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Creating and Maintaining a Safety Culture

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What is Culture?

It's a combination of:

- ❖ Attitudes
- ❖ Beliefs
- ❖ Behaviors
- ❖ Values



In other words:

“It’s just the way
we do things
around here.”



Culture Can:

- ❖ Be Positive or Negative
- ❖ Socialize Newcomers
- ❖ Define Influence
- ❖ Determine Values



What is a Value?

- ❖ Core belief shared by all levels
- ❖ Defines the organization's mission
- ❖ Creates a path for success or failure
- ❖ Does not change

Step One: Obtain Management Buy-In

Step Two: Build an Alliance Between
Management and Team Members

Step Three: Build Trust Among All Levels
of the Team



A Strong Safety Culture is the Result of:

- ❖ Positive Workplace Attitudes
- ❖ Involvement and Buy-in of all Members of the Team
- ❖ Meaningful and Measurable Safety Goals
- ❖ Team Member Training at all Levels
- ❖ Responsibility and Accountability at all Levels



Basic Elements of a Safety Culture

- ❖ All individuals within the organization believe they have a right to a safe workplace
- ❖ Each person accepts responsibility for ensuring a safe environment
- ❖ Everyone believes he or she has a DUTY to protect the safety of others



Building the Safety Culture

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It Sounds Easier Than It Is!

- ❖ The top ranking person in the company must agree to put safety ahead of profitability
- ❖ Decisions must be made with the safety of the guests and team members top of mind
- ❖ Team members must be supported when acting from a safety standpoint and disciplined when behaving in an unsafe manner.



Maintaining The Safety Culture



Conduct Benchmarking

- ❖ Utilize training opportunities to benchmark safety training and compliance in the industry
- ❖ Evaluate current safety situation through review of Work Comp incidents, Guest incidents
- ❖ Set Goals around safety



Establish a Safety Committee

- ❖ Safety Committees provide associates the opportunity to evaluate and self-police safety procedures
- ❖ Offers a forum for voicing safety concerns
- ❖ Looks at safety from all levels of the organization
- ❖ Needs to represent all areas of the property by having departmental representation
- ❖ Must have a structured focus and consistency in meeting agenda to provide for evaluation and regular follow up



Develop the Safety Vision

- ❖ Create a well rounded safety training program that supports the needs of the property
- ❖ Safety extends beyond on the job safety for the associates – create your vision with the guests and community in mind and tie safety to all aspects of your business success
- ❖ Review safety regularly with all staff to keep the safety vision top of mind



Align the Organization

- ❖ Create a safety training program
- ❖ Train and re-train regularly
- ❖ Reward safe behaviors
 - Safety Bee
 - Departmental Safety Goals
 - Property Safety Goals
 - Work Comp



Define Roles

- ❖ Within the Safety committee define roles for each member
- ❖ Educate the associates on their role in safety from day one
- ❖ Encourage participation and reward safe behaviors regularly



Develop a System of Accountability

- ❖ Audit performance toward safety goals regularly
 - Aquatics / Ride Audits
 - Safety and Risk Audit
 - Monthly Hotel Safety Audit
- ❖ Create a method for tracking safety issues and repairs of solutions for those issues



Develop Measures

- ❖ Evaluate risk audit comparisons month to month and annually
- ❖ Impact on insurance
- ❖ Adherence to training requirements



Develop Policies for Recognition

- ❖ Peer to Peer – Safety Bee, “I caught”
- ❖ Departmental goals and contests
- ❖ Annual recognition and review of goals



Awareness Training

- ❖ Start with a basis of safety training conducted in new associate Orientation
- ❖ Follow up with specific departmental procedures
- ❖ Train on safety topics regularly through stand up or huddle
- ❖ Monthly Safety Topic shared by the Safety Committee at each department's monthly meeting
- ❖ Annual renewal of safety training



Community Involvement

- ❖ Aquatics facilities
 - Provide guest education on safety issues
 - Swim lesson programs
 - Participate in WLSL
- ❖ Other types of involvement
 - Host safety topics for kids – such as fire safety, street safety, don't talk to strangers, etc.



Continually Measure, Communicate Results AND Celebrate Successes



Questions??

