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Top Ten Mistakes We Can Make While Managing OH&S - Part 2

by Alan D Quilley CRSP

The challenge of managing the many aspects of OH&S at our places of work at times can feel overwhelming. There are many legal, moral and financial reasons for us to pay attention to our OHS obligations. With all of these challenges, we need to ensure that we are not wasting our time, money and efforts doing things that simply don't work. Continuing from the January Newsletter, the following rounds out my Top Ten list of common errors we make in managing OH&S issues that we should all strive to avoid.

6. Celebrate the lack of injury and not the existence of safety.

Inviting co-workers to give us feedback and coaching when they see us doing something unsafe is a wonderful way to increase the team approach to safety. Unless invited, our co-workers may feel reluctant to bring our mistakes to our attention for fear of a poor reaction. We're in this together, so why not open up the discussion and invite each other to help us through the challenges of behaving safely?

7. Deliver safety programs to passive employees.

I'm not sure what happened historically to make us believe that we could deliver safety to employees like a pizza. The sooner we hold everyone accountable for safe production and not just production with safety added on, the better off we'll all be. Challenging employees to come up with ways to make their work safe is well documented as a surefire way to increase their safety performance.

8. Measure results and not the activities that create safety.

Companies who define safety activities for all of their staff throughout their organizations (including the CEO) are safer than those who don't. Demand that the measurement of doing a great job includes doing safety tasks like investigations, hazard assessments, inspections and attending meetings. Ensure that what needs to be done actually gets done. Otherwise, safety activities will take a back seat to production, every time.

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9. Manage OH&S differently than we manage the other parts of our businesses.

Why would a profitable, successful company with a clear record of managing success implement a safety program that doesn't exactly replicate why they are successful in the first place? Manage safety exactly like you manage your business and you'll get similar results. There are too many companies that manage safety differently than their business to the peril of their safety results.

If you know how your employees and management team are motivated to give you production, why would you settle for doing something different to get safety results? Far too often, companies take a very positive and proactive approach to motivating productivity activities, yet do exactly the opposite when it comes to safety, by providing only negative reinforcement for safety. "Safety is a condition of employment", is a commonly used threat. Of course, it is, and so is being on time and doing your job. Too many companies focus on making negative consequences the key messages during orientation rather than to tell employees that the company needs their help to make it safe, and bosses are counting on them to help with safe production. Of course, you cannot ignore unsafe behaviours any more than you would ignore behaviours that didn't comply with your productivity systems. Stop making safety feel like a negative thing. There is nothing negative about doing our work with a focus on safe production.

10. Hold safety meetings that everyone wants to avoid.

I have spoken to tens of thousands of employees in my career about the functionality of the safety meetings they attend. Overwhelmingly, people tell me they don't like what goes on in these meetings very much. The natural question is, "Why are we going to a meeting and not liking what is going on?" If your employees don't like something as simple as the safety meeting, then fix it! At your next meeting, stand up and tell folks you'd like to discuss how to make these meetings better. Let's all set a goal to not sit silently at a meeting that isn't addressing our needs. Just say NO to

unsuccessful safety meetings!

Well, there you have it. I hope you have some ideas to think about to make your safety culture better. Own the safety process, take part in creating it, stand up and be counted. We need to do this together and we need to stop doing things that we know fail. Let's be successful together. It matters a lot to you and the people that you work with.

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 - February 3/25

Our next Ethics course, in conjunction with Lambton College, commences February 3/25. Registration is open until February 7/25. The course concludes February 28/25.

To register for the course, please click [here](#).

Kudos for our CRSP and CRST Virtual Coaching & Study Material

"I am happy to say that I was successful in passing the exam. I do think that your books provided me with much of the information required to be successful in the CRSP exam."

"I did very well and I attribute much of it to the coaching you provided."

"I wrote the June CRSPEX, and I passed. Your books and coaching contributed to re-defining my strategic approach in preparing for, and passing, the exam."

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 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)

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