

BACKGROUND

Complacency is one of the biggest challenges in safety.

When employees become accustomed to doing things a certain way, they can become oblivious to hazards. Experience combined with an absence of incidents can lead to shortcuts, deviating from the set standard.

Workplace complacency can lead to ‘procedural creep’ – this is a major cause of workplace incidents. The problem is that workers do not realise they are complacent until a near miss or close call.

A near miss can be catalyst to develop workers to recognise and interrupt complacency and to develop leaders to be aware of how their behaviour may unconsciously re-enforce a culture of complacency and shortcuts.

But there is a larger issue to explore. The underlying cause is an issue we call Limbic Risk™. Limbic Risk™ is about how human factors such as fatigue, irritation, distraction and pressure can influence our capacity to be focused, alert and think logically.

Risk management often underestimates those human factors that compromise safety.

WHY USE JONAH GROUP

Jonah Group’s experts know Limbic Risk™. Not just because they have studied it – but because they have lived it.

In 1999, founders Nada and Robert Wentzel were involved in a horrific accident which left them burned and scarred. The accident led to a life-long inquiry to discover why smart people are capable of such mistakes.

Today, they share that knowledge with leaders from the board room to the front line, driving real change in people’s attitudes, behaviour and mindset – and ensuring safety and wellbeing.

In a world where more than 2 million die every year from work related accidents and disease, safety is Jonah Group’s mission.

Whether mental health or physical safety, Jonah Group’s experts teach people the science of risk and help leaders build sustainable cultures of safety.

Jonah Group. *Saving Lives. Protecting business.*



“We engaged The Jonah Group on the strength of their existing (and proven) risk-based model and also for their willingness to tailor the model so suit our needs. This enabled us to rapidly deploy and precisely evaluate the necessary organizational and human factors across our global operations. The outcome was a clear set of actions that we were able to address. Working with the Jonah Group was an enlightening experience.”

Andrew Buswell

Vice President, Asset Management

**Contact us today to learn how
we can help you**

© 2021 The Jonah Group. All rights reserved.

+61 (2) 8324 1421
jonahgroup.com.au
contact@jonahgroup.com.au