

From Scrap to Sanctuary: Driving Psychological Safety in the UK Car Recycling Industry

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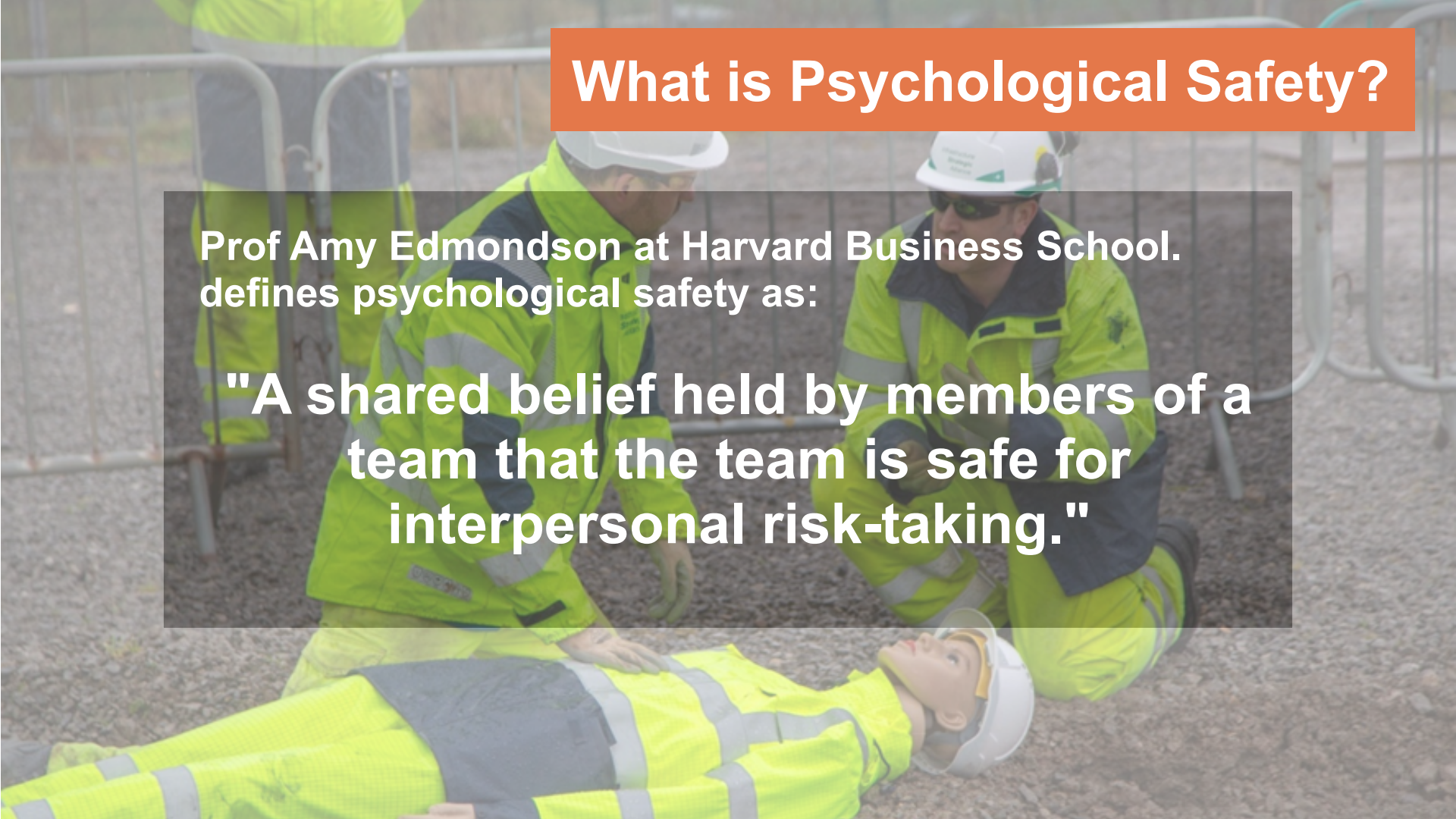
**MORGAN
SINDALL**

INFRASTRUCTURE

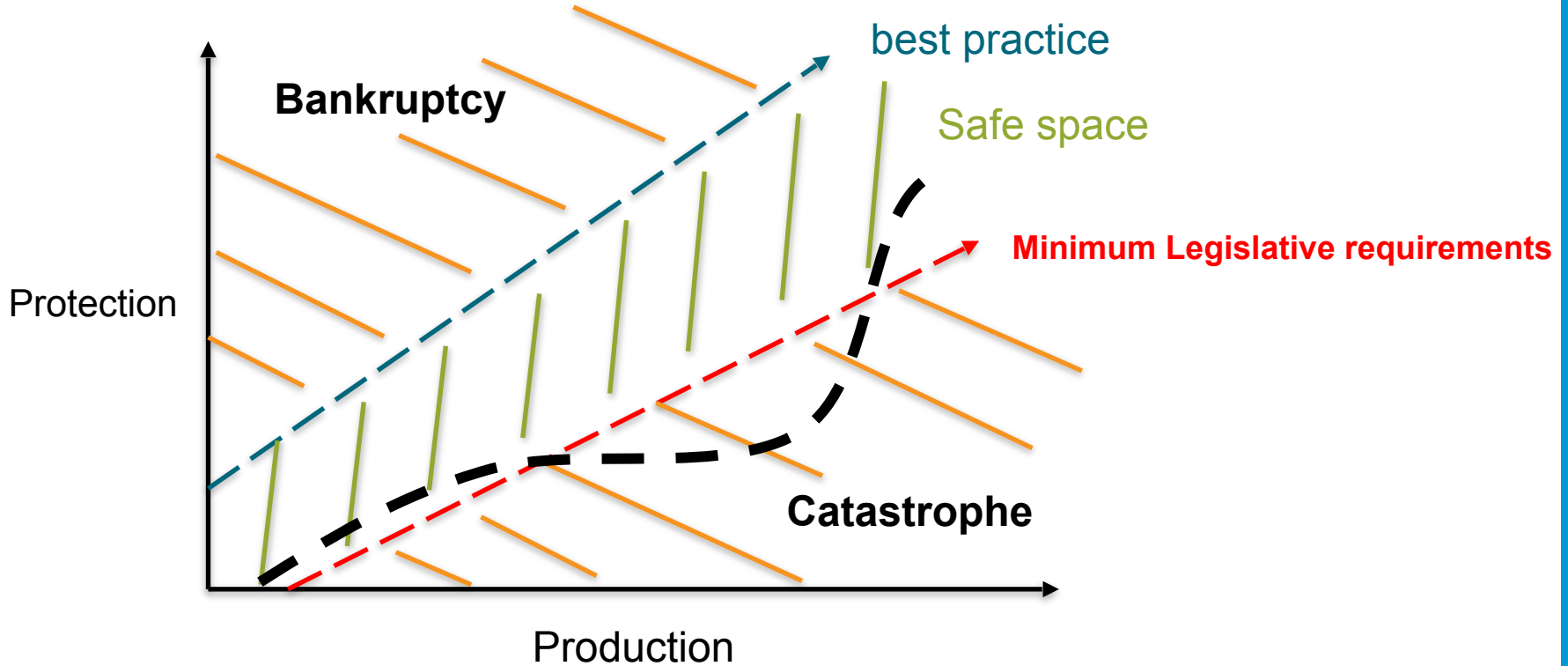
What is Psychological Safety?

Prof Amy Edmondson at Harvard Business School defines psychological safety as:

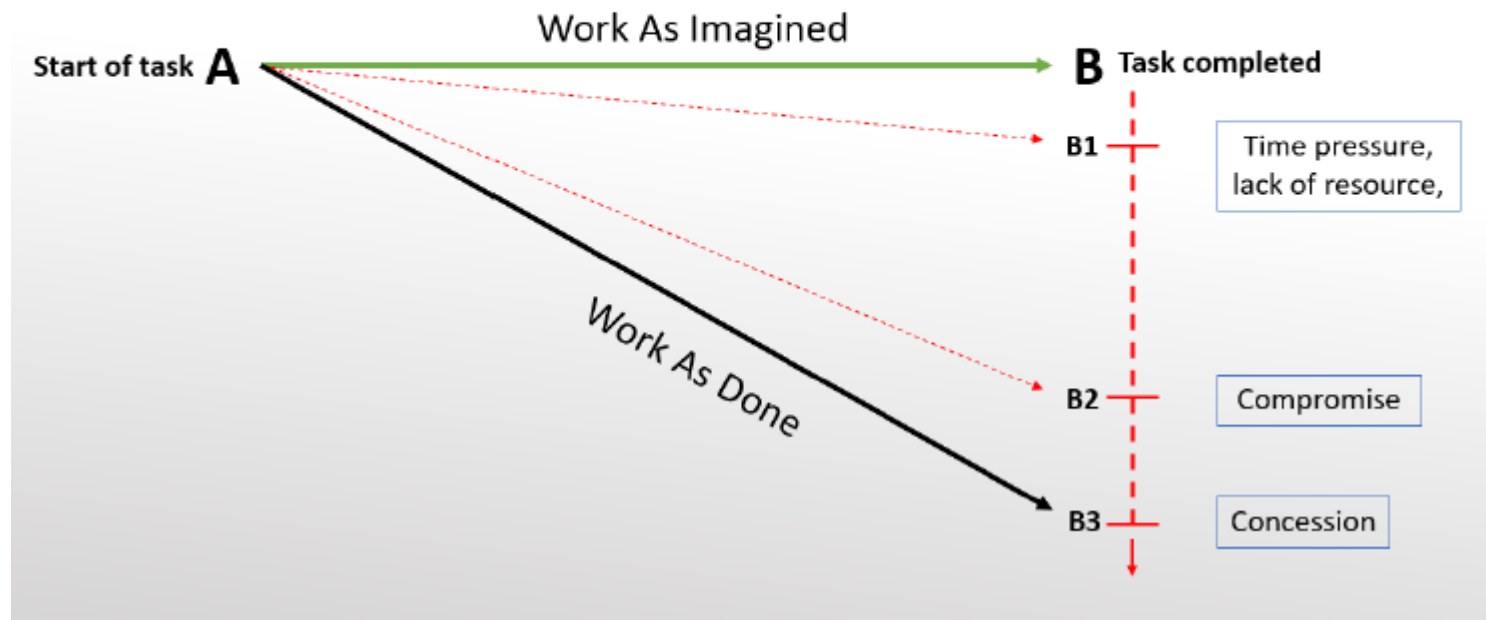
"A shared belief held by members of a team that the team is safe for interpersonal risk-taking."



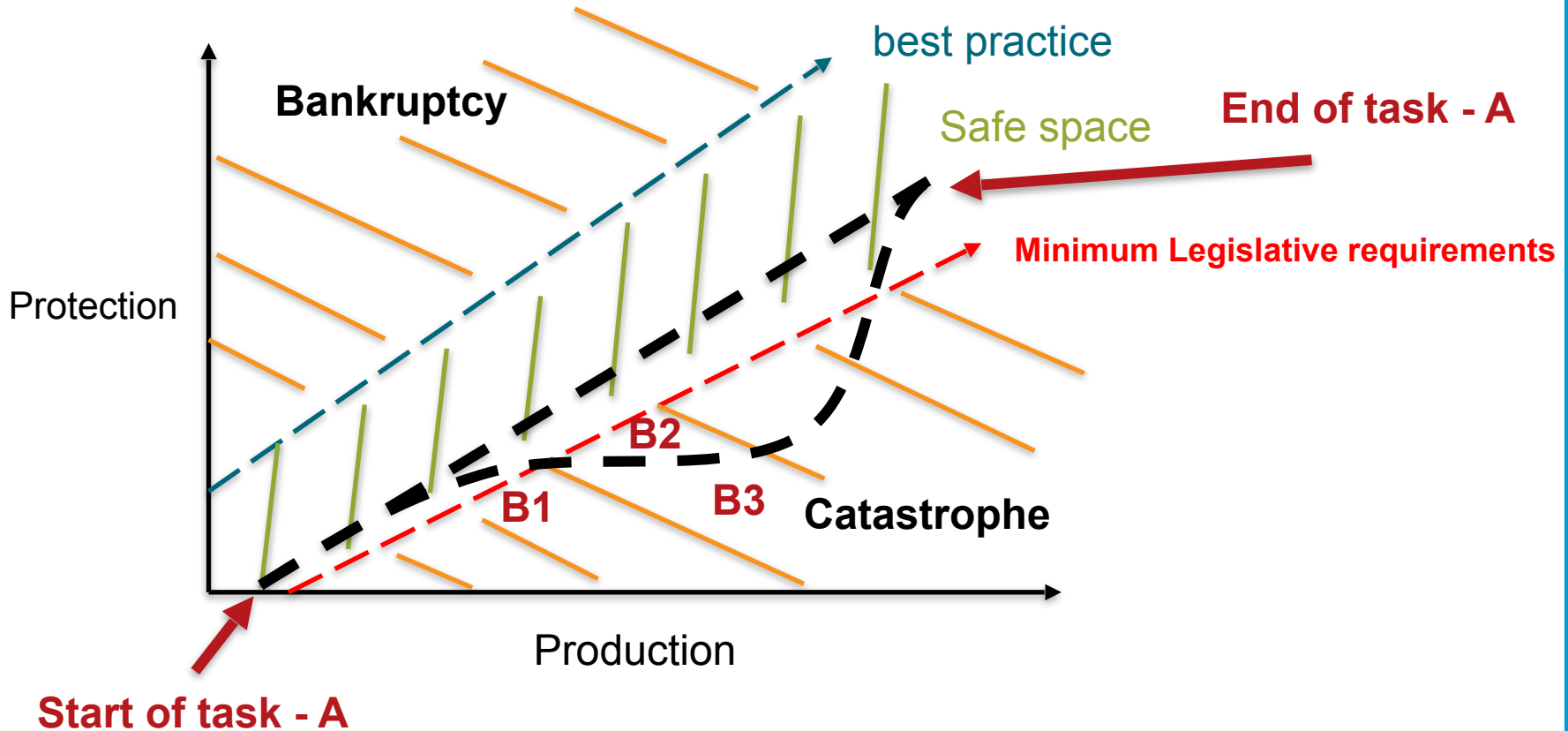
What drives culture?



A-B MODEL of PRACTICAL DRIFT

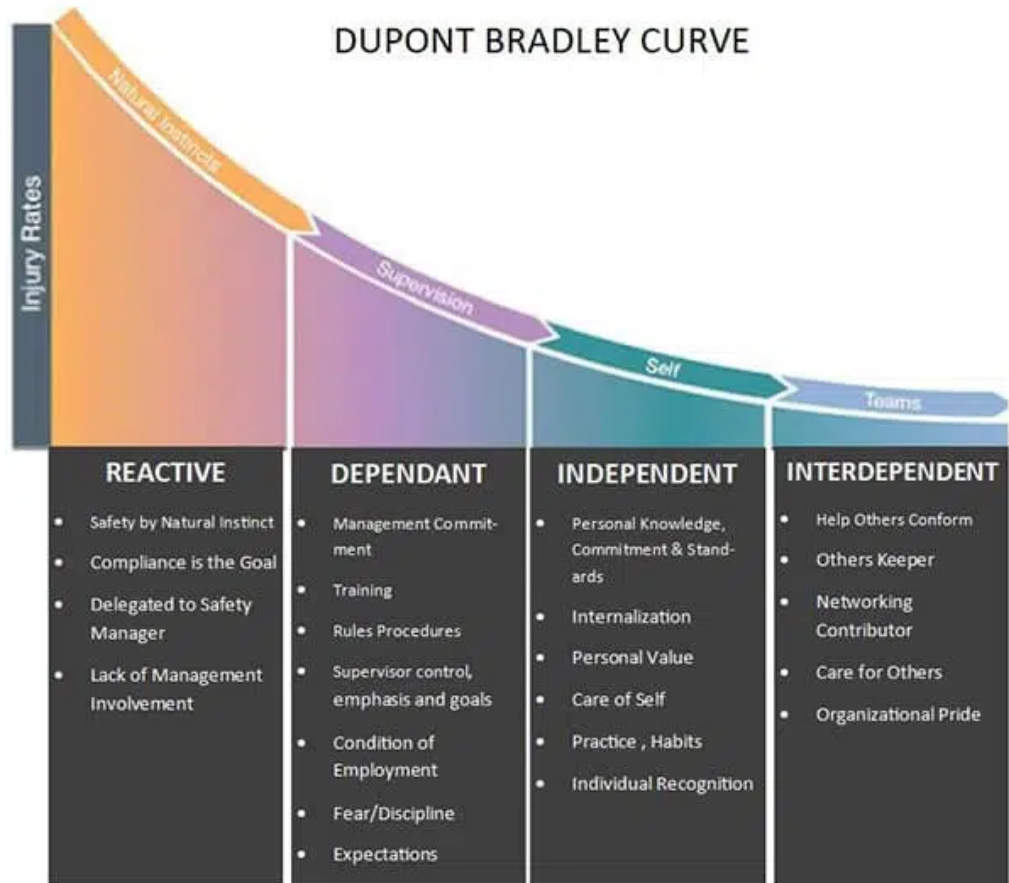


Practical Drift Applied



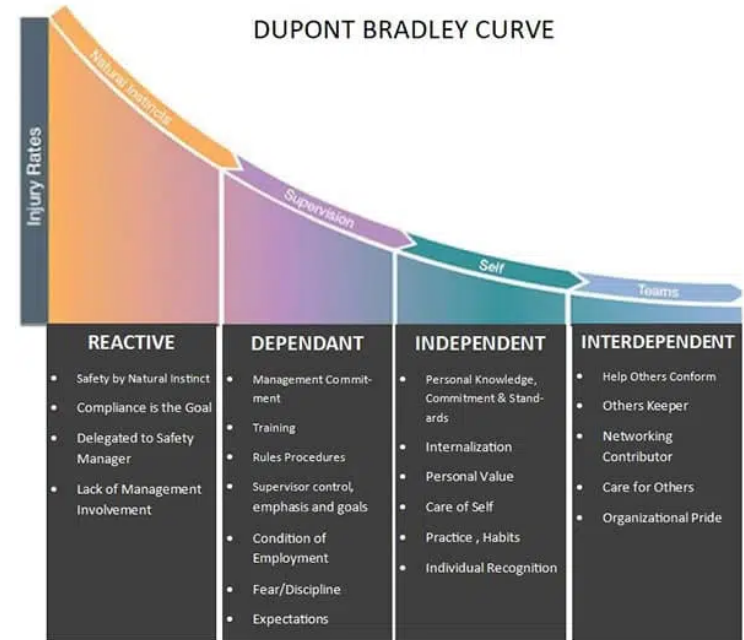
The Dupont Bradley Curve

- Demonstrates the stages of safety culture maturity within an organisation.
- It illustrates how an organisation's culture evolves from being reactive to safety issues to being increasingly proactive, and eventually interdependent, where safety becomes a shared value and responsibility among all employees.



The Dupont Bradley Curve

- As teams and organisations move towards higher levels of safety culture maturity (from "Dependent" to "Independent" and finally to "Interdependent") the levels of trust and open communication typically increase.
- In such environments, employees feel more comfortable and empowered to express concerns, share ideas, and participate in decision-making processes regarding safety, without fear of negative consequences.
- This openness directly contributes to better safety outcomes, as people are more likely to report hazards, learn from mistakes, and collaborate to find solutions.



WHOO DEE DOO BASIL

WHAT DOES IT ALL MEAN?

Key Tools for Implementing a Strong Safety Culture

1. **Leadership and Engagement** – Commitment from the top and employee involvement.
2. **Education and Training** – Regular training programs and skill development.
3. **Communication** – Clear communication channels and information.
4. **Monitoring and Feedback** – Safety Audits and incident reporting system.
5. **Continuous Improvement** – Regular Reviews and Innovation in safety practices
6. **Reward and Recognition.**

Ultimately the aim is to create **TRUST** and **BELONGING**.

Building Trust in the Workplace

1. Transparency
2. Consistency
3. Active Listening
4. Recognition and Empathy



Practical Tools – Managing Threats

Daily Brief – The Three D's

D – Different

D – Dumb

D – Dangerous



Situational Awareness - NUTA

New and old hazards – the daily grind and our blind spot

N – Notice

U – Understand

TA – Take Action



Fatigue Management – Meet your WOCL



Managing fatigue is a shared responsibility

Organisational

Do rosters allow adequate breaks for recovery between shifts? How do we ensure these are happening?

Are employees provided with information/tools enabling them to manage personal fatigue risks? WOCL

How many fatigue related reports? Are reports of fatigue treated seriously?

Individual

Do our teams/individuals obtain adequate sleep between duties?

Do you manage out of hours activities so you are not adversely affecting work performance?

Do you report operational or personal factors that could increase fatigue risk?

Fatigue Management

When tiredness kicks in –

See it!

Say it!

Point it!



Reward and Recognition

Adding value and ownership

We use reward schemes which includes personal rewards and local charity awards for good safety performance and the best positive interventions.



The image shows a hand holding a tablet displaying the 'Positive Intervention' app interface. The screen shows a form with fields for 'Name', 'Location', 'Date', 'Time', 'Description', and 'Status'. A question 'Are you playing your part?' is visible on the screen. The app is titled 'Positive Intervention' and has a logo 'People see me' with a speech bubble containing 'ENGAGEMENT DISCUSSION'.

Positive Intervention

Are you playing your part?

A Positive Intervention is an observation or suggestion that improves being **safe and healthy** by identifying:

- ▶ Unsafe behaviours
- ▶ Unsafe conditions and / or design shortfalls

These could be safety, health, environment or quality issues that could lead to an accident / incident or something going wrong.

Did you know there's a QR code for that?

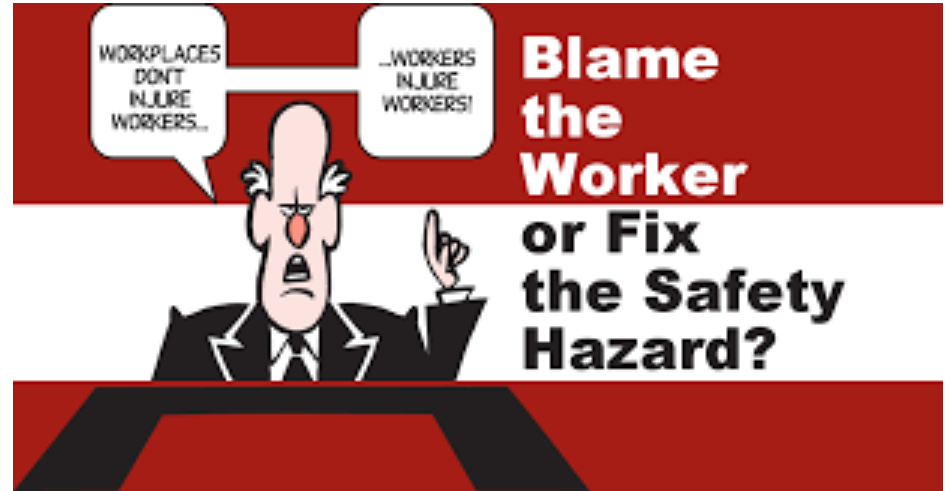
Place your own site QR code here

Accident Investigation

Blame achieves nothing!!!

We need a fair and just culture however that doesn't mean looking to blame the genuine mistake or lapse.

99% of people come to work to do a good job, if we blame, we alienate our people and when we do we lose them.



Summary

Remember, that just like in the recycling of cars, where every part has value, every team member's contribution is crucial.

By nurturing an environment of psychological safety, we empower individuals to speak up, collaborate effectively, and drive innovation.

Let's commit to being the catalysts for change, creating workplaces where everyone feels safe to express ideas and take risks.

Together, you can build a sustainable future of high performance and continuous improvement.