organization is being transparent which in turn strengthens relationships.

No surprises - transparent communication in organizations decreases the risk of not processing vital information and updates.

Source <https://blog.in.co/blog/transparent-team-communication-why-and-how-to-embrace-it-69/>

Psychological Health and Safety

Safety culture is the beliefs, experiences, attitudes, perceptions and passions that an entire organization shares in relation to safety.

Physical and psychological health and safety are both an integral part of safety culture.

Resources:

Federal government <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/mental-health.html>

Canadian Mental Health Association <https://cmha.ca/news/covid-19-and-mental-health>

Mental Health Commission of Canada <https://cmha.ca/news/covid-19-and-mental-health>

Centre for Addiction and Mental Health <https://www.camh.ca/en/health-info/mental-health-and-covid-19/coping-with-stress-and-anxiety>

CME: Psychological Health and Safety <https://cme-mec.ca/wp-content/uploads/2020/04/Mental-Health-27apr2020highresolution.pdf>

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Christina Marshall CRSP

Made Safe NL

Safety Specialist, Program Manager

Christina.Marshall@cme-mec.ca | CME-MEC.CA