

# CONTINUOUS MEDICAL EDUCATION (CME)

UNIT KESIHATAN PEKERJAAN DAN ALAM SEKITAR  
JABATAN KESIHATAN NEGERI JOHOR

## SAFETY CULTURE AT WORKPLACE



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13 July 2023 | Thursday

# CONTENT

1. What is safety culture ?  
(Definition & Components)

2. Reflection : Where are we now ?

3. Case study : How could the disaster can be avoided ? Comment based on the safety culture components



Safety Culture



7 tips for an effective safety committee



The Bradley Curve - Corporate Culture and Safety



We Finally Know How Chernobyl Could Have Been Prevented



# What is safety culture ???

There is no standard definition, but two main things are common to all definitions.

1) It is about **people's values, attitudes, beliefs and behaviours.**

→ **geared towards safety** which is considered a priority

2) It is about the **spread of these values, attitudes, beliefs and behaviours.**

→ **spread** from the top management to down in everything everyone does

The EU-OSHA define safety culture as the **attitude, beliefs, perceptions and values that employees share in relation to safety in the workplace**



# Safety Culture is...

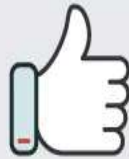
Clear safety rules  
and procedures



Employee participation  
and empowerment



Management  
commitment/buy-in



Rigorous reporting  
practices



Commitment to  
improvement



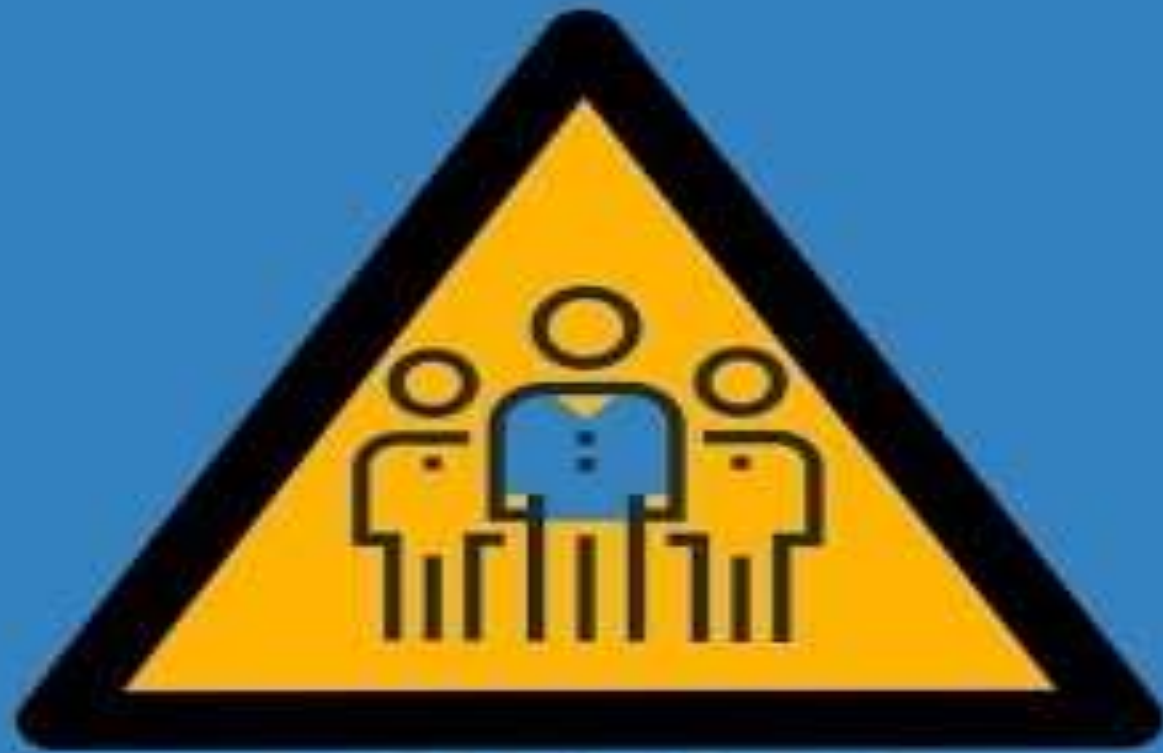
## Work safety culture will establish an accident-free workplace

April 28, 2023 @ 2:31pm



## How???

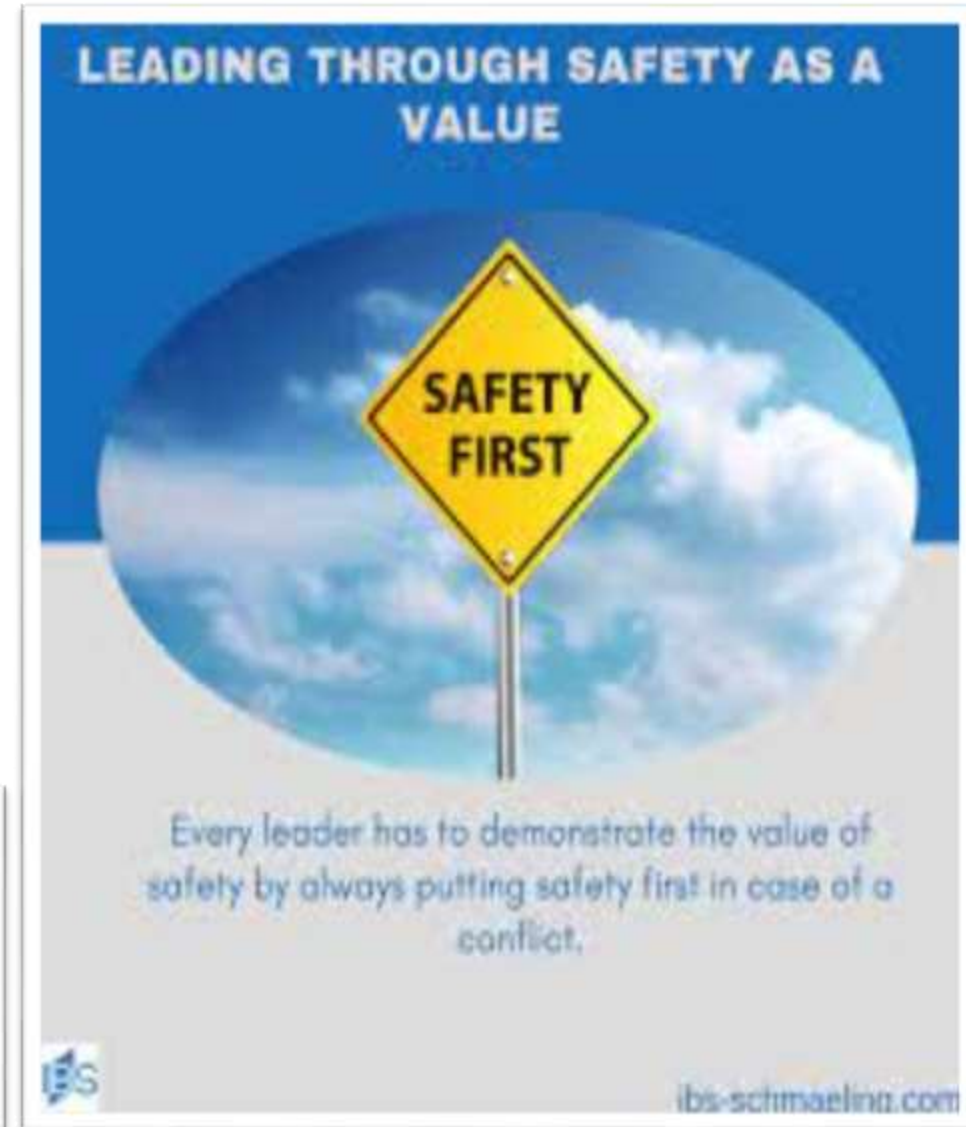
What are the **components required to develop the safety culture** in the workplace.



**SAFETY  
CULTURE**

# 1) Top level management commitment

- Leaders value / lead by example
- Integrate OSH professionals into major decision-making process
  - Work plan, emergency management, choice of sub-contractors/suppliers, purchase materials/equipment (including PPE) and etc.
- Responsive to OSH issues
- Support and invest (money/time) in all OSH activities and procedures

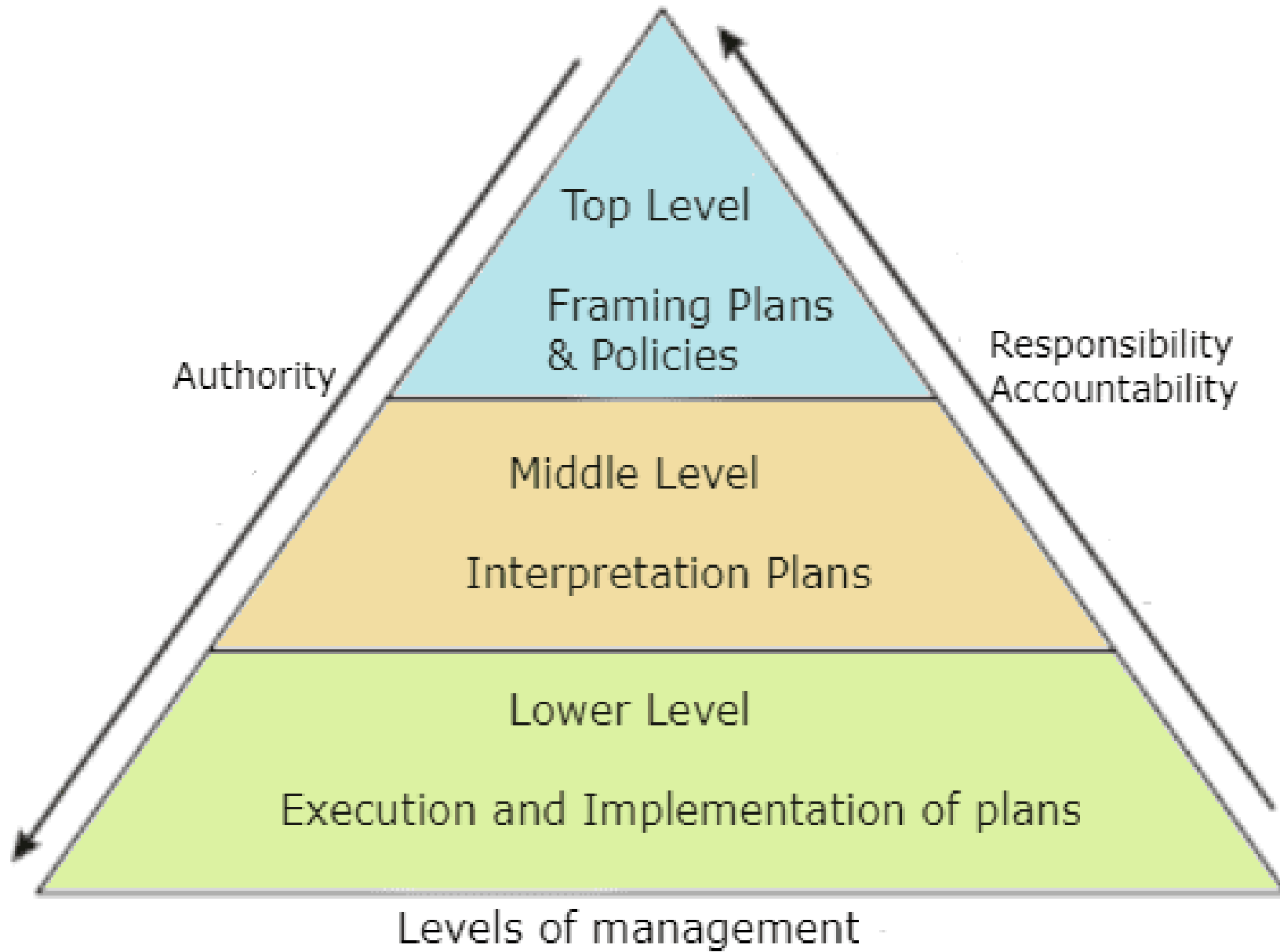


# 1) Top level management commitment

- Formulate proper strategies, plans and policies to achieve the pre-determined goals or objectives of an organization.
- OSH policy formulation :
  - According to OSHA, the employer should ensure all employees' safety, health and welfare at work.
  - Is an organization commitment which being communicated.
  - A well-formulated OSH policy forms a basis for OSH objectives, plan and target.

Objectives	Key strategies
<ul style="list-style-type: none"><li>• To ensure all workers have the knowledge, awareness and commitment to the safety and health practices</li><li>• To identify the hazard and implement the effective prevention and control strategies</li><li>• To develop safe and health workplace culture</li></ul>	<ol style="list-style-type: none"><li>1. HIRARC implementation</li><li>2. OSH surveillance system</li><li>3. OSH feedback and incident reporting system</li><li>4. OSH action plan (activities, target, evaluation)</li><li>5. OSH manual and SOP for each of the program planned</li><li>6. Performance indicator (low injury incident, low absenteeism)</li><li>7. OSH program (PPE, machinery handling, quality leadership)</li><li>8. Emergency, preparedness and response</li><li>9. OSH reward system</li></ol>





## 2) Employee participation

- OSH committee
  - Diverse group member / representative from all level of staff
  - Scheduled meeting → discussed in OSH issues / planning and evaluation of activities and program
- Employee involved in the decision making about OSH issues
  - contribute on the field findings (involvement in the site investigation/inspection)
  - Feedback about OSH activities/program implementation
  - OSH incident / symptoms reporting
- Regular training to employee on all OSH aspects :
  - Knowledge and awareness → passion and practice



# 5

## ROTATE MEMBERS

CHANGE UP THE MEMBERSHIP EVERY TWO OR THREE YEARS TO AVOID GROUPTHINK.



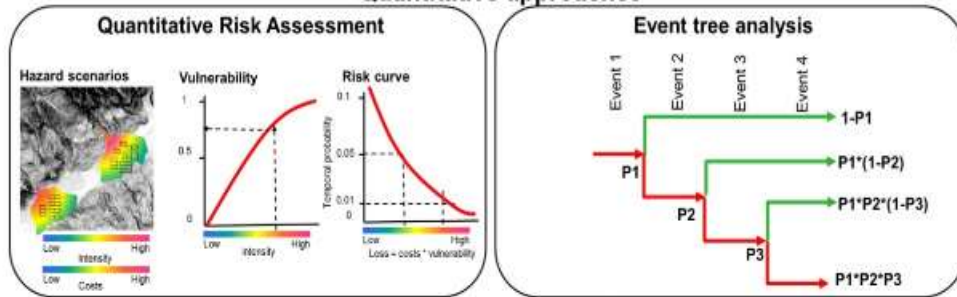
### 3) Continuous assessment and improvement



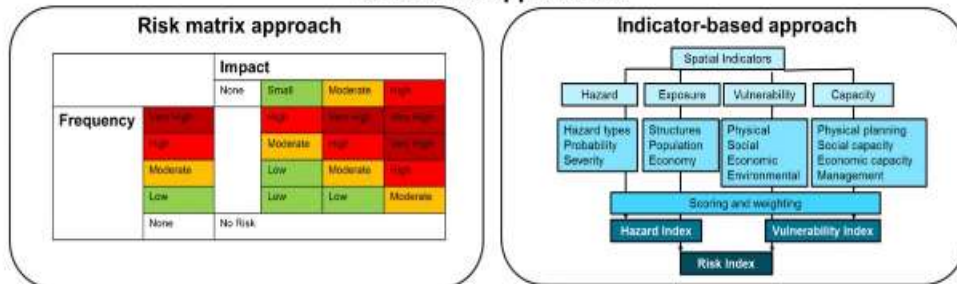
- A safety **risk assessment** should be a regularly scheduled occurrence, as a crucial part of a comprehensive health and safety policy.
- A good rule of thumb to create and maintain a health and safety policy is by implementing the **PDCA cycle**.

# Risk assessment tools examples

## Quantitative approaches



## Qualitative approaches



Method	Advantages	Disadvantages
Quantitative risk assessment (QRA)	Provides quantitative risk information that can be used in Cost-benefit analysis of risk reduction measures.	Very data demanding. Difficult to quantify temporal probability, hazard intensity and vulnerability.
Event-tree analysis	Allow modelling of a sequence of events, and works well for domino effects	The probabilities for the different nodes are difficult to assess, and spatial implementation is very difficult due to lack of data.
Risk matrix approach	Allows to express risk using classes instead of exact values, and is a good basis for discussing risk reduction measures.	The method doesn't give quantitative values that can be used in cost-benefit analysis of risk reduction measures. The assessment of impacts and frequencies is difficult, and one area might have different combinations of impacts and frequencies.
Indicator-based approach	Only method that allows to carry out a holistic risk assessment, including social, economic and environmental vulnerability and capacity.	The resulting risk is relative and doesn't provide information on actual expected losses.

## Risk assessment tools examples

- **Qualitative methods** for risk assessment are useful as an initial screening process to identify hazards and risks.
- They are also used when the assumed level of risk does not justify the time and effort of collecting the vast amount of data needed for a quantitative risk assessment, and where the possibility of obtaining numerical data is limited.
- The **risk matrix approach** is often the most practical approach as basis for spatial planning, where the effect of risk reduction methods can be seen as changes in the classes within the risk matrix.

	Formal Safety Assessment, 2002	Hazard Identification, Risk Assessment and Risk Control (HIRARC), 2008
<b>Main Objectives</b>	Compliance and Control	Compliance and Control
<b>Scope</b>	Focused on maritime safety risk.	General and applicable to all industries in Malaysia.
<b>Main components/steps</b>	<ol style="list-style-type: none"> <li>1. Hazard identification</li> <li>2. Risk analysis</li> <li>3. Risk control options</li> <li>4. Cost-benefits assessment</li> <li>5. Recommendations for decision-making</li> </ol>	<ol style="list-style-type: none"> <li>1. Classify work activities</li> <li>2. Hazard identification</li> <li>3. Analyse and estimate risk</li> <li>4. Selecting control</li> <li>5. Implement</li> <li>6. Review and monitoring</li> </ol>

**Reactive**



vs.



**Proactive**

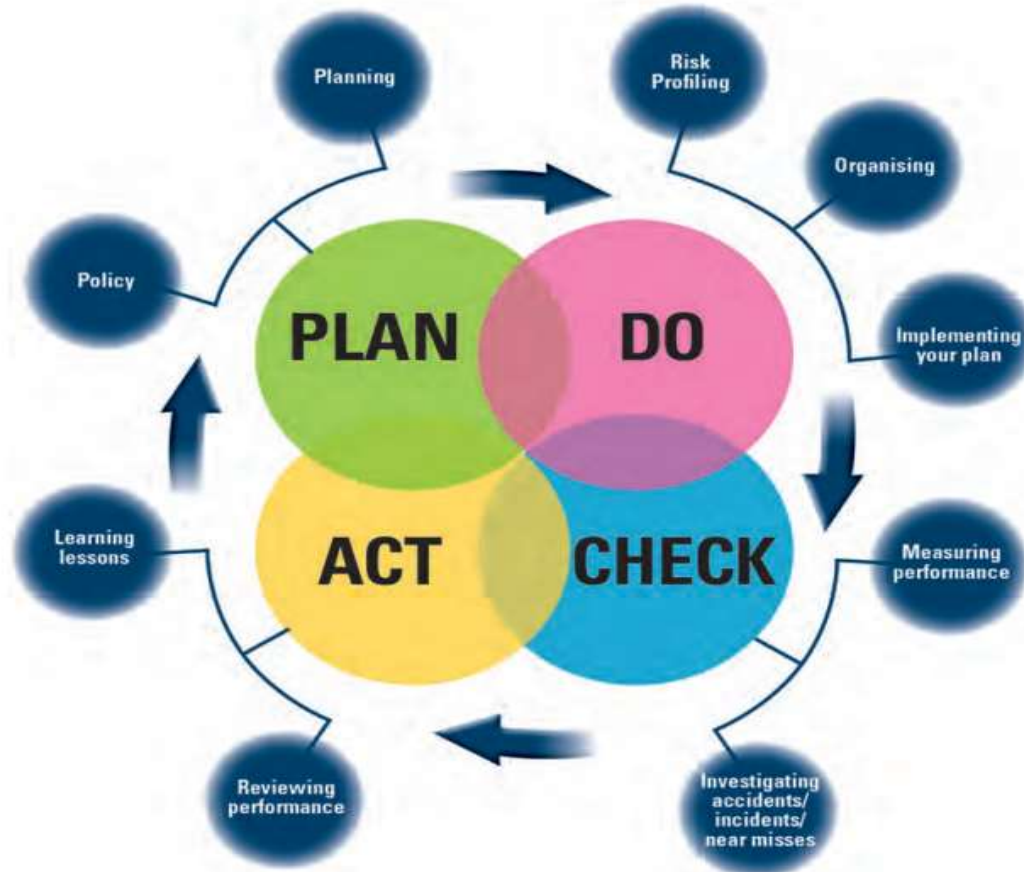
**Reactive risk assessment** only being done after incident / accident reported  
While **Proactive risk assessment** anticipate the event by exploring the root cause of the issues before it happen. Hence preventing the occurrence of injury or incident.



# PDCA Cycle

## 1. PLAN

Establish health and safety management standards based on risk assessment and legal requirements.



## 4. ACT (IMPROVEMENT)

- Review of the effectiveness of the health and safety management system and the identification of any weaknesses → audit.
- When recommendations are made, the review process must define a timescale and monitored.
- Continual improvement implies a commitment to proactively improving performance without waiting for a formal review.

## 2. DO (PERFORMANCE)

Implement plans to achieve objectives and standards.

→ will only be successful if there is effective communication at and between all levels of the organization.

## 3. CHECK (ASSESSMENT)

Active assessment :

1. Work-based inspections.
2. Regular health and safety committee meetings.
3. Feedback from training sessions and a constant review of risk assessments.

Reactive assessment :

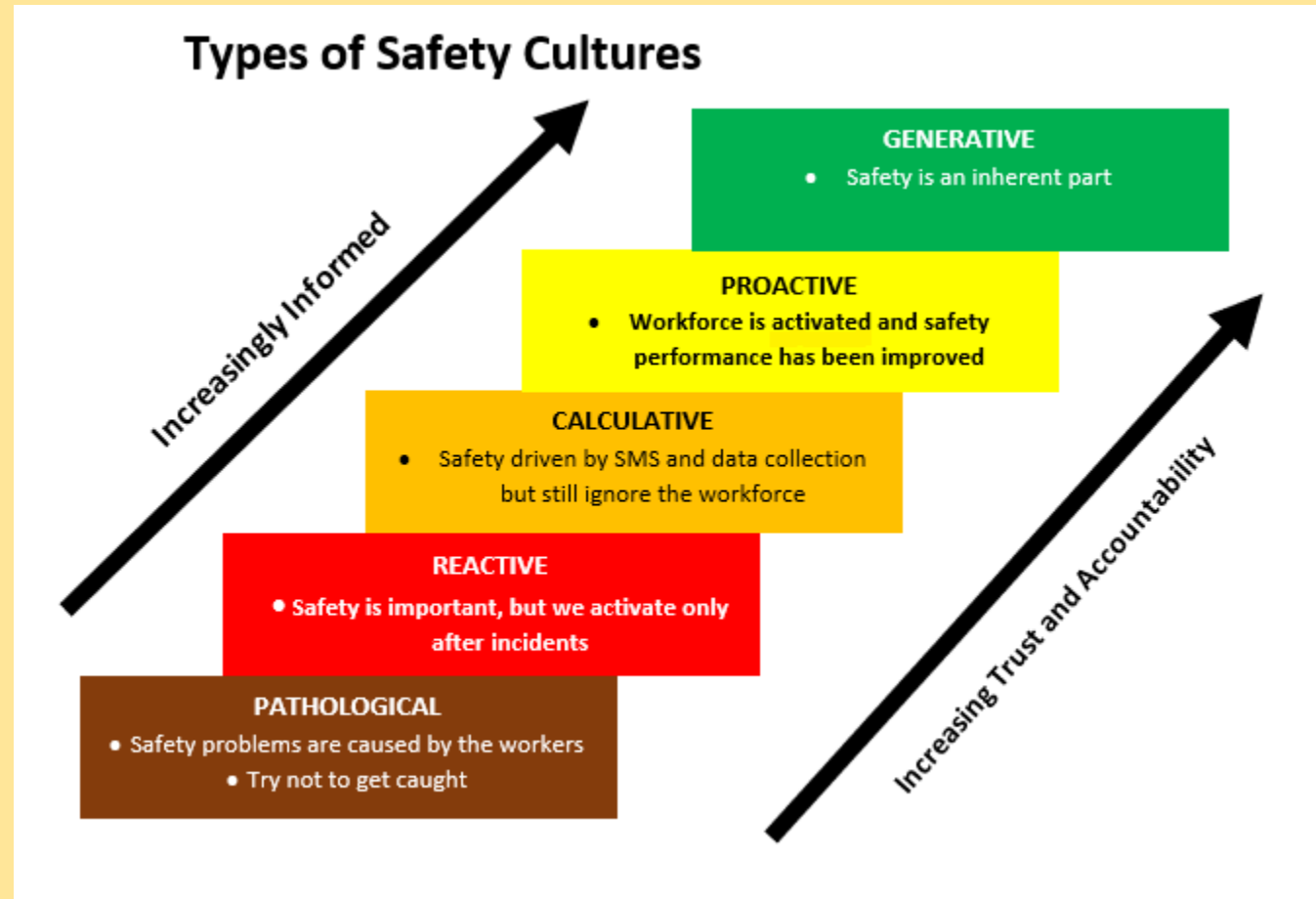
Relies on records of accidents, work-related injuries, ill-health and near misses, and any enforcement notices.

→ Following an investigation, any recommended remedial or preventative actions must be implemented immediately and monitored regularly.



# Where are we now???

- A **positive safety culture** exists when employees understand the importance of safety and exhibit positive safety behaviours.
- Examples of positive safety behaviours include
  - wearing personal protective equipment (PPE) without being asked
  - completing risks assessments for all jobs and reporting all incidents.
- To **implement the Safety Culture** → **required all components** explained before
  1. Top management commitment (leader, policy etc)
  2. Employee participation (representative staff & committee)
  3. Continuous assessment and improvement

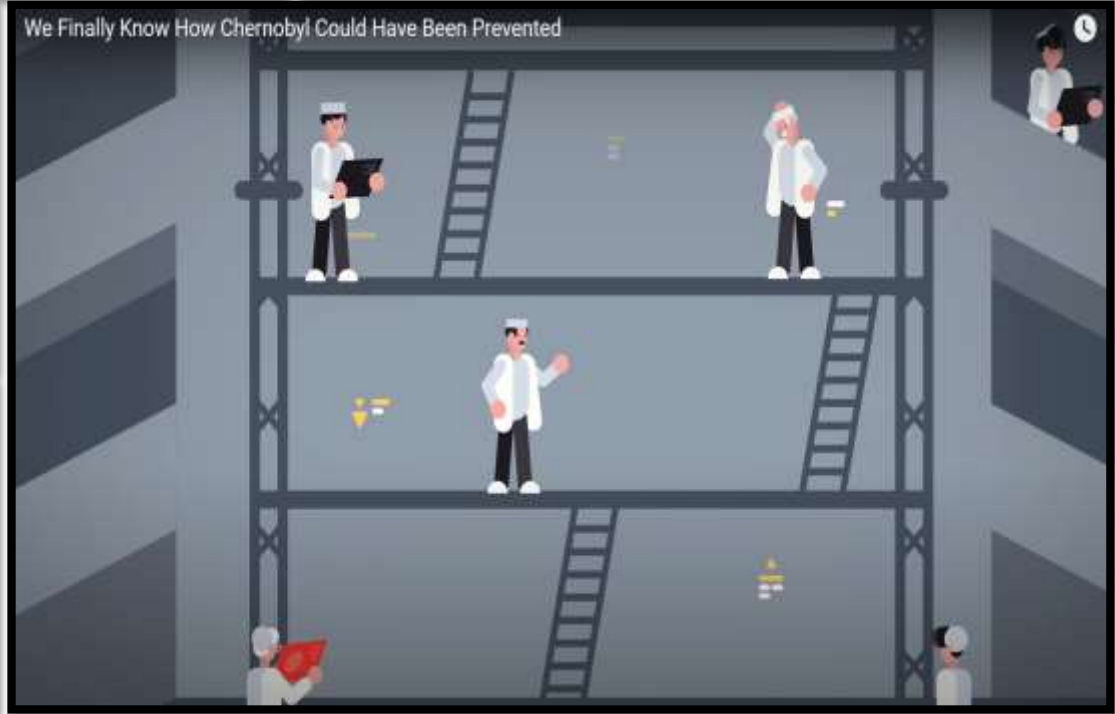
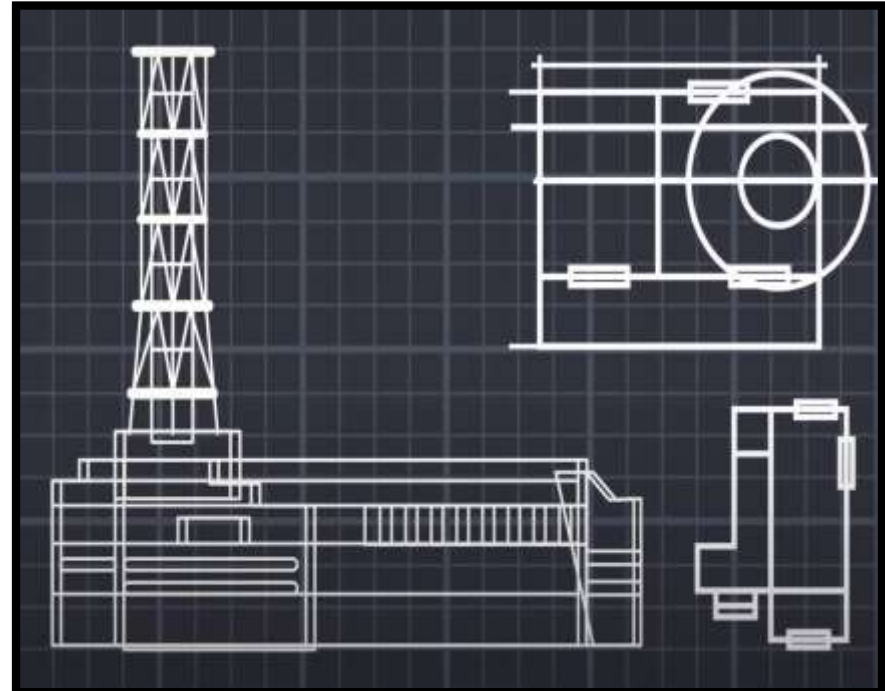






→ What is your opinion regarding the **Safety Culture** components in the Chernobyl disaster

→ How could this nuclear disaster can be avoided?

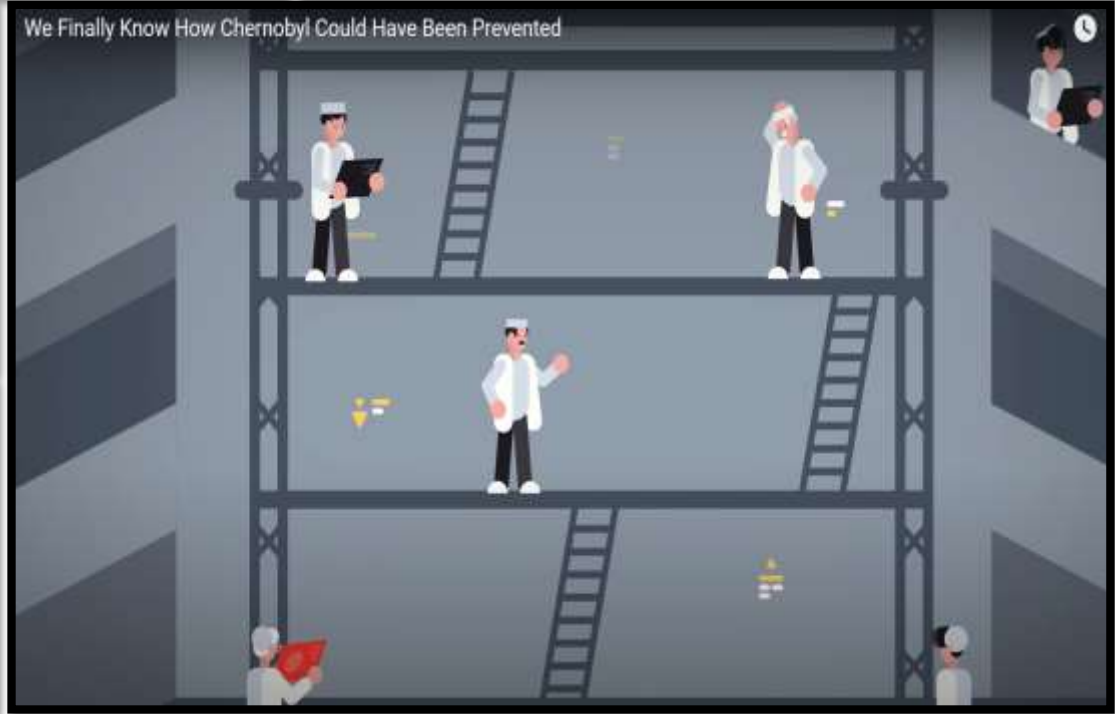
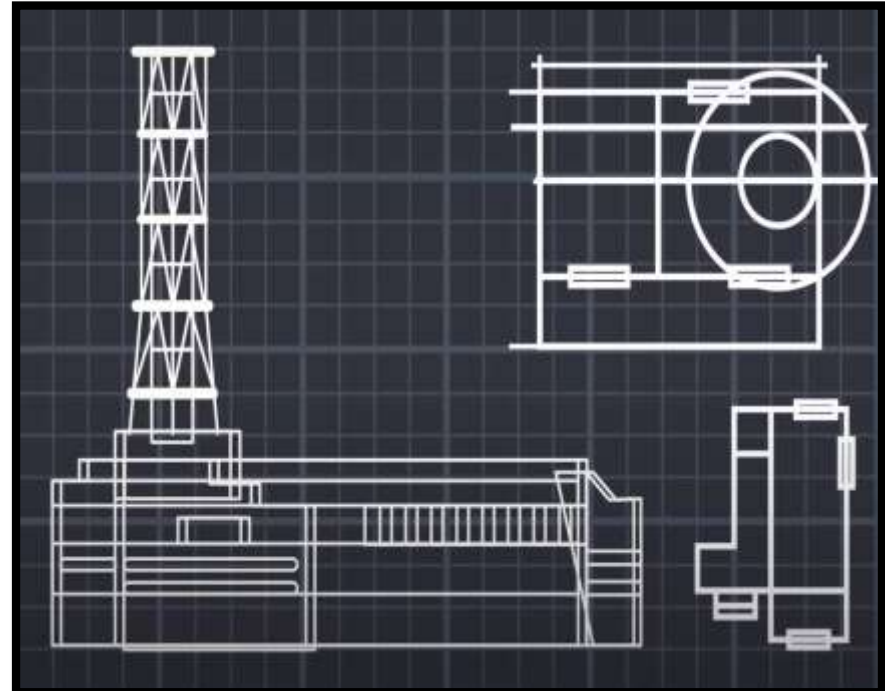






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**TWO BIGGEST CAUSES OF  
WORKPLACE ACCIDENTS:  
UNSAFE CONDITIONS  
UNSAFE ACTS**

1

**HAPPY TEAMS**

Safe teams have higher morale and more engaged employees.



2

**LOW TURNOVER**

A safe work environment means less absenteeism and turnover.



3

**FASTER HIRING**

Happy employees = faster recruiting.

4

**LOWER COSTS**

Fewer incidents mean less workers' comp and lower insurance premiums.

5

**STELLAR BRAND REPUTATION**

Fewer injuries mean less risk of a PR nightmare.



10

Signs You Have a **Healthy Safety Culture**



6

**HEALTHY REPORTING VOLUME**

Empowered employees report problems easily and without pushback.



7

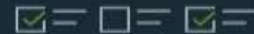
**TRANSPARENT POLICIES**

Clear procedures mean fewer surprises and smoother operation.

8

**ENGAGED WORKFORCE**

Workers who feel safe are more focused on their day-to-day work.



9

**DEFINED ROLES & RESPONSIBILITIES**

Employees who understand their safety responsibilities are more likely to succeed in them.

10

**LOW RATE OF INJURY**

Avoiding harm to workers means that safety culture is working as intended.

# 1 LACK OF DOCUMENTATION

When processes aren't written down and shared, confusion will ensue.



# 2 POOR COMMUNICATION

Without communication, key people will be left out of the loop.

# 3 CLIMATE OF ANGER AND BLAME

Pointing fingers instead of fixing problems will only invite more problems.

# 4 EMPLOYEE REPORTS IGNORED

If employee safety concerns aren't heard, those concerns will only snowball.

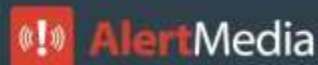
# 5 FAULTY OR ABSENT PPE

Without physical safety measures, workers are far more likely to get hurt.

# 10

Signs You Have an

# Unhealthy Safety Culture



# 6 PRIORITIZING PROFITS OVER SAFETY

Focusing on money at the expense of safety and well-being hurts morale.

# 7 UNINTERESTED MANAGEMENT

If management isn't involved in safety, then workers won't be either.

# 8 LACK OF INCIDENT REPORTING

Inadequate incident reporting likely means that incidents are being ignored, not avoided.

# 9 INADEQUATE INVESTIGATION

Failing to learn from mistakes only opens the door for more incidents.



# 10 HIGH RATE OF INCIDENTS

If safety issues arise too frequently, then not enough is being done to prevent them.



# Conclusions



- ✓ Maintaining a safe workplace is the live saving priority (the worst depending on the workplace) → identify the hazard!
- ✓ Think about safety & keep safety in action from top to down among everyone and everything done in the organization.
- ✓ Contribute to the safety culture and take the responsibility.

