

Rethinking Complacency

The Last Mile of Safety Culture



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Objectives

- **D**efine
- **E**xplore
- **F**ind
- **I**nvestigate
- **N**ature
- **E**valuate

Complacency

Examples of Complacency

Whys of Complacency

Warning Signs

...towards Complacency

Mitigation Strategies

Define



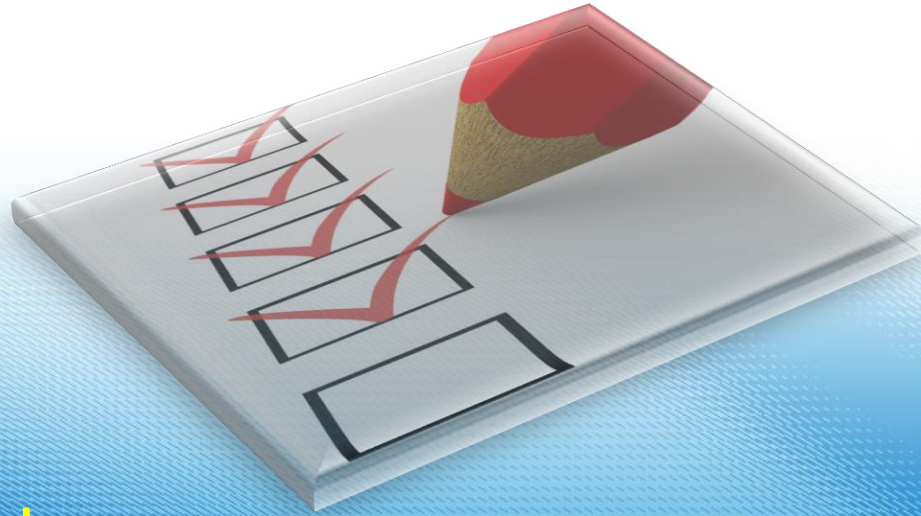
- Calm sense of well-being
- Feelings of Security
- Unawareness of Danger
- Low Awareness for any Necessary Action

Exploring Examples of Complacency



- Eastern Airlines Flight 855
- May 5, 1983
- L-1011 TriStar MIA-NAS
- 162 Occupants / 10 Crew / 0 Fatalities

Finding the “Whys” of Complacency



- Repetitive Tasks
- Generally Skilled/Senior Workgroup
- 99.9% of Tasks Yield a Successful Outcome

Investigate Warning Signs of Complacency



- Employing (or Acceptance) of Minimums Standards
- Boredom or Inattention to Detail
- Satisfied with the Average or Resisting Change
- Intentional Neglect of Personal Safety

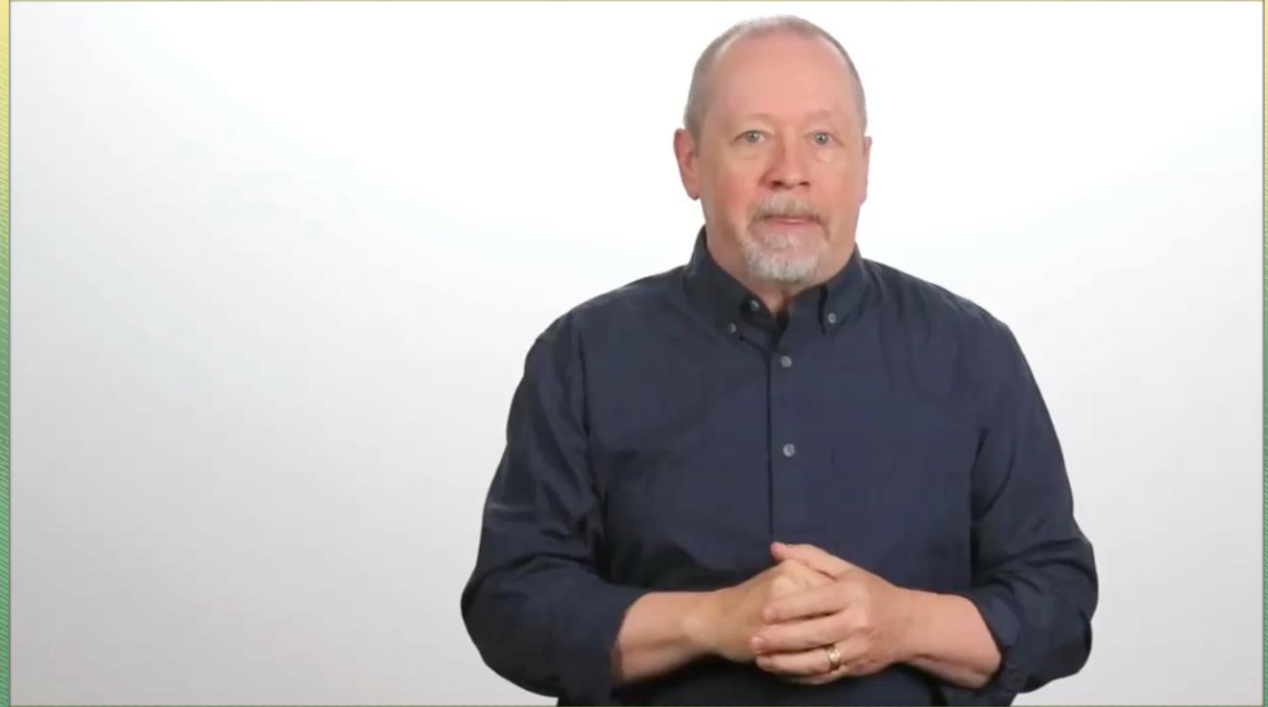
Evaluate Mitigation Strategies of Complacency



- Creation of Daily Challenges
- Continuous Professional Development
- A Creative Safety Culture Focused upon Complacency Awareness



Evaluate Mitigation Strategies of Complacency



**The Human Touch is Work Place Safety, by
Kevin Burns.*

Conclusion/Questions



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