► SAFETY CULTURE GLOSSARY

Active listening

Listening to the complete message the other person is conveying; paying attention to body language, offering positive reinforcement and not interrupting the speaker.

Audit

An objective investigation and evaluation of a system, operation or activity performed usually by an independent person; however, these can also be conducted in-house by a competent person.

Behaviour

The way in which a person acts or conducts themself in reaction to their environment, other people or internal thoughts and emotions.

Closed loop communication

A system of communication designed to avoid misunderstanding. Messages are given with clarity and are usually repeated back to confirm understanding.

Coaching

The support provided to a learner from a coach as the learner works towards a particular goal. The coach does not instruct the learner, but instead facilities the learner to discover their own solutions.

Communication

The imparting or exchanging of information by speaking, writing, or using another appropriate means.

Data

Information collected manually or digitally, that can be used to measure performance and outcome. This could be the collection of figures/numbers (quantitative) or comments/narrative (qualitive).

Goals

What a person or company intends to accomplish.

Health and wellbeing

Maintaining physical fitness and mental wellness.

Holistic management

A form of management in which the decisions are made collaboratively, with all staff being involved in the process.

Human factor

A term that is used to recognise that human error is not simply a feature of individual failure, but is caused by workplace factors, equipment and task design, and organisational conditions which can lead anybody to make an error or poor decision.[1]

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[1] OCIMF – A framework to materially reduce marine risk (October 2020)

Improvement

The act of making something better.

Incident

An event that results in an unplanned negative outcome. This may sometimes be referred to as an accident.

The International Safety Management (ISM) Code

A code developed by the International Maritime Organisation (IMO) which outlines a basic framework for the safe management and operation of ships and for pollution prevention. This is administered and managed on board vessels commonly via the Safety Management System (SMS).

Just culture

An organisational culture which encourages openness, doesn't seek to assign blame, ensures fair treatment, and where all staff understand what is acceptable and unacceptable behaviour. *The term Just Culture does not always translate effectively into other languages, so it is important that a helpful explanation of the term is provided.*

Leadership/Leader

A person that influences and guides groups and/or individuals. A group of leaders is often referred to as the leadership team.

Learning Culture

A culture where peer teaching and learning is encouraged. Data is reported, analysed and fed back to allow staff to learn from previous mistakes and prevent future occurrences. Staff are willing to learn and improve, even where radical changes are required

Mission statement

A formal summary of the goals and values of a company.

Near-miss

An event that could have but did not result in an incident.

Organisational culture

Often described as "How we do things around here".

Peer teaching

A person familiar with a particular task or subject passes this knowledge to a person that is not yet familiar.

Reporting culture

A culture where crew and other staff are encouraged to report incidents and near misses, from which data can be collated and analysed.

Safety culture

The collection of the beliefs, perceptions and values that employees share in relation to risks within a company.[2]

A safety culture may be described as positive, healthy, proactive, neutral or negative.

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[2] Cox, S. & Cox, T. (1991) The structure of employee attitudes to safety - a European example Work and Stress, 5, 93 - 106.

Safety climate

How people think or feel about safety within the company in which they work, often based upon management's apparent commitment to safety, safety training and the safety attitudes of colleagues

Safety performance

How the company has performed, is performing or intends to perform in relation to safety. This can be measured using quantitative or qualitive data.

Safety attitudes

How a member of staff responds to safety goals, requests, instruction or ideas. This may be prefixed with positive, neutral or negative.

Social interaction

The social relationship between two or more individuals, which is usually aimed at making people feel positive. Related to wellbeing.

System

A framework through which procedures, principles or other requirements are managed.

Teamwork

Two or more people working in collaboration in order to achieve a common goal.

Top-down management

A form of management in which the decisions are made from the senior leadership without input from staff.

Values

Standards, beliefs and principles that are of high importance to an individual or group of people.

Vision

A statement that is usually inspirational and defines the purpose and future aspirations of the company.