

# 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 checks 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:*

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

*Then you or your coworkers may be complacent.*

*“Safety is a core value and business priority”*



**West Fraser**