

# Developing a Culture of Caring

*Every Worker is a Safety Advocate*  
Fraser Engineering Co., Inc.



**Virtual Conference**

**ASSP Region VIII PDC  
November 9 & 10, 2020**

# Success is Safety

- Safety of our workers means
  - Healthy Team
    - Everyone goes home
  - Productive worksite
  - Client Retention
  - Reputation of Excellence
  - Profitability

# Safety Matters!

- Be **Responsible**
  - To get everyone home
- Be **Reliable**
  - To improve safety
- Be **Respectful**
  - Life happens
  - COVID happened

# **Are We Just Checking the Box!**



**“The difference between  
effective and ineffective  
training may be death, injury,  
pain.”**

**(Robotham, 2001)**

**“SMART COACH”**

# “SMART”

- **Simple**
- **M**easurable
- **A**ttainable
- **R**elatable
- **T**imely

# “COACH”

- **Care**
- **Observant**
- **Available**
- **Communicative**
  - **Helpful**



# The Safety Personalities

- **The Bully**
  - Not respectful to the team.
- **The Safety Cop**
  - Looks only for the wrong
- **The Best Friend**
  - Too Friendly

# Creating the Tools for Safety

- **Daily Huddles and JSA's**
  - Review the standard of safety
- **Toolbox Talks**
- Personalized, effective, inclusive
- **New Hire Orientations**
  - It all starts here!
- **Continued Training**
  - Continual improvements
- **Safety Observations**
  - How can we improve this process
- **Safety Suggestion Systems**
  - Their Voice Matters!

# Our Culture of Caring Now

- Everyone is responsible for recognizing hazards
  - Everyone has stop work authority
- Leadership is continually visual
  - Engage and Empower
- Continual Improvement is our goal
  - Our most valuable assets
- Our leading indicators are proven through our lagging indicators

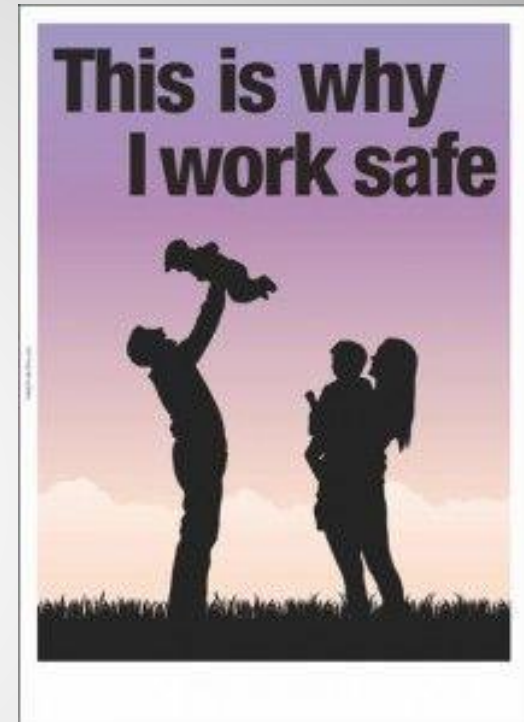


**Our Leadership Promise**

# Don't Just Take it From Me...

- “transparent, honest & fair leadership”
- “always feel like a recognized member of the team”
- “management and staff understands”
- “management is compassionate”
- “you're not just a number, you are a team member”
- “respect for the employees”
- “company that cares about its employees”

- **Communicate**
  - Give them a voice
  - Hear your team
- **Accountable**
  - Responsible
  - Reliable
- **Realistic**
  - Many shades of gray
- **Engage and Empower**
  - So everyone goes home



**Remember to C.A.R.E**

# Thank You!



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# Questions?

- Robotham, G. (2001, May). Safety Training That Works. Professional Safety Journal, 33-37.

## **References**