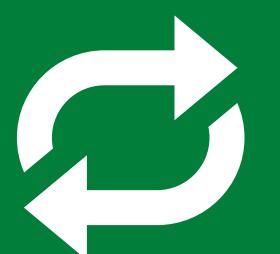


# Complacency



Though unsafe conditions often cause workplace injuries and deaths, many more are a result of unsafe acts. There are many reasons why someone may participate in an unsafe act, including complacency.

Complacency is defined as *smug or uncritical satisfaction, especially when accompanied by unawareness of actual dangers or deficiencies*



Many jobs are repetitive by nature, and the more we repeat a job, the greater the chance of becoming complacent.

One way to combat complacency is to make safety a habit, and to constantly be aware of your environment and the hazards surrounding your job. Frequently performing personal checkins while working can help maintain your focus and avoid “autopilot”.

Ask yourself:

- What hazards are present, and what are you doing to control them?
- How are you feeling? Do you feel fatigued, frustrated, bored, or rushed, and if so, how might those feelings impact your actions and ability to work?
- Are there any distractions around? Are you actively thinking about the task you’re doing?



Signs of complacency can be difficult to notice in yourself, so you should also learn how to spot them in your coworkers. If you notice:

- Dissatisfaction with work and/or lack of motivation
- Missing steps in work processes
- Frequent near-misses or incidents
- Noticeable increase or decrease in communication
- Tardiness for meetings or shifts
- Changes in attitude

Then you or your coworkers may be complacent.

“Safety is a core value and business priority”



West Fraser