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### **Saying What Is REALLY Important Matters - Part 1**

### **What Does Counting Injuries as a Measure of Our Safety Process do to Our Risk Communication?**

#### **Article by Alan D Quilley CRSP**

There's a long tradition in thinking (by some) that measuring safety is best done by measuring the lack of injury. If you've read ANY of my books, articles, newsletters, tweets, LinkedIn posts and/or my blog, you'll know that I believe this is illogical and a very poor measure of safety. Measuring injuries as proof of safety is illogical because lack of injury can happen by just being lucky. Very unsafe activities can result in no injuries at all.

What I haven't talked about much is what this huge error in risk communication does to our workers. Let's explore...

#### **What are we really trying to say?**

If we count and celebrate lack of injury, do our workers start to think that as long as they are not injured, it must be what they want? Is the message to them "Take risks to get production, just don't get caught by hurting yourself?" How about "It must be safe; last time I did it, I didn't get hurt!"

I'm confident that we do a great deal of damage to our workers' risk perception by linking the lack of injury to their safety. Every one of us reading this can think of a time (in most cases, many times) when we've done something everyone on the planet would consider unsafe, yet we didn't get hurt.

So, celebrating lack of injury statistics when your whole company knows that it was achieved (at least in part) by some level of luck is extremely damaging. It actually encourages behaviours that may not be in the best interest of your workers. In a similar fashion, hiring contractors with low injury rates may very well be celebrating and rewarding the best manipulators of safety statistics.

Contact Us!

Marie Quilley

587-969-0276

[mquilley@safetyresults.ca](mailto:mquilley@safetyresults.ca)

[safetyresults.ca](https://www.safetyresults.ca)

Let's stop linking this poor measure of safety to our success and/or the rewarding of contracts. We will be successful when we are doing our tasks (work or play) in a reasonable, risk managed way.

Risk can never be zero, but it can be logical based on what is available to us to reasonably control the harmful energies that may strike us. Risk management isn't magic... it's logical and hopefully, a thoughtful use of our knowledge. Above all, there needs to be a reasonable relationship between the risk and the amount of control achieved.

Measuring positive attributes of safe production is the real measure of working safely.

Next time, we'll discuss what we can count and measure that REALLY demonstrates what is important to us by counting the "creating of safety through our activities." In Part 2, we'll reveal that counting what we do is much better than counting what doesn't happen to us! Stay tuned!

*Alan D. Quilley (1954-2021) was a distinguished safety professional whose career spanned over 4 decades in the field of OH&S. As a CRSP, published author, and highly successful consultant and trainer, Alan made invaluable contributions to the OH&S community. His insightful articles and teachings remain relevant today. In honor of his legacy, I will periodically include Alan's past writings in this newsletter, as they contain timeless wisdom and guidance that continue to benefit us all. Though he is no longer with us, Alan's passion for safety lives on through his enduring words and teachings.*

### **BCRSP - CPD Online Mandatory Ethics Course - November 1/24**

Our next Ethics course, in conjunction with the prestigious Lambton College, commences November 1/24. Registration is open until November 8/24. The course concludes November 30/24.

This comprehensive and thought-provoking course, designed specifically for the BCRSP by Safety Results, is sure to enlighten and challenge a CRSP's/CRST's thinking of ethics in their professional practice. The course will take approximately 3.5 hours to work through. Professionally presented, with individual feedback provided by our facilitators, Marie

Quilley and Greg McInnes, as well as an in-course quiz and an end of the course submitted assignment, makes this course your only choice. To register for the course, please click [here](#).

### **Kudos for our CRSP and CRST Virtual Coaching & Study Material**

"I did write in June and passed the exam. My scores in each of 7 of 9 categories were equal to or greater than the average score of passing graduates. In the other 2 categories I was just 1 question less than the average, which I knew were my weaker areas of study. The materials and your course were very helpful in preparing for the exam".

*"I got my results yesterday (since writing, I've switched jobs, so they were originally sent to my old employer and it took a while for me to get them). Anyway, I passed! I didn't see that coming at all, but it happened! I just sent in my signed Code of Ethics and certification fee today. Thanks so much - I wholeheartedly believe that it made 100% of the difference, and I'd be re-writing in October if I hadn't attended. And you can quote me on that :)"*

"I passed my first (in October) write. I received my letter yesterday. I want to thank you for everything – the course was spot on – it made all of the difference".

*"I just received my letter on Monday and I passed on the first write. Thank you!"*

"I passed the October Examination!!!! Thank you so much, I couldn't have done it without your training! What I learned helped me succeed in the

### **What are you waiting for?**

Testimonials from our valued clients serve to reinforce that along with their own hard work, our study material/coaching packages and process, prove without a doubt that WE have the right formula. Visit our [website](#) or contact [Marie](#) for more details!

## CRSP AND CRST VIRTUAL COACHING EXAMINATION PREPARATION

As it has always been our commitment to help candidates with their studies for both the [CRSPEX](#) and the [CRSTEX](#), we offer our Virtual Coaching Packages. These packages are available to those that are writing the 2025 Blueprint CRSPEX or the 2024 Blueprint CRSTEX. We will provide all of the material (shipped at our cost within Canada only). We are delighted to extend discounts to active members in good standing of WOHSS or the HSPC (not combinable and proof of current membership is required). For more information, please contact [Marie](#).

This virtual package includes 6 hours of personal coaching with Greg McInnes CRSP (NP) (CRSP held from 1994 - 2023). The hours are broken down however you wish. There will be self-study assignments between the calls. Calls are individualized and held via phone or Zoom Video Conference, your choice. Virtual Coaching packages must be used within 6 months of purchase.

“It’s really important to know who is trying to teach you something”. - Alan D Quilley CRSP

### Who is your Coach?

Greg McInnes is the coach and can help you effectively study in your journey towards certification. He is a respected leader in OH&S, having over 3 decades of experience in various OH&S management positions (civic government, healthcare, aerospace, oil and gas and utilities). Greg has also been on the Board of Governors for the BCRSP, served as Chair of their Professional Conduct Committee and held positions with the CSSE at local, provincial and national levels.

Greg has developed and instructed adult OHS education programs at the University of Alberta and has co-instructed at NAIT, along with instructing OHS courses for various companies. With all his experience, and sharing the Safety Results’ techniques to help you focus your studies, why look elsewhere? Selecting a mentor is an important decision, and it's essential to evaluate their qualifications. When weighing your options against other providers, pay attention to their experience, teaching styles, and how well they match your learning objectives to ensure you make a well-informed choice. We are confident that they will not be able to match us in quality, experience, and teaching methodology.

“There are no hard questions if you know the answers”. - Alan D Quilley CRSP

### CRSP Virtual Coaching Package

Inclusions:

- Study material (material shipped at our cost within Canada only) based on the 2025 CRSP Examination Blueprint
- 6 hours personal coaching with Greg McInnes
- CRSP Exam Prep Study Manual
- CRSP Exam Prep Knowledge Gap Analysis Questions & Answers Workbook
- Handbook (offered only with the Virtual Coaching Package)
- \$899.00 + tax

### CRST Virtual Coaching Package

Inclusions:

- Study material (material shipped at our cost within Canada only) based on the 2024 CRST Examination Blueprint
- 6 hours personal coaching with Greg McInnes
- CRST Exam Prep Study Manual
- CRST Exam Prep Knowledge Gap Analysis Questions & Answers Workbook
- Handbook (offered only with the Virtual Coaching Package)
- \$899.00 + tax

**If you wish to purchase only study material**

**(CRSP Study Manual and Workbook or CRST Study Manual and Workbook)**

**please visit our website:**

**[CRSP Study Material](#) or [CRST Study Material](#)**