



Manufacturing Health & Safety Maturity for the Factory Floor

How to empower frontline workers in a tech-supported safety culture.

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The background image shows two men in a factory setting. They are wearing hard hats and safety glasses. The man on the left is wearing a white hard hat and glasses, and is pointing at a document. The man on the right is wearing a blue hard hat, glasses, and a beard, and is holding a document. The entire image has a blue tint.

- Chapter 1 -

Why the Safety Improvement Journey is More Complicated Than Ever

Increased Complexity in a Rapidly Evolving World

In the context of the factory floor, safety isn't a linear function that can be reduced to 'this-caused-that' scenarios. There are always multiple factors that lead to any workplace health and safety incident.

The interconnected and complex interactions between people, machines and procedures in modern factories create myriad opportunities for safety blindspots, weaknesses and outright errors.

On top of all this, modern equipment and machinery demand greater attention to detail for each individual worker, and require a workforce that is more skilled and knowledgeable than ever before.

Despite these complexities, safety culture is vital to any manufacturing organization. The good news is that technology can now support the foundational elements of building and maturing your safety culture in ways that weren't possible until now.



Non-linear safety scenarios



Complex interactions between people, machines and procedures



Requirement for a more skilled & knowledgeable workforce



Technology is more capable of filling the gaps than ever before



The image shows two workers in a factory setting, both wearing white hard hats and safety glasses. The worker on the left is holding a tablet that displays a video of a worker in a blue shirt. The worker on the right is looking at the tablet. The background shows industrial machinery and a factory floor. The entire image has a blue tint.

- Chapter 2 -

What is Safety Culture Maturity?

2. WHAT IS SAFETY CULTURE MATURITY?

Safety culture maturity measures the sophistication of an organization's health and safety programs, procedures and workflows. It reflects how deeply safety practices are ingrained in the company's values and behaviors.

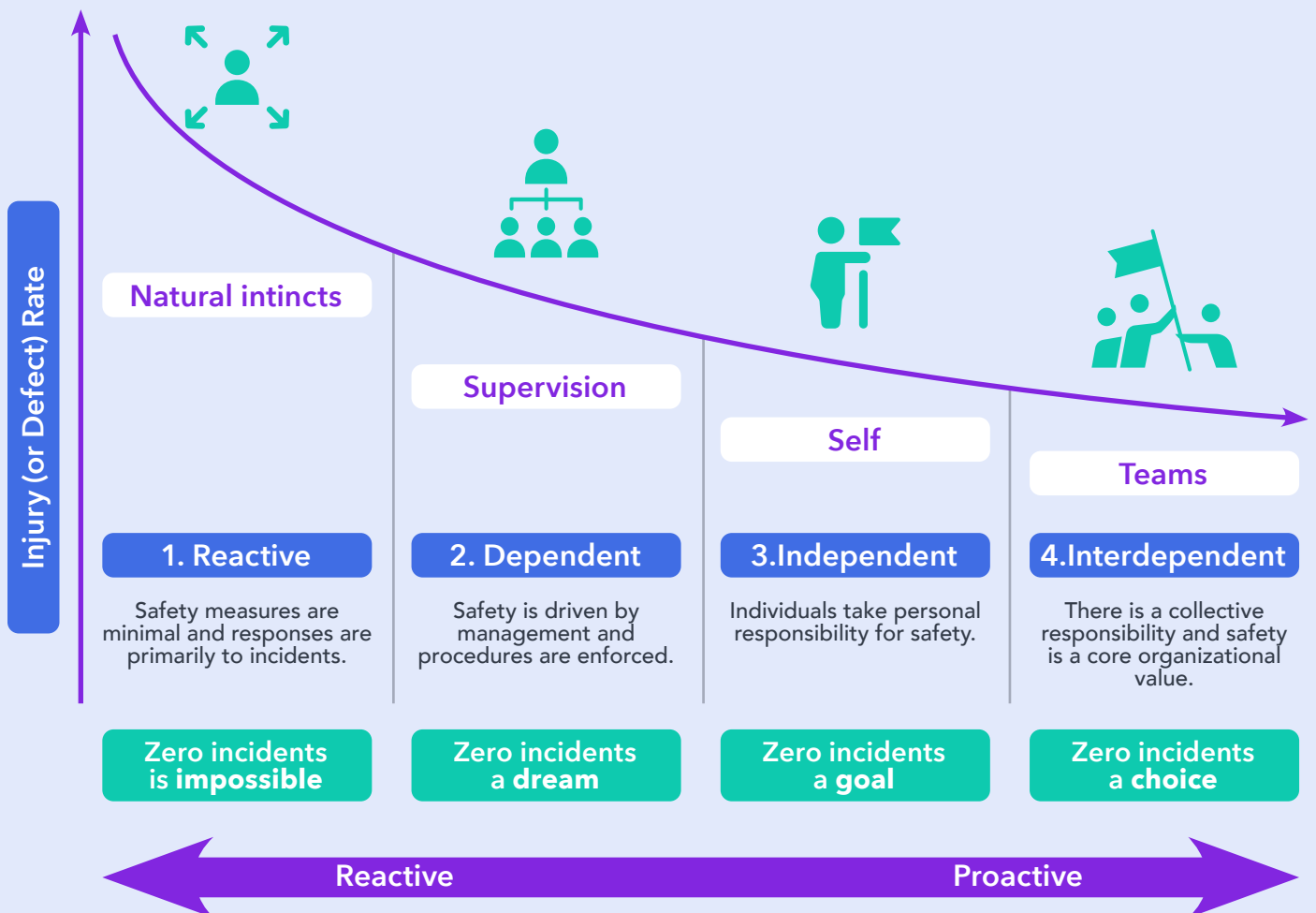
In a mature safety culture, safety is a core value, with proactive measures, continuous improvement and strong employee engagement at all levels to maintain and enhance safety standards.


As organizations evolve in safety culture maturity, they shift from compliance-based practices to a more systematic, proactive and preventative approach. Early stages focus on meeting regulations, while advanced stages integrate safety into all operations and decision-making.

Mature organizations have leadership committed to safety, empowered employees and a continuous drive for excellence in health and safety performance.

The Bradley Curve of Organizational Safety Maturity

The Bradley Curve is a model that illustrates the stages of safety culture maturity in organizations. It details the progression from a focus on compliance and reactive measures to a proactive and collaborative safety culture. It describes four phases:



A man wearing safety glasses and a dark vest with a yellow and white striped shirt underneath is standing at a control panel in a factory. The control panel has several monitors and buttons. The background shows a large industrial facility with high ceilings and lights. The entire image has a blue tint.

- Chapter 3 -

The Impact of a Strong Safety Culture

3. THE IMPACT OF A STRONG SAFETY CULTURE

Safety culture maturity is crucial for manufacturers aiming to create a safer, more productive and competitive business. By advancing through the stages of safety culture maturity, companies can unlock numerous human and commercial benefits, fostering a culture where safety is integral to every aspect of operations.



Reduced Safety Risks

With robust safety protocols and a proactive approach to identifying and mitigating hazards, the likelihood of workplace accidents and injuries decreases dramatically.

This not only protects workers from harm but also shields the company from potential legal liabilities and the financial burdens associated with workplace incidents.



Increased Compliance

A mature safety culture ensures that the organization consistently meets or exceeds regulatory requirements. Compliance is not seen as a checkbox exercise but as a foundational element of the company's operations.

This proactive stance on safety helps avoid costly fines, sanctions, and operational disruptions that can arise from regulatory breaches.



Increased Productivity and Reduced Downtime

By minimizing the occurrence of accidents and near misses, the organization can significantly reduce downtime associated with incident investigations, repairs and worker absences.

When safety protocols are integrated into daily operations, processes become more efficient, and potential hazards are addressed before they can disrupt workflow.




Attracting and Retaining Skilled Workers

A mature safety culture makes a company more attractive to prospective employees, and existing employees are more likely to stay.

This ability to attract and retain top talent in today's skilled worker shortage provides a significant competitive advantage, as experienced and skilled workers are essential for maintaining high standards of quality and productivity.

In summary, advancing safety culture maturity offers company-wide benefits that enhance both human and business outcomes. Investing in safety culture maturity is not only a moral imperative, but also a strategic advantage that drives long-term success.



- Chapter 4 -

Implementing Safety Standards that are Human-centered and Tech-supported

The Challenges of Implementing Safety Without a Digital Tool

Without the help of digital tools to train and connect frontline workers, high-pressure environments like the factory floor are more likely to produce safety incidents, especially when processes are poorly planned or lacking altogether.

Lack of Engagement by Frontline Workers in Safety Practices

Motivating frontline workers to consistently engage in safety practices can be difficult without digital tools, leading to gaps in adherence and increased risks.

Information About Safety Standards Can Be Difficult to Access

Manual systems make it challenging for employees to quickly find and understand safety standards, resulting in inconsistent application and potential non-compliance.

Ensuring Every Employee is Trained to the Same Standard

Achieving and tracking uniform training across the workforce is difficult without digital solutions, leading to gaps in safety knowledge, practices and compliance.

Lack of Visibility into Safety Risks

Without digital tracking and reporting, identifying and addressing safety risks in real-time is nearly impossible, increasing the likelihood of incidents.

Delayed Creation and Communication of Safety Content

Manually creating and sharing health and safety content slows down communication, delaying crucial updates and potentially compromising workplace safety.

Health & Safety Impact of Poka's Connected Worker Platform



20%

Efficiency in Near-Miss Reporting



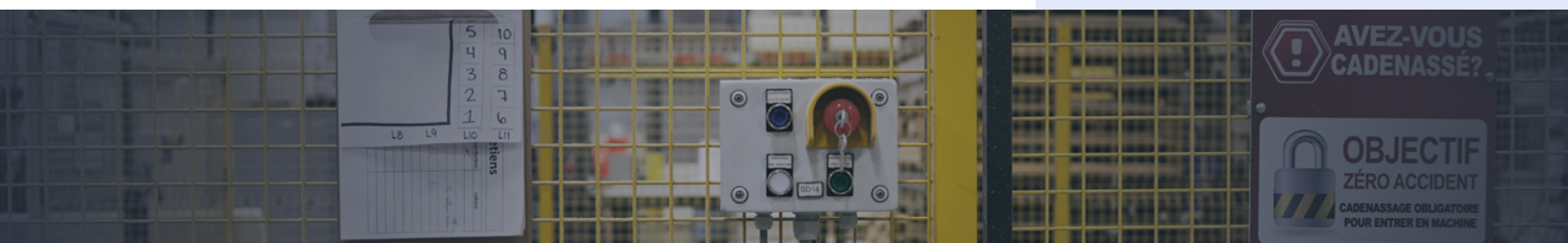
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Overtime Avoidance tied to Compliance Training

Leading Food Company

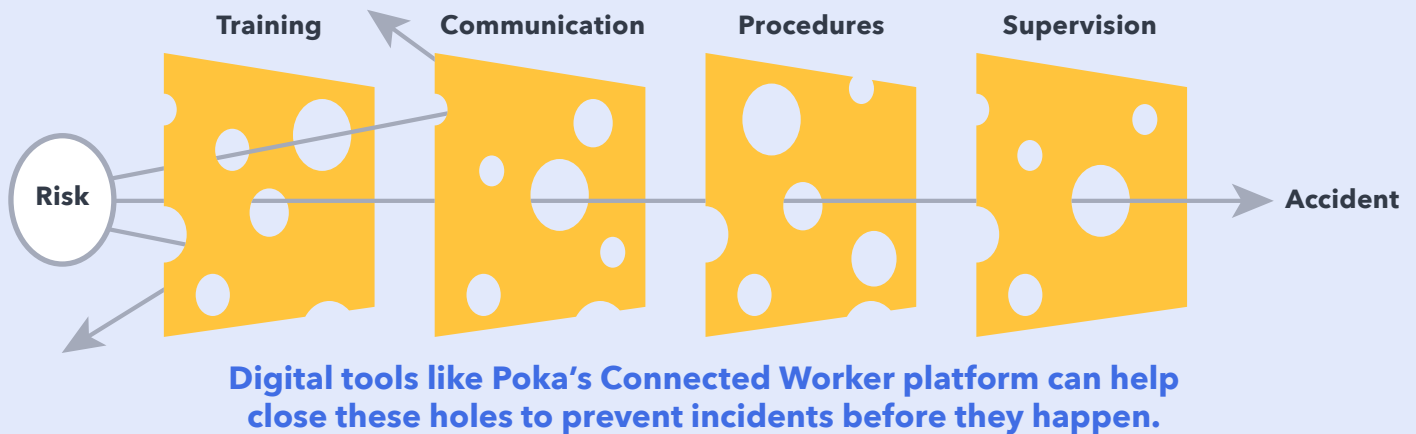
183%

Increase in Near-Miss Reporting



The Swiss Cheese Model

The Swiss Cheese Model illustrates how layers of defense (like slices of Swiss cheese) have inherent weaknesses (holes) that can align, allowing hazards to lead to incidents. It emphasizes that while each layer may not be perfect, multiple overlapping defenses can prevent accidents by covering each other's vulnerabilities.



Illustrating the Issue

1. The Incident

At 6 am, a new employee needed to clean a conveyor, and asked a colleague how to do it. The workers started to dismantle the conveyor without performing the lock out tag out (LOTO) first. When they disarmed the safety guard, the new employee got his finger stuck in the mechanism.

2. Training: The First Hole

The new employee had 3 hours of training on LOTO with coaching the first time he had to do it. But when asked about the LOTO process, it was clear that the procedure was poorly understood.

3. Communication: The Second Hole

When the second employee explained how to clean the conveyor, she didn't specify the correct order or emphasize the importance of LOTO. The machine should have been locked out before removing the guard, so the instruction procedure failed.

4. Procedures: The Third Hole

There were great procedures in place, but nobody had shown them to the new employee. Even if they had, the procedures were written in French, which the worker didn't understand.

5. Supervision: The Final Hole

The team leader had not validated that the new employee properly understood how to safely clean the conveyor, and when it needed to be done, he was elsewhere dealing with something urgent.

6. The Mouse: Language Barriers

The new employee spoke English as a second language, so some of the training, coaching and instructions from the employee and supervisor were lost in translation. The work instructions were written in French, which the new employee couldn't have understood.

Connecting Frontline Workers in Support of Safety

How Digital Tools Can Help

Connected Worker apps play a crucial supporting role in providing safety training, real-time access to safety procedures, and visibility into safety risks. By keeping workers connected and informed, you can also ensure safety remains top of mind.

Capture Safety Standards & Train Workers



Mobile, On-the-floor Safety Training



Documented Safety Standards



Digital Work Instructions

Inspections, Audits and Reporting



Safety Walks



Behavior-based Safety



Forklift Inspections



Crane & Lift Inspections



Pre-Op Safety Assessments



Safety Audits



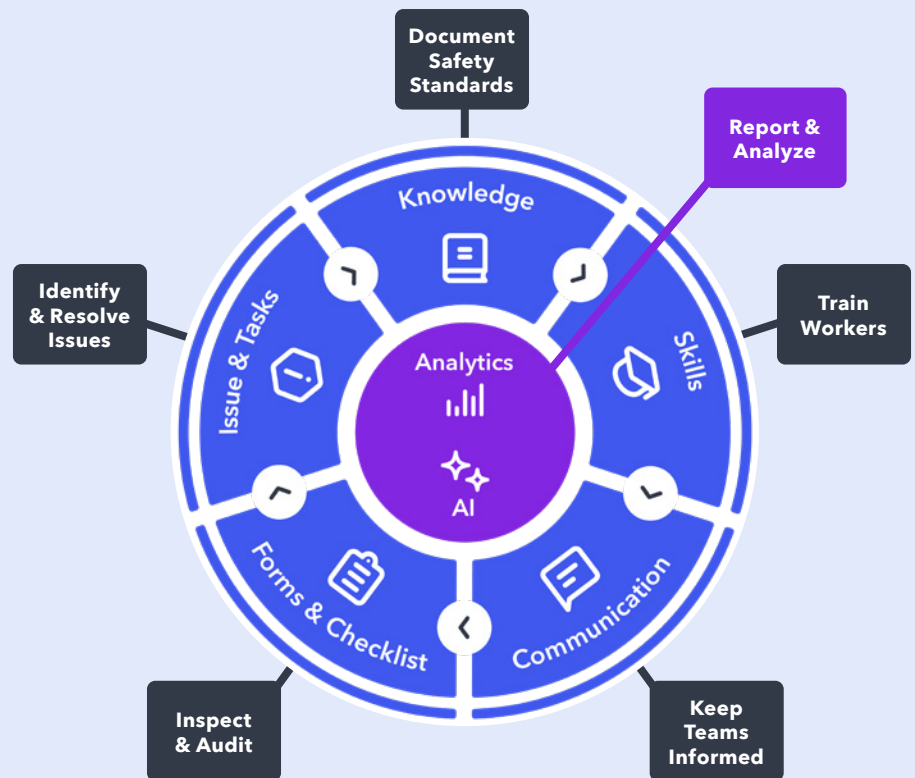
Incident reports



Near Miss Reporting



Fire Equipment Inspections



Analysis

By digitizing all safety reporting, management can become more proactive - detecting trends on near misses, locating where safety events are happening and finding correlations between training gaps and safety incidents.

A person is holding a tablet computer. The screen of the tablet shows a photograph of a factory interior, specifically a staircase with metal railings and structural beams. The person holding the tablet is wearing a red and blue plaid shirt and a black watch. The background is a blurred industrial setting.

- Chapter 5 -

Safe Signs of Success

Changes You'll Experience Moving Up the Safety Maturity Curve

Prioritizing safety, fostering trust and increasing job satisfaction are key to a thriving factory floor. With efficient issue identification, near miss reporting and accurate incident documentation, organizations can create a safer and more engaged workforce. Connected Worker platforms like Poka empower employees with the right tools to enhance overall operational effectiveness and safety at every level.



Safety is a Priority, Not Just a Value

All employees believe a safe workplace is essential, integrating robust protocols to protect every team member.



Better Visibility into Safety Risks

Understand where and when workers are at increased risk and prevent incidents before they happen.



Take Corrective Action Faster

Act with speed and precision to decrease safety risks and reduce costly downtime on the factory floor.



Increased Awareness of Safety Risks

With better training and communication, workers are more empowered to participate in safety processes and keep them top of mind.



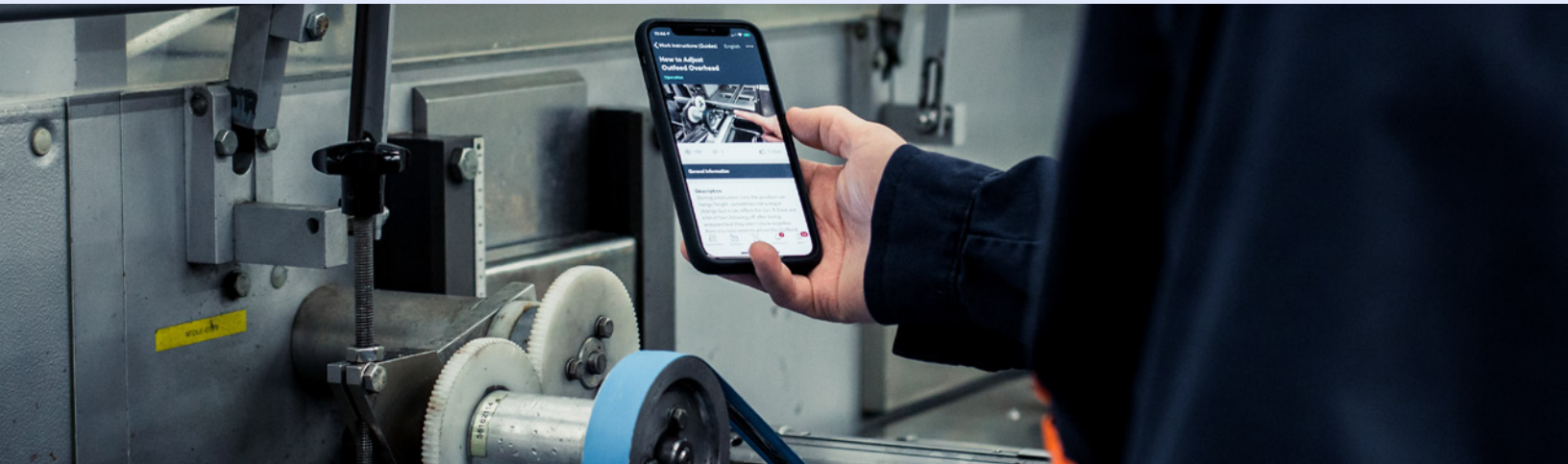
Increased Reporting with Improved Accuracy

By improving the efficiency of near-miss and other safety reporting, team members will be more inclined to report ongoing risks and incidents.



Meeting Compliance Requirements

Make it easy to meet and demonstrate compliance with comprehensive training records, incident reporting and audits, corrective actions and more.



Bringing It All Together

Cultivating tech-supported safety culture throughout your organization is essential for modern manufacturers. By leveraging Connected Worker apps, you can significantly enhance health and safety practices, ensuring a safer, more efficient and more productive workplace.

As we've explored in this eBook, the journey towards safety culture maturity involves understanding its complexities, recognizing the impact of a strong safety culture, implementing human-centered and tech-supported standards and identifying clear signs of success. Each stage of this journey is crucial for building a resilient and proactive safety culture.

In a world where safety challenges are increasingly complex, leveraging technology to support human-centered safety initiatives is more critical than ever. By doing so, manufacturers can not only protect their workforce, but also drive continuous improvement, operational excellence and long-term success.

To achieve these goals, remember the key points discussed:

1. **The intricate nature of the safety improvement journey.**
2. **The significance of safety culture maturity and its impact.**
3. **The benefits of implementing human-centered, tech-supported safety standards.**
4. **The indicators of a successful safety culture.**



Investing in a mature safety culture is not just a regulatory necessity but a strategic advantage. By prioritizing safety and leveraging technology, manufacturers can create a sustainable, safe and thriving workplace for all.

Thank you and stay safe!

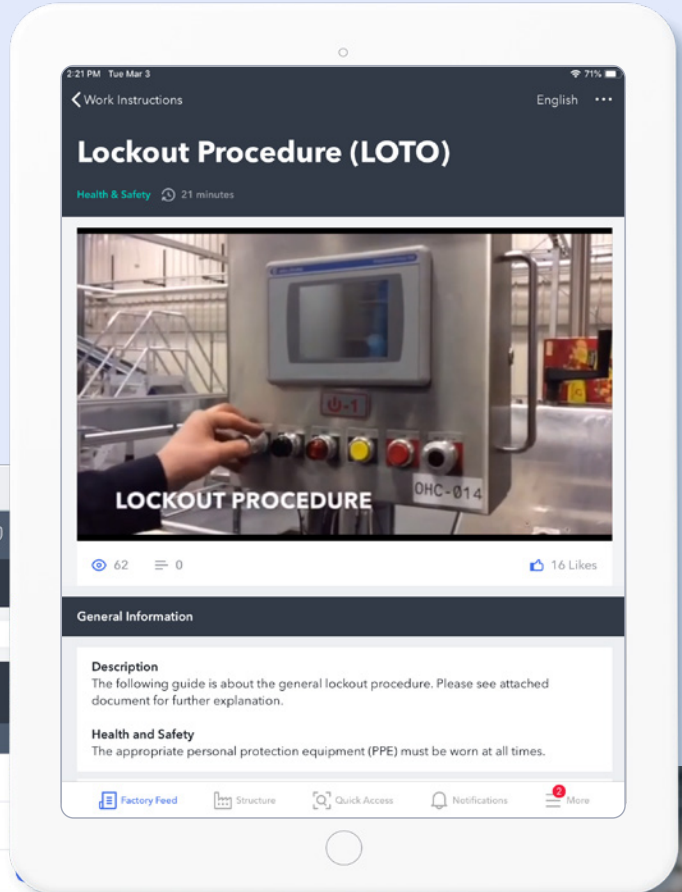
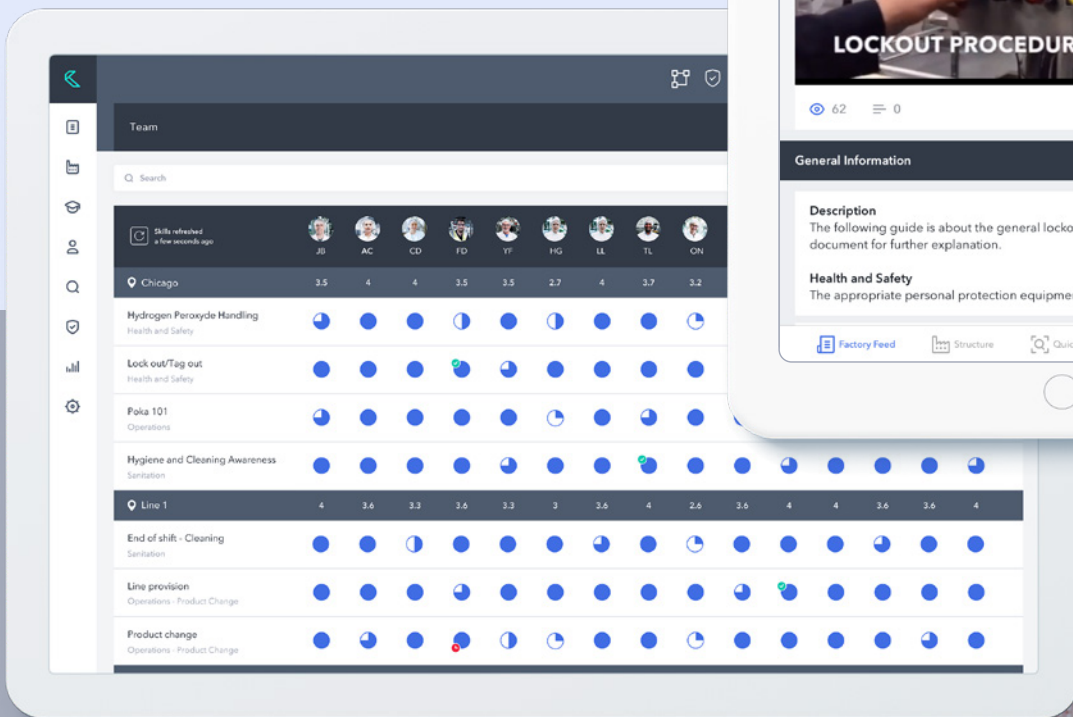
About Poka

Book a demo

Safety is everyone's responsibility on the factory floor, but more can be done beyond formal safety training to create a culture that is safety aware and empowered to mitigate risk.

Discover how Poka can help transform your health & safety culture at poka.io.

- ✓ Improve access to critical H&S content
- ✓ Streamline and standardize safety training and certifications
- ✓ Keep safety top of mind
- ✓ Ensure safety standards are followed
- ✓ Identify and resolve issues faster
- ✓ Capture, analyze and gain insight from H&S data
- ✓ Streamline the creation, access and communication of H&S content with AI



The Proven Power of Poka
Discover how Soprema improved safety with Poka forms and tableau.



Read Case Study

