



Protective
Insurance Company



PUBLIC TRANSPORTATION

CLAIMS



SAFETY

2014 SEMINAR





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Safety Culture

Newest Approaches and Tools

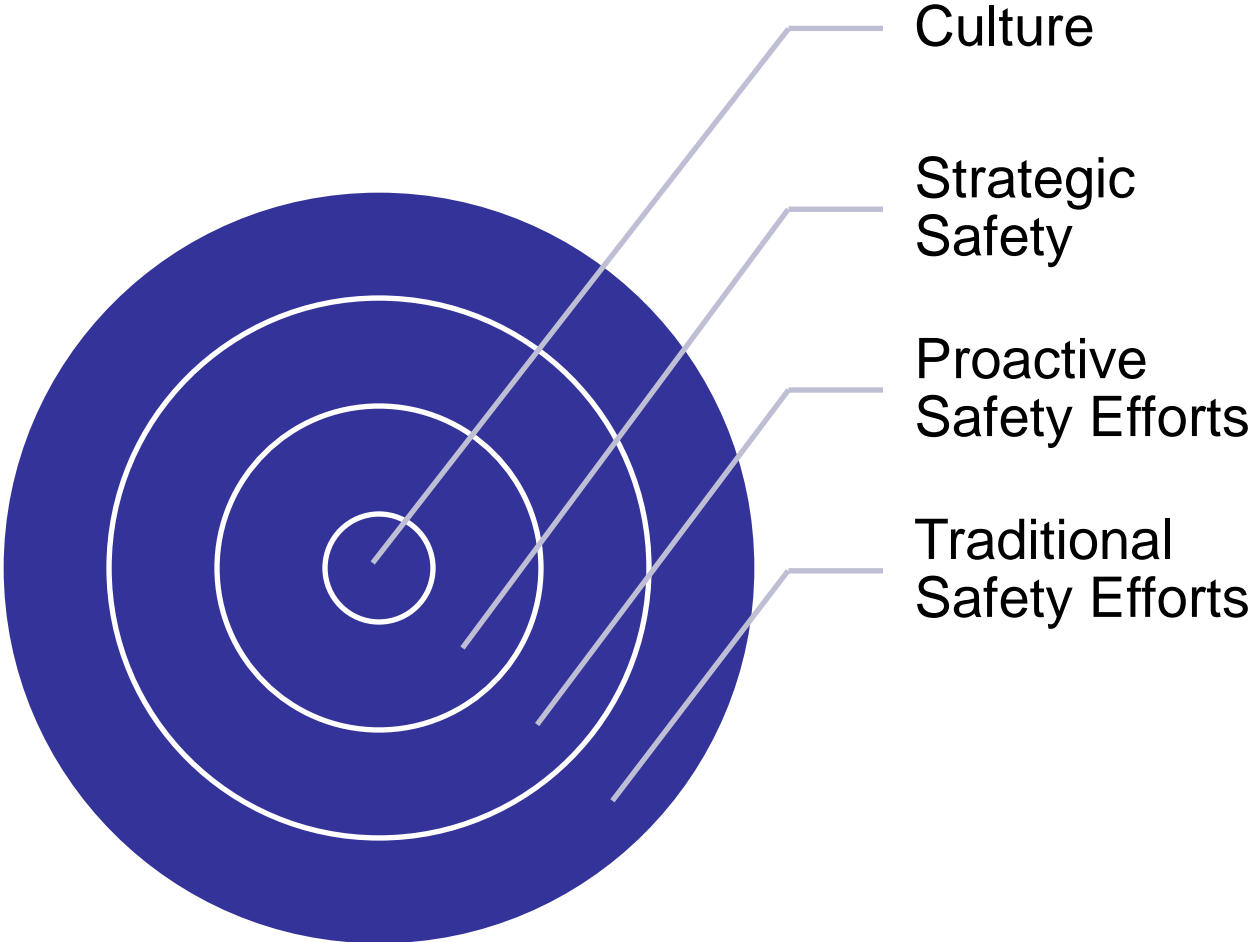
Terry L. Mathis

Founder, Chief Executive Officer

ProAct Safety, Inc.



The Problem



Problems Specific to Transportation

Logistics

- Lone workers
- Scattered workplaces

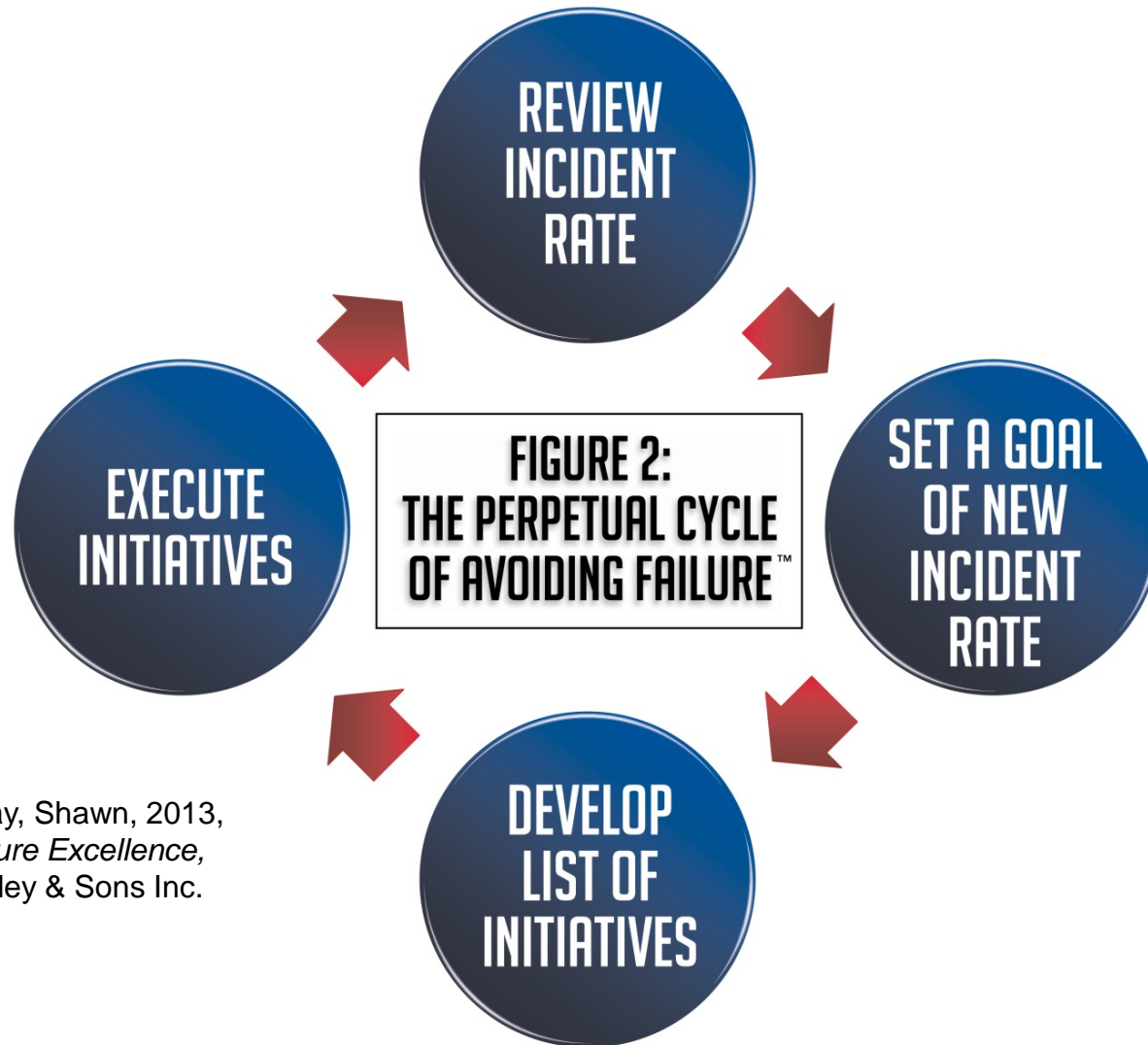
Supervision

- Only at home base
- Unavailable on road

Communication

- Limited personal
- Media limited

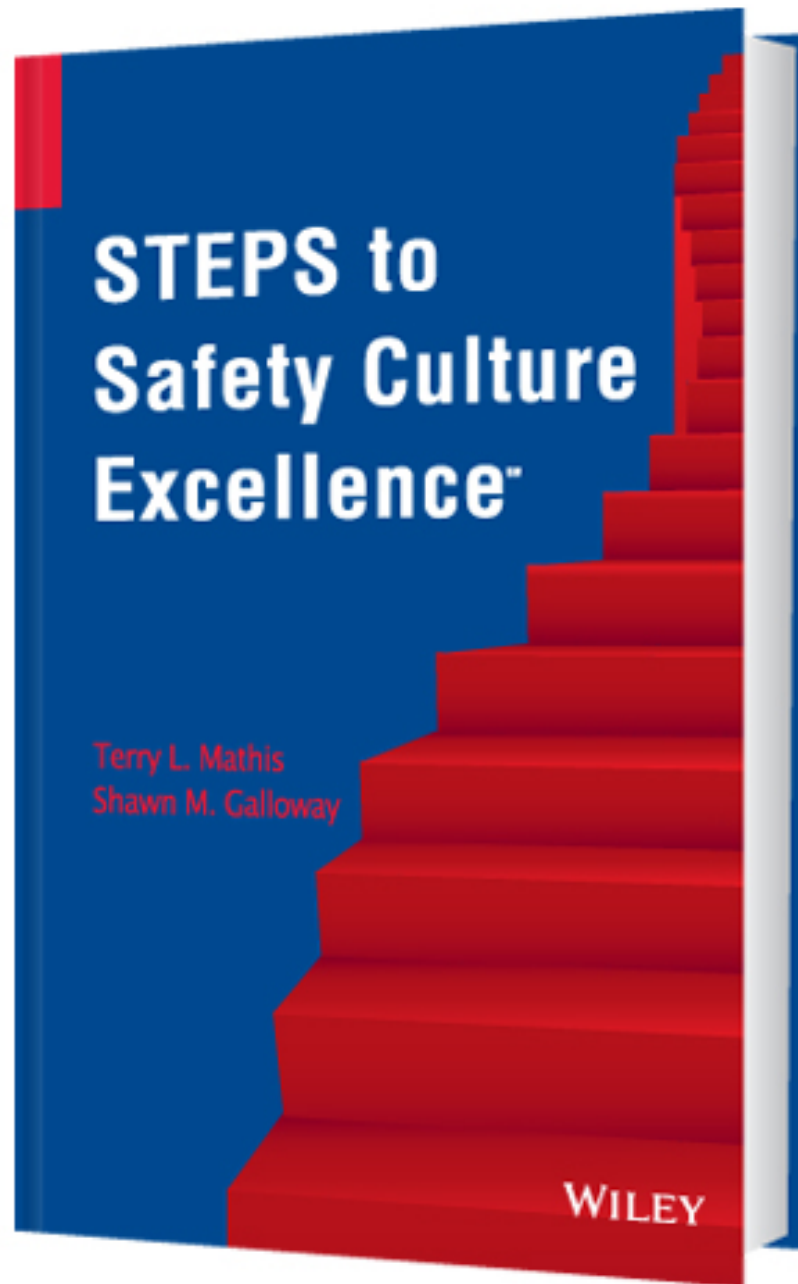
What will a Safety Culture do for us?



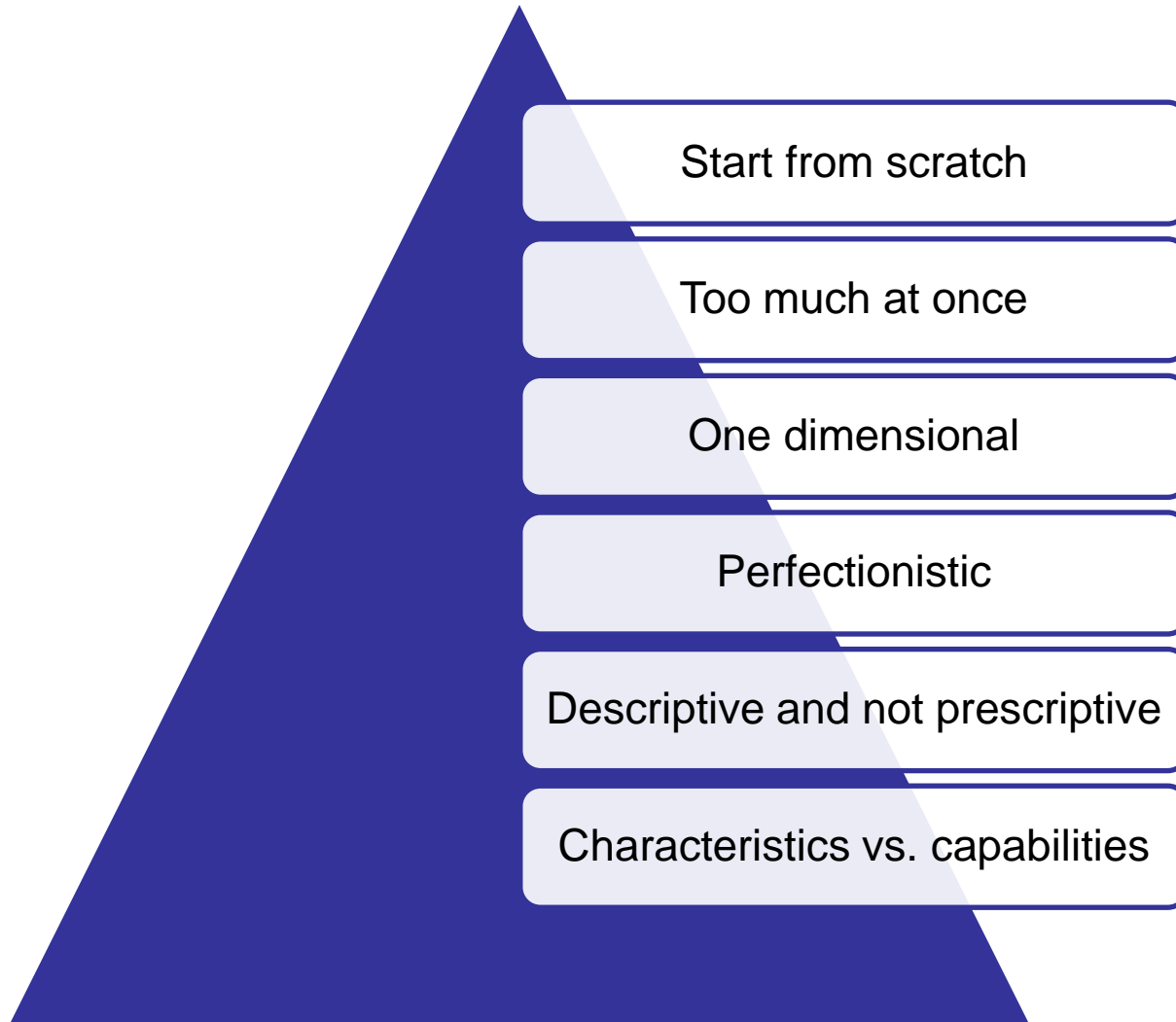
Mathis, Terry & Galloway, Shawn, 2013,
STEPS to Safety Culture Excellence,
Hoboken NJ, John Wiley & Sons Inc.

Books on Safety Culture





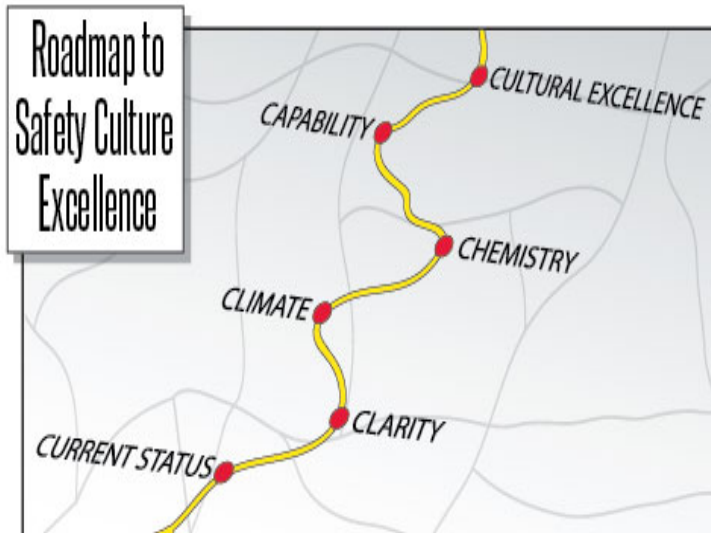
Traditional Approaches to Safety Culture



The Best Approach

...is less about having all the answers and more about asking the right questions.

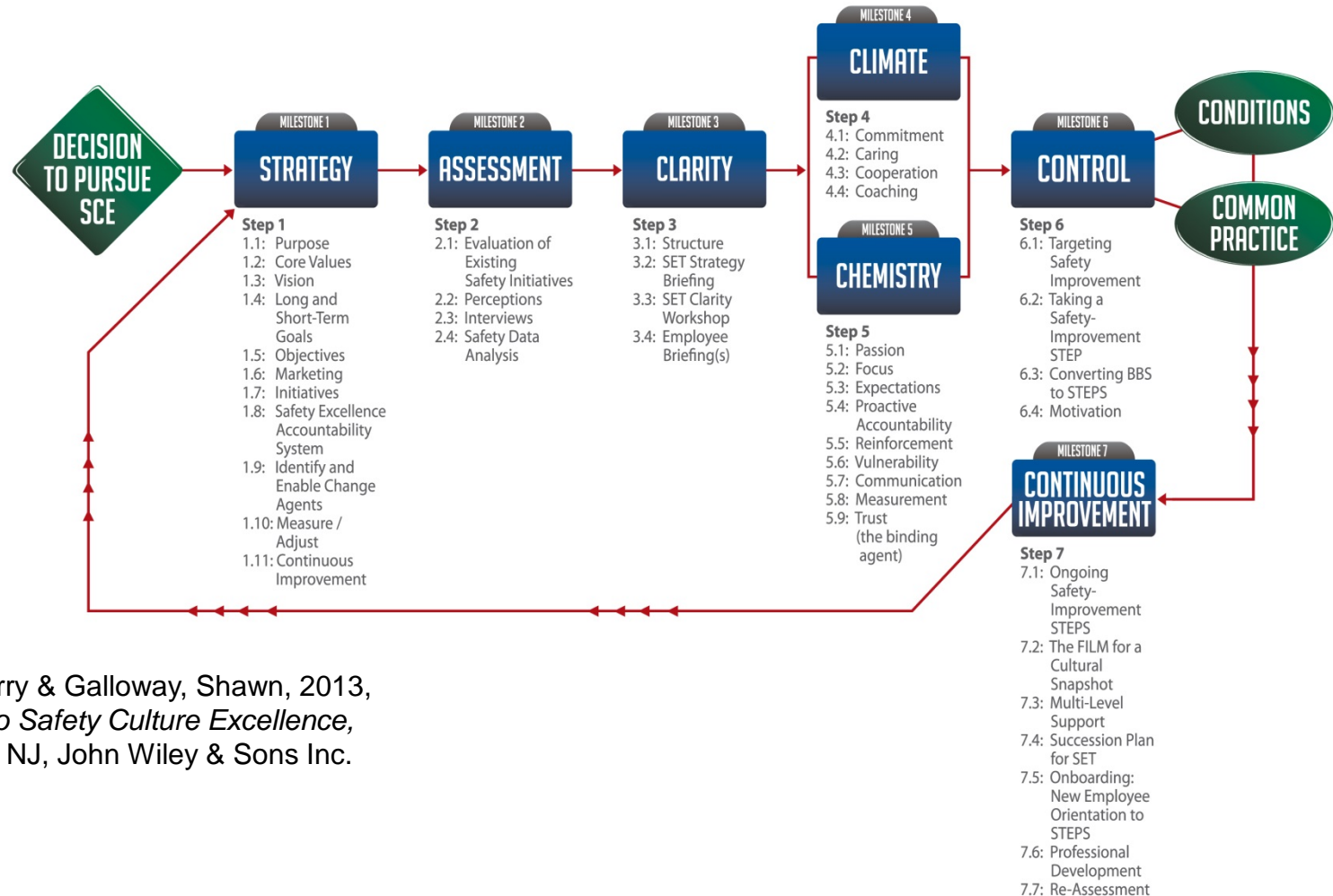
When you ask the Right Questions



- You can create a roadmap from where you are to where you want to be.

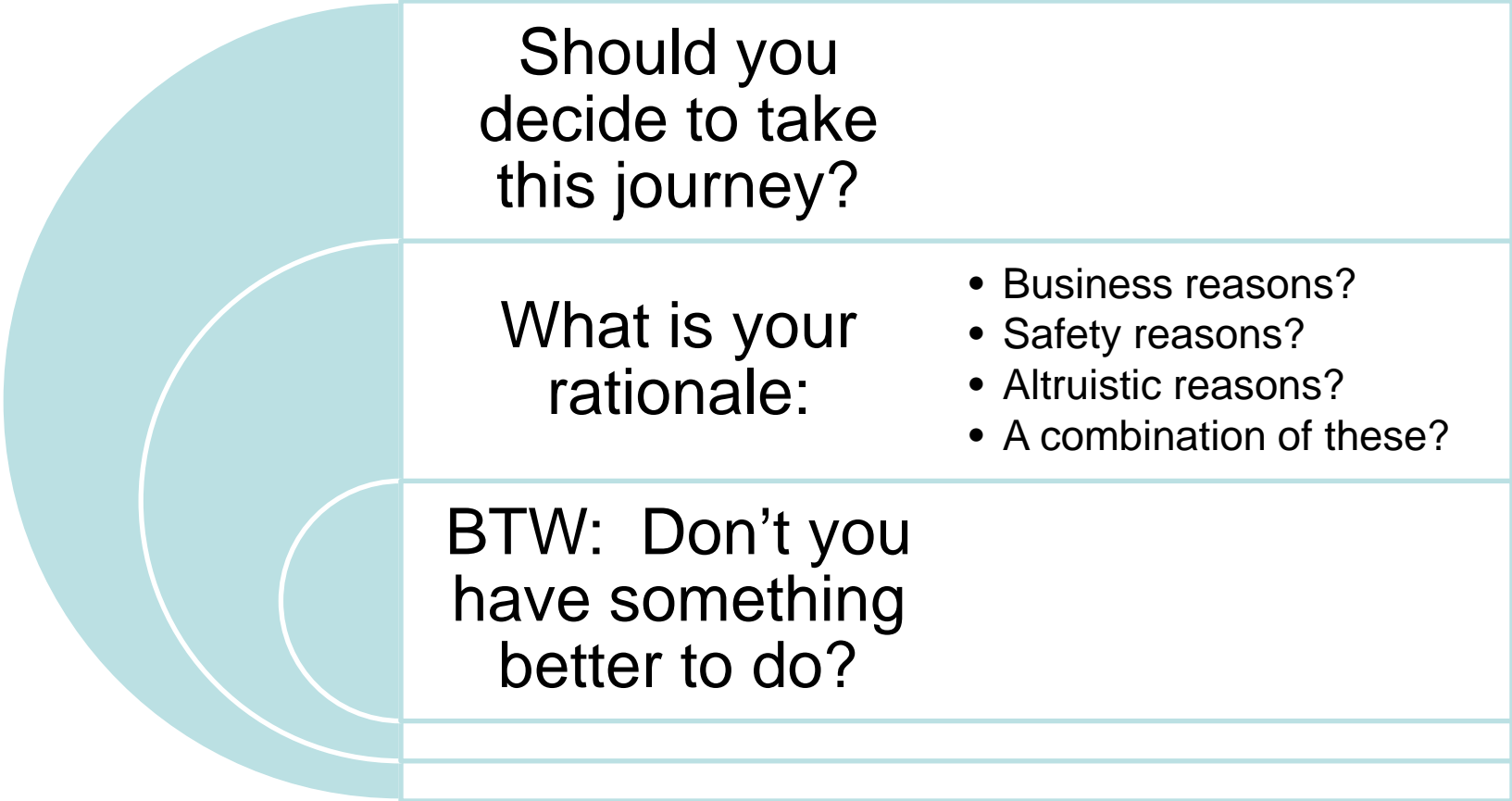
What are the Right Questions?

FIGURE 9: STEPS FLOWCHART



Mathis, Terry & Galloway, Shawn, 2013,
STEPS to Safety Culture Excellence,
 Hoboken NJ, John Wiley & Sons Inc.

Question #1



Should you
decide to take
this journey?

What is your
rationale:

- Business reasons?
- Safety reasons?
- Altruistic reasons?
- A combination of these?

BTW: Don't you
have something
better to do?

The Basic Capability (STEPS)

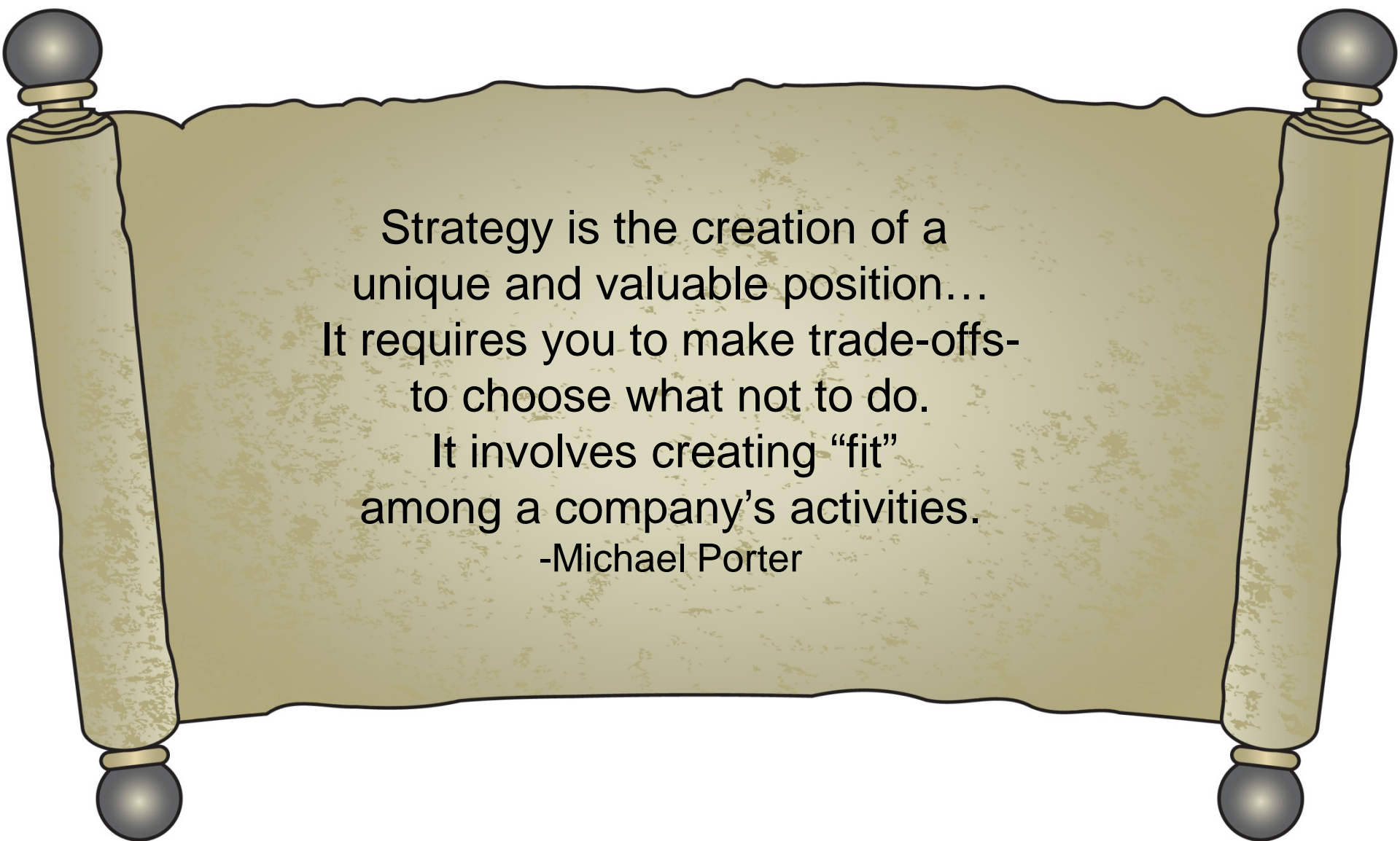


Question #2

What is
the
strategy?

- Do we have a compelling purpose?
- Can we create a vision?
- How do we market this to the troops?
- Which programs will help us? Which won't?
- How do we measure our success?

Strategy

A scroll with a definition of strategy by Michael Porter. The scroll is unrolled and has a textured, aged appearance. It is held by four dark, spherical weights at the corners. The text is centered on the scroll.

Strategy is the creation of a
unique and valuable position...
It requires you to make trade-offs-
to choose what not to do.
It involves creating “fit”
among a company’s activities.
-Michael Porter

Question #3

Do you know your current safety culture?

- What capabilities does it have?
- What capabilities does it need to acquire?
- Can it carry out your strategy?

Question #4

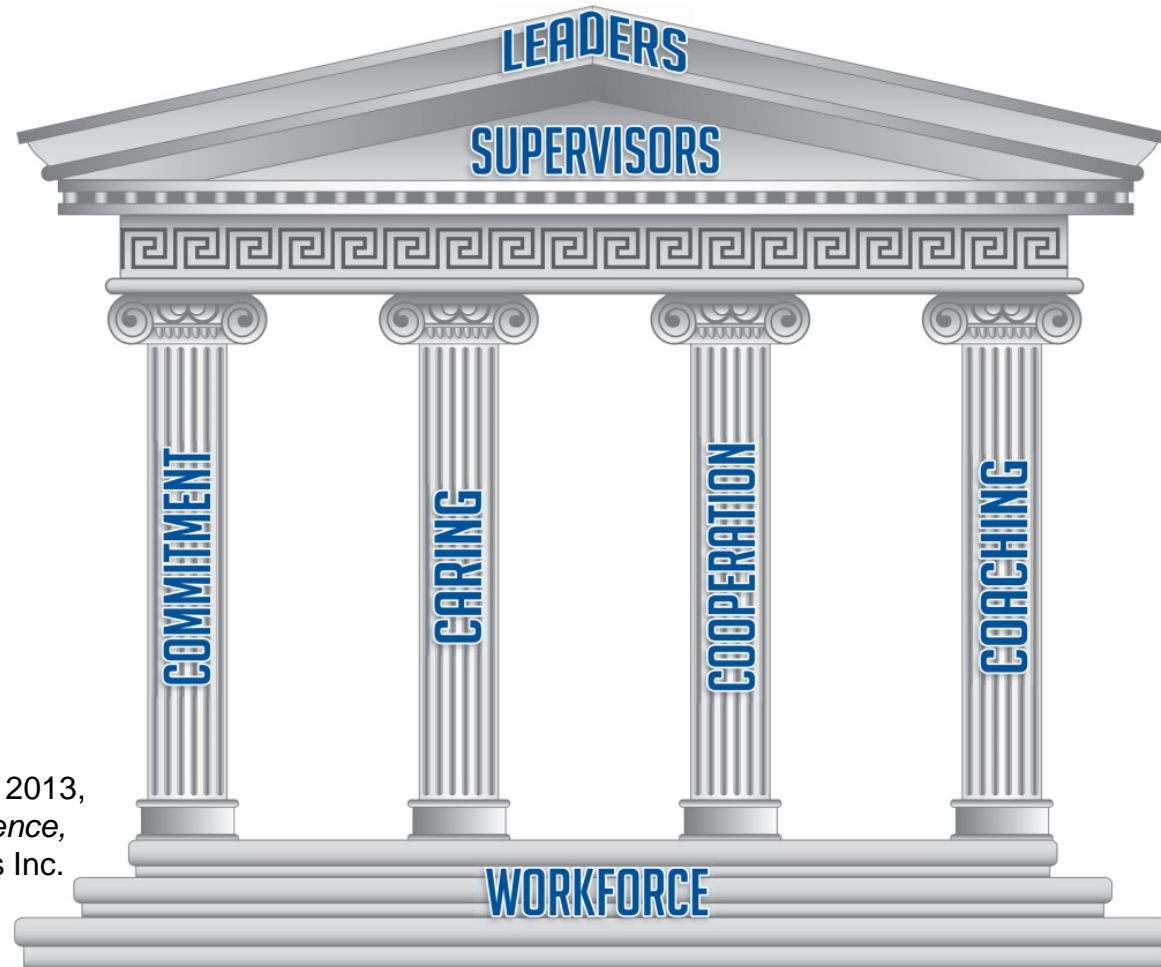
Is everyone clear on where you are going and why?

- Do you have shared definitions?
- Is everyone on the same page?
- Does each person have clear Roles, Responsibilities, and Results?
- Will it carry out your strategy?

Question #5

Do you have the Right Climate?

FIGURE 19: THE FOUR PILLARS OF SAFETY CLIMATE™



Mathis, Terry & Galloway, Shawn, 2013,
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Question #6

Do you have the Right Chemistry?

FIGURE 21: THE CHEMISTRY OF SAFETY CULTURE EXCELLENCE™

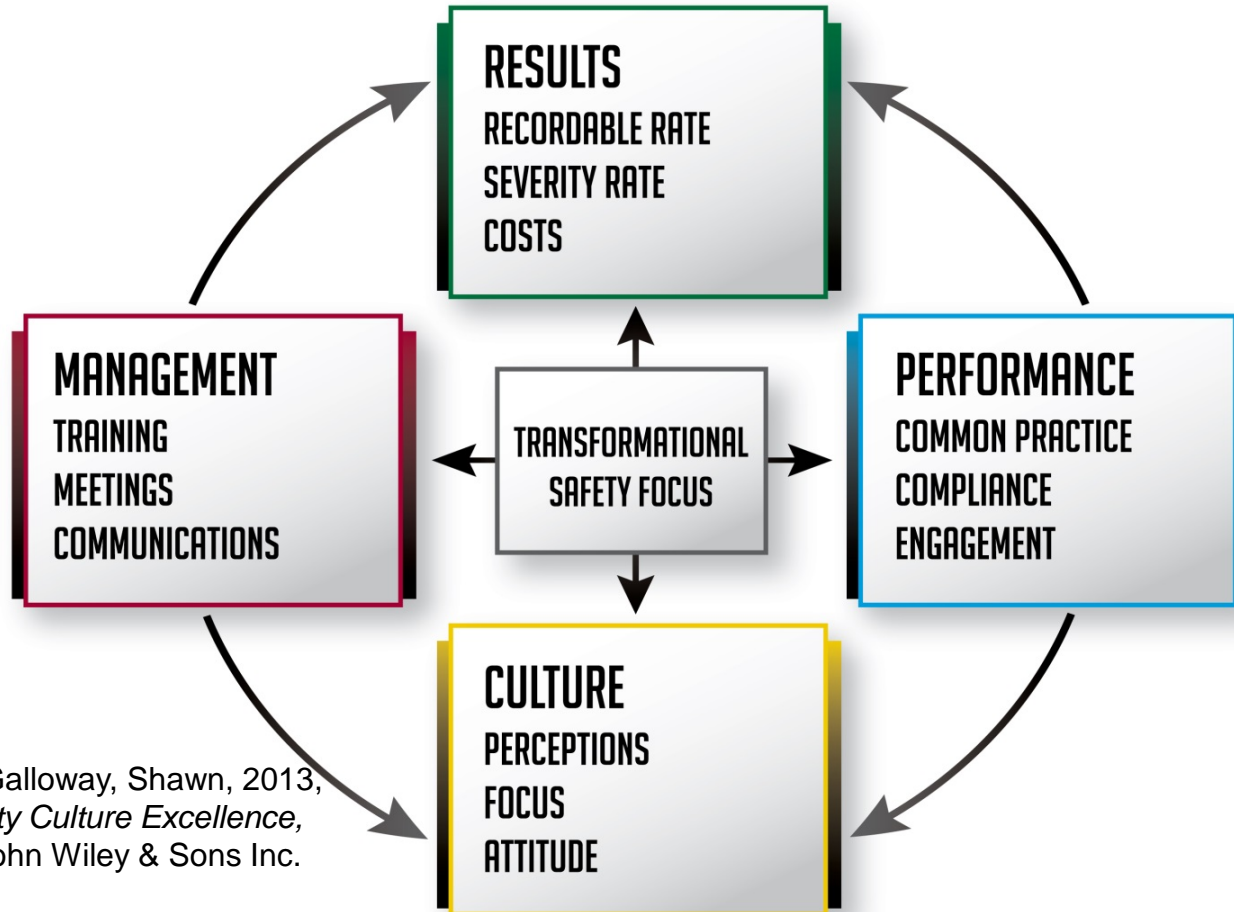


Mathis, Terry & Galloway, Shawn, 2013,
STEPS to Safety Culture Excellence,
Hoboken NJ, John Wiley & Sons Inc.

Question #7

Are You In Control?

FIGURE 22: SAMPLE BALANCED SCORECARD FOR SAFETY EXCELLENCE



Mathis, Terry & Galloway, Shawn, 2013, *STEPS to Safety Culture Excellence*, Hoboken NJ, John Wiley & Sons Inc.

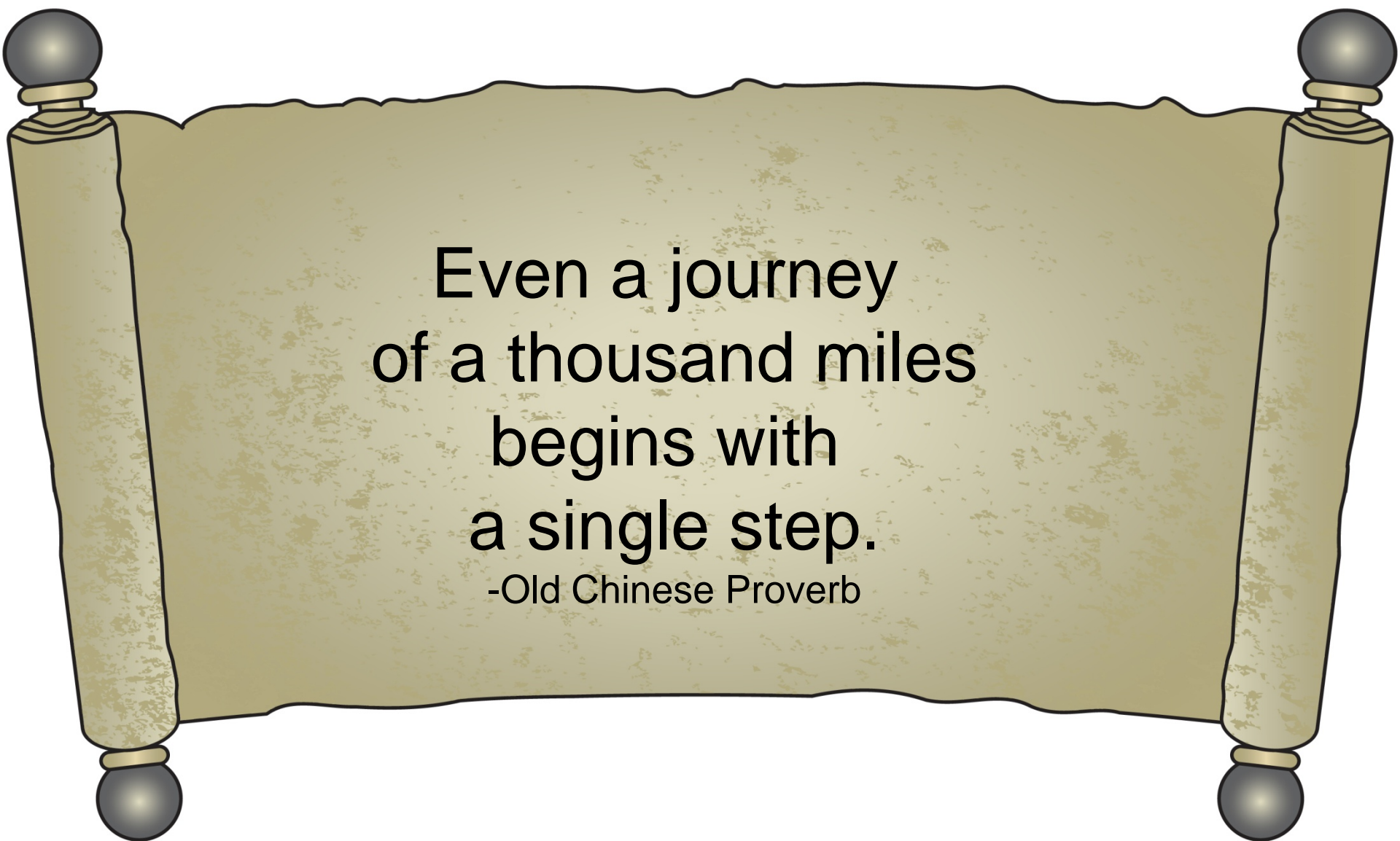
Question #8

Are You Continuously Improving?



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...a journey; not a destination.

A scroll with a light brown, textured surface, unrolled to reveal text. The scroll is held by four dark grey, spherical knobs at the corners. The text is centered on the scroll.

Even a journey
of a thousand miles
begins with
a single step.

-Old Chinese Proverb



Terry L. Mathis
Founder, Chief Executive Officer
ProAct Safety
+1.936.273.8700
1.800.395.1347
info@ProActSafety.com

Weekly Podcasts: www.SafetyCultureExcellence.com
Articles and Videos on Demand: www.ProActSafety.com/Insights



www.twitter.com/guruofsafety



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QUESTIONS?