Arthur J. Gallagher & Co.

Complacency

One of the biggest problems we face in completing our day-to-day tasks is complacency. We are "use" to things being a certain way each time. This state of mind can affect productivity, quality and safety.

When it comes to safety, complacency can be a literal "killer" on the job. We must keep focused on the task at hand each moment we are working with hazardous energy, such as a large production machine, forklift, automobile, power tools, or electricity. We must also keep focused if we are walking from one end of the facility to the other.

There is a lot of danger in going into "autopilot" when working on the job. All too often we don't realize how complacent we are until we have a near miss or close call. Those events tend to jump-start our hearts and focus our attention—at least for a little while, on the task at hand.

One technique found to be effective in battling complacency in your own actions is to watch the actions of others while they work. This has a dual-fold effect in that it raises your awareness as you examine the actions of a coworker as they are working and it may raise your coworker's awareness if you share with them some of the observations you made that would allow them to do their job in a safer manner. It can be a win-win.

Try this technique today as you are working and feel yourself going into the complacent state of autopilot. You'll find it truly can work well…for everyone.

An employee went to unplug a pump that was choked up. He went about the usual Lockout/Tagout process. The employee then opened the inlet and outlet valve to drain product from pump. Water was then used to try to unplug pipe. The employee used all-thread to also try to unplug pipe. Water stopped running out so he believed it to be unplugged. The soon-to-be-injured employee then went to remove pump plug. Unknowingly, the plug had pressure behind it and released hot product covering the employee's forearms and spots on his face.

This was a job that had become complacent; employees have been doing this same thing for years and years. This is why jobs should be approached as if it was the first time and always with the question … "what if?"

QUIZ YOURSELF

1. When working, it's best to just go on "Auto Pilot" and not worry about what is going on around you.
   True or False
2. Complacency can lead to a serious injury to you or a coworker.
   True or False
3. If you find yourself becoming complacent while working, it is best to not worry about it.
   True or False
4. Sometimes it's good to mix things up so you and your coworkers do not become complacent with your work.
   True or False
5. When you have done a job multiple times, nothing will go wrong.
   True or False

ANSWERS TO ABOVE QUIZ 1. False 2. True 3. False 4. True 5. False

SUPERVISOR _____

DATE _____

TIME _____

EMPLOYEE PARTICIPANTS

_____

_____

_____

_____

_____

_____

_____

_____

_____

The information in this document was obtained from sources which, to the best of the writer's knowledge, are authentic and reliable. Arthur J. Gallagher & Co. makes no guarantee of results and assumes no liability in connection with either the information or recommendations obtained in this document. Moreover, it cannot be assumed that every acceptable procedure is included in this document or that abnormal or unusual circumstances may not warrant or require further or additional procedures.

© 2014 Arthur J. Gallagher & Co. All rights reserved.