



Understanding the Human Side of Safety

Helping us recognise the habits and thinking that can influence our safety decisions.

1. Habit and Routine

When a job has been done the same way for a long time, it is easy to fall back into old habits and think "this is the way it has always been done". Changing how we work takes effort and regular reminders.

3. Lack of Immediate Consequences

If nothing goes wrong when procedures are ignored, it can start to feel like they are not important, until something does go wrong.

5. Lack of Understanding or Clarity

If it is not clear why a procedure is in place, or if instructions are confusing, people may make it up as they go along.

7. Poor Leadership or Enforcement

If rules are not enforced consistently, it can seem like following them is optional rather than expected.

9. Overconfidence and Complacency

With experience, some people may feel they "know better" than the procedure. Being too comfortable or confident can lead to taking risks and assuming nothing will go wrong.

2. Perceived Efficiency

If a safe method feels slow or awkward, people may take shortcuts to get the job done quicker, even though it is not the right way.

4. Social and Peer Influence

People often copy what those around them do. If others ignore a procedure, it can feel normal to do the same.

6. Workload and Time Pressure

When there is pressure to get the job finished quickly, corners can be cut and safety can slip.

8. Lack of Engagement or Motivation

When people feel undervalued or switched off, they are less likely to take safety seriously.

10. Cognitive Overload

When people are tired, distracted or trying to do too much at once, steps can be missed or forgotten.

The moment we believe an accident cannot happen to us is the moment we stop protecting ourselves from it.