



Company Name:

Name of Person Completing Survey:

Email:

Survey Completion Date:

Phone:

Berkley Industrial Comp COMPLACENCY

Question 1:

Does your company discuss the dangers of complacency at work during safety meetings?

Description:

Complacency at work can cause or contribute to critical errors which increase the probability of injury, from not having your eyes or mind on the task, walking into the line of fire, or losing your balance, traction or grip. Always examine equipment, procedures and the **hazards** that may exist.

- YES
 NO

Comments:

Question 2:

Do employees receive training on how complacency in safety can be prevented?

Description:

Encourage Observation – Take a moment and briefly stop work and observe the actions of others around you as they work, observing others raises one's own awareness as well as the awareness of co-workers.

- YES
 NO

Comments:

Question 3:

Does your company discuss how complacency can cause serious injury or even death?

Description:

*When a business's culture stagnates and **complacency** sets in, performance declines, growth stalls and existing customers sense the lack of drive and erosion of value occurs. Having a strong culture to keep inventing **is** usually directly correlated to consistent growth.*

YES

NO

Comments:

Question 4:

Are conversations taking place with employees about what causes complacency in the workplace?

Description:

*However, individual **complacency** has many sources: absence of a major and visible crisis; many visible resources without clarity of the validity; low overall performance standards; narrow functional goals for each employee; lack of sufficient performance feedback (internally and externally) by supervision.*

YES

NO

Comments:

Question 5:

Do conversations occur with employees on how to stop complacency at work?

Description:

1. *Stay on guard. Some firms **work** every day to make sure that they have energized and engaged employees who really treat all customers well. ...*
2. *Share the mission. ...*
3. *Recognize exceptional service. ...*
4. *Correct unsafe performance. ...*
5. **Avoid** routines. ...
6. *Ask for feedback. ...*
7. *Reward employees. ...*
8. *Strike a balance*

YES

NO

Comments:

Question 6:

Do employees understand what "habituation" means? They should...

Description:

Similar to complacency, habituation means you go on autopilot and your ability to notice changes in the hazard, or perhaps your own behavior, fades. This is why it is so critical your organization pay attention and highlight the adverse effects of complacency.

YES

NO

Comments:

Question 7:

Has complacency lead to your organization looking at what once were hazards as acceptable?

Description:

***Complacency** in the workplace influences employees and leaders to take unacceptable risks. These risk may lead to a serious injury or fatality.*

YES

NO

Comments:

Question 8:

Have you seen complacent behaviors in your organization?

Description:

Complacency can be human nature in many instances. One way to avoid it is to recognize employees for their good behaviors. This reinforces good non-**complacent** behaviors. Without constant reinforcement employees naturally tend to drift towards danger.

YES

NO

Comments:

Question 9:

Ask yourself, is complacency a lack of reinforcement in my organization?

Description:

If **complacency** is being caused by this, then take action. Get out and reinforce good behaviors and curb **complacency**.

YES

NO

Comments:

Question 10:

When was the last time you held a documented safety meeting or performed a documented self-inspection of the work place? Was it more than a month ago?

Description:

Complacency at work can have many adverse effects, including serious injury and fatality. Not to mention, a loss in productivity. Hold safety meetings and inspect your workplace, let your employees know that the organization is not complacent. This will improve their behavior as well.

YES

NO

Comments:

Question 11:

Are your employees and/or management bored or unmotivated?

Description:

Complacency can be uncovered in many aspects of regular communication with staff and general watercooler type chatting. Are any of statements such as “it’s just routine”, “I’m bored” or “I know what I am doing” heard or conveyed in your workplace?

YES

NO

Comments:

Question 12:

Is poor product quality, increased scrap / errors or even invoicing indicating any noticeable or measured changes?

Description:

Complacency takes many underlying forms and can stem from some early indicators in administration as well as operational activities. An increase in poor product quality, extended deadlines, increased turnover and increased complaints from the client base are leading indicators that you have a complacency problem that needs addressed right away.

YES

NO

Comments:

Question 13:

Are any of the following indicators of complacency noticed or prevalent in your organization?

Description:

Workers who have become complacent are typically more easily distracted from the task they are doing and show signs of carelessness or just a little TOO comfortable with their on-the-job risks. Employees who need regular Discipline are not necessarily complacent but can distract others and also offer HR challenges.

Examples of complacency indicators:

- *Distracted workers (i.e., on their cell phones, laughing/joking while performing work tasks).*
- *Minor injuries (i.e., more frequent occurrences of bumps, bruises, scrapes, cuts, burns).*
- *Minor problems (i.e., more frequent occurrences of small mistakes affecting work quality, poor housekeeping).*
- *Disregard of rules (i.e., taking shortcuts, rushing, not wearing all PPE, performing tasks not trained to perform).*

- YES
 NO

Comments:

Question 14:

Have you noticed that workers and employees are using personal cell phones during task related duties, joke amongst themselves while working or are carefully following ALL safety procedures and JSA items?

Description:

Complacency can be very obvious or in some cases appear to be completely hidden , in the cases where safety protocols are always followed step by step but habitual with active thought. The key is to have active supervision and ongoing responsibility refreshers for the employees so they are always actively attentive and focused on the task at hand.

- YES
 NO

Comments:

Question 15:

Has your organization let it's guard down?

Description:

The following five administrative and managerial executable actions can be VERY effective in combating complacency.

- *Cross train employees in additional tasks and create the need for a broader scope of every employee's job duties and description*
- *Create mentor opportunities for experienced employees and other natural leaders in your organization that the team(s) in general look up to. Teaching and being a teacher is a great way to learn and re-learn the proper methods. Helps both teacher and student.*
- *Implement a peer review opportunity and coincide that with the JSA's as a feedback option. Not fault finding but fact finding and reinforcement of safety protocols through wider scope of involvement.*
- *Assigned and schedule toolbox presenters and provide the content for that employee to prepare and learn ahead of time. Give everyone the challenge as it brings many topic here to full circle.*
- *Manage more effectively or differently if you are not seeing change in the perception of complacency indicators. Develop your own skills as complacency can exist at all levels of any organization and not just with workers but management too.*

- YES
 NO

Comments:

In order to receive additional consultation support and assistance in correcting the items that were identified as "NO" answers in this survey; please return a copy of the completed survey to your assigned R.A.M.P. consultant or email a completed copy to ramp@berkindcomp.com.



Thank you for taking this survey and being pro-active with your safety program. The R.A.M.P. Team is available to assist you with your risk management needs. Please feel free to contact your assigned consultant for additional support.

